



Revised August 2023

# Roanoke County Public Schools Teacher Technology Manual

Roanoke County Technology Department

# Elementary Technology Information

Roanoke County Schools is a Microsoft School System which uses Windows 10 computers. Most of the commonly used software is already downloaded and installed on your teacher laptop. If you would like access to other supported software, you can find it in the software center (on the desktop of your computer). You MUST be on our school network to access the software center.

## SUPPORTED TECHNOLOGY

### Microsoft Office 365

- Word, PowerPoint, Excel
- Forms
- OneDrive
- OneNote
- Teams
- Minecraft Edu

### Blackboard Learning Management System

#### Cisco

- Webex – Video Conferencing, online phone service, and messaging system

#### Adobe

- Adobe Creative Cloud
- Adobe Acrobat DC
- Many other adobe products available in the software center or inside of Adobe Creative Cloud

### Snagit – Screen Capture and Recording

#### Promethean (ActivPanels)

- ActivInspire
- Classflow

## TECHNOLOGY SUPPORT

Your school's Webmaster/Computer Coordinator can answer basic troubleshooting questions. Your school's Instructional Technology Resource Teacher can help with technology training and integration needs. A technician will help fix any technical issues you may have.

To report technical issues, turn in a ticket directly to a technician here:

<https://helpdesk.rcps.us/>

### RCPS Elementary ITRTs

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- Courtney Jones ([cjones@rcps.us](mailto:cjones@rcps.us)) – Burlington, Mountain View, Clearbrook
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# PASSWORDS AND SECURITY

You have been assigned a Roanoke County username. You will be prompted to choose your own password. Password need to be 8 characters long. They cannot contain any part of the users first or last name.

Other Password requirements (you must choose 3 of the 4 categories):

- At least one uppercase letter
- At least one lowercase letter
- At least one number
- At least one special character

These credentials work with our Active Directory, so they will be used for your computer, RCPS network, Email, Blackboard, Synergy, ClassLink, Microsoft, Adobe, and more. **It is very important that you keep your password secure and NEVER share it with ANYONE including substitute teachers.** By guarding your password, you help prevent data breeches that could compromise student and employee data. Daily or **short term substitutes** can log into a computer using Username: sub and Password: rcpsub. **Long term substitute teachers** will be given their own Active Directory credentials.

Please know that the technology department will never ask you for your password, nor should any other Roanoke County Employee. For security reasons, please do not save your password when prompted by Google Chrome or another browser. Not only is this not secure, it also causes issues when it is time to change your password.

Every 180 days, you will be prompted to change your password when you log in to your computer (you will begin to see pop-up notifications one week ahead of time). You will not be able to use previous passwords.

If you need to reset your password, it causes the least amount of issues if you change it while on our network (at school). One way to change it is through the Office 365 Password Reset Link:

<https://passwordreset.microsoftonline.com>. This link is also listed on the Technology Webpage.

## DUO (TWO FACTOR AUTHENTICATION)

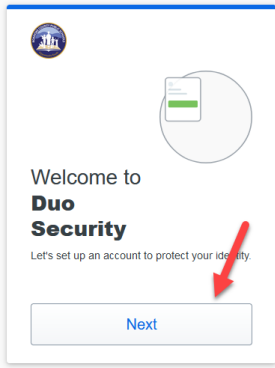
### Duo Enrollment

It is easiest to enroll using both your computer and cell phone at the same time.

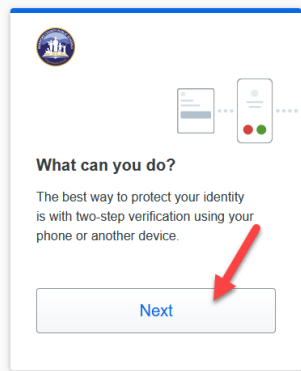
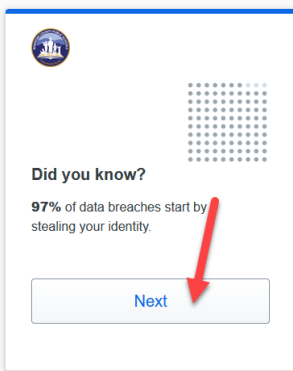


**On your computer**, find the Duo Enrollment email in your RCPS inbox and click on the link. You may need to check the junk folder. **ONLY USE THE EMAIL THAT IS SENT TO YOU (DO NOT SHARE THIS EMAIL WITH ANYONE).**

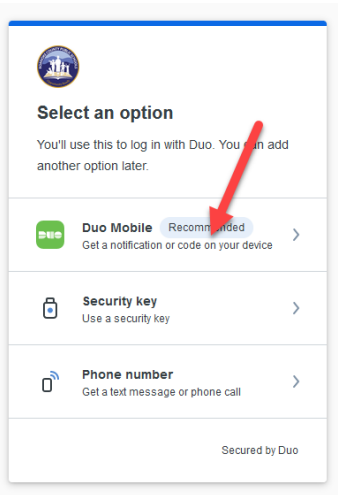
You should see a screen that looks like this. Click **Next**.



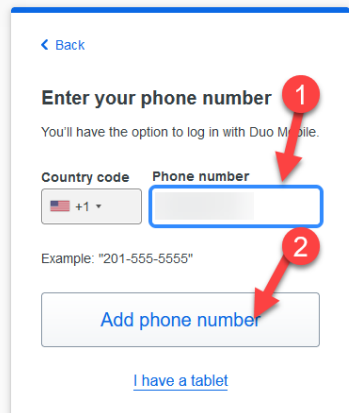
You will see a series of boxes with information on them. Continue to click **Next** on each screen.



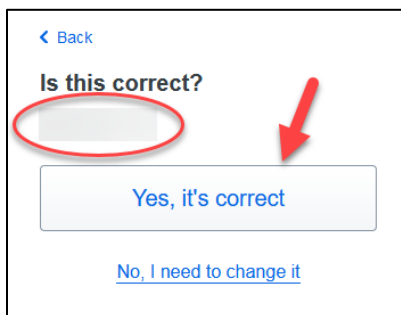
When you reach the screen below, click **Duo Mobile**.



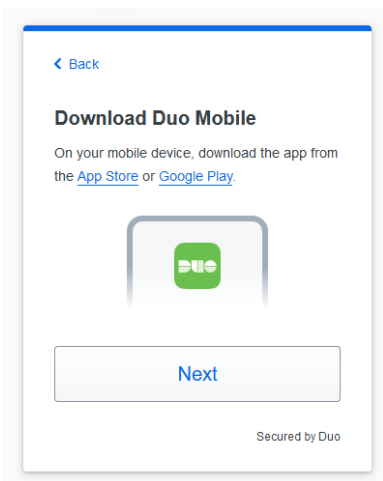
Enter your CELL PHONE number (the number of the cell phone you will use to authenticate).



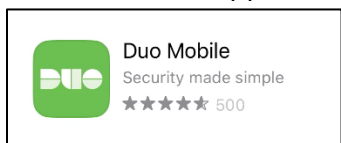
Doublecheck the number and click **Yes, it's correct.**



You will see a screen that looks like this.

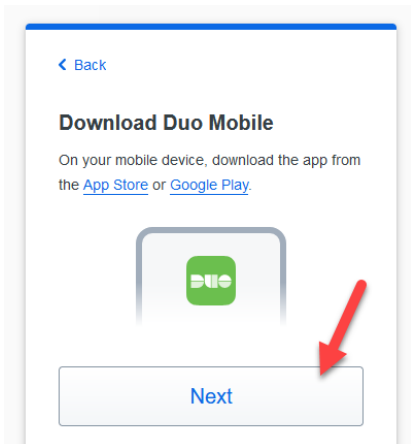


**On your phone,** navigate to the App Store (iPhone) or Google Play store (Android). Find and download the Duo Mobile app.





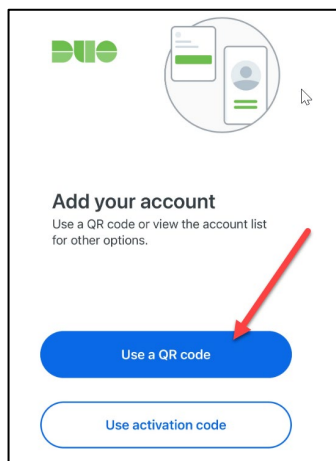
Once you've downloaded the app, **return to the computer** and click **Next**.



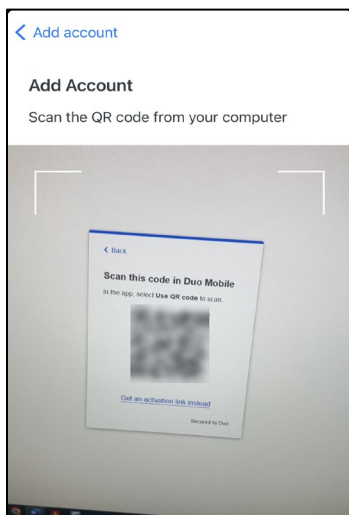
A QR code will appear on the computer screen.



**On your phone**, choose **Use a QR code**



**Use your phone** to scan the QR code on your computer screen.





**The phone** will ask you to name the account. By default, it will be called Roanoke County Public Schools.



**The computer** will move to this screen once you have added your account to your phone. Click

**Continue.**

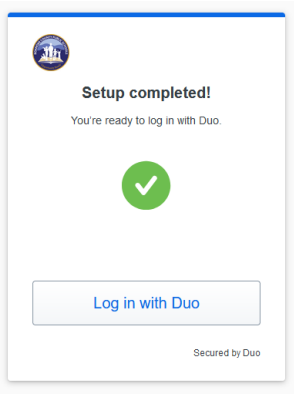


**On the computer**, click **Skip for now**.



**On the computer**, you will get a confirmation that setup is complete.



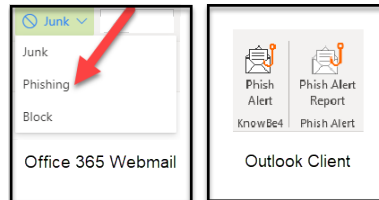


## KNOWBE4

Our division uses KnowBe4 to train employees on Security Awareness. Periodically, you will also be asked to participate in required KnowBe4 Training to learn skills to avoid the latest security threats. The best way to access these training sessions is to use the icon in Classlink. The Technology department will send you directions to access this service when a KnowBe4 Training campaign is active.

You will also receive KnowBe4 Training Phishing example emails that will tempt you to click on links. These emails allow you to practice keeping our network secure and help the technology department identify users that may need extra training.

If you receive an email that appears to be phishing, you can report it by clicking on Junk>Phishing. You will not be able to report phishing from your mobile device.



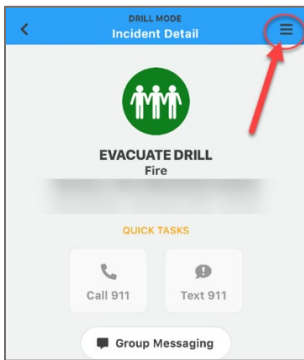
If it is a KnowBe4 email, you will get a congratulations message. If it is a real phishing email, you can rest assured that reported it and helped keep our network safe.

## RAPTOR

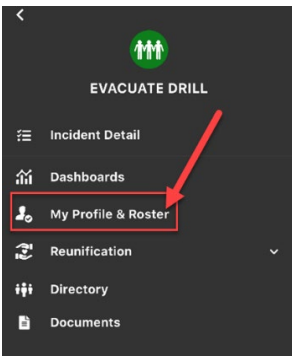
### Step 1: Access the Incident



## Step 2: Click on Menu

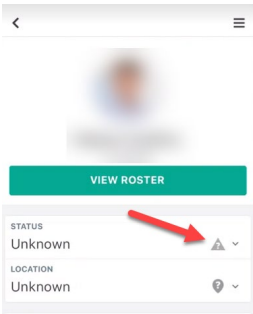


## Step 3: Choose My Profile & Roster

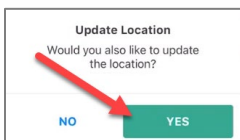


## Step 4: Account for yourself

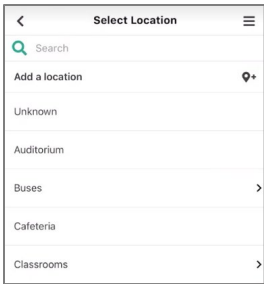
Select Status and update



## Step 5: Update Location for Yourself

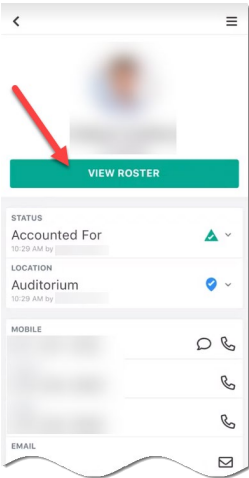


Select Location (add a location if needed)

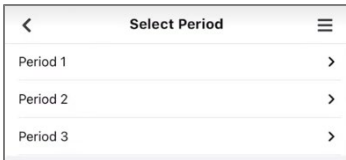


## Step 6: Account for your students (if you have a roster in Synergy)

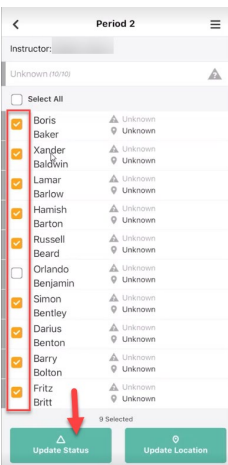
Tap **View Roster**



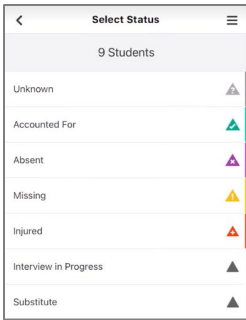
Select the class that is with you



Select students to update and choose **Update Status** (you can do multiple students or just one.)

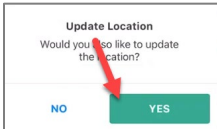


Select the status for the selected students

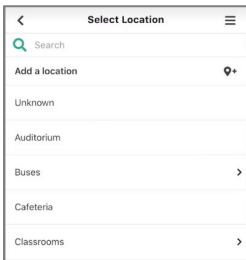


## Step 7: Update Location for your students

Select **Yes**



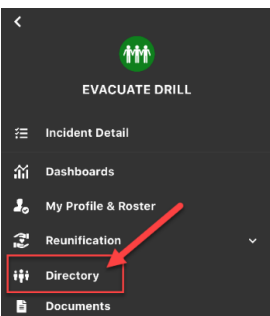
Select location



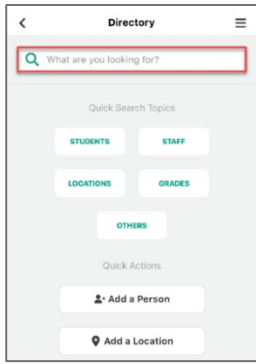
## Step 8: Account for others

If you do not have class rolls or there is a person with you that is not on the roster, use the Directory to indicate if anyone else is with you.

Click on **Directory**.

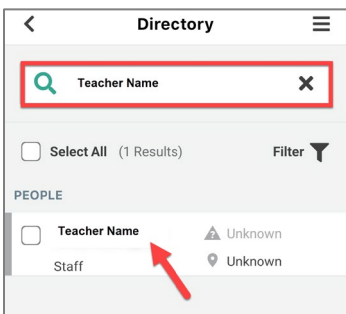


Search for student or adult names in the directory and check them in.

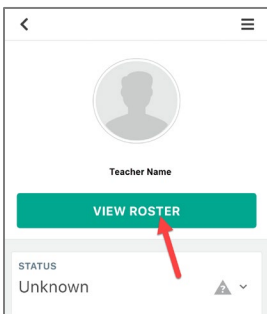


If you have another teacher’s class with you that is not listed on your roster, you can access the teacher’s roster by clicking on their name from the Directory.

Search for the teacher and click on the teacher’s name.



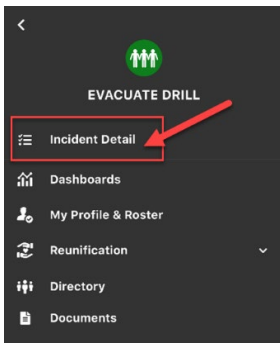
Click **View Roster**



Account for students (see Step 6)

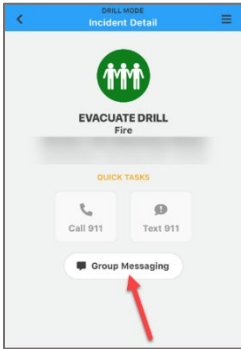
## Step 9: Return to the Incident

Click on **Incident Detail**



## Step 10: Access the group chat.

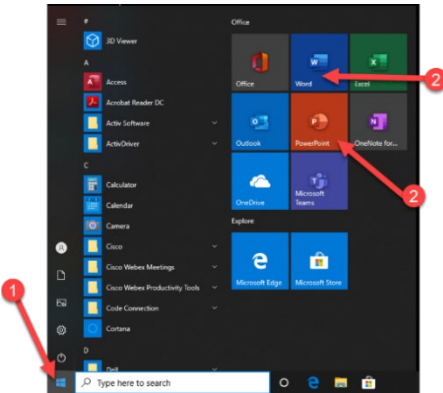
**DO NOT COMMENT ON YOUR LOCATION OR POST YOUR LOCATION HERE.** The chat will not be reviewed for accountability. This is for discussion about the incident only.



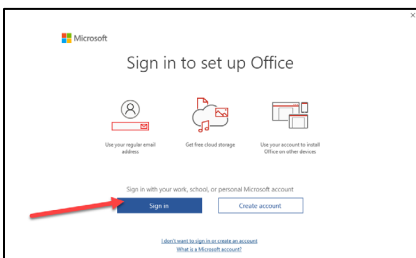
## SETTING UP YOUR LAPTOP

### Step 1: Activate Microsoft Office

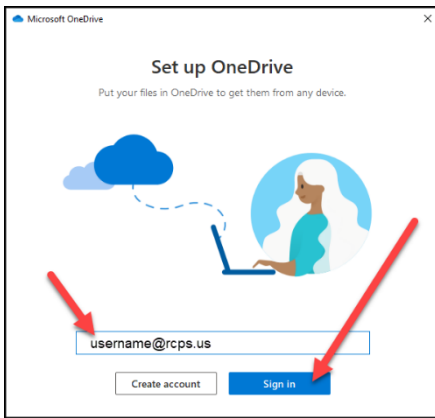
Open **Word** or **PowerPoint** (It does not matter which one)



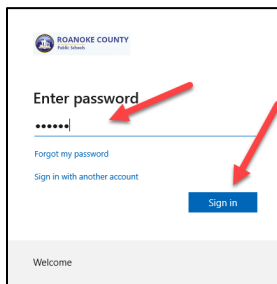
Click **Sign In**



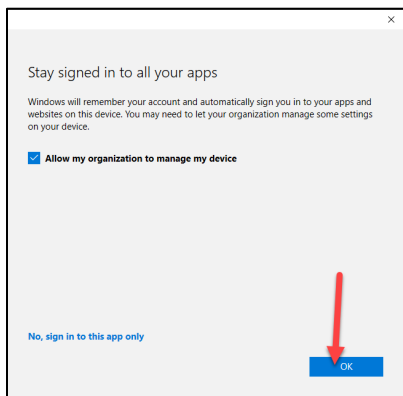
Enter your RCPS email address.



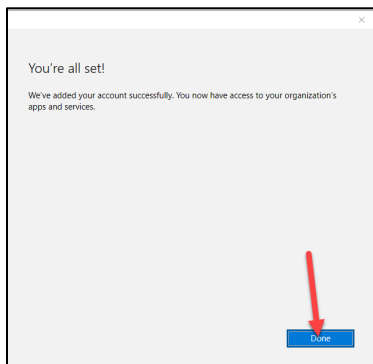
Enter your RCPS password and click **Sign In**



Choose **OK**



Be patient as Microsoft assigns the license. Then click **Done**.



## Step 2: Set Up OneDrive

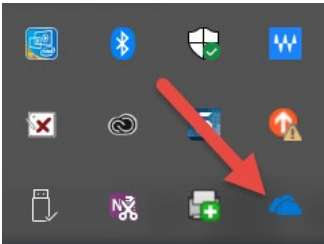
OneDrive is your storage area. You have 1 TB of storage space in OneDrive. This program makes it VERY easy to collaborate with other teachers by sharing files.

### Access the OneDrive app on your computer

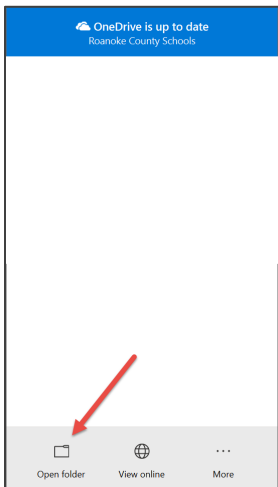
Click on the **up arrow** in your taskbar.



Click on the **blue cloud**.

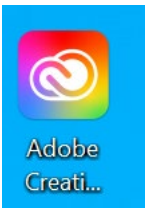


Click on **Open Folder** to view the files on your computer; Click **View Online** to see the SAME files in the cloud.



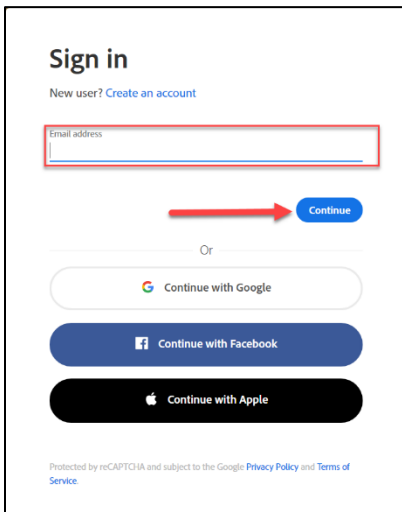
### Step 3: Activate Adobe

Click on Adobe Creative Cloud on your desktop





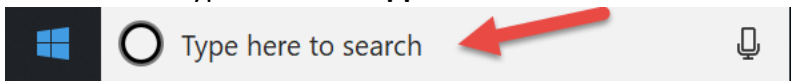
Enter your Roanoke County Email Address and click **Continue**



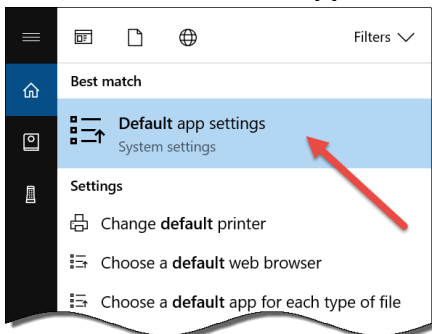
Adobe should activate your account. You can download apps from this space. Please know that Adobe apps take up a lot of space on your laptop, so only download the ones you need.

### Step 4: Setting Your Default Apps

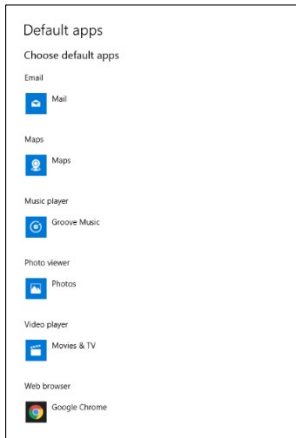
In search bar type: **“default apps.”**



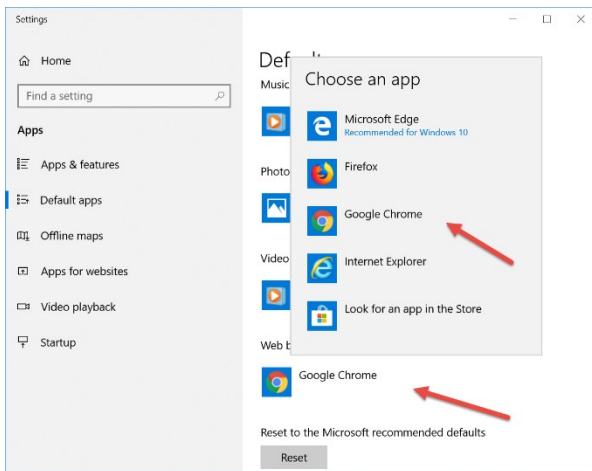
Select **Choose default apps settings**.



Once you see the screen below you will have the ability to set for email, maps, music players, photo viewer, video viewer, and web browser.

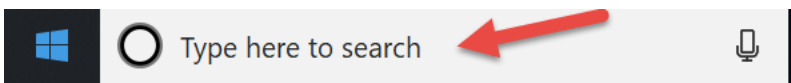


When you click on any of the categories it will allow you to see choices. Below is an example of setting default web browsers.

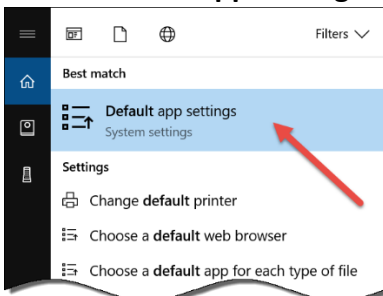


### Setting your pdf default

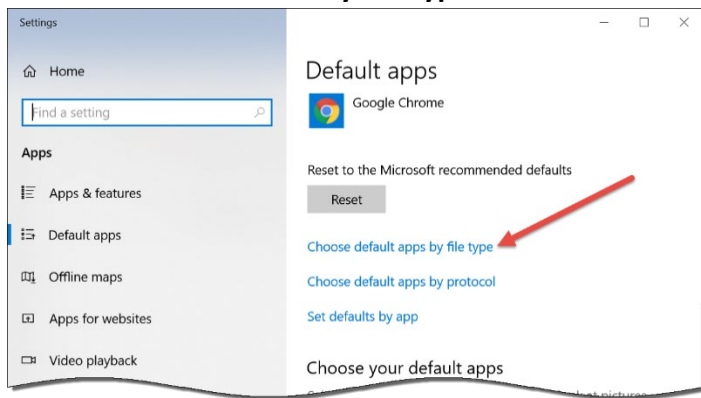
In search bar type: "default app settings"



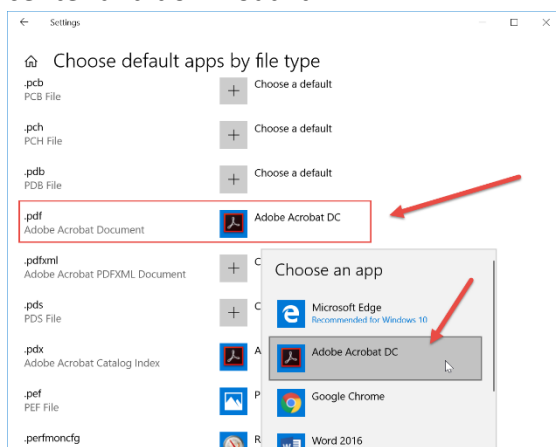
### Select Default App Settings.



Click on **Choose default by file type**.



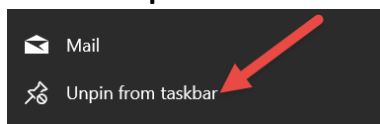
Scroll down until you see **“.pdf”** in the name column. Then select the program next to it that you want to open this file. (Example: PDF= Adobe Acrobat) If you do not see Adobe Acrobat you will need to go to the software center and download it.



## OTHER LAPTOP SET UP INFO

### Removing And Adding Items To Task Bar

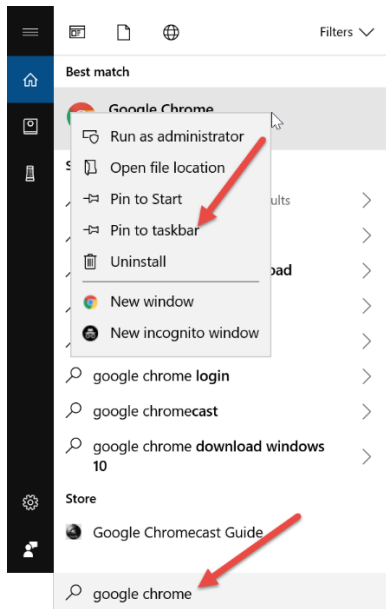
**Remove:** Right click on an item you would like to remove from the task bar at the bottom of your screen. Choose **Unpin from taskbar**.



We suggest you remove the following items from your task bar:

- Mail (use ClassLink or Outlook Instead)
- Edge (Use Google Chrome)

**Add:** Search for the program to add. Right click on it. Choose **Pin to taskbar**.

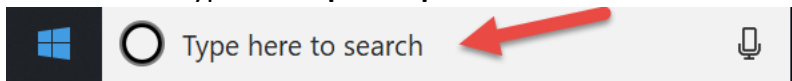


We suggest you add the following items to your task bar:

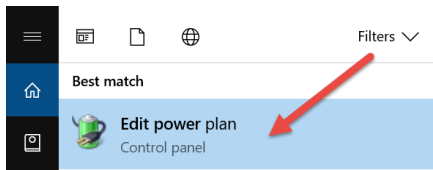
- Google Chrome

## Change Power Settings

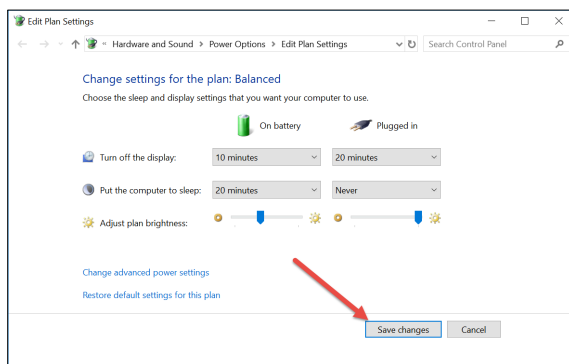
1. In search bar type: “edit power plan”



2. Click on **Edit Power Plan** icon



3. Here, you can change when your screen turns off, when the computer sleeps, etc. Click **Save Changes** when done.



## Utilizing Gestures On Your Touchpad

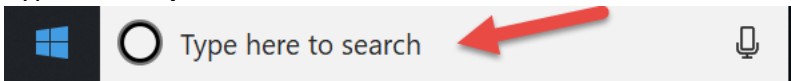
Try out these gestures on the touchpad of your Windows 10 laptop:

- **Select an item:** Tap on the touchpad.

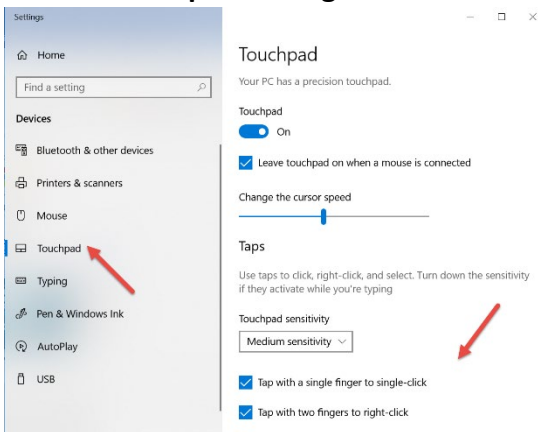
- **Scroll:** Place two fingers on the touchpad and slide horizontally or vertically.
- **Zoom in or out:** Place two fingers on the touchpad and pinch in or stretch out.
- **Show more commands (similar to right-clicking):** Tap the touchpad with two fingers, or press in the lower-right corner.
- **See all open windows:** Place three fingers on the touchpad and swipe them away from you.
- **Show the desktop:** Place three fingers on the touchpad and swipe them towards yourself.
- **Switch between open windows:** Place three fingers on the touchpad and swipe right or left.
- **Open action center:** Tap four fingers on the touchpad.
- **Switch virtual desktops:** Place four fingers on the touchpad and swipe right or left.

## Change Gestures On Your Touchpad

Type “Touchpad” in the search bar.



### Choose Touchpad settings.



## Using The Touch Screen (if available)

Your new laptop MAY have a touch screen. Here are some very basic functions of a touch screen.

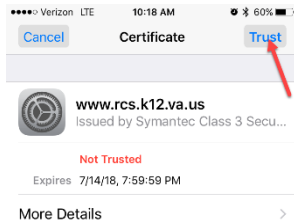
- **Drag and Drop**-Double-tap on an item, then drag. When you’re done, just release your finger to drop the item wherever it is.
- **Scroll**-Use two fingers to tap and drag in the direction you want to scroll. It works both horizontally and vertically.
- **Zoom**-Use two fingers and pinch them inwards (zoom out) or pinch them outwards (zoom in). This comes in handy for Web pages with tiny text, or if you need to do some quick image editing.
- **Show more commands (similar to right-clicking):** Tap the item with your finger or stylus, and keep the finger or stylus pressed down gently. In a moment, a square or circle will appear, shown in the top, left figure. Lift your finger or stylus, and the **right-click** menu appears, listing all the things you can do with that item.

## CONNECTING PERSONAL DEVICES TO WIRELESS

The RCPS-Staff wireless network will allow staff (not guests) to connect their personal devices to the RCPS Wi-Fi network.

To connect on a mobile device

- Go to **Settings** and view wireless networks (you should see RCPS-Guest, RCPS-Secure and RCPS-Staff)
- Select **RCPS-Staff**
- Enter your RCPS username and your email password
- When prompted, accept the certificate by clicking **TRUST**



For Android products

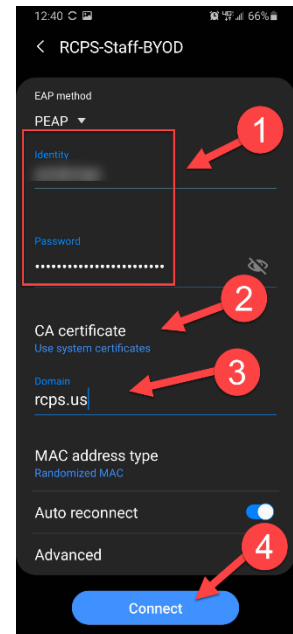
- Go to Settings/Connections and select RCPS-Staff-BYOD from the WiFi list
1. Enter **username** and **password**
  2. Select **Use system certificates**
  3. Enter **rcps.us** for the Domain
  4. Click Connect

Each time you change your password, new password credentials will need to be entered to access the RCPS Staff network.

Please do not attempt to connect school owned devices to the RCPS Staff

Each time you change your password, new password credentials will need to be entered to access the RCPS Staff network.

Please do not attempt to connect school owned devices to the RCPS Staff Network.



## UPDATES AND SOFTWARE INSTALLS

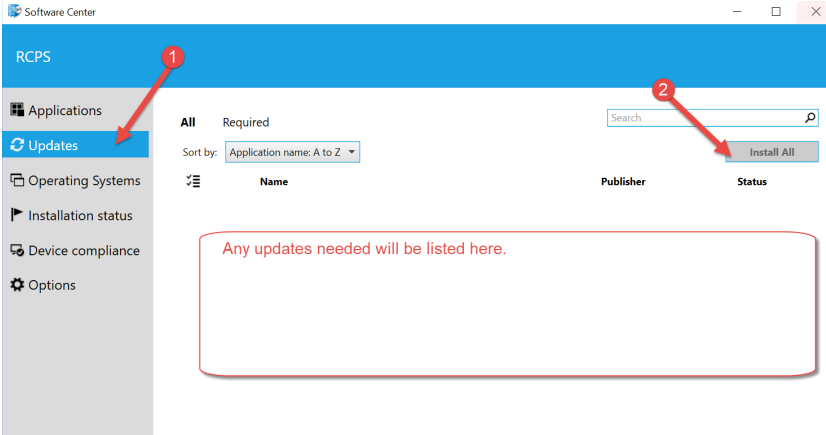
Updates and programs will be pushed out to your laptop. Some updates could occur at home when you start up your computer, but some things might only install on the school network. It is recommended that you restart your computer on the next day back at school and check for updates in the Software Center. If any are available, go ahead and install them. This process could take awhile, and your computer may prompt you to restart it.

### Updates

Open the Software Center while on the school network.

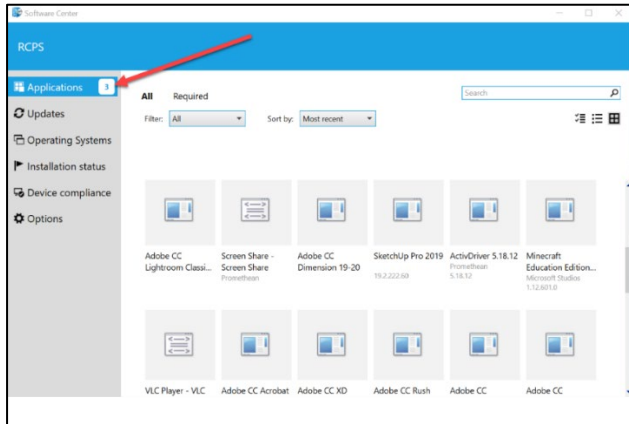


Choose **Updates**. If any are listed, choose **Install All**.

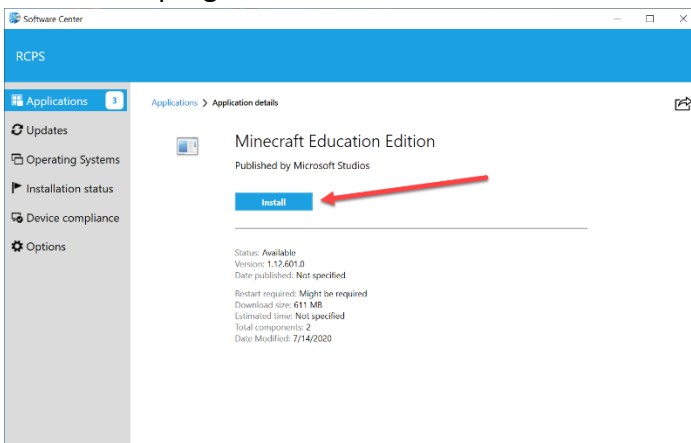


## Software

Software can be installed from the software center **while on the school network**. This will not work at home. To install a program, find it under **Applications**



Choose the program and click **Install**.

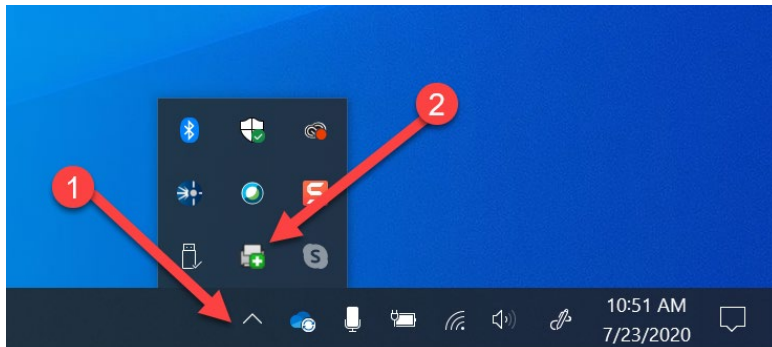


Follow the onscreen prompts to install the program on your laptop.

## ADDING SCHOOL PRINTERS

We use Printer Logic to make installing printers easy. It must be used on the school network. It will not work at home.

1. Click on the print logic icon in the lower right hand corner of your computer task bar. (You may have to click the up arrow to see it.) If the icon is not there, restart laptop on the school Wi-Fi).



2. Find your school on the left-hand side and click on it.
3. Select your school in the main window. You will see all your available printers. Select the printer you wish to install and double click on it. A pop-up window will let you know when it is done installing.

\*If you do not see any printers in the list and you are on the school network, first restart your computer. If they still do not show, contact your school's Webmaster/Computer Coordinator so they can submit a ticket.

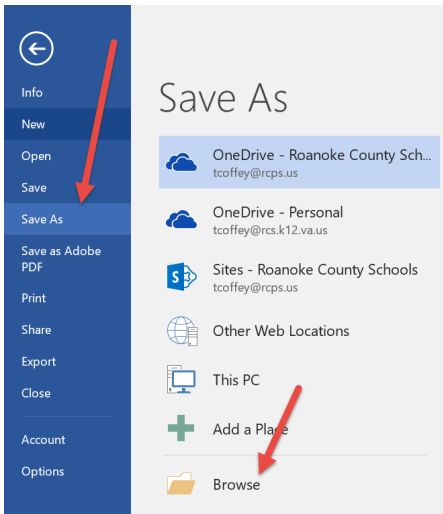
## USING OFFICE 365 (INCLUDING ONEDRIVE)

### Saving Directly to OneDrive On Your Teacher Computer

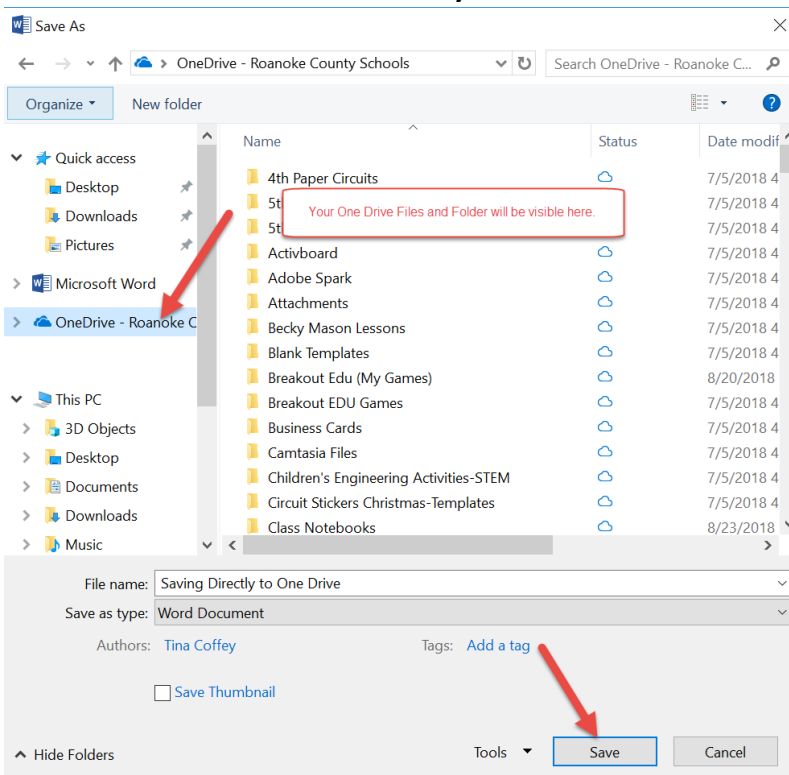


Saving new files to OneDrive helps make sure your documents are backed up. It also makes the process of getting a new or reimaged laptop easy! It also allows you to access your documents stored in “the cloud” from any computer.

### Choose **Save As > Browse**



### Choose **OneDrive>Roanoke County**






Note: By default, OneDrive is set to Files On-Demand.

### Files On-Demand...

- Save space on your device by making files online only
- Set files and folders to be always available locally on your device

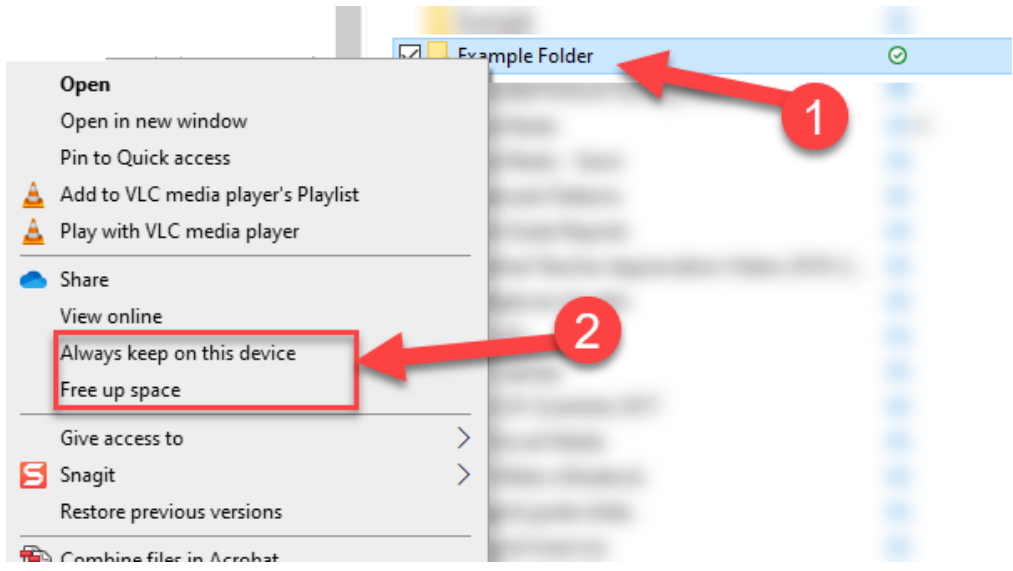
- See important information about files, such as whether they are shared
- See thumbnails of over 300 different file types even if you don't have the required application installed to open it

Your files will have these statuses in File Explorer:

 Online-only files	<p><i>Online-only files</i> don't take up space on your computer. You see a cloud icon for each online-only file in File Explorer, but the file doesn't download to your device until you open it. You can't open online-only files when your device isn't connected to the Internet.</p>
 Locally available files	<p>When you open an online-only file, it downloads to your device and becomes a <i>locally available file</i>. You can open a locally available file anytime, even without Internet access. If you need more space, you can change the file back to online only. Just right-click the file and select "Free up space."</p>
 Always available files	<p>Only files that you mark as "Always keep on this device" have the green circle with the white check mark. These <i>always available files</i> download to your device and take up space, but they're always there for you even when you're offline.</p>

### Mark a file or folder for offline use or as online-only

1. Right-click a file or folder.
2. Select **Always keep on this device** or **Free up space**.



### Free up space

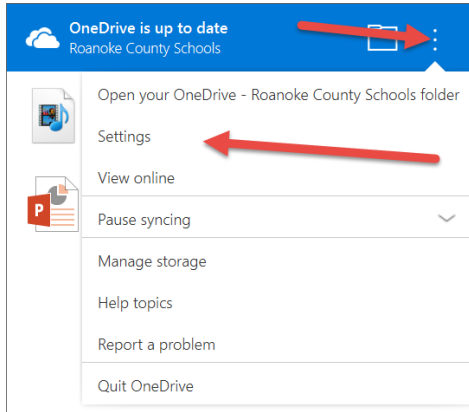
By default, your laptop is set to upload files to the cloud to save space. We recommend that you keep this setting. If your laptop begins to get full, use the method above to move large files to the cloud.

**Disable Files On-Demand** \*Choose this if you often use your computer when you are not on the internet. Otherwise, it is recommended you leave it on to save space on your computer.\*

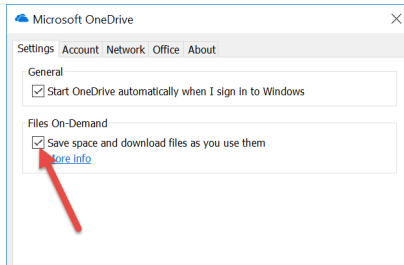
1. Right click on the Cloud Icon on the task bar.



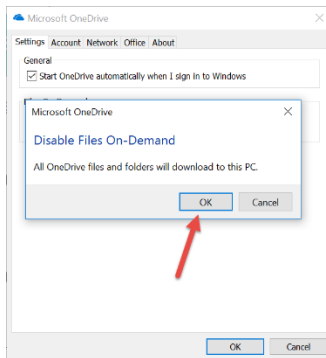
2. Click on the More button (three dots) and choose **Settings**.



3. Uncheck the **Files On-Demand Box - Save space and download files as you use them**



4. Click **OK** to Disable Files On-Demand.



## CLASSLINK

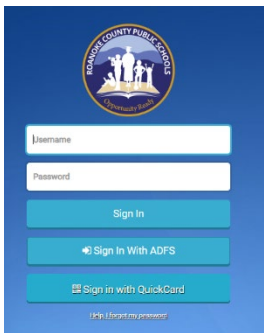
ClassLink is our Single Sign-On Solution

### Access ClassLink

To access ClassLink, open Google Chrome.



Login with your rcps username and password



### Login to a service

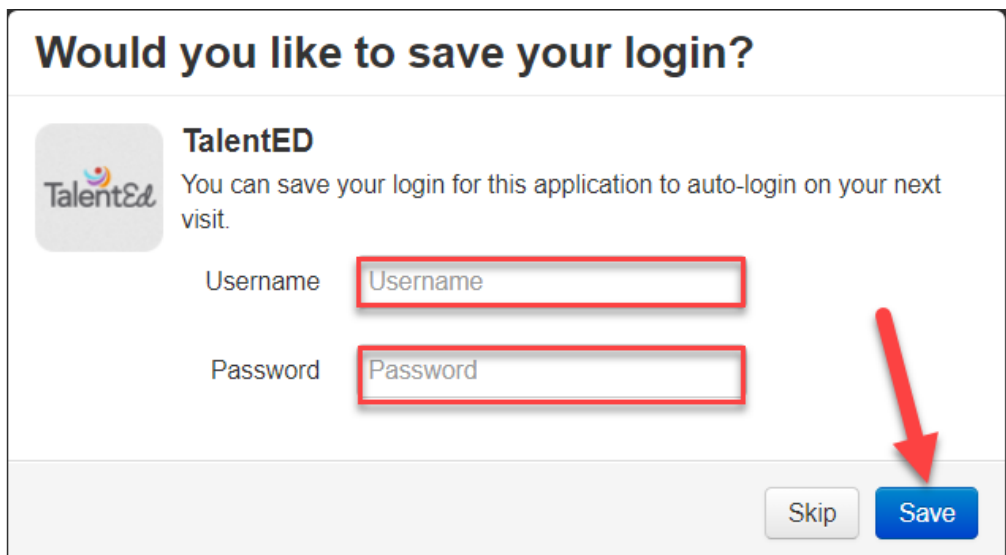
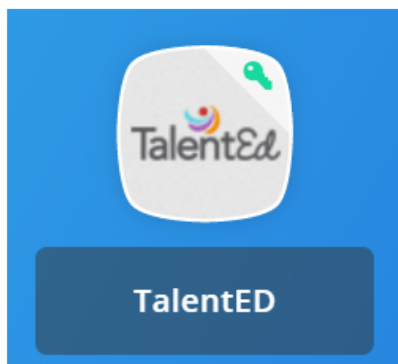
To login to a service, click on the service. Enter your username and password. Make sure to tell Chrome to never remember your password.

### Dashboard Apps

Roanoke County has preloaded apps for you that you may need to use on a regular basis. The apps that may be important to you are

- Talent Ed
- Frontline
- GHR
- KnowBe4

To use these apps, you will need to enter your correct login and password the first time you use the app. Make sure to tell Chrome to never remember your password. Then ClassLink will remember the logins and passwords for you.



\*If you ever need to change a saved password, right click on the app and choose Edit Password.

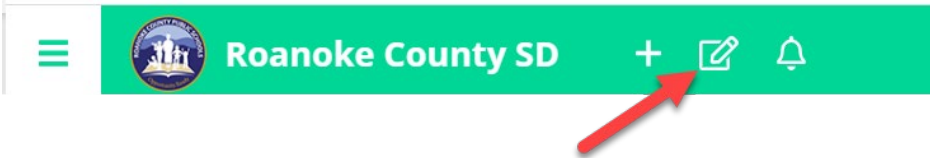
### ClassLink Extension

The ClassLink extension will already be installed on your teacher computer.



## Edit Mode

The edit button will allow you to change the look and organization of your page.



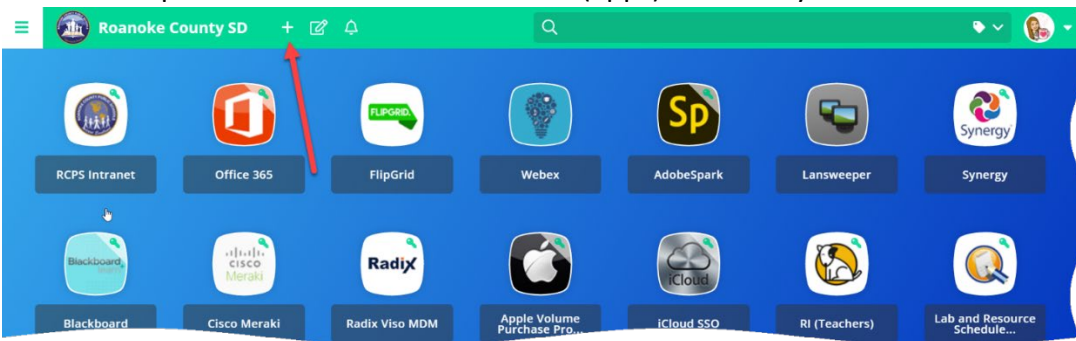
Click on the Edit Mode button in the top left.

- Rearrange apps by dragging them to a different location and dropping them.
- You can move apps inside a folder by hovering over the folder and dropping the app inside.
- You can create a folder by hovering one app over another app and dropping it. This will create a new folder with the two apps inside.
- To remove an app from a folder, right click on the app and choose **remove from folder**.
- To rename the folder, right click on the folder and choose **edit**.
- To delete a folder, right click on the folder and choose **remove folder**.
- To add a new application, select 'New App' and you will be taken to the App Library.

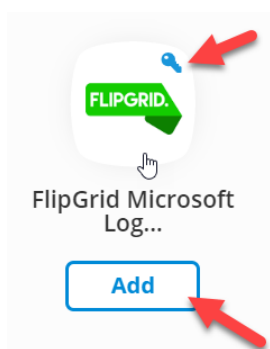
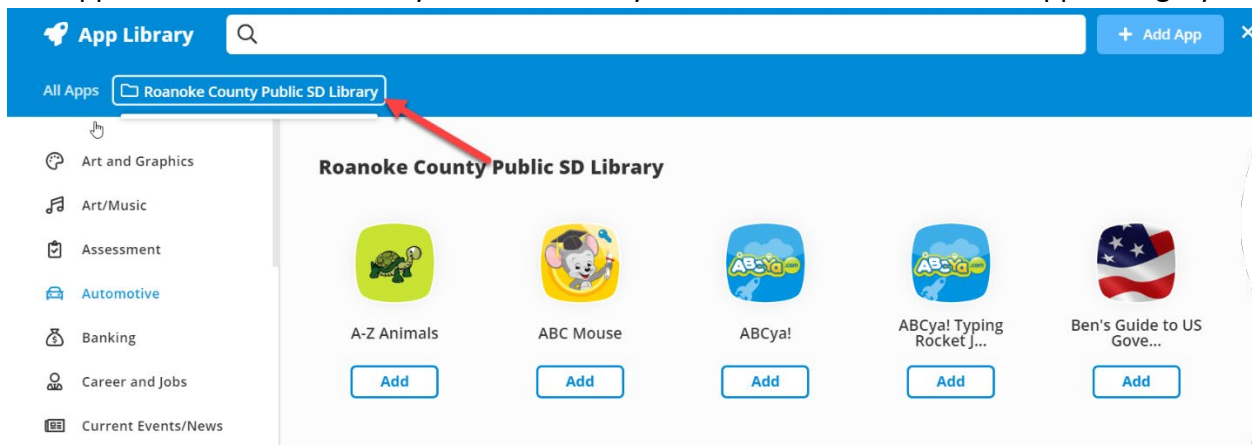
## My Apps

ClassLink includes a library that contains over a thousand educational resources that you can choose from. These resources will be added to the My Apps section of your ClassLink account. Customize this section by browsing our library and clicking 'add' on any app that you want to see in My Apps.

Click on the plus to search for more services (apps) to add to your dashboard.



Use apps in the Roanoke County Public SD library or search for them in the All Apps Category.

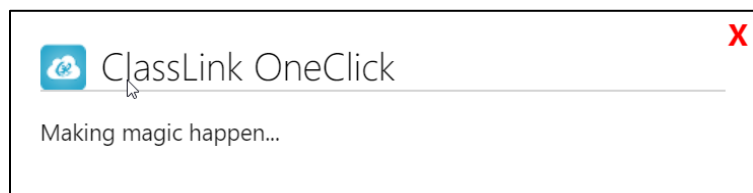


### What are SSO apps?

ClassLink has the ability to link you seamlessly to your various web accounts from within ClassLink. This handy feature is called 'single sign-on' (SSO) which means you will not have to enter your username and password every time you enter that website. Apps that have single sign-on capabilities can be found in the resource library, they are differentiated by a key icon.

### ClassLink Extension

The ClassLink extension will already be installed on your teacher computer.



### Add Your Own App

To create your own app, click the Open App Library Plus Sign. Then choose Add App. Here you will enter the URL, the name of the App, and choose an icon. You can request a new icon for the app or a Single Sign On for the app right from this screen.

### My Files

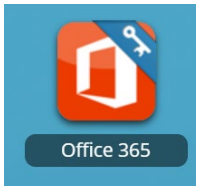
My Files is your place to access, edit, and store ALL of your files and folders located on your school network and cloud drives from any device.

When you click on My Files, it will open up in its own tab. You will see a tree view of your storage locations on the left. You have the ability to connect your cloud storage applications you might already use such as OneDrive, Dropbox, and Google Drive.

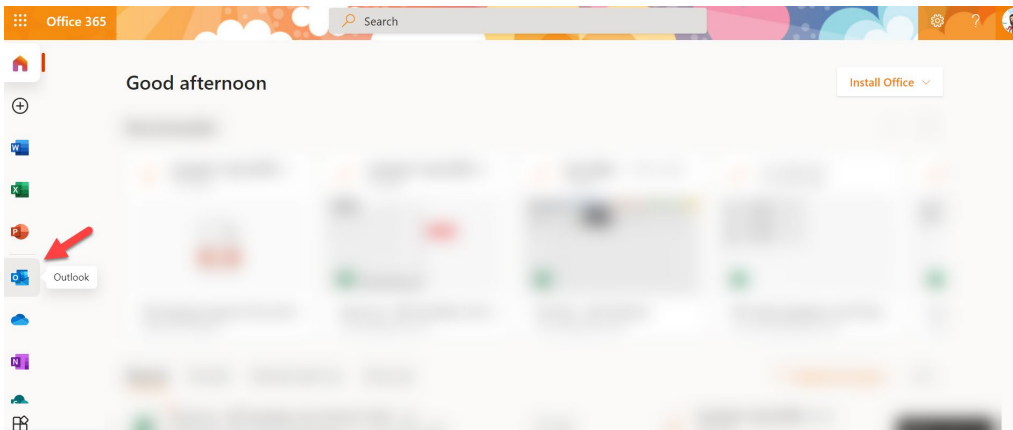
### Accessing Email

Login to ClassLink.

Choose **Office 365**



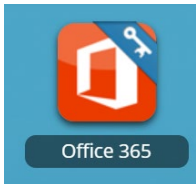
Click on the Outlook icon



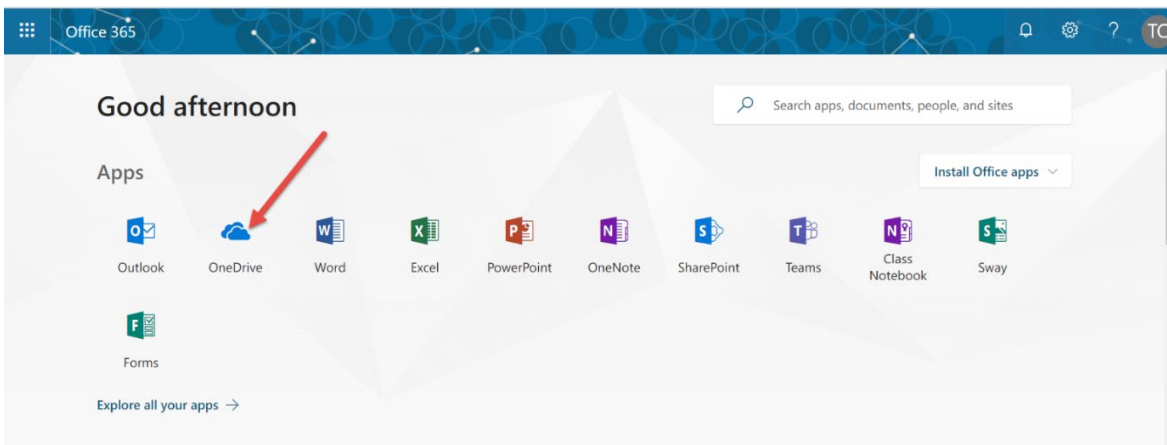
## Accessing OneDrive Files on Other Computers and Online

Login to ClassLink.

Choose **Office 365**



Choose **OneDrive**

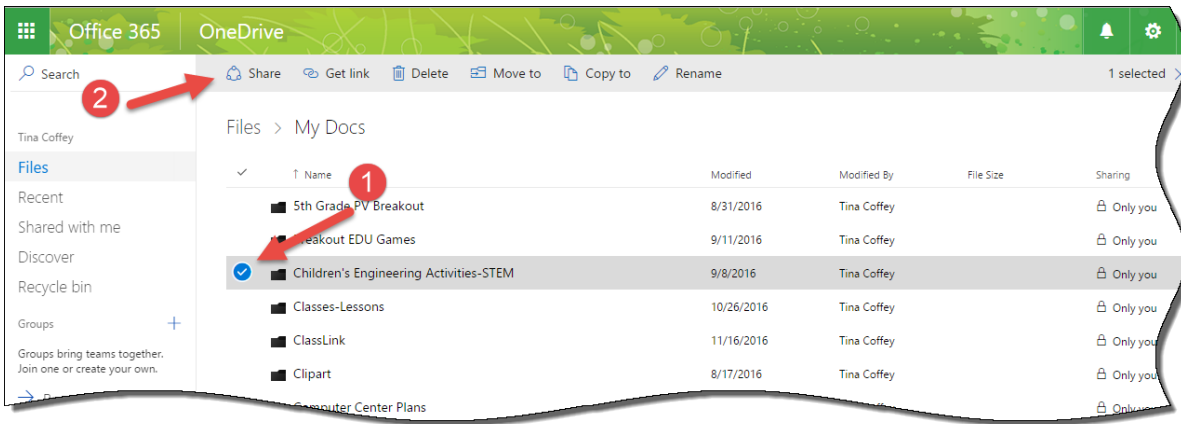


## Sharing Files on OneDrive

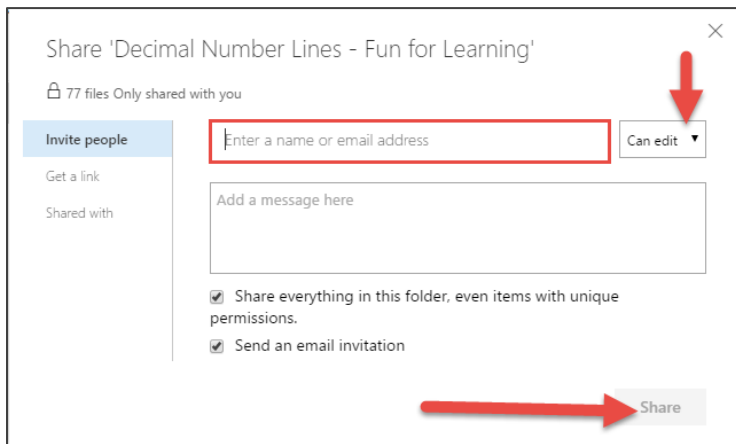
The easiest way to share files is from online Office 365. Make sure you are signed in online first!

Roanoke County Technology Information – Elementary Teachers

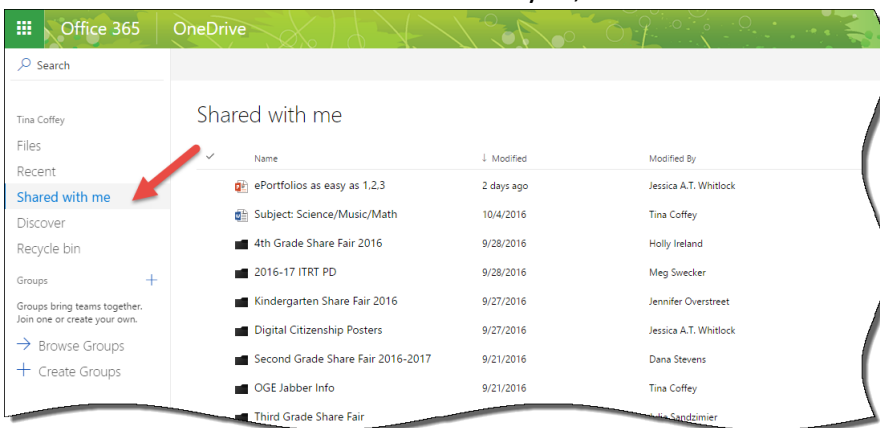
To share a file or folder with someone else, select it. Then click on the **Share** icon



When the share box opens up, type the person's name, choose the level of sharing (can edit or can view) and click the **Share** button.

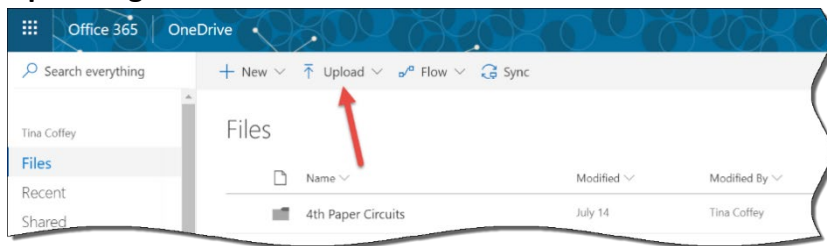


To find files that have been shared with you, click on the **Shared with me** link.





## Uploading Files to OneDrive Online



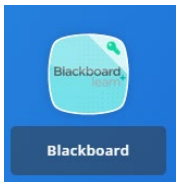
## ROANOKE COUNTY BLACKBOARD

Roanoke County uses Blackboard as our Learning Management System. You can access teacher resources here, and your online classes when school starts.

### Access Blackboard

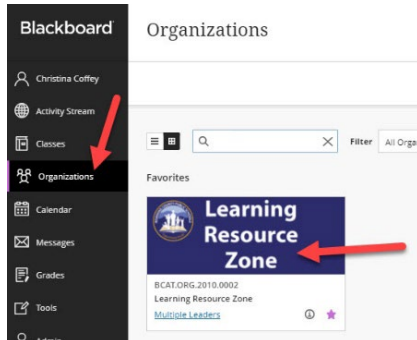
Login to ClassLink

Choose the Blackboard icon

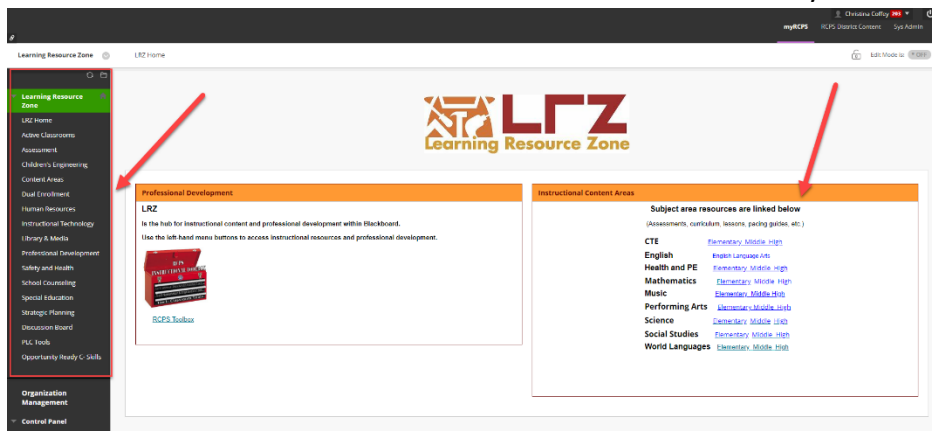


### Access the Learning Resource Zone

Find Learning Resource Zone (in the My Organizations Area)

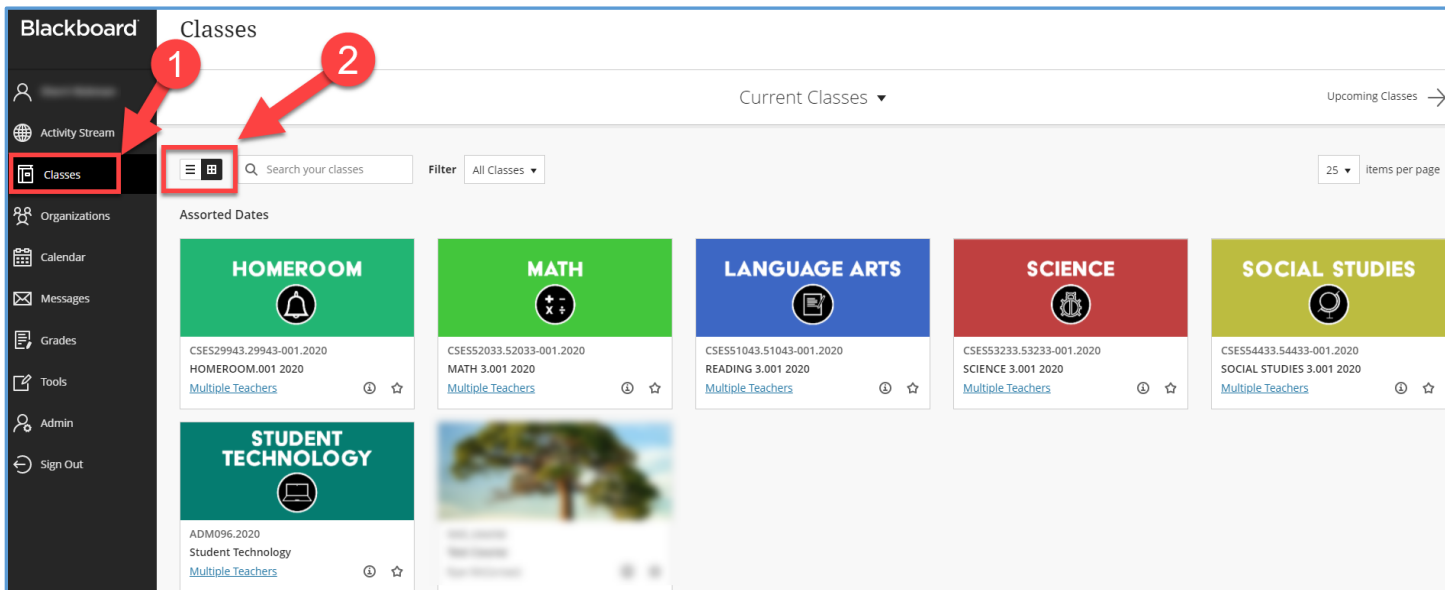


Use the menu on the home screen or on the left to find what you need.



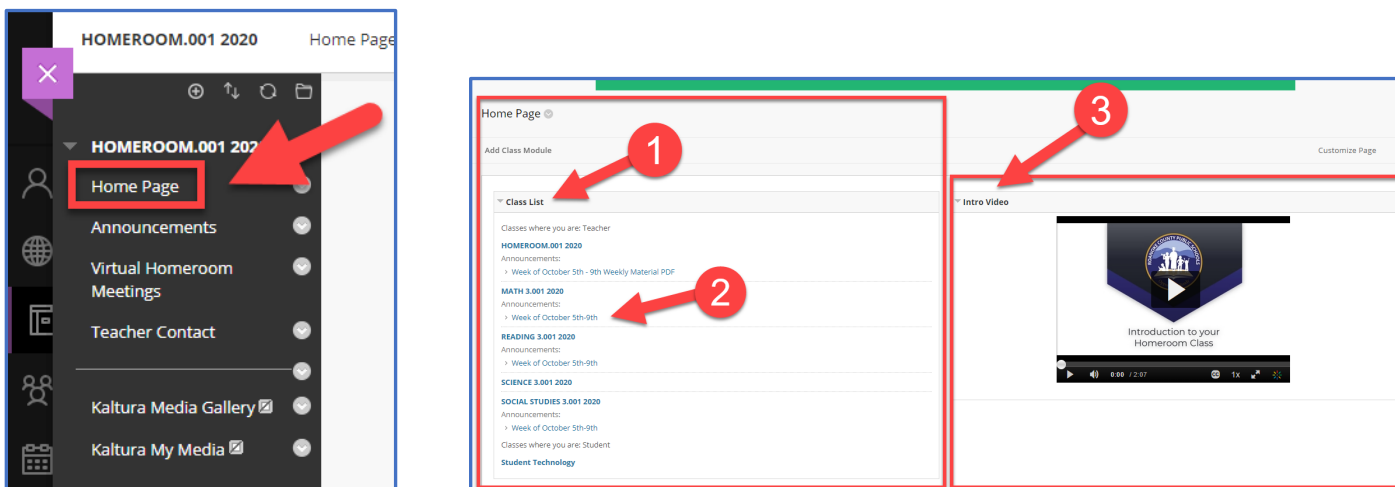
## Blackboard Classes Page

1. Click on **Classes**
2. Toggle between **List** or **Tile View** (we suggest using Tile View – Tile view shown below)



## Home Page

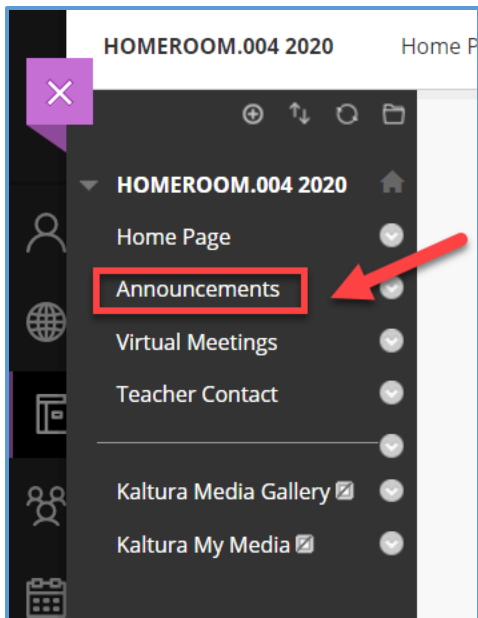
On the left side bar, click on **Home Page**



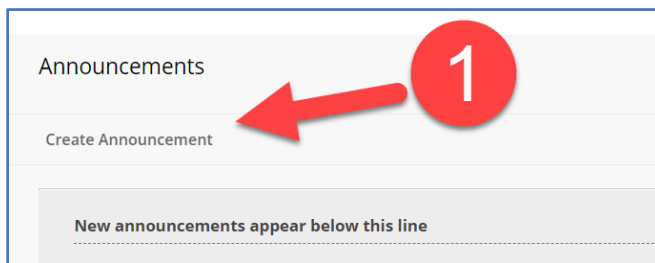
1. **Class List** – Shows classes where you are the teacher. Shows **Students** classes where they are enrolled.
2. Pulls in **Announcements** that you make in all your classes (math, reading, social studies, science, etc.). Teachers and Students can click on classes from here to go directly to them.
3. **Intro Video** – shows students how to use the Virtual Homeroom class.

## Announcements

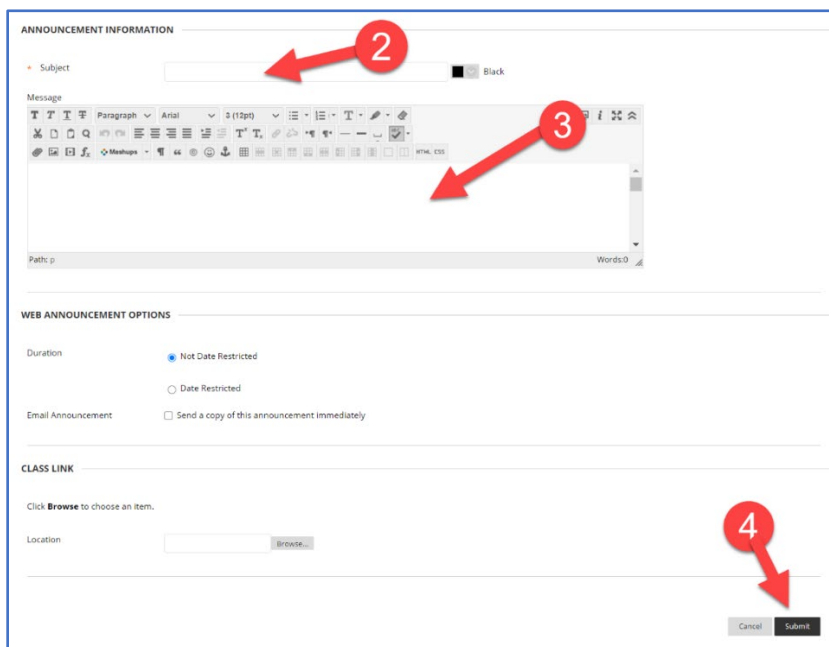
To Create a Homeroom Announcement, on the left side bar, click on **Announcements**.



1. Click **Create**



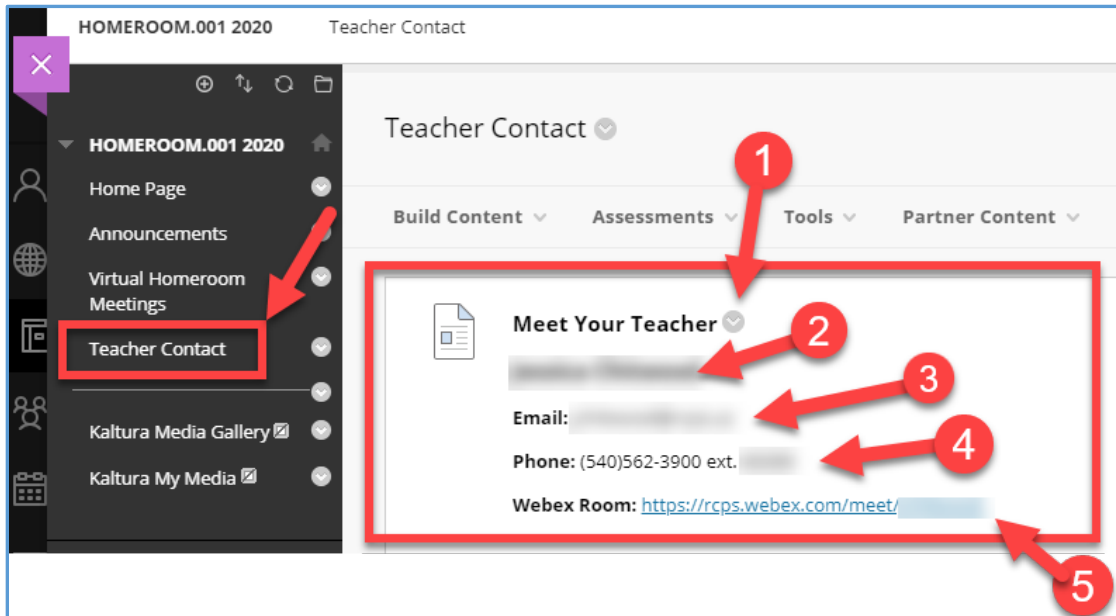
- 2. Give the announcement a **Subject**
- 3. Type the announcement in the **Text Area**
- 4. Click **Submit**



## Teacher Contact

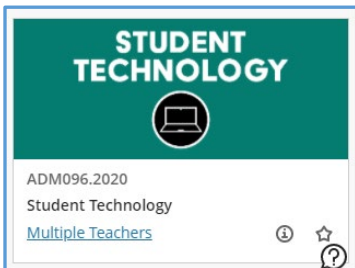
On the left side bar, click on **Teacher Contact** - *Please update Teacher Contact for each of your courses.*

1. Click to edit the item
2. Enter your name
3. Enter your Email
4. Add your Jabber Extension
5. Add your Webex room link (see directions on how to find your Webex room link)



*Please update Teacher Contact for each of your courses.*

## Student Technology



Students and teachers have access to the Student Technology Class. This is a place where students learn how to use their RCPS issued laptop. You can direct students and parents to visit this class for basic help.

# ELEMENTARY SYNERGY DIRECTIONS

Synergy is our student information system. It will be ready for use teacher workweek (so don't worry if you can't access it right now).

## Access Synergy

Login to **ClassLink**

Choose the **Synergy** icon



## New Students on Seating Chart

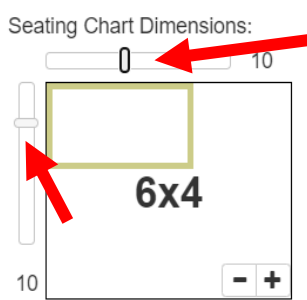
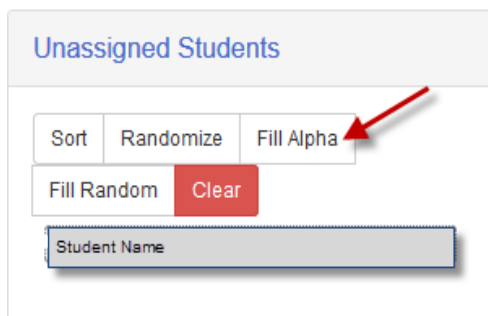
If new students have been added to your class since the last time you logged in, you will not see them in your seating chart until you add them. You will get a notification at the top of your screen that you need to add a student to your seating chart.

**Alpha - Last, First** Edit There are some students who need to be seated in the chart



Click on the notification (this will put your seating chart in edit mode) and scroll down to **Unassigned Students** (bottom right). Choose **Fill Alpha** to add the student alphabetically. Drag the student name to the proper place in the seating chart if you prefer to add them manually.

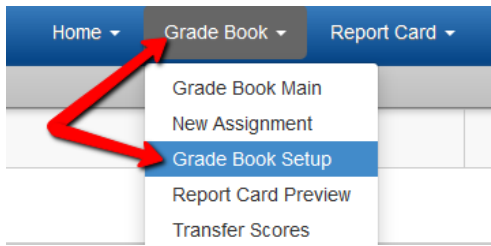
\*Make sure your seating chart will accommodate the number of students you have. In the sample below, only 24 students will show. Drag the slider bars to increase the number of students available in your attendance window.



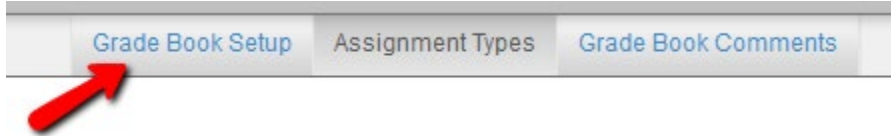
Click **SAVE**.

## Elementary Gradebook Setup

Once you have logged in to Synergy, mouse over Grade Book at the top and choose Grade Book Setup.



Click **Gradebook Setup**.



This first screen is where you will enter how your grade book will calculate.

**Weight (%) Column** -- You will need to enter the Weight(%) for each category that you will use. If there is a category that you will not use just leave that category set at 0. You will need to make sure that you are entering in multiple assignments per quarter for each of the categories.

Example: Weighted Grades

Assignment Type	Weight (%)
Homework	<input type="text" value="10"/>
Quiz	<input type="text" value="25"/>
Classwork	<input type="text" value="10"/>
Project	<input type="text" value="0"/>
Test	<input type="text" value="40"/>
Oral Presentation	<input type="text" value="15"/>

**Drop Scores column** – In this column, enter the number of lowest scores in each category to drop. For example if you want to drop the lowest Quiz score enter a 1 in Drop Score for Quiz. If you don't want to drop any scores leave all of them set to 0.

Example 1: Drop None

Example 2: Drop lowest Quiz

**Drop Scores**

<input type="text" value="0"/>
<input type="text" value="0"/>
<input type="text" value="0"/>
<input type="text" value="0"/>
<input type="text" value="0"/>
<input type="text" value="0"/>

**Drop Scores**

<input type="text" value="0"/>
<input type="text" value="1"/>
<input type="text" value="0"/>
<input type="text" value="0"/>
<input type="text" value="0"/>
<input type="text" value="0"/>

**Default Points Possible** – In this column you can set the default number of points each assignment of each type will be worth. Many people find it easiest to work with a 100 point scale.

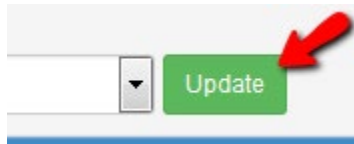
Default Points Possible
100.00
100.00
100.00
100.00
100.00

At the bottom of the screen you can choose which classes to apply these setting to in addition to the class that you are in.

**Also apply the above weighting settings to the following classes**

- (FY) Hartley, T TEACHER AIDE(1) SEC:0193-021
- (FY) Hartley, T GEOM/wGEOM READINESS(4) SEC:3085DB-006
- (FY) Hartley, T GEOM READINESS/wGEOM(5) SEC:3085GRE-007
- (FY) Hartley, T GEOM/wGEOM READINESS(6) SEC:3085DB-007
- (FY) Hartley, T GEOM READINESS/wGEOM(7) SEC:3085GRE-008
- (FY) Hartley, T GEOM/wGEOM READINESS(8) SEC:3085DB-008

Now click the green Update button and your classes are set up.

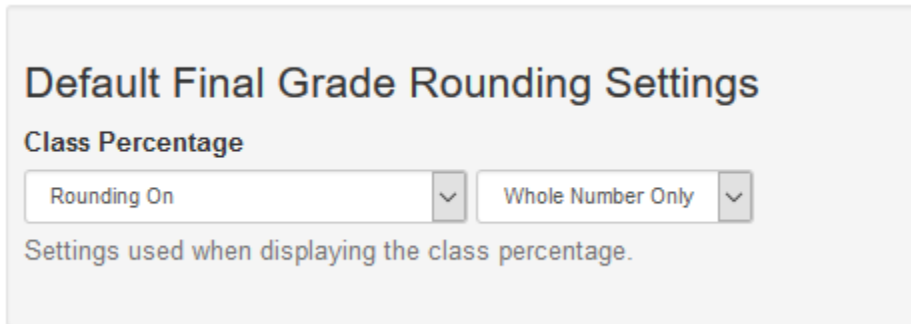


### Grade Book Settings

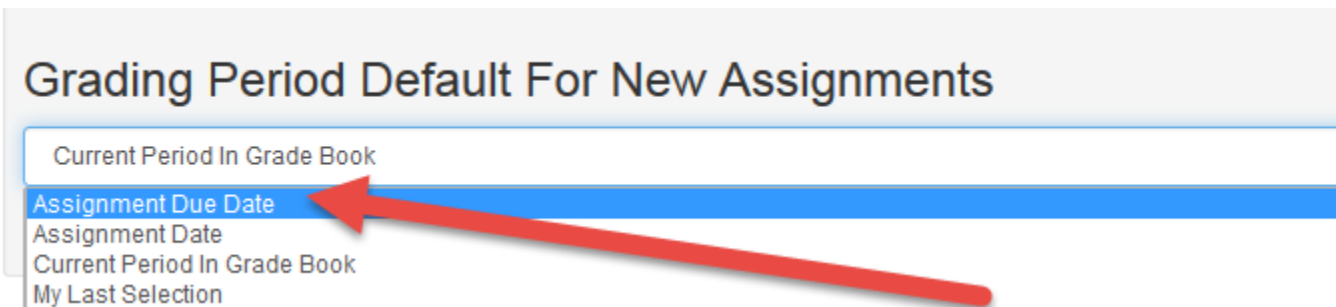
At the top of the screen you will now need to click the **Grade Book Settings Tab**.



The only thing that you will need to in this section is choose your Rounding Settings. You can turn rounding on or off and if you turn it on, you can choose how it rounds. Choose either to the Whole Number, 1 Decimal Place, or 2 Decimal Places.



Whole Number Only is your traditional rounding. Where 89.5 becomes a 90.

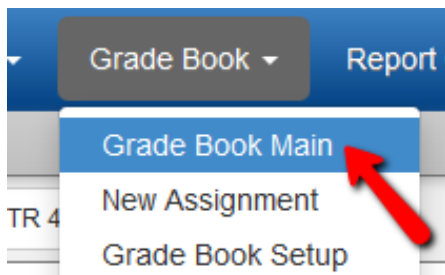


**Assignment Due Date** must be selected as the grading period default for new assignments.

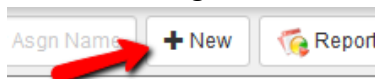
If you have a class that uses a different grading scheme, you will have set those up separately. Leave the rest of the screen (at the bottom) the way the district has set it up for now.

## Adding Assignments

To get to your gradebook and enter grades you will need to mouse over the Grade Book button and click Grade Book Main.



To add an assignment click the +New button in the top right corner.





You will need to name the assignment and you can give a description if you would like, but do not have to.

## Assignment Settings

### Assignment Name

Page 15 8-20 even

### Description

Practice Problems

You must also give the assignment a Category. Even if you grade using Total Points or you are not weighting grades, you must give each assignment a category.

### Category

<< select >>

<< select >>

Homework

Quiz

Classwork

Project

Oral Presentation

Test

Give the assignment a **date and a due date**. They can be the same date. The Grade Book will place the assignments in the gradebook based on the Due Date not the Date of the Assignment.

### Date of Assignment

8/12/2014

### Due Date

8/12/2014

The **Assignment Category** should stay as Normal unless the assignment is Extra Credit or should not count in the 9 Weeks grade.

### Assignment Category

Normal

Normal

Extra Credit

Not for Grading

Score Type should be Percentage.

Points: 100

### Kindergarten and First Grade: Report Card Correlation

Select the report card correlation that is associated with the assignment. This tells the system where to place the grades in the report card.

Report Card Correlations		Standards Correlations	Grading Periods
Report Card Items			Roanoke 01 2014-15 19 Students
<b>ORAL LANGUAGE</b>			
Demonstrates growth in the use of oral language	<input type="checkbox"/>	All ->	<input type="checkbox"/>
Expands understanding and use of word meanings	<input type="checkbox"/>	All ->	<input type="checkbox"/>
Adapts and changes oral language to fit situation	<input type="checkbox"/>	All ->	<input type="checkbox"/>
Orally identifies, produces, and manipulates speech sounds	<input type="checkbox"/>	All ->	<input type="checkbox"/>
<b>READING</b>			
Applies knowledge of how text is organized and read	<input type="checkbox"/>	All ->	<input type="checkbox"/>

## Second-Fifth Grade:

Synergy should check the correct box for you. It's never a bad idea to double check.

SCIENCE	<input type="checkbox"/>	All ->	<input type="checkbox"/>
SOCIAL STUDIES	<input checked="" type="checkbox"/>	All ->	<input checked="" type="checkbox"/>

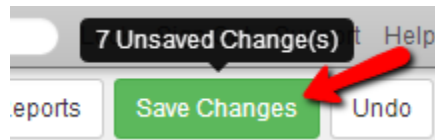
To finish creating the assignment click the green Save Assignment button at the top right.



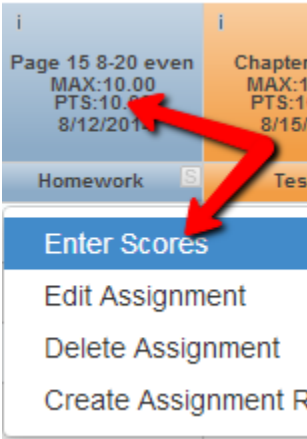
## Inputting Grades

You can enter grades in 2 ways. The first way is in the **Grade Book Main View**. You can just click in the box and type the grade and either hit **Enter** or the **down arrow** to get to the next student. To enter a comment for a student, just type the comment code for that comment in the box. The grades are not submitted until you click the green Save Changes button in the top right.

Homework
10
8
3
9
La
Ab
M



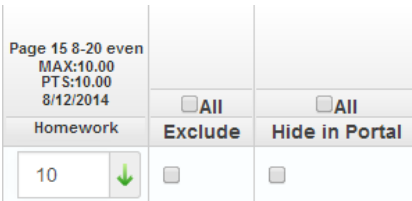
The other way to enter grades is in the Grade Book Main View, click the name of the assignment and choose Enter Scores.



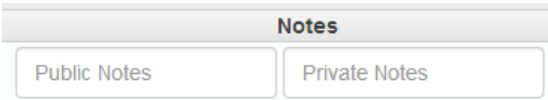
In the box under the assignment, you will enter the score for each student. If it is an assignment that most of you students scored the same on, you can click the **green down arrow** beside the box and it will auto fill that score for all of your students. Individually they can be changed after you “fill down”.



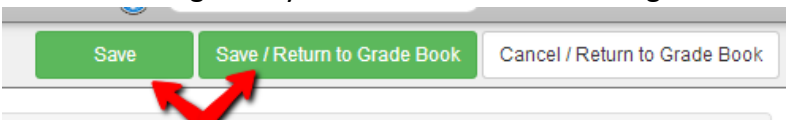
If a student is excused from the assignment, you can click the **Exclude** box for that student. Also, you can hide the assignment in ParentVue and StudentVue for 1 student by clicking the **Hide in Portal** box.



**Private Notes** are for you only.



To submit the grades you need to click either the green **Save** or **Save / Return to Grade Book** button.



From the **Grade Book Main View** you can change classes by clicking the drop down box at the top of the screen so that you can enter grades for another class.

(FY) Hartley, T GEOM READINESS/wGEOM(3) SEC:3085GRE-006 / QTR 4

Classes	Period
(FY) Hartley, T TEACHER AIDE(1) SEC:0193-021	QTR 1
(FY) Hartley, T GEOM READINESS/wGEOM(3) SEC:3085GRE-006	QTR 2
(FY) Hartley, T GEOM/wGEOM READINESS(4) SEC:3085DB-006	Semester 1
(FY) Hartley, T GEOM READINESS/wGEOM(5) SEC:3085GRE-007	QTR 3
(FY) Hartley, T GEOM/wGEOM READINESS(6) SEC:3085DB-007	QTR 4
(FY) Hartley, T GEOM READINESS/wGEOM(7) SEC:3085GRE-008	Semester 2
(FY) Hartley, T GEOM/wGEOM READINESS(8) SEC:3085DB-008	Final Grade

## Emailing Parent(s) Through Synergy

### Emailing an Entire Class

From the home page of Synergy, hover over Home and select Communication.

Home

- Seating Chart
- Go to Current Class
- Announcements
- Change Password
- Communication
- Parent Conference
- Student Nicknames
- View Grades

Select who you would like the email to go to. It can be to Students, Parents, Parent and Students, Specific Parents and students. Select the class periods you would like to include in the email.

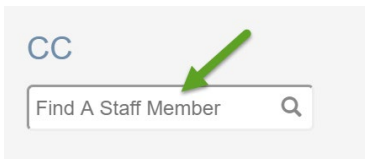
To

People Parent(s)

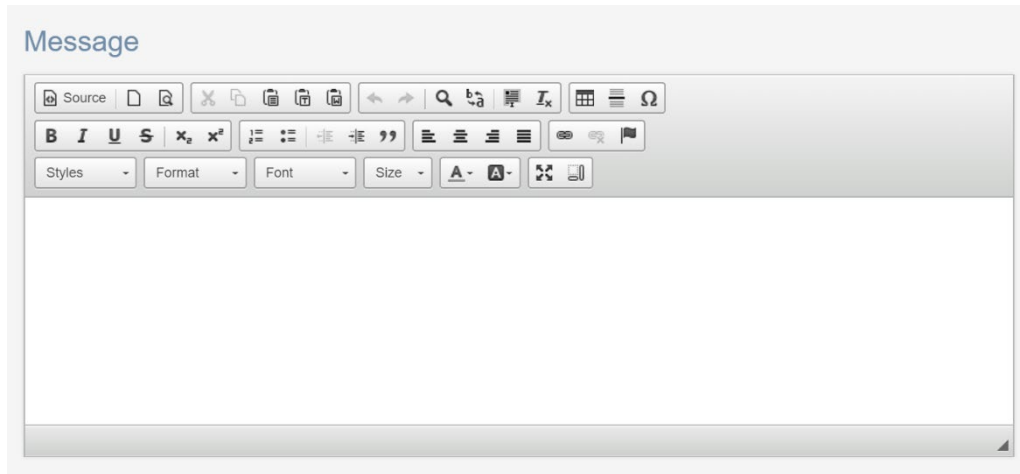
Classes for message:

- Period 1: STUDY HALL FY (9990-101)
- Period 2: PRE-AP CHEMISTRY (4410P-001)
- Period 3: BIOLOGY (4310-003)
- Period 4: PRE-AP CHEMISTRY (4410P-002)
- Period 5: CHEMISTRY CB (4410CB-002)
- Period 6: STUDY HALL SEM 2 (9992-005)
- Period 6: STUDY HALL FY (9990-601)
- Period 7: CHEMISTRY CB (4410CB-005)
- Period 8: BIOLOGY (4310-008)
- Period 9: GRADE 9 HOMEROOM (0009-008)

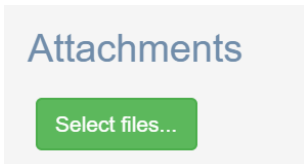
Type in a coworker's email to cc them. Always a good idea if you have a co-teacher.



Type in the subject of your email and the message.



You can also attach a document, if necessary.

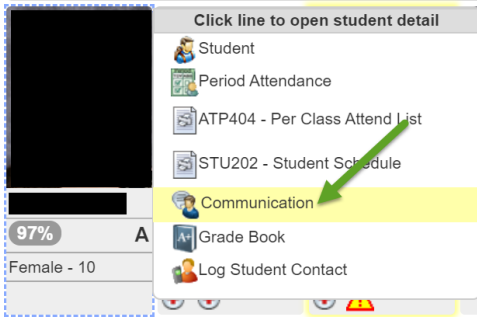


When finished, scroll back up to the top of the screen and select Send & Return to send you email and return to the seating chart.



## Emailing an Individual Student's Parents

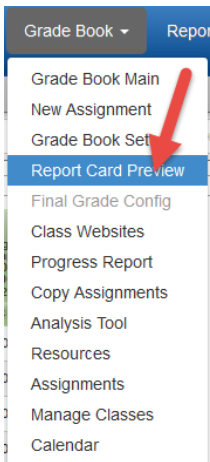
To email an individual student's parents, click on their face and select Communication. Then follow the same directions, but only that student's parents' emails will be checked.



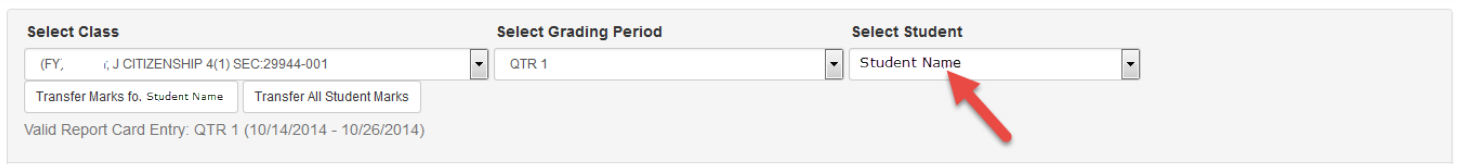
## Report Cards

### Preview Report Cards

Choose **Grade Book > Report Card Preview**



Select each student to confirm grades and to ensure all encore teachers have entered grades for each student.



Once grades for all students in your homeroom have been confirmed, click **Transfer All Student Marks**.

Select Class: [Redacted] Select Grading Period: QTR 1 Select Student: [Redacted] Transfer Marks to: [Redacted] Transfer All Student Marks: [Redacted]

Valid Report Card Entry: QTR 1 (10/19/2014 - 10/26/2014)

Report card preview for students in [Redacted] CITIZENSHIP 1(1)  
The below grades represent weighted scores based on the current period. Click to exclude classes you do not wish to affect the final grade.

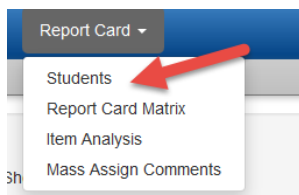
Report Card Item	Calculated Mark	Overwrite All Report Card Mark	Total Points	(FY) [Redacted]	(FY) [Redacted]	(FY) [Redacted]	(FY) [Redacted]	(FY) [Redacted]
<b>ORAL LANGUAGE</b>								
Demonstrates growth in the use of oral language	S		83.00 / 100.00 (83%)					83.00 / 100.00 (83%)
Expands understanding and use of word meanings	S		180.00 / 200.00 (95%)					180.00 / 200.00 (95%)
<b>READING</b>								
Applies knowledge of how text is organized and read	S		808.00 / 1000.00 (81%)	463.00 / 600.00 (77%)				345.00 / 400.00 (86%)
Applies phonetic principles to read and spell	S		1,039.00 / 1300.00 (80%)	793.00 / 1000.00 (78%)				246.00 / 300.00 (82%)
Uses semantic clues and syntax to expand vocabulary	DP		539.00 / 700.00 (77%)	463.00 / 600.00 (77%)				76.00 / 100.00 (76%)
Reads and comprehends fiction and nonfiction text	DP		463.00 / 600.00 (77%)	463.00 / 600.00 (77%)				
Uses simple reference materials	DP		312.00 / 400.00 (78%)	312.00 / 400.00 (78%)				
<b>WRITING</b>								
Writes to communicate ideas for a variety of purposes	S		178.00 / 200.00 (89%)					178.00 / 200.00 (89%)
<b>MATHEMATICS</b>								
Counts and writes 0 to 100, groups objects by 10s and 1s, understands place value	DP		892.00 / 1100.00 (78%)					892.00 / 1100.00 (78%)
Recalls basic addition and subtraction facts up to 18	S		163.00 / 200.00 (82%)					163.00 / 200.00 (82%)
Creates and solves one-step story and picture problems	S		100.00 / 100.00 (100%)					100.00 / 100.00 (100%)
<b>SCIENCE</b>								
	S		367.00 / 400.00 (89%)					367.00 / 400.00 (89%)
<b>SOCIAL STUDIES</b>								
	S		300.00 / 300.00 (100%)					300.00 / 300.00 (100%)

Note: Do NOT click Transfer All Student Marks until all grades have been put in by all teachers – each student has to include Encore grades!

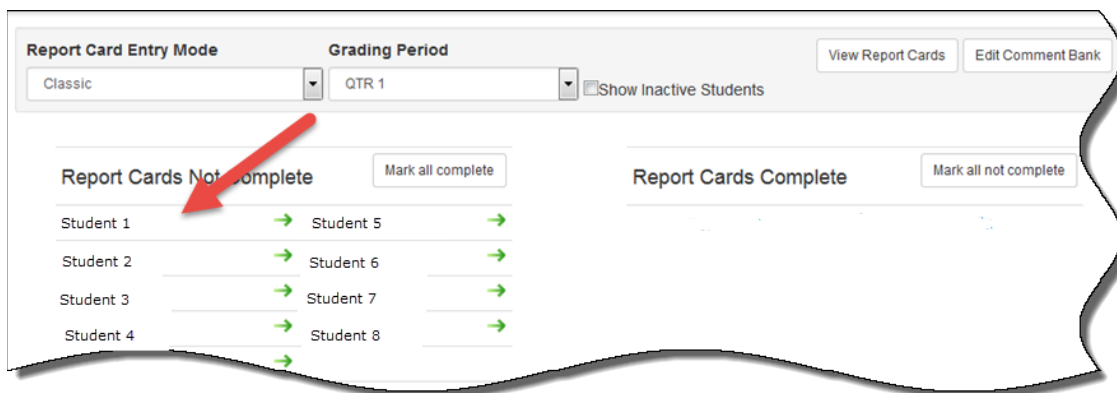
## Report Cards

Always work out of the Citizenship Class (**Change Class>Citizenship**)

Choose **Report Card > Students**



Select a student by clicking on their name.



The average from the report card appears in the **Score** Column. To override a grade, choose the correct grade in the **QTR 1** Column.

## Grade K Example

Roanoke KG 2014-15 Report Card

Include Audit Detail
 Cancel/Back to List
Save/Back to List
Save/Continue
Save/Mark Complete
View Report Card
Go To Overall Comments

Understands how text is organized and read					
Understands that print conveys meaning	From Gradebook	S			Override Grade Here
Understands basic phonetic principles					
Expands vocabulary					Choose Number Here
Comprehends fiction and nonfiction text					Fill Down
<b>Identifies uppercase letters</b>			7		
Identifies uppercase A	Type X beside each letter.	X			
Identifies uppercase B					
Identifies uppercase C		X			
Identifies uppercase D					

## Grade 1 Example

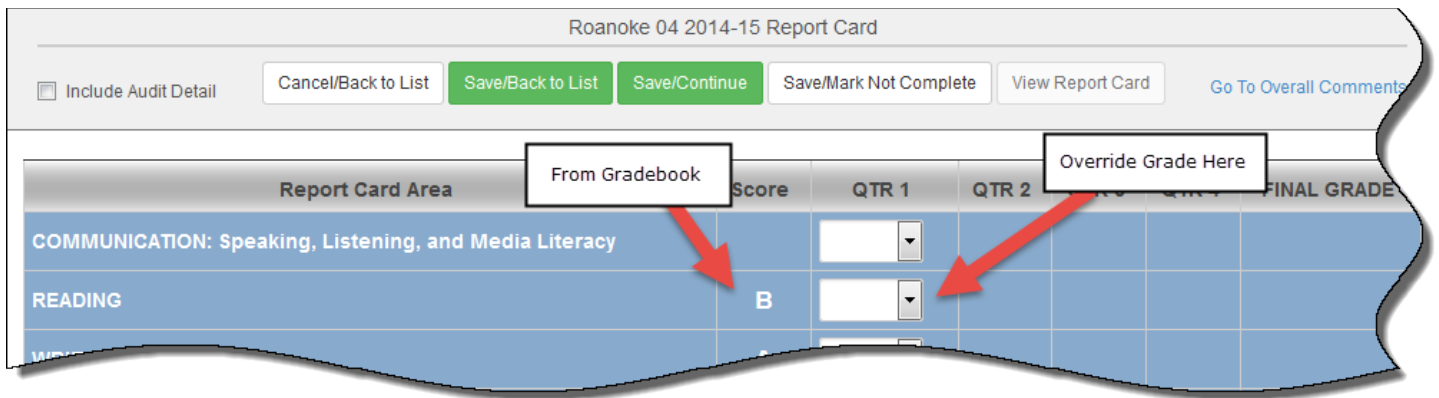
Roanoke 01 2014-15 Report Card

Include Audit Detail
 Cancel/Back to List
Save/Back to List
Save/Continue
Save/Mark Complete
View Report Card
Go To Overall Comments

Report Card Area	Score	QTR 1	QTR 2	QTR 3	QTR 4	FINAL GRADE
<b>ORAL LANGUAGE</b>						
Demonstrates growth in the use of oral language	From Gradebook	S				Override Grade Here
Expands understanding and use of word meanings		S				Choose NE if a category was not evaluated this 9 weeks.
Adapts and changes oral language to fit situation						
Orally identifies, produces, and manipulates speech sounds						
<b>READING</b>						
Applies knowledge of how text is organized and read		S				
Applies phonetic principles to read and spell		S				

## Grades 2-5 Example

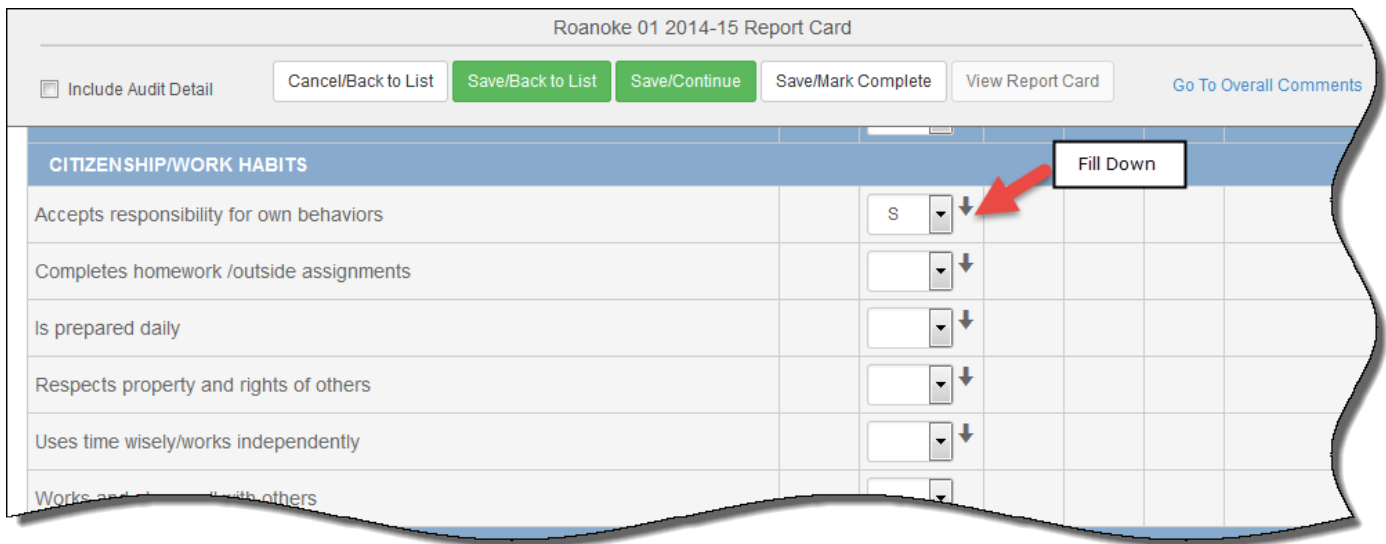




## Citizenship/Work Habits

Mark Citizenship/Work Habits

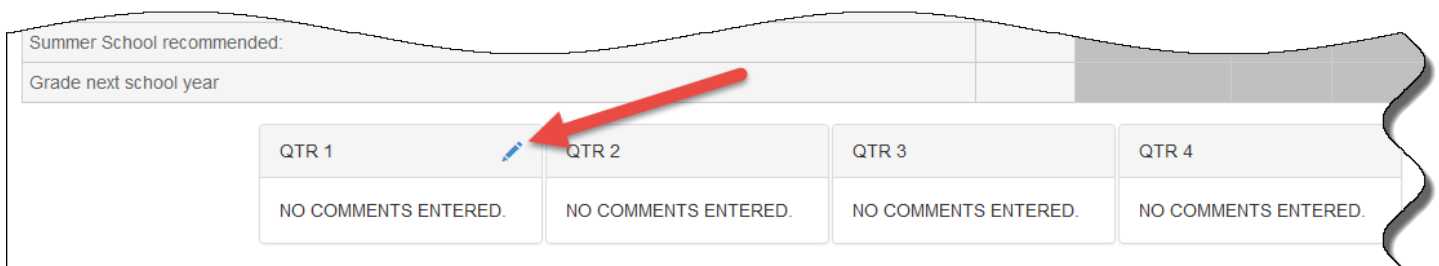
Note the Fill Down arrow.



## Comments

At the bottom of the screen, click the pencil beside QTR 1.

Homeroom teachers will be making comments for all homeroom students. Other teachers will need to share comments with the homeroom teacher they can added to the student's report card.



Type Comments in the box. You can have up to 2000 characters.

QTR 1 Teacher Comments x

Please practice math facts.

[Check Spelling](#) Clear Comments

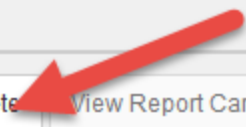
Scroll down and Choose Save Comments

Close Save Comments

When the report card is **completely** finished, click **Save/Mark Complete**.

Roanoke KG 2014-15 Report Card

Cancel/Back to List Save/Back to List Save/Continue Save/Mark Complete View Report Card



**Repeat the same steps for all students in the Citizenship Class.**

## MASTERY CONNECT

### Initial Setup Instructions

Follow these steps to get set-up in Mastery Connect. It is best if you do these tasks prior to training. You CANNOT use the system until you have done these steps.

#### Account Set-Up

You will get an e-mail with a Mastery Connect login. When you log into the system it will ask you some specific questions. It will also give you the option of choosing a picture for your profile, so if you want this you may want to choose one before starting.

*Answers to common questions on this process:*

- You don't need an alternate e-mail or phone number.
- Photos are optional. There is a social media aspect to the program where you can follow your friends.
- If you teach students in multiple grades, enter all possible grades.
- What if I didn't get the email? Check Junk Folder and if not there, Ben Williams can send you another email.

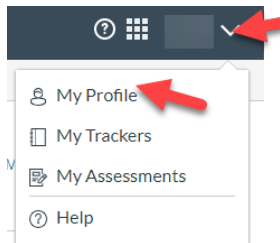
## Setting Default Cores

It is **VERY important** that you use these as the default cores:

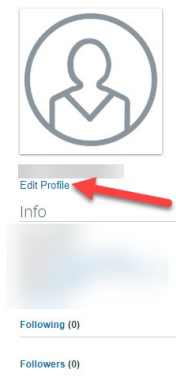
MATH	VA: Mathematics UNPACKED (2016) ▼
SCIENCE	VA: Science Standards of Learning (2018) ▼
LANGUAGE ARTS	VA: English Standards of Learning (2017) ▼
SOCIAL STUDIES	VA: History and Social Science (2015) ▼

\*If you chose your cores incorrectly, you can fix it.

- Click on your name > **My Profile**.



- Click **Edit Profile**



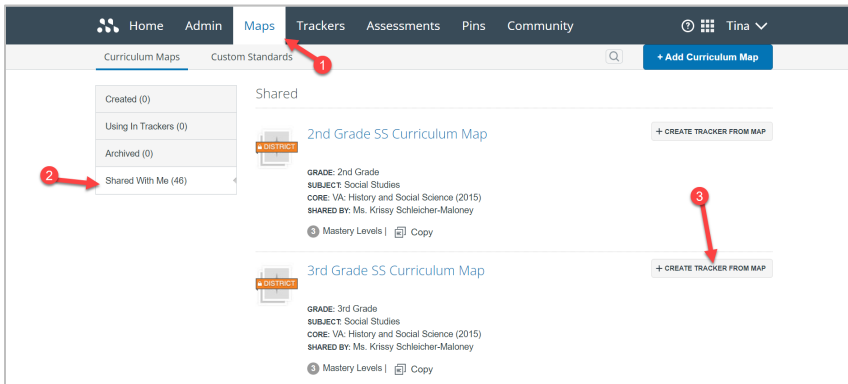
- Click **Cores**.
- Fix your cores and click **Save**.

A screenshot of the 'Core Settings' page. The page has a navigation bar with options: Profile, Password, School, Email Notifications, Privacy, Scanning/Exporting, and Cores. The 'Cores' option is selected and highlighted with a red circle and arrow labeled '1'. Below the navigation bar, there is a section for 'Core Settings' with a red box around the dropdown menus for MATH, SCIENCE, LANGUAGE ARTS, SOCIAL STUDIES, and OTHER SUBJECTS. A red circle and arrow labeled '2' points to the MATH dropdown. At the bottom of the page, there is a blue 'Save Changes' button with a red circle and arrow labeled '3' pointing to it. A small note at the bottom says: "Don't see a core for a subject you teach? Let our support team know!"

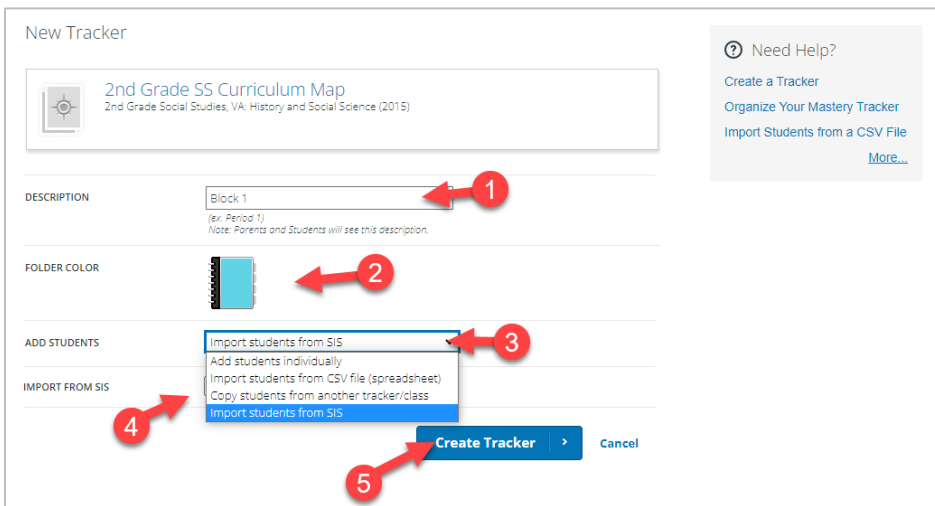
## Set Up A Tracker For Each Of Your Courses

The tracker brings in the SOLs for your course, sets up your classes with students, and enables you to use the system and generate reports.

- First, select the **Maps** Tab at the top of the screen. Click **Shared with Me** and find the curriculum map (standards) for your course.
- Click **Create Tracker From Map**



Now you will setup your Tracker. You will be prompted to:

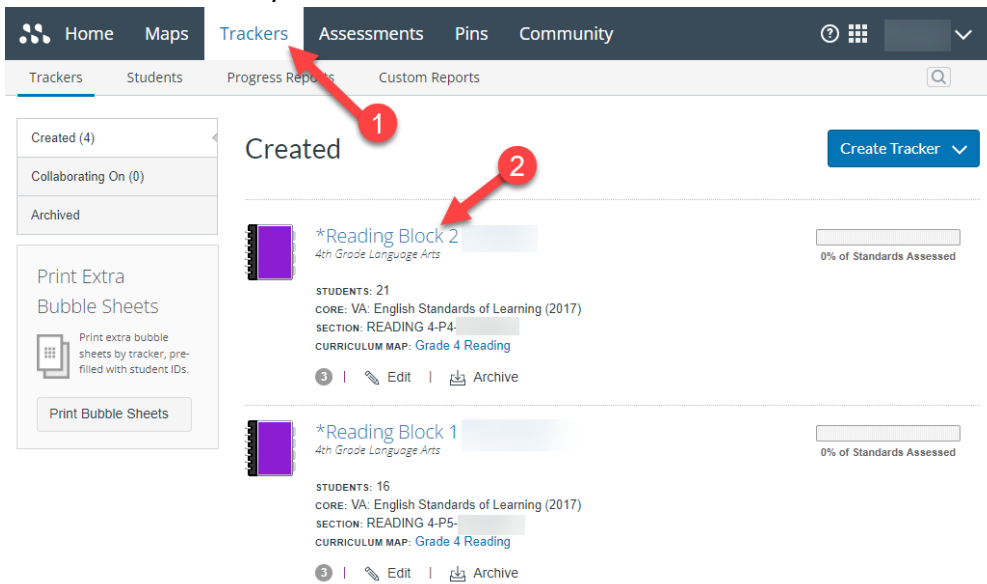


- Name your class (you have one Tracker per class)
- Pick a folder color (personal preference)
- Select **Import Students from SIS**
- Select your class and click **Create Tracker**. Note that sometimes co-teachers show up as the teacher in section selection. Just choose that one if it is your course.
- Repeat for each class section you have.

## Customize The Tracker

- Click on the **Tracker** tab

- Find the Tracker for your class and click on it.

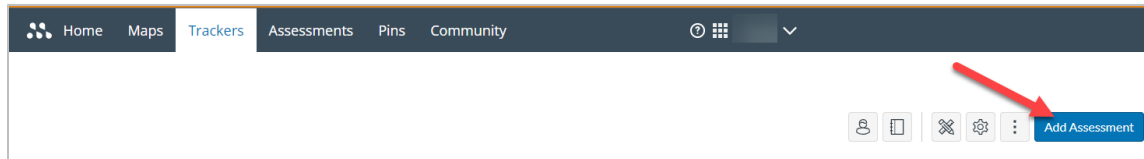


## Add A Test To A Tracker

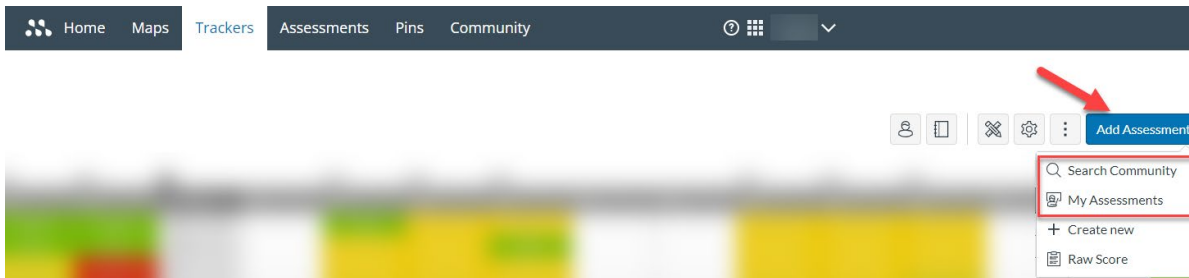
It is best to add the test directly from the Tracker since your tracker is set up to use the correct curriculum map.

### Add an Existing Assessment

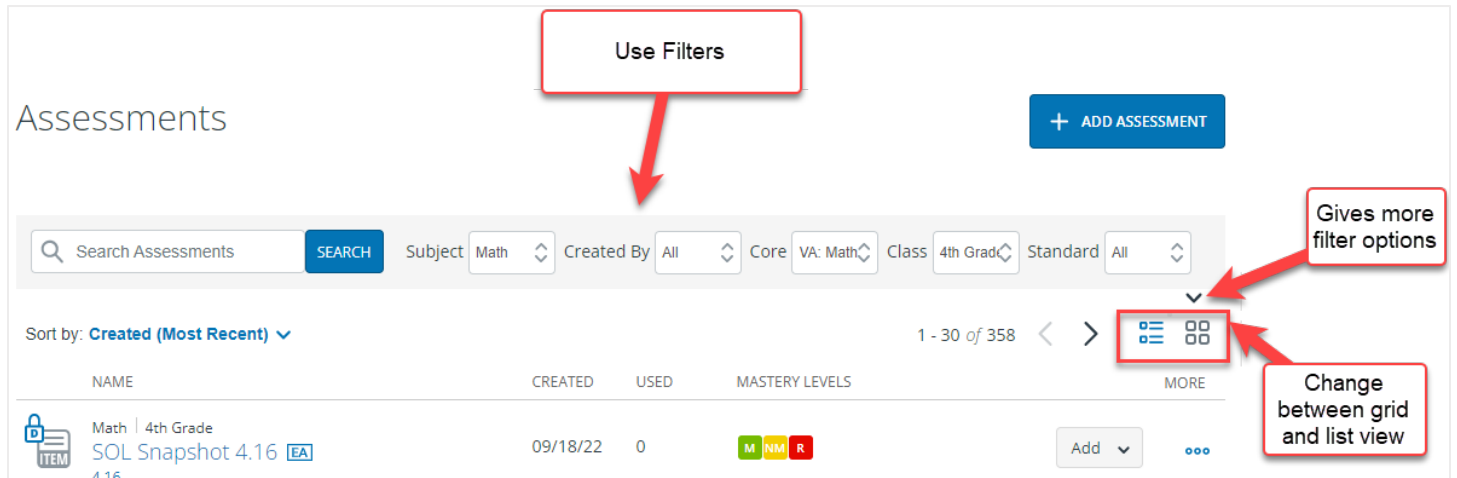
- Select a Tracker. Select **Add Assessment** from the upper right.



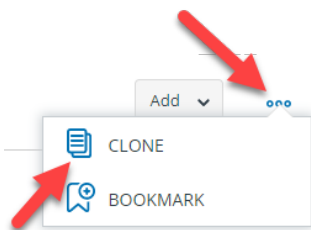
- It will ask you to pick an assessment made by someone else (Search Community) or that you have made (My Assessments).



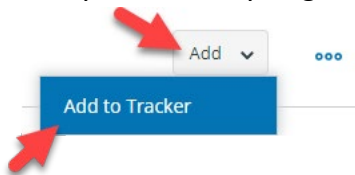
- Use the filters to find the test you want to deliver. Hint: You might want to toggle between the grid view and list view using the icon below



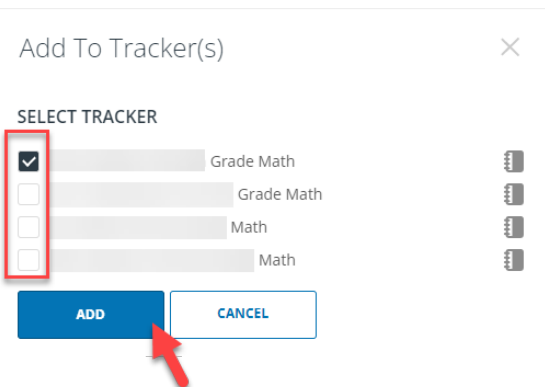
- If you use someone else’s test, be sure to view the test and make sure it is well-aligned and of appropriate quality. Using tests from our district is preferred.
- Once you find the test, you may want to clone it to make an editable version.
  - Click **More > Clone**.



- When you are ready to give the test click **Add > Add to Tracker**.



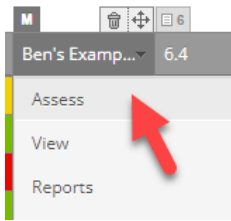
- It will allow you to add it to the current Tracker plus the Trackers for your other classes (if you want).



## To Give A Test To Students

- Access the Tracker.
- Your test should show in the tracker.

- Click the name of the test and choose **Assess**.



- Note:** If you don't see the test, click on one of the standards assessed on the test and then you will see the test name.
- Click on one of the standards and choose **Assess**.

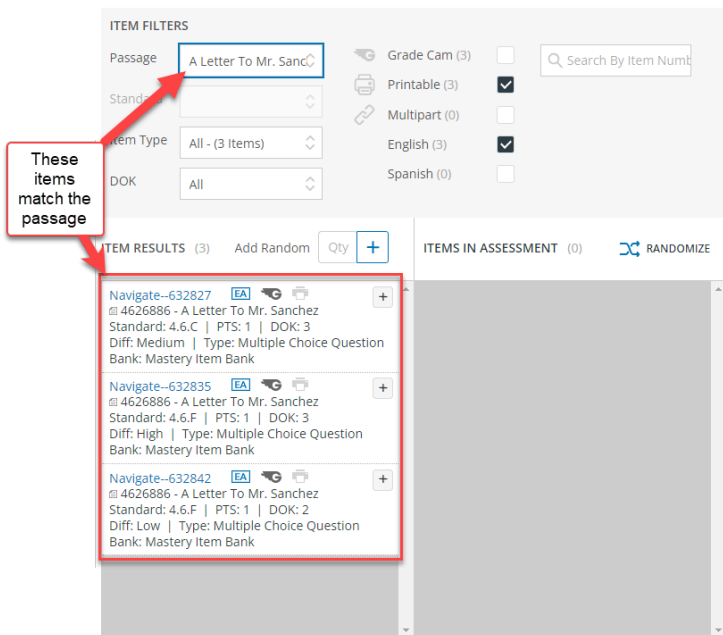
		Assess	Assess
		6.3b	6.3c
Students	TOTAL SCORE	EA T:8 M:6 NM:4	EA T:8 M:6 NM:4

- A Window with information about the test appears. This test ID is specific to the class. Students will need this ID to log into this test.

*Additional Questions that Will Arise:*

**How do I make tests with passages?** In item filters, click on the passage you want to view. Click on one of the items from the passage to decide if you want to use the passage. If you want to use it, add items. To add or view another passage, go back to the item filter and select a different passage.

**IMPORTANT:** Do not randomize your test items or your passages can get mixed up.



**How do I make a math test with a calculator and non-calculator section?** Mastery Connect tells us sectioned testing is coming soon, but it is not here yet. Current Options:

- Give students specific instructions on which items not to use the calculator and monitor that they follow the instructions.
- Create two shorter tests (one with the calculator enabled and one without it enabled).

### Printing a Copy of the Test

Click on **Assessments** Tab and find the title of the test

Click on the test to open a preview.

If the test is printable, meaning it doesn't use any "non-printable" items, it will have a printer icon on the upper right which will allow you to print.

### Ben's Example Test [EA]

No Status [ ]

6th Grade | Math | VA: Mathematics UNPACKED (2016)

Details Settings Progress Results



A Celsius thermometer can be used as a physical model of a number line with  $0^{\circ}\text{C}$  representing the freezing point. Select all temperature pairs that include numbers that are located on opposite sides of  $0^{\circ}\text{C}$ .

$-9^{\circ}\text{C}$  and  $0^{\circ}\text{C}$

Question #1 PTS: 1  
 TITLE: Navigate--596035  
 STD: 6.3b  
 TYPE: Multiple Choice Question

Question #2 PTS: 1  
 TITLE: Navigate--582998  
 STD: 6.3b  
 TYPE: Multiple Choice

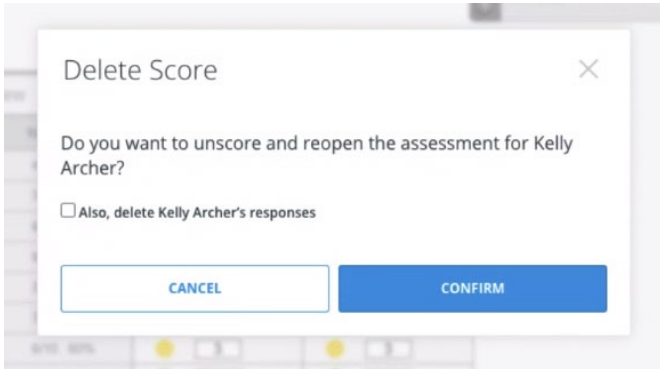


## Student Side

Students will login to Mastery Connect via Classlink

They will be prompted to enter their test ID and then their student ID number to login.

**IMPORTANT** – If a student is kicked out, they can log back in. If a student submits the test early and the test is scored, you will need to go to the Tracker and delete their score from each standard on the test.

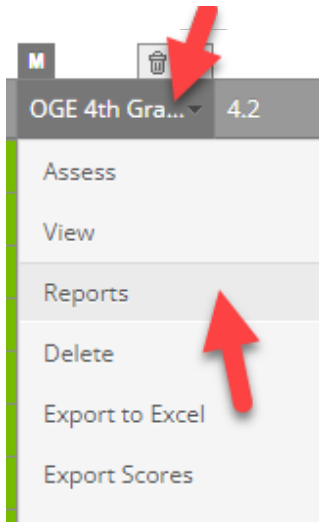


## Reports

*This will show you how to find the most commonly used reports.*

Almost all reports for a particular test are in the Tracker.

- Click on Tracker Tab and Choose a Tracker.
- Find the test name in the columns.
- Hover over the Test and click on **Reports**.

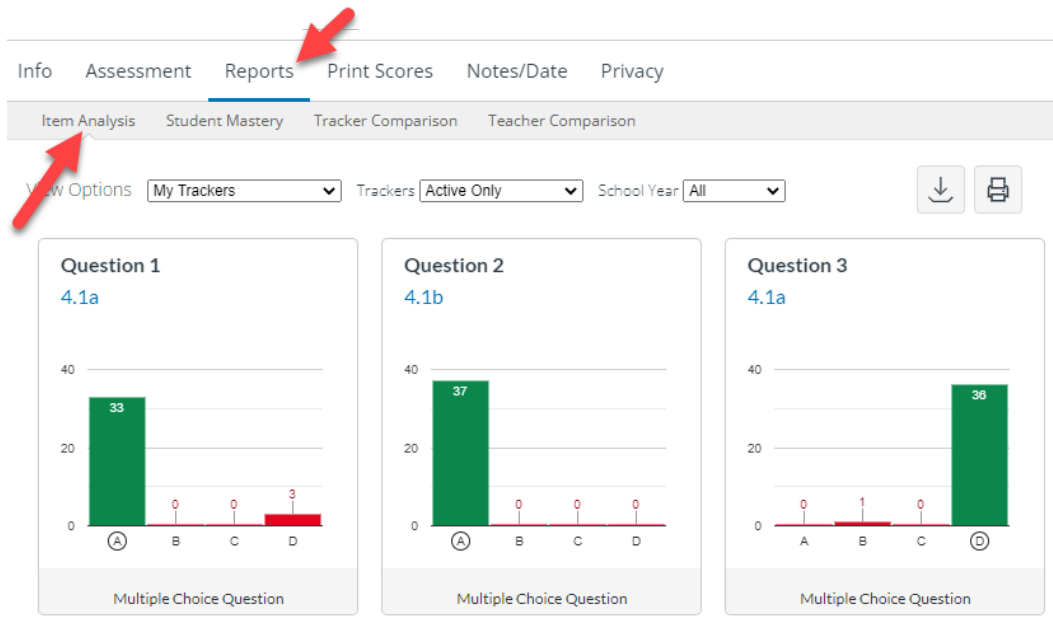


### Item Analysis Report

- Click on **Reports** and **Item Analysis**

This is a great report to analyze class performance or to use as a quick key to score a paper test. You can change the **View Options** drop-down and see all your classes that took the test combined. Looking at

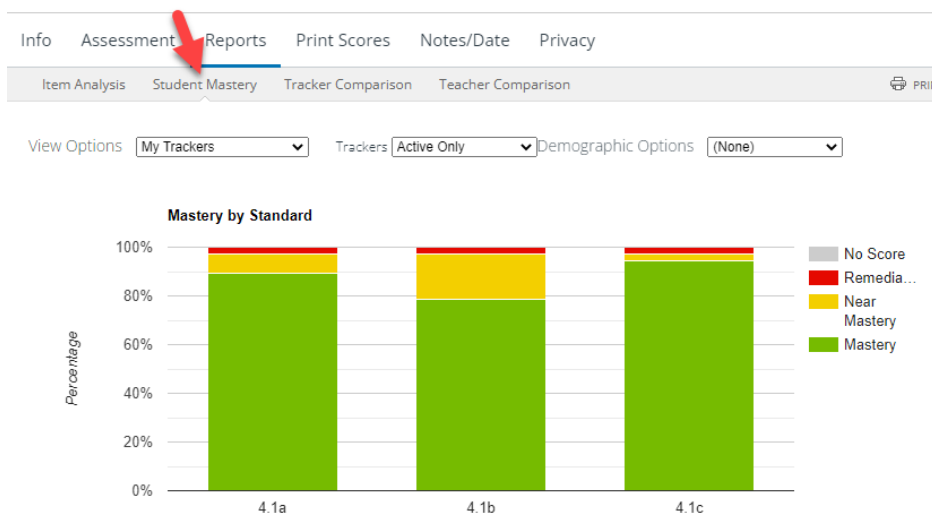
combined test data is often more helpful than looking at one class.



### Student Mastery

- Click on **Reports** and **Student Mastery**

This gives you a quick visual by standard to see which standards most kids know and don't know.



### Assessment Tab

- Click on the **Assessment** Tab to view the question students missed.

Which event is *most* likely to happen in a nation with a limited government such as the United States?

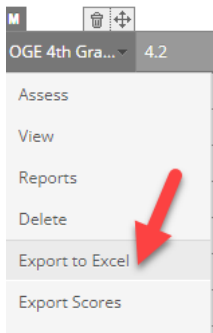
- The president writes laws.
- The president enforces laws.
- The president decides who should make laws.

Question #1 PTS: 1  
TITLE: Navigate-608767  
STD: CE.2.a  
TYPE: Multiple Choice Question

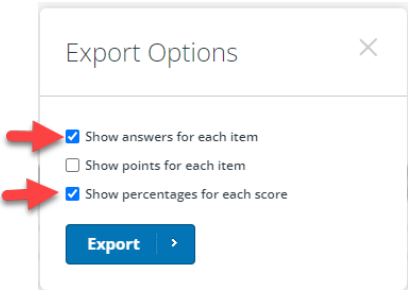
Question #2 PTS: 1  
TITLE: Navigate-584231  
STD: CE.2.a  
TYPE: Multiple Choice Question

### Export to Excel

- Hover over the test name and choose **Export to Excel**.



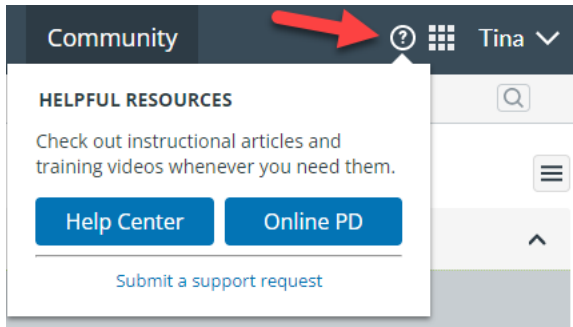
- Recommended Settings



- You can open this document in Excel.

### Finding Help

- In the system there is a Help Center and Online PD Built in

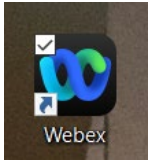


- There are videos and handouts in the LRZ under Assessment.
- You can call or email Ben Williams and/or Diane Hankins.

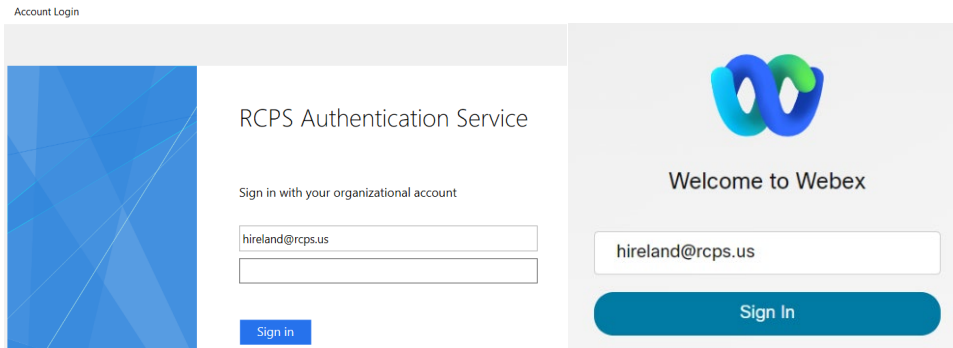
# CISCO WEBEX

## Starting a Webex App

Click the Webex icon on your desktop



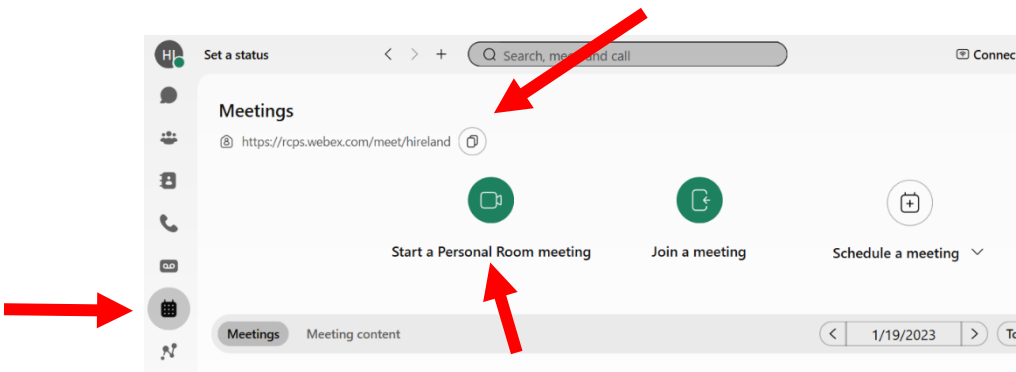
You may be prompted to Sign in with your RCPS credentials with either of the screens below.



## Hosting a Webex Meeting in Your Personal Room

### Share a Link to Your Personal Room

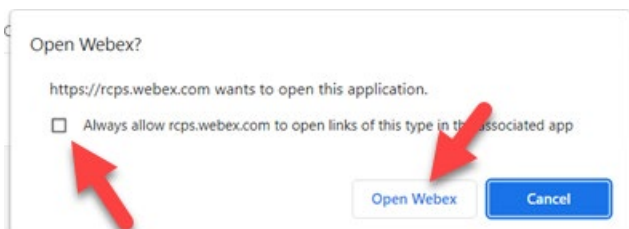
Click on the **Meeting Icon**. Copy the link to your Personal Room to send to others.



### Start a Meeting in Your Personal Room

To Start a meeting, click the green **Start a Personal Room Meeting** button.

If this pop-up appears – Check the Box to “**Always Allow**” and click **Open Webex**



Click green **Start Meeting** button.

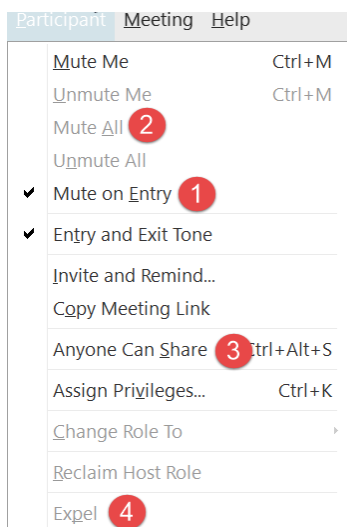
## Settings to Adjust Before and During a Webex Meeting

### Participant Menu

Before people join your meeting, you might want to change a few settings.

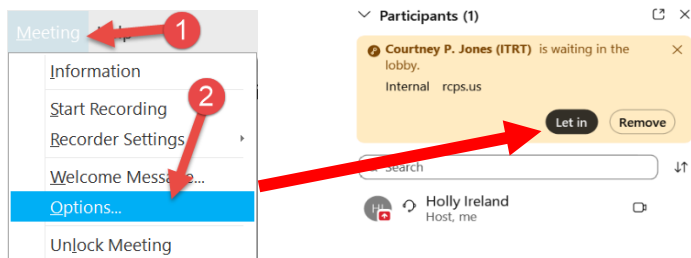
#### Choose **Participant**

1. Put a check by **Mute On Entry**.
2. Individuals can unmute at any time so **Mute All** will quickly mute everybody who unmuted after they entered the room.
3. Uncheck **Anyone Can Share** if working with students but leave it checked if working with adults. This allows the sharing of content from participant's screens.
4. Presenter will always have the option to quickly Expel a participant from a session



### To Let In Participants (allow people to join)

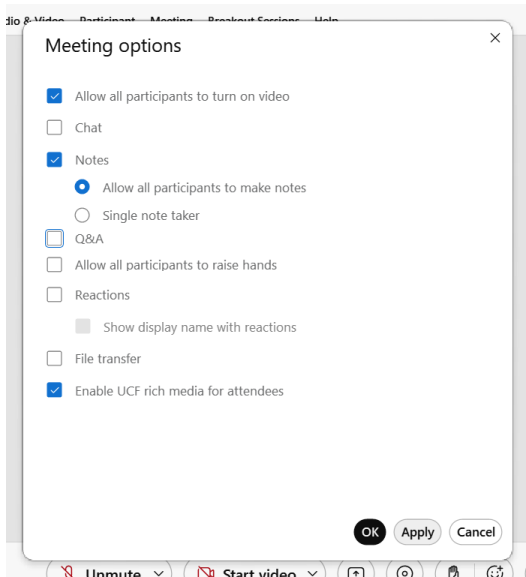
By default meetings will lock and you will have to manually admit participants. You can click on Let In when the notification pops up. If you see a colored dot on the Admit Participants icon, it means somebody is waiting to be let in.



Or turn on participant list and choose **Let in**.

### Meeting Menu

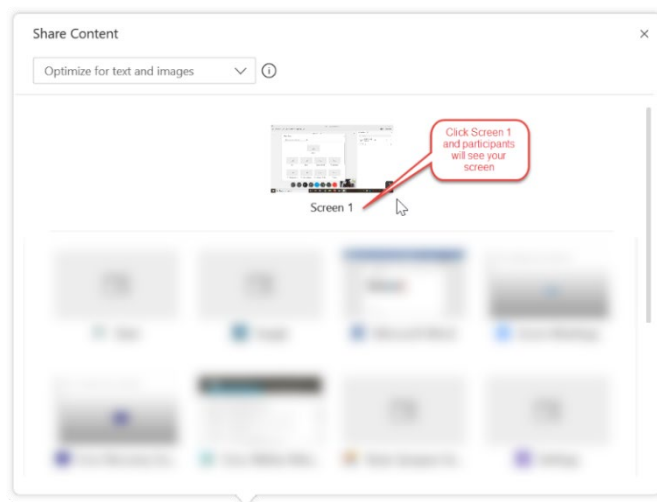
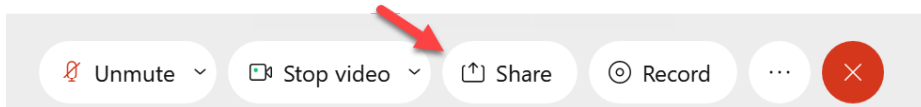
Choose **Meeting >Options**



### Uncheck:

- Chat – unchecking here will disable the chat features under Participant Privileges. If you are working with adults, leave Chat checked and go to Participant < Assign Privileges to customize specific chat features.
- Q&A
- Allow all participants to raise hands
- Reactions
- File Transfer
- Click **Apply** and Click **OK**

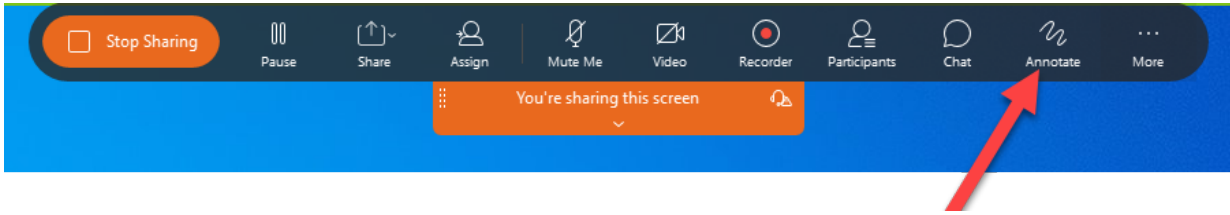
### Share Your Screen



While sharing your screen, a bar will appear at the top with your controls.

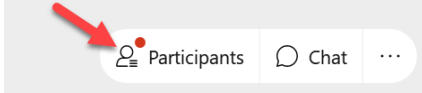
## Annotate Your Screen

While sharing your screen, hover over the bar at the top of your screen and choose Annotate



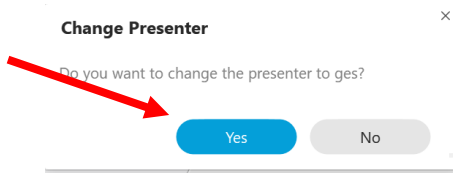
## Giving Screen Sharing Privileges to a Participant

Make sure your Participant List is showing – Click here

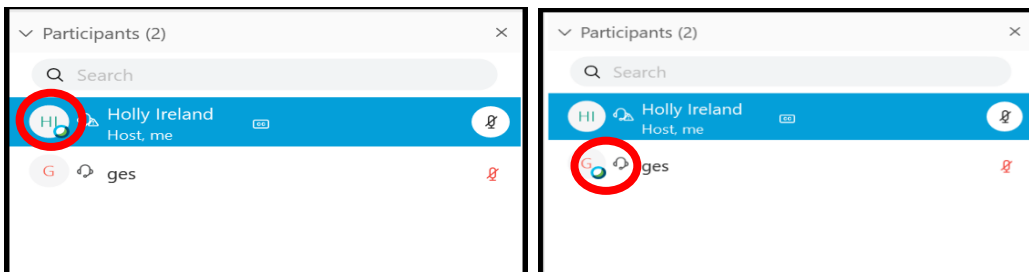


Click on the “ball” and “drag” it to another participant’s name.

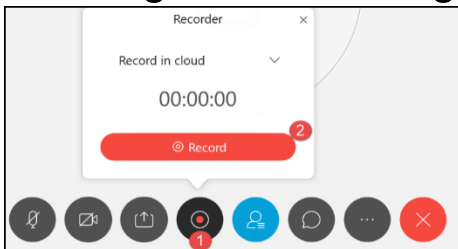
A message will appear asking if you want to change presenter. Click **Yes**.



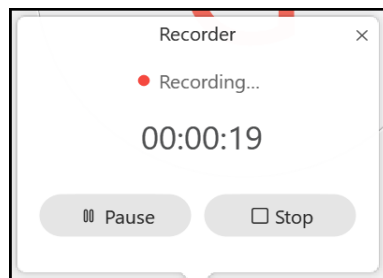
In the pics below, Holly has screen control in the first picture and GES has control in the second picture.



## Recording a Webex Meeting



Pic. 1



Pic. 2



Pic. 3

Press the Record button (Pic. 1)

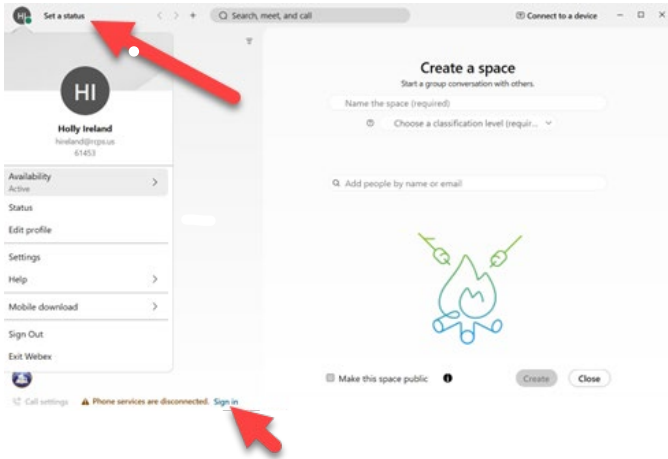
- Click **Record** (Pic. 1)
- You can pause or stop the recording (Pic. 2)

- You can record to the cloud or directly to your laptop. Remember that these videos can take up lots of space if stored locally on your laptop.
- When you STOP the recording, the video is NOT immediately available. When the video is available, you will receive an email. (Pic. 3) Open the email and follow the prompts. You might be asked to enter your full email address.

## Find Your Extension

Click your profile icon in the top left corner

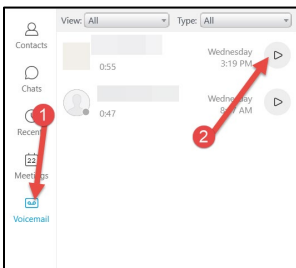
If you see a message that says Phone services are disconnected, click the Sign in button and enter you credentials.



Outside our network, a person would dial 540-562-3900 and enter your extension to call you.

## Check Voicemail

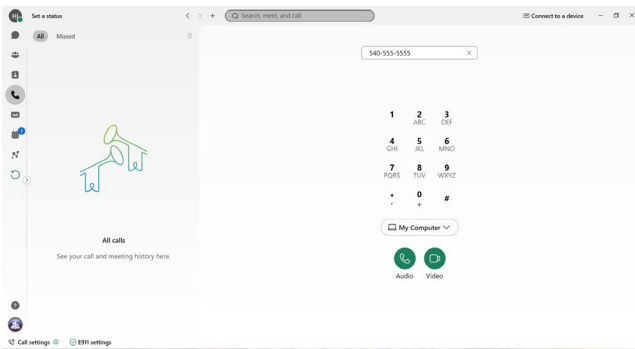
Click the voicemail icon. Then play the message. You will also get an email with a recording of the message.



## Dial a Number (Outside of Roanoke County Schools)

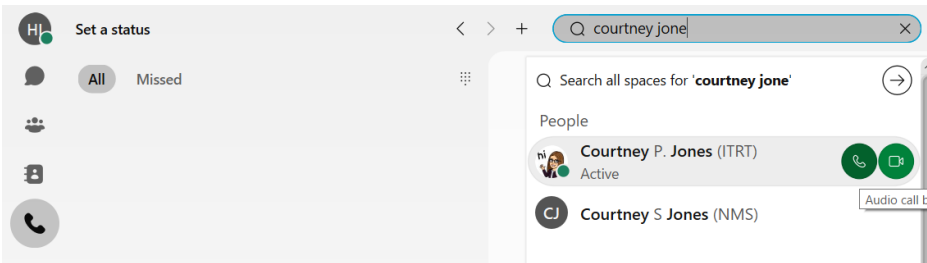
Click the **Telephone icon** on the left side. Type the number in the search or call bar. Press **Enter** or click on the **Audio** button.





Dial a RCPS Employee (Inside Roanoke County Schools)

Type their name in the search bar – Click the Phone for an audio call – Click the Camera for a video call



## STUDENT LAPTOPS AND CARTS

### Basic Student Laptop Troubleshooting Tips

- Restart the computer (not shut down and not power off – choose restart)
- If laptop not turning on, hold the power button down and count to 30.
- For Battery Charging Issues
  - Make sure it has a good charge and is charged
  - Try multiple USB-C chargers both on the top and bottom row of the cart.
  - Try using a round charging cord.
  - If you suspect a bad charger on the cart, please take note report it on the Technology Assistance Form
  - Is there visible damage? Examine the USB-C port for evidence of chipping.
- Battery Life Issues
  - If the battery light is blinking a series of white lights and orange lights, please turn in a help desk ticket.
  - Please make sure students close out of programs such as Minecraft before storing their laptops in the cart. Leaving this program and others open will drain the battery fast even if it is plugged up in the cart. (Remember the power source cycles every 15 minutes from the top row to the bottom row).

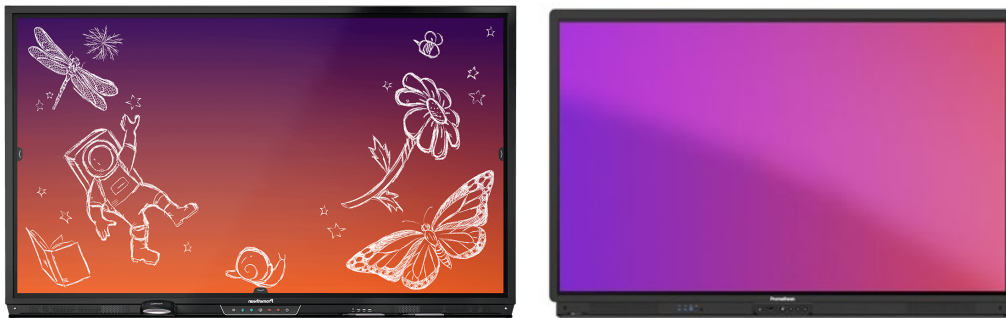
### About the Laptop Carts

- Keep plugged in and always turned on
- The power supply source for the laptops cycles every 15 minutes from the top row to the bottom row. You will hear a clicking sound when it switches.

- Always have the slot assignment sheet viewable on the cart.
- Make the cart accessible in the room for students, technicians, and ITRT's.
- We ask that you try and keep the top of the cart clear of **ALL** items due to events that require us to access the cart or remove the cart. This includes:
  - Food and Drink
  - Teacher Laptop/Document Cameras
  - Stacks of papers/pens/markers etc.

## ACTIVPANEL

Roanoke County classrooms are equipped with Promethean ActivPanels. Your classroom will contain one of two models – ActivPanel V7 or ActivPanel 9. The Activpanel display slides up and down easily. It can be easily moved around the room and the feet will securely lock the panel in place.



### Cleaning

- Turn off your panel before you start to clean it.
- Do not spray any liquid directly on the panel. Instead, you can wipe the panel down with a damp cotton or microfiber cloth. For a deeper clean, apply rubbing alcohol to a cloth and gently rub. Do not apply heavy pressure to the glass. After cleaning, wipe the panel dry with a clean microfiber or cotton cloth.
- DO NOT USE ANY PRODUCT WITH AMONIA to clean your panel.

### Accessories

#### Remote

- may be stored in the caddy in the back of the board
- All of the **remote-control** features are also accessible using the buttons on the front of the panel.

#### Pens

- Pens are not specific to the panel so you can use any pen **as long as you remove the ink**. This might be a good sanitary practice over using your finger or sharing one pen.

### Connecting Your Panel to Your Computer

- **For V7s:** You will need to plug two cords into your laptop: HDMI (Picture and Sound) and the USB Cable (Pen/Touch features)

- **For V9s:** You may use one USB-C (Picture, Sound, Pen/Touch features, and charges laptop) or you may use the same cords as above.

## Switching Sources

Change the inputs by pressing the “SOURCE” button one time. This can be done from the remote or from the front of the panel. The “SOURCE” button is represented by a rectangle with an arrow pointing right. Once pressed, a menu will appear on the panel. Select the desired input.

### HDMI or USB-C Input (Computer Screen)

Connect the panel via HDMI cable and select input HDMI 2 or USB-C to display your laptop. If this does not work, please see your Webmaster/Computer Coordinator.

### OPS Input (ActivPanel Operating System)

Each board has its own operating system. When using OPS, no laptop is needed. Apps can be added to the OPS by your ITRT. You can also find a whiteboard with unlimited surface space on the OPS. Other basic tools like spinners and timers are available, too.

## Using the OPS

If prompted to login, you can always close this box or choose “guest.”

### Navigating the OPS

- Left click is one tap
- Double click is a double tap
- Right click is a press and hold

## OPS Whiteboard

To access the OPS Whiteboard, change the **SOURCE** to **OPS**. Select the whiteboard.

Toolbar can be moved left to right but not up and down. Click the menu (three vertical dots) and change placement.

### Tools

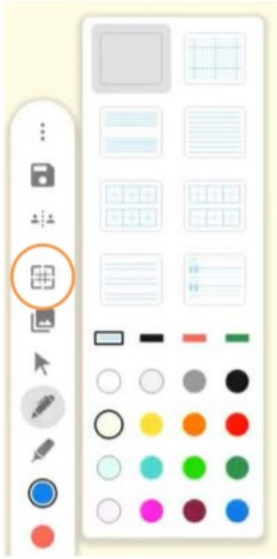
- **Pen** – Click pen for pen option
- **Arrow**– Click arrow for “select tool”
- **Ruler** - One finger will rotate the ruler, two fingers will grow/shrink the ruler
- **Protractor**

### Canvas/Backgrounds

If you need a new blank area to write, but do not want to erase information, simply scoot your information to the left or top of the page so that you can continue writing on the canvas.

You will not have to “change pages”

Background – You have a variety of paper layouts to choose from and each paper background can be color customized.



### Exporting and Saving

- Click the three vertical dots (menu) and you can export to PDF
- You can save the PDF to a flash drive or to the panel's OneDrive account (if it is configured).

### OPS Whiteboard Tips

- Close out ALL tools by clicking the circle with the X
- Undo and Redo button at the bottom
- Whiteboard will autosaves everything automatically and is an endless canvas

### Troubleshooting Volume

If you are having trouble with volume, consider the following settings. It could be just one or a combination of the things below.

- Panel volume can be adjusted from the remote or front of the panel
- Check laptop volume
- Check video player volume settings. YouTube videos also have a volume adjustment

### Connect Devices Using Screen Share

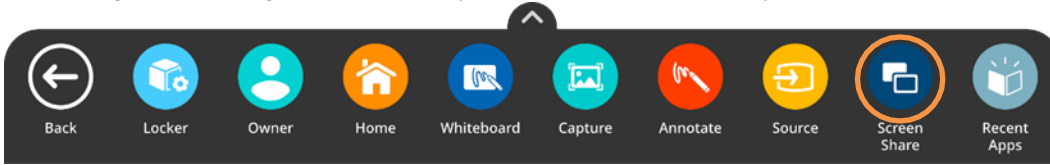
Screen Share should already be installed on Teacher, IA, and Student Laptops. If it is not installed, visit the software center on the desktop of the computer to install it.

#### Screen Share

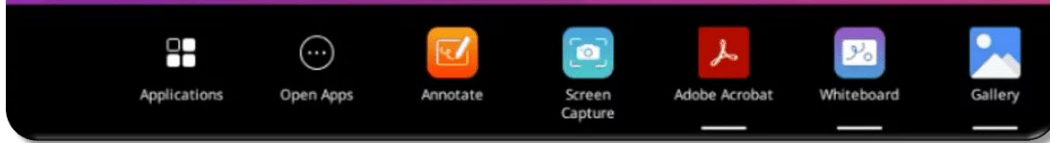
Locate the Screen Share app on the wheel.



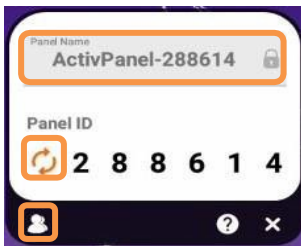
V7: To begin connecting devices, access your Unified Menu, then tap Screen Share.



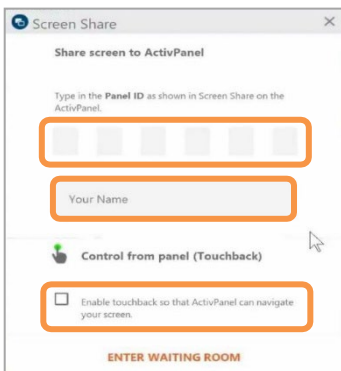
V9 Board: To begin connecting devices, access your Unified Menu, tap Applications, and then tap Screen Share.



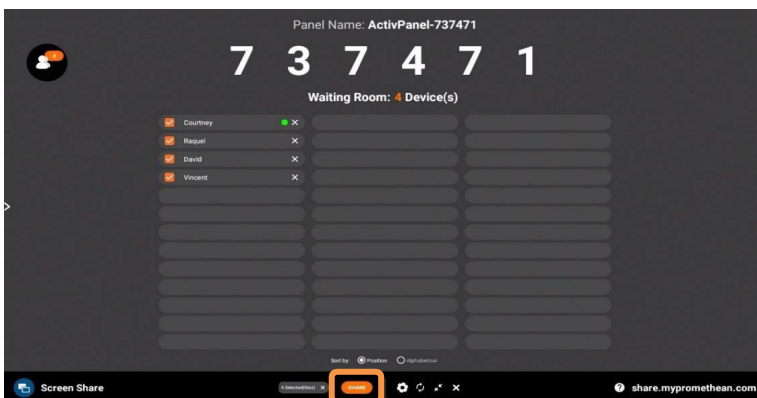
A floating window appears. You may move this anywhere on your screen. You may rename your panel, tap the reset button to generate a new 6-digit panel ID, or tap the people icon to enter the waiting room.



To connect from a computer, open Screen Share. Enter the Panel ID and your name. Be sure to enable touchback. Then select Enter Waiting Room.



Connected devices will display within the Waiting Room. Tap a user's name to share a single screen or select up to four users to share simultaneously. Once you have selected their names, tap the orange Sharebutton at the bottom of the waiting room window.





To stop sharing or choose another user, click on the people icon in the bottom right.

\*Please note that connecting your laptop through screen share to show movies or live video may cause choppy pictures and sound.

\*Screen share will only work on devices that are on the same network. It will not work with personal computers and phones.

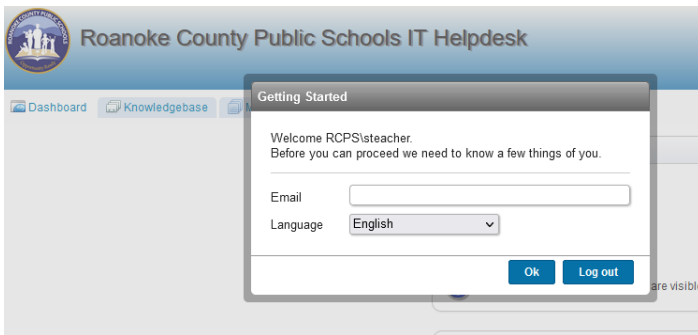
## SUBMITTING A HELPDESK TICKET

RCPS Helpdesk- <https://helpdesk.rcps.us>

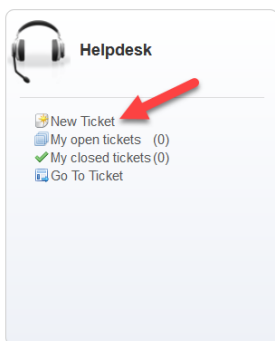
You can access the Helpdesk through the link, from the rcps.us webpage, or from Classlink (preferred method). Classlink will log you in automatically. Other methods will ask for your Username and Password (which is your typical RCPS Username and Password).



The first time you login, the system will prompt you for your email address. Enter it and click **Ok**.



From the dashboard, click **New Ticket**.



Type in a clear subject (this is the first thing technicians will see, so make it concise), and **choose your school**. It is very important to choose the right school so that the correct technician receives the ticket.

Roanoke County Public Schools IT Helpdesk

Dashboard Knowledgebase New Ticket x My tickets (0)

Subject:

Type:

Assets concerning:

Source:

Add CC user:

Once you choose a school, a field for your problem will appear. Select the correct option for your issue.

Roanoke County Public Schools IT Helpdesk

Dashboard Knowledgebase New Ticket x My tickets (0)

Subject:

Type:

Assets concerning:

Source:

Problem with:

- None selected...
- ActvPanel - ActvConnect
- BlackBoard
- Card Access
- ClassLink
- Computer
- Duo Two Factor Authentication
- FAX Line
- Fuel Master
- iPad
- iPod
- Kajeet Hotspot

Add

Depending on your choice, you will be prompted for more details. Try and complete as many details as possible. Some fields will be required (meaning you must complete them before submitting the ticket).

Roanoke County Public Schools IT Helpdesk

Dashboard Knowledgebase New Ticket x My tickets (0)

Subject:

Type:

Assets concerning:

Source:

Problem with:

Specific Device:

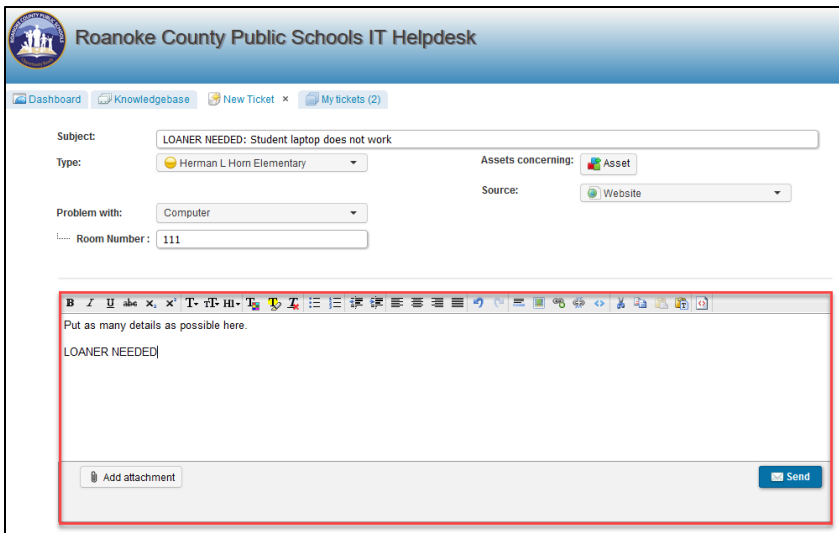
Serial Number:

Room Number:

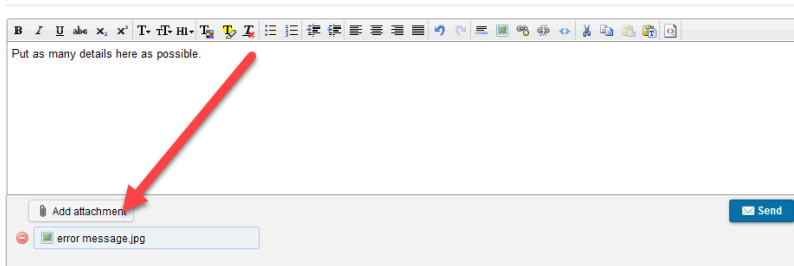
More fields will appear here depending on your problem choice.

Fill in the description area with as many details as possible. If the issue is about a student, include the student's name. If the issue is about a computer, include the computer's name. More info means quicker support.

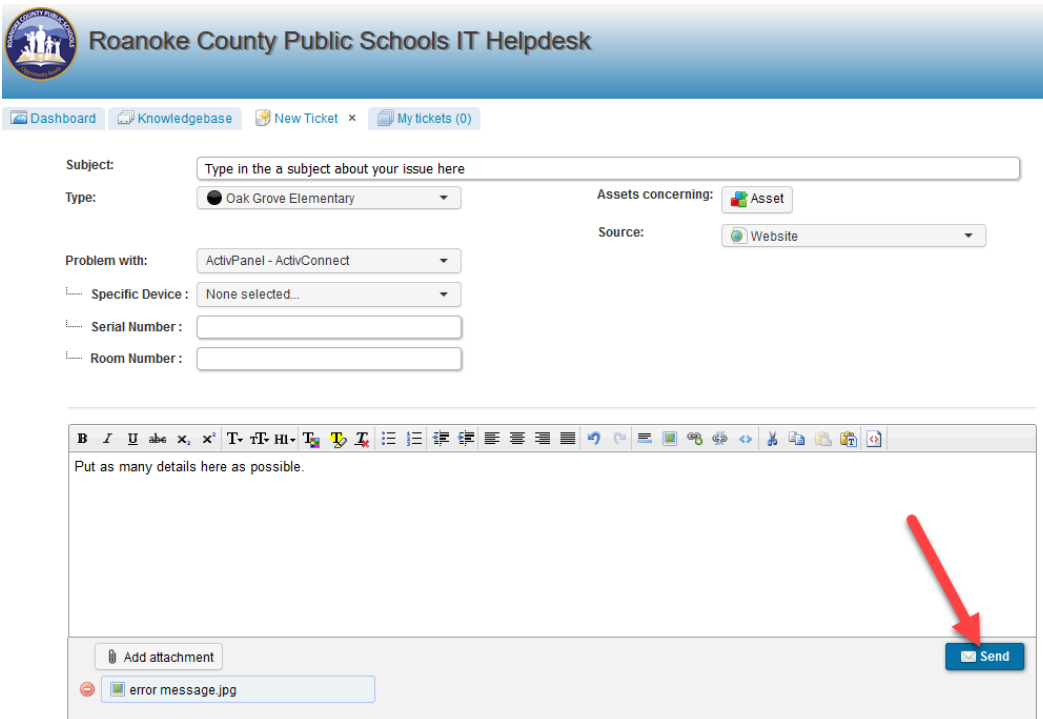
**Add the words LOANER NEEDED if that's applicable.** Hopefully this will speed up the time it takes to get you a loaner.



If you have a picture of the problem, you can attach it using the Add Attachment box (optional).



Click **Send**.





Once you have sent the ticket, you will receive an email from the Help Desk. As the ticket is assigned and a technician responds and adds notes to it, you will continue to receive email updates. **If a technician asks you a question, make sure to reply to the email.** Replying to a Help Desk email will update the ticket so all parties can see your response and help quickly.



Once the ticket is resolved and closed, you can respond to the email to re-open the ticket if you find you are still having the same issue. Resist the urge to thank the technician by responding to these emails as it will re-open tickets unnecessarily.