Roanoke County Public Schools Elementary Instructional Assistant Laptop Manual

Roanoke County Schools Technology Department

Elementary IA Laptop Manual

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 IA 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

Blackboard Learning Management System

Cisco
- Webex – Video Conferencing

Adobe
- Adobe Creative Cloud
- Adobe Acrobat DC

Promethean (ActivPanels)

TECHNOLOGY SUPPORT

Your school's Webmaster/Computer Coordinator can answer basic troubleshooting questions and can submit help tickets for technical issues. Your school's Instructional Technology Resource Teacher can help with technology training and integration needs.

RCPS Elementary ITRTs
- Ann Keith (akeith@rcps.us) – W.E. Cundiff, Bonsack, Mason's Cove
- Courtney Jones (cjones@rcps.us) – Burlington, Mountain View, Clearbrook
- Holly Ireland (hireland@rcps.us) – Glen Cove, Glenvar, Mount Pleasant
- Meg Swecker (mswecker@rcps.us) – Green Valley
- Sherri Rickman (srickman@rcps.us) – Cave Spring, Penn Forest, Back Creek
- Tina Coffey (tcoffey@rcps.us) – Oak Grove, Herman L. Horn, Fort Lewis

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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 substitutes**. 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: rcpssub. **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).
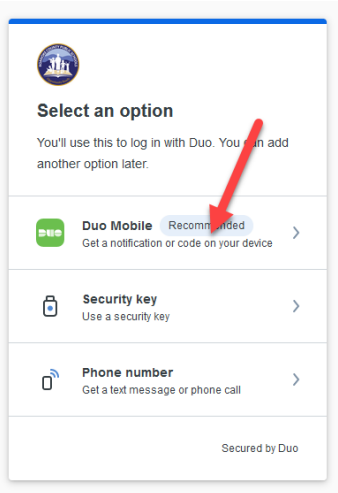
You should see a screen that looks like this. Click **Next**.
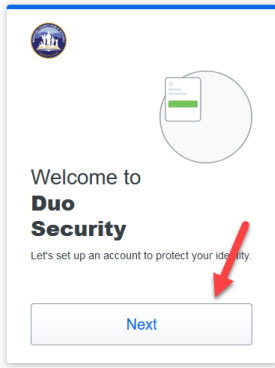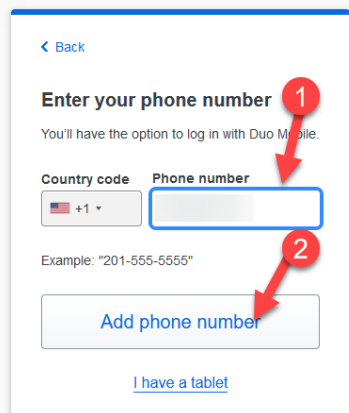
You will see a series of boxes with information on them. Continue to click **Next** on each screen.
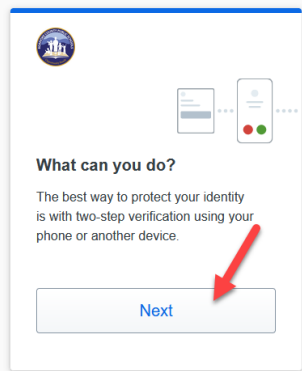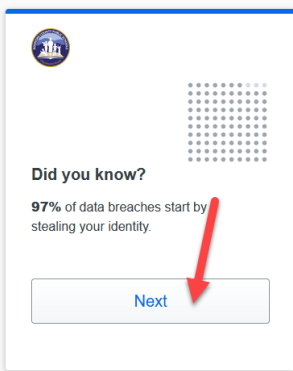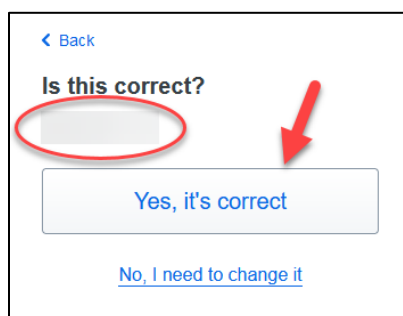

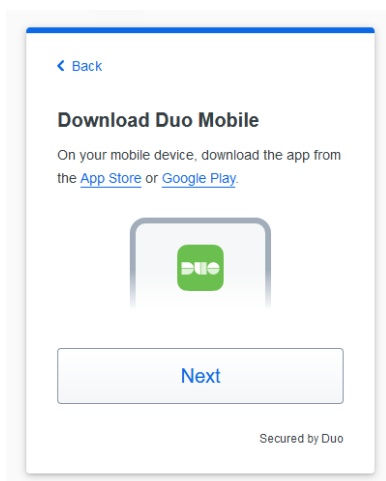When you reach the screen below, click **Duo Mobile**.

Enter your CELL PHONE number (the number of the cell phone you will use to authenticate).
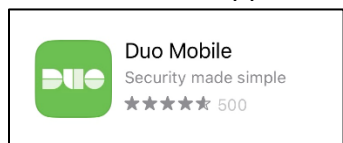
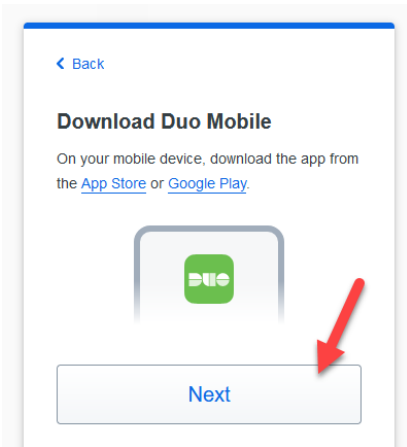Doublecheck the number and click **Yes, it's correct**.

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.
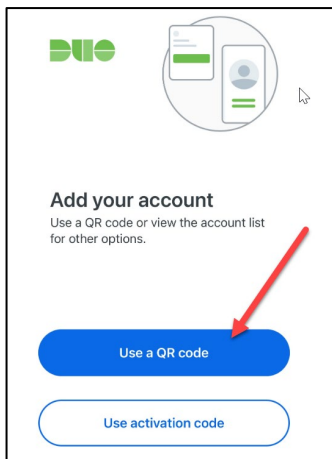

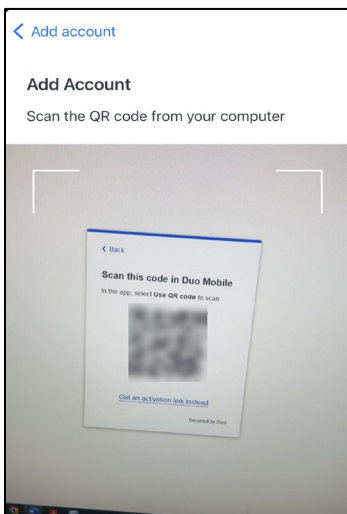💻 Once you've downloaded the app, **return to the computer** and click **Next**.
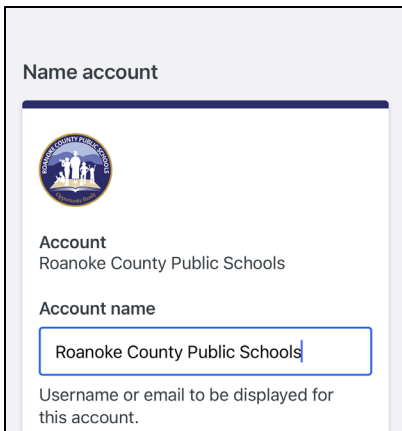
A QR code will appear on the computer screen.

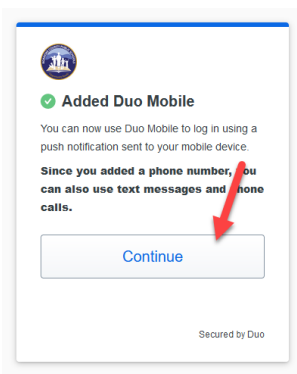 **On your phone**, choose **Use a QR code**

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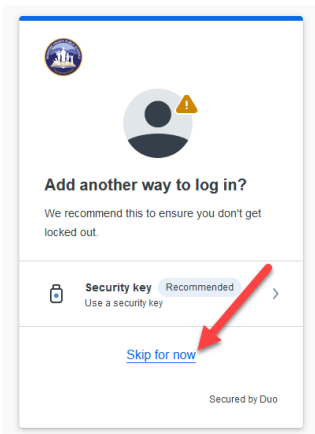
The computer will move to this screen once you have added your account to your phone. Click
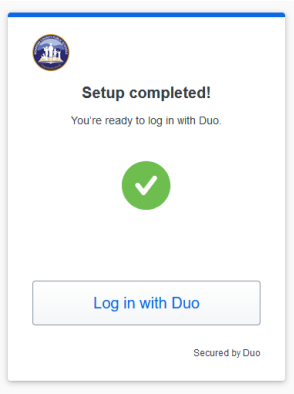

Continue.

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

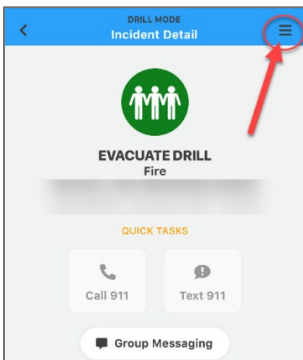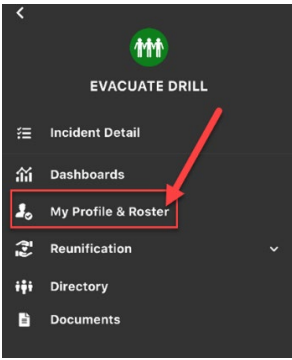**On the computer**, you will get a confirmation that setup is complete.

RAPTOR

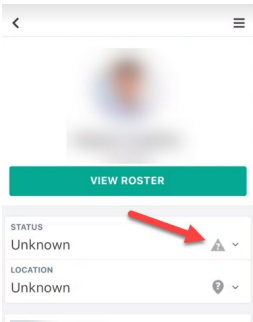**Step 1: Access the Incident**

Step 2: Click on Menu
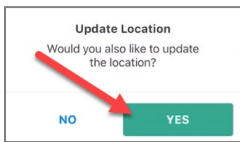

Step 3: Choose My Profile & Roster
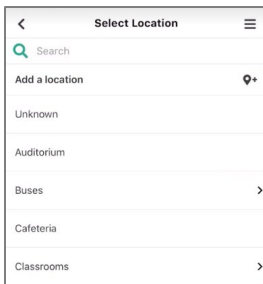
Step 4: Account for yourself

Select Status and update

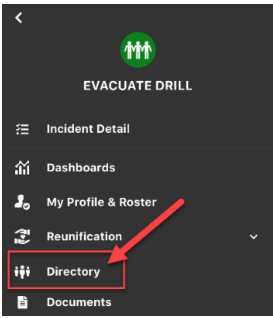## Step 5: Update Location for Yourself

Select Location (add a location if needed)

Step 6: Account for 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.
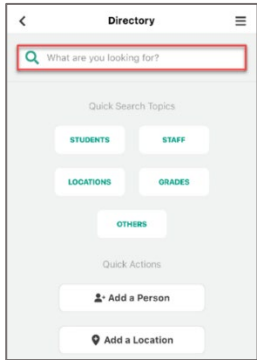
If you have another teacher's class with you that is not listed on your roster, you can access the teacher's roster by clicking on their name from the Directory.

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

Click **View Roster**

Account for students (see Step 6)

Step 7: Return to the Incident

Click on **Incident Detail**

Step 8: Access the group chat.

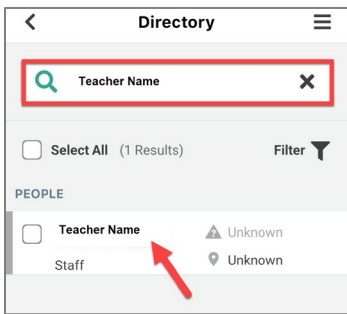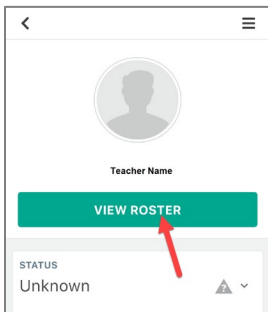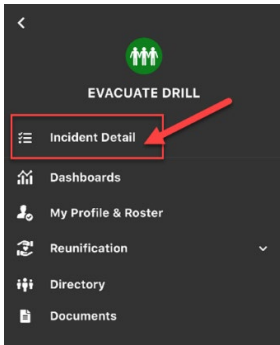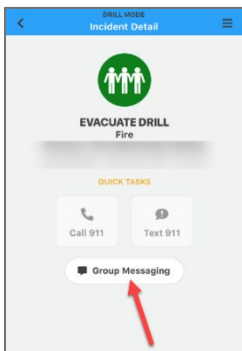**DO NOT COMMENT ON YOUR LOCATION OR POST YOUR LOCATION HERE**. The chat will not be reviewed for accountability. This is for discussion about the incident only.
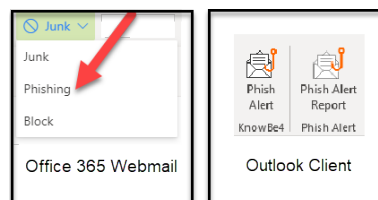

KnowBe4

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 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.

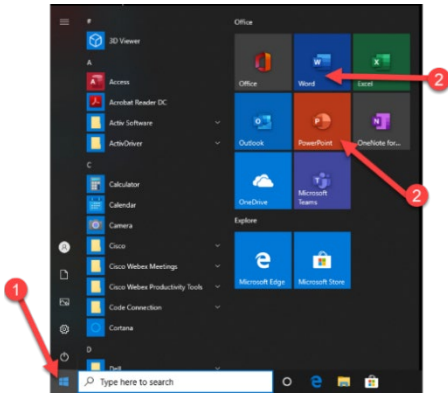

If it is a KnowBe4 email, you will get a congratulations message. If it is a real phishing email, you can rest assured that reported it and helped keep our network safe.

SETTING UP YOUR LAPTOP
Step 1: Activate Microsoft Office

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

Click **Sign In**
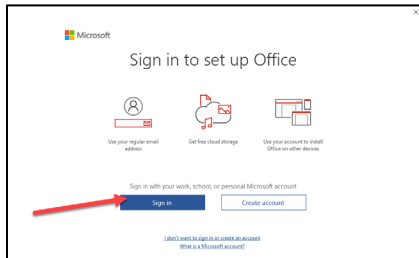
Enter your RCPS email address.
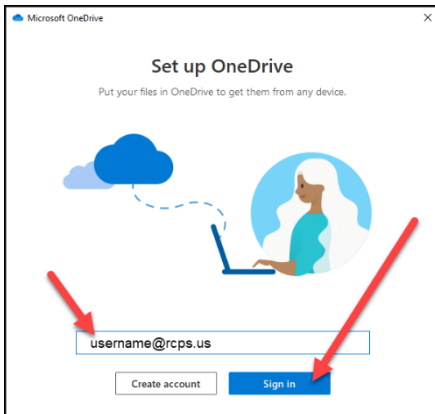
Enter your RCPS password and click **Sign In**
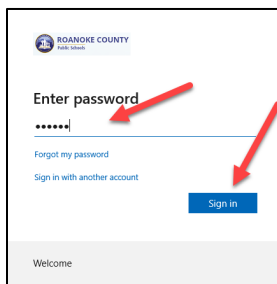
Choose **OK**
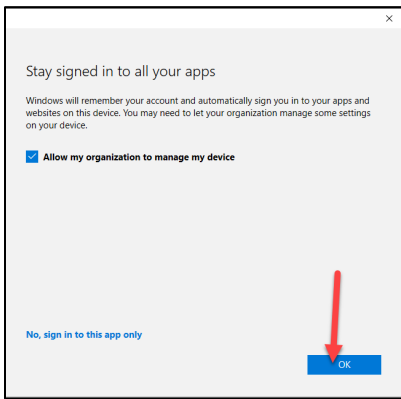
Be patient as Microsoft assigns the license. Then click **Done**.
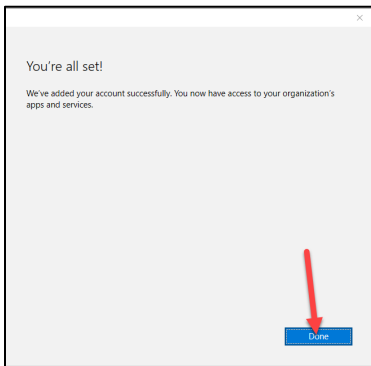
Step 2: Set Up OneDrive

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

Access the OneDrive app on your computer

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

Click on the **blue cloud**.
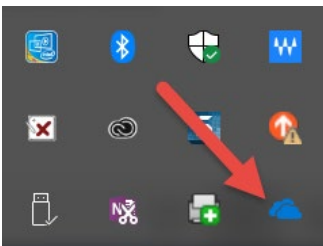
Click on **Open Folder** to view the files on your computer; Click **View Online** to see the SAME files in the cloud.
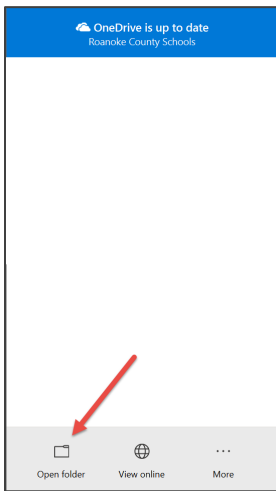
Step 3: Activate Adobe

Click on Adobe Creative Cloud on your desktop
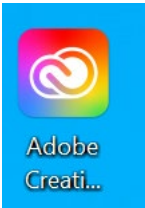
Enter your Roanoke County Email Address and click **Continue**
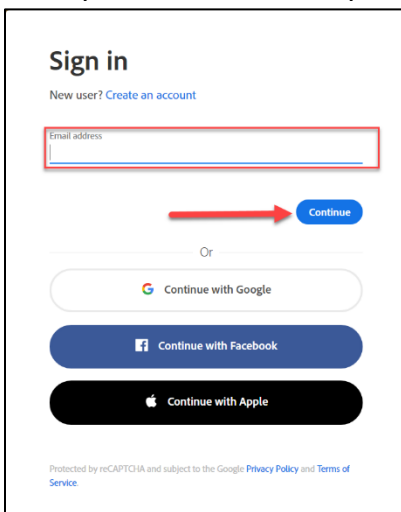
Adobe should activate your account. You can download apps from this space. Please know that Adobe apps take up a lot of space on your laptop, so only download the ones you need.

Step 4: Setting Your Default Apps

In search bar type: "**default apps.**"
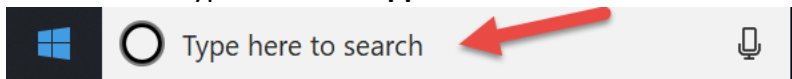
Select **Choose default apps settings**.
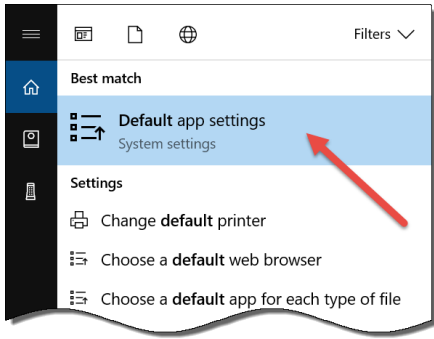
Once you see the screen below you will have the ability to set for email, maps, music players, photo viewer, video viewer, and web browser.
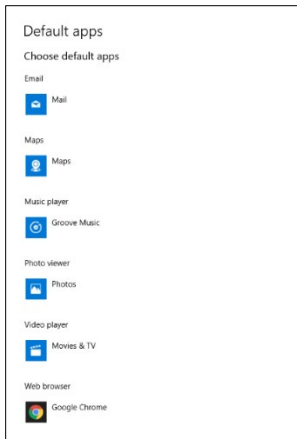
When you click on any of the categories it will allow you to see choices. Below is an example of setting default web browsers.
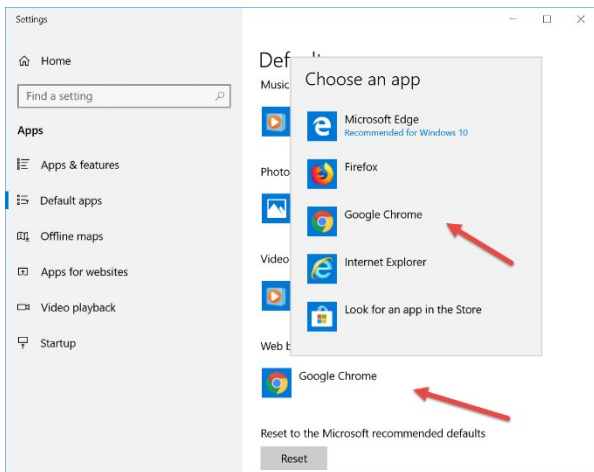
Setting your pdf default

In search bar type: "**default app settings**"
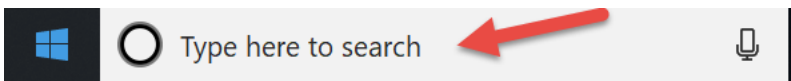
Select **Default App Settings**.
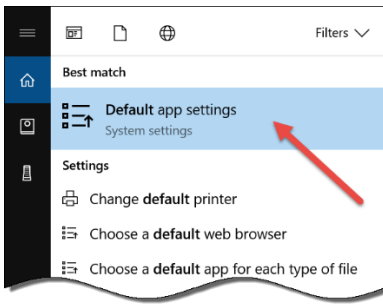
Click on **Choose default by file type**.
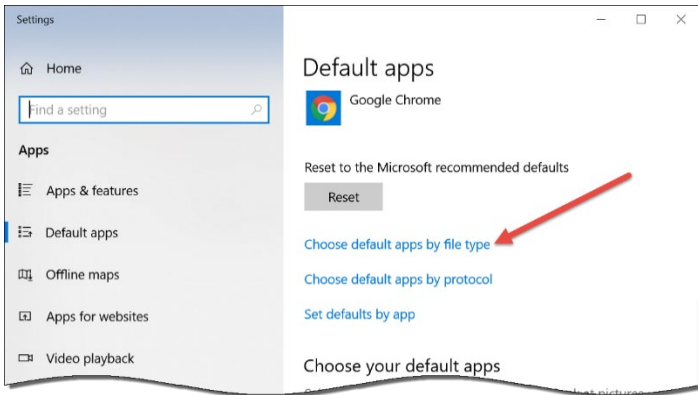
Scroll down until you see **".pdf"** in the name column. Then select the program next to it that you want to open this file. (Example: PDF= Adobe Acrobat) If you do not see Adobe Acrobat you will need to go to the software center and download it.
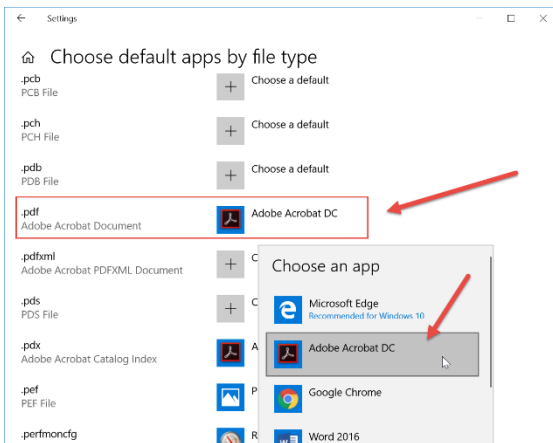
Step 5: Choosing Start-up Apps

In search bar type: "**startup apps.**"
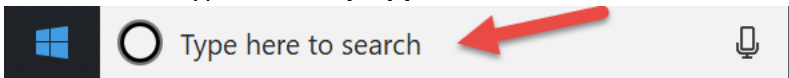
Select **Startup Apps**
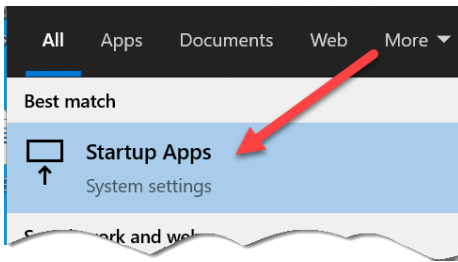
Use the On/Off toggle to decide which programs should open when your computers starts. We suggest turning off Kaltura classroom. You may also want to turn off Cisco Webex (optional).
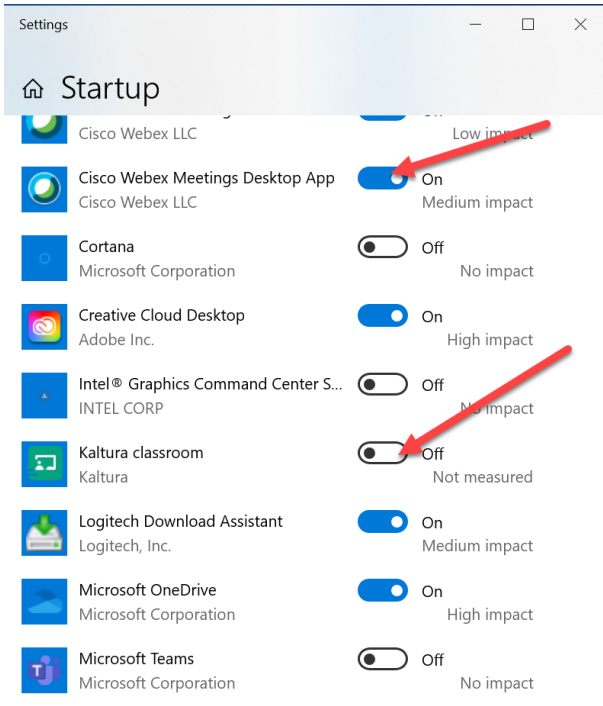
OTHER LAPTOP SET UP INFO

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.**
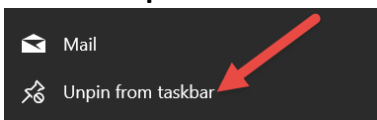
We suggest you remove the following items from your task bar:
- Mail (use ClassLink or Outlook Instead)
- Edge (Use Google Chrome)

Add: Search for the program to add. Right click on it. Choose **Pin to taskbar**.
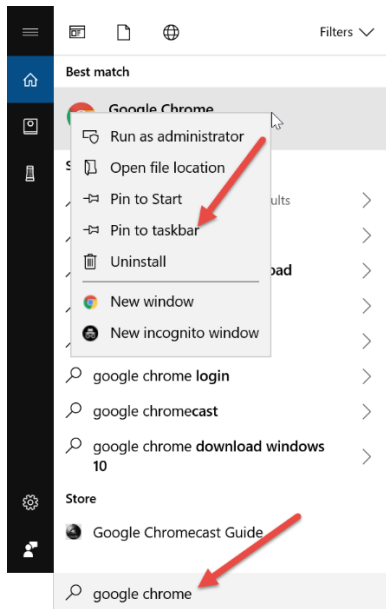
We suggest you add the following items to your task bar:

- Google Chrome

Change Power Settings

1. In search bar type: "**edit power plan**"
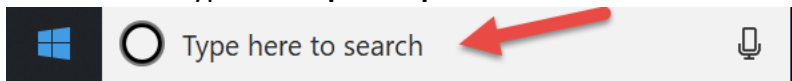
2. Click on **Edit Power Plan** icon
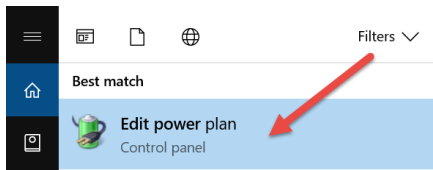
3. Here, you can change when your screen turns off, when the computer sleeps, etc. Click **Save Changes** when done.
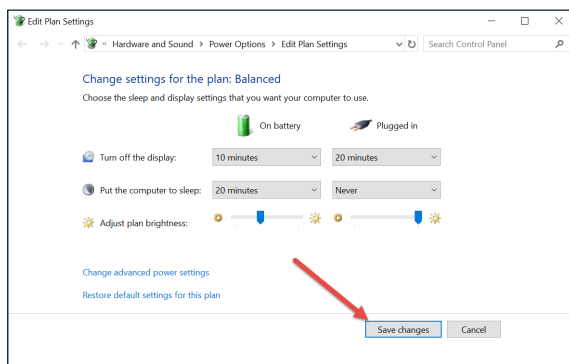
Utilizing Gestures On Your Touchpad

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.
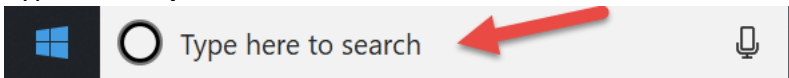
Choose **Touchpad settings**.
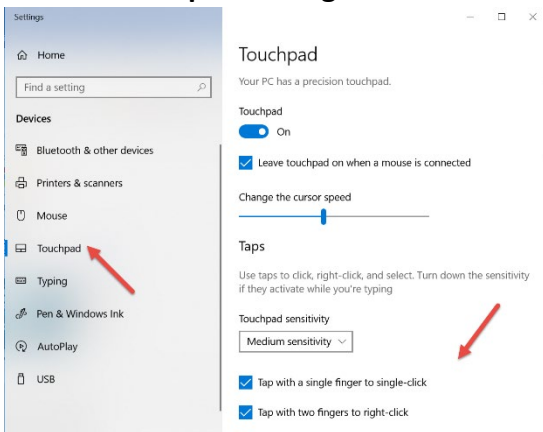
Using The Touch Screen (if available)

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.

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.
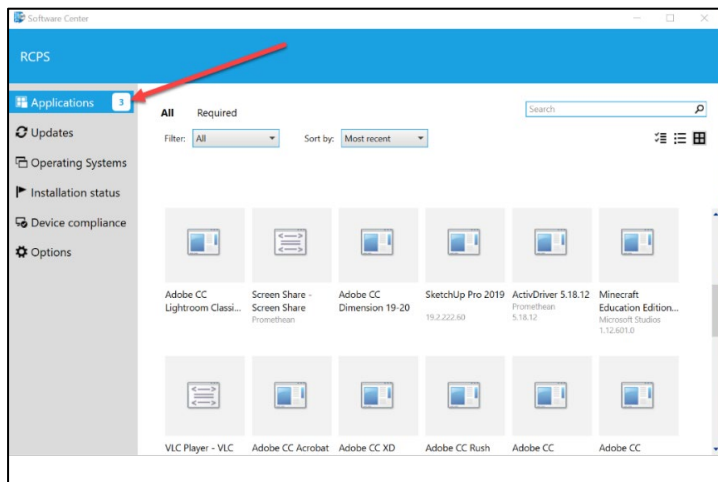

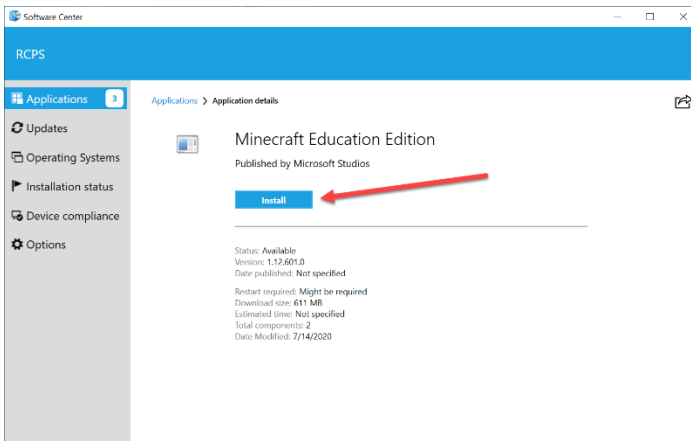Choose **Updates**. If any are listed, choose **Install All**.
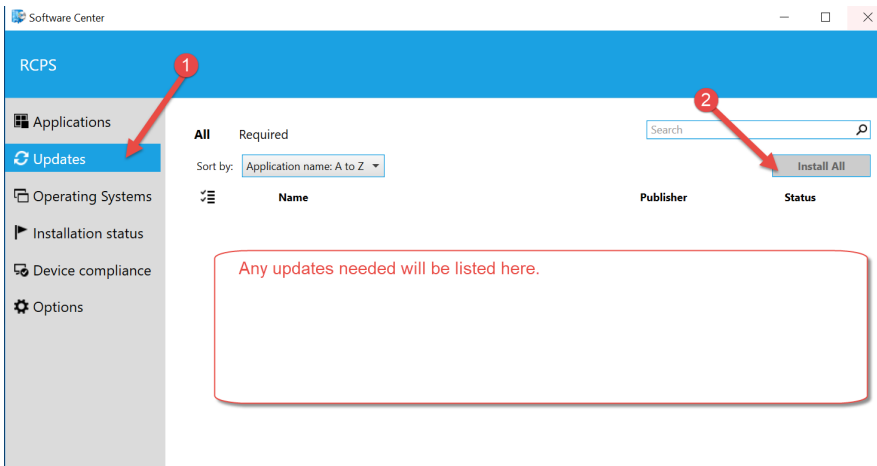
Software

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 I**nstall**.

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).
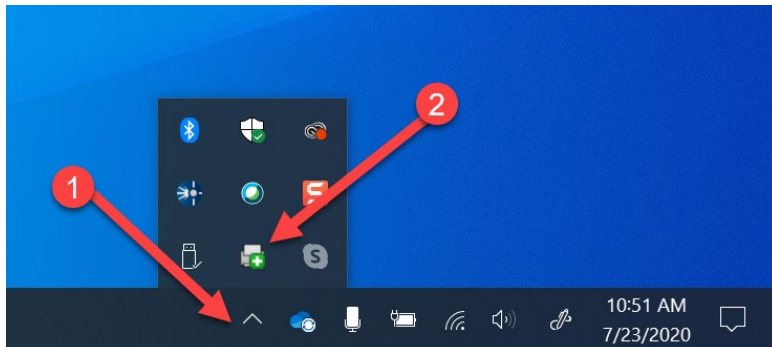
2. Find your school on the left-hand side and click on it.

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.

SETTING UP A HOME PRINTER

Roanoke County does not provide printers for home use. However, you can use most home printers with a RCPS Laptop. Some printer setups are different, but for basic printers, follow these directions:

Option 1 (USB Cord)

We highly recommend using this method because it has the fewest issues.

- Plug in the USB cord from the printer to the laptop
- The laptop should recognize and install the printer.

Option 2 (Wireless Printer)

Search for Printers in the Windows Search bar
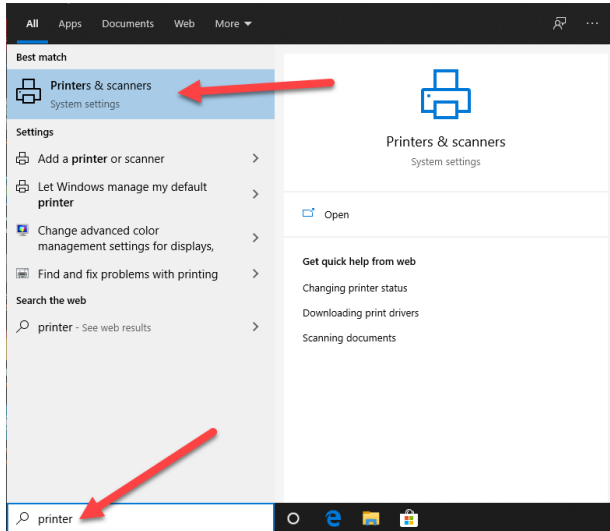
Choose **Add a Printer**
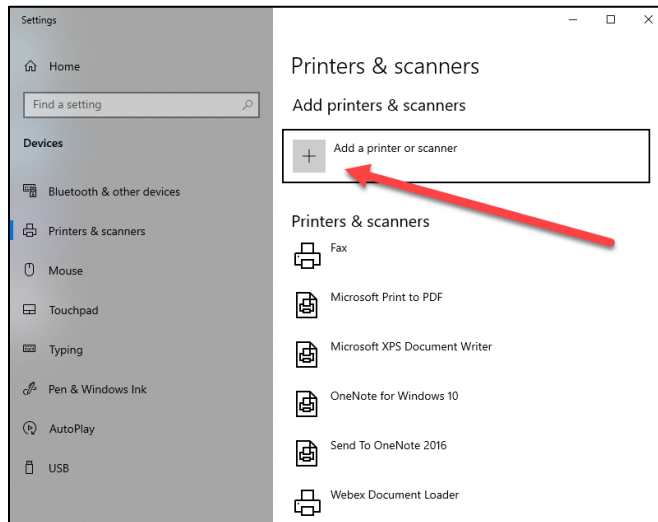
Find the printer in the list
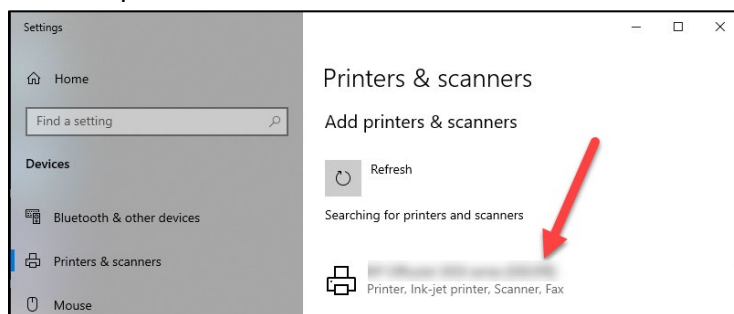
Click **Add Device**
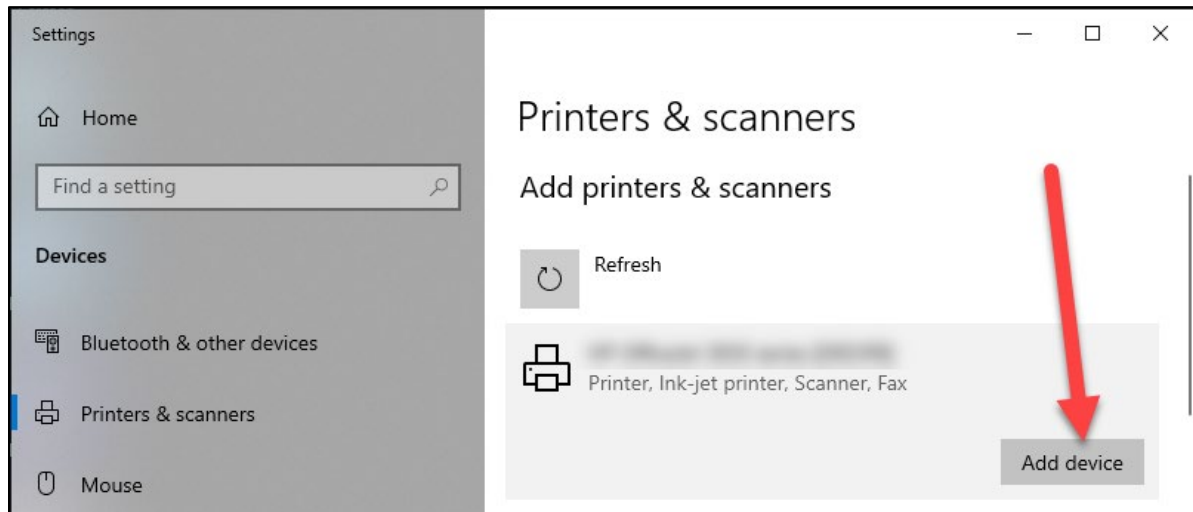
Please refer to the documentation that came with your printer for more directions.

USING OFFICE 365 (INCLUDING ONEDRIVE)
Saving Directly to OneDrive On Your IA 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**
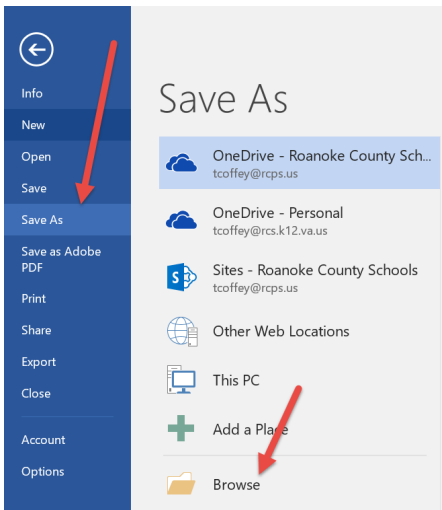
Choose **OneDrive>Roanoke County**
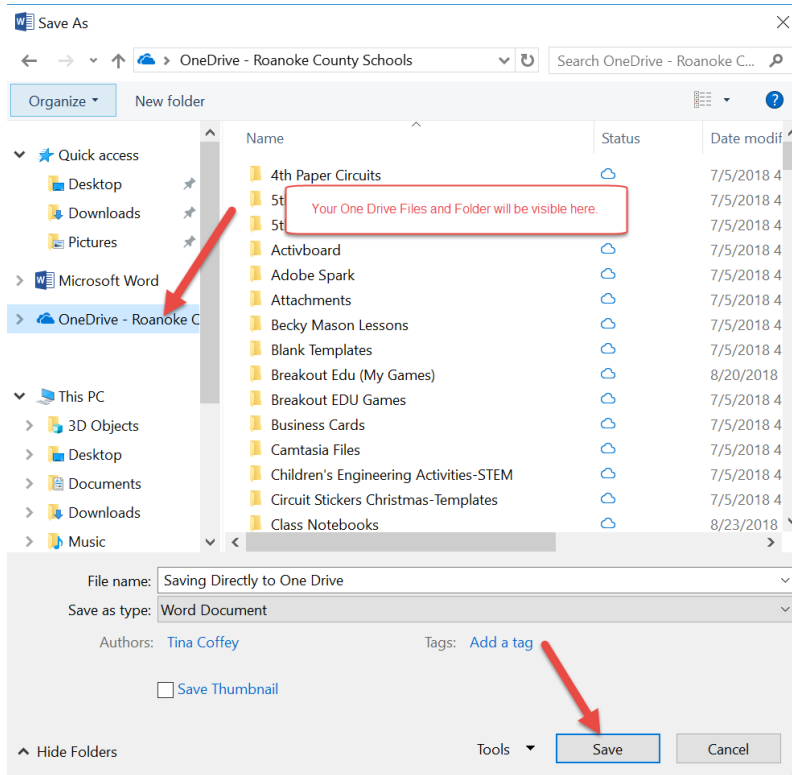
Note: By default, OneDrive is set to Files On-Demand.

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	*Online-only files* 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.
Locally available files	When you open an online-only file, it downloads to your device and becomes a *locally available file*. 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."
	Only files that you mark as "Always keep on this device" have the green circle with the white check mark. These *always available files* download to your device and take up space, but they're always there for you even when you're offline.

Always available files	

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**.
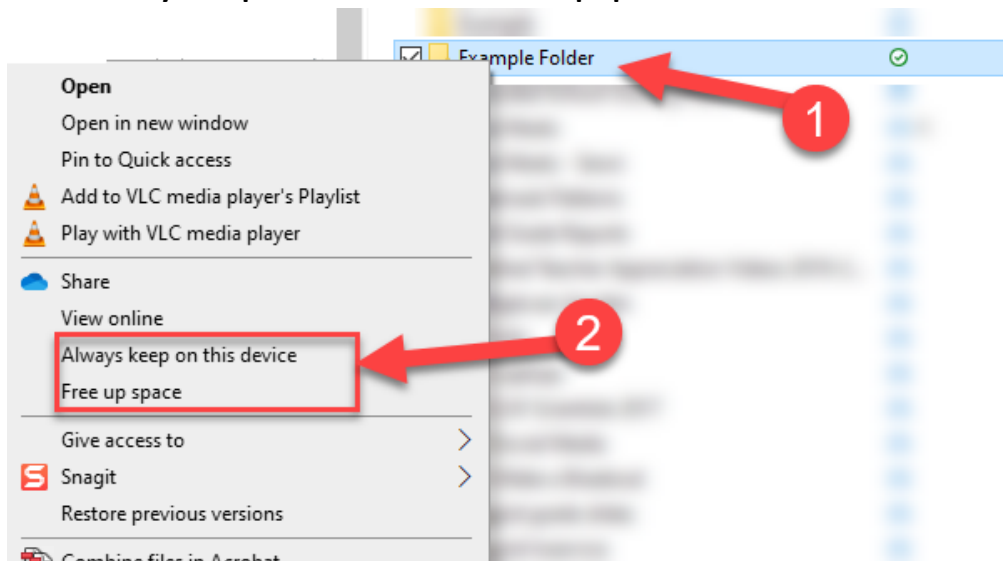
Free up space

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**.
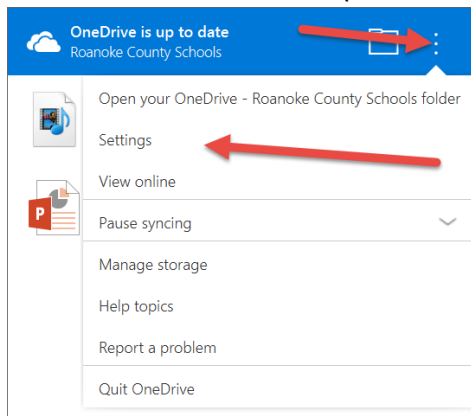
3. Uncheck the **Files On-Demand Box - Save space and download files as you use them**
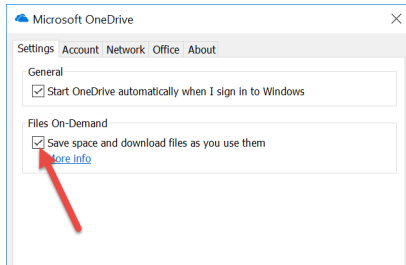
4. Click **OK** to Disable Files On-Demand.
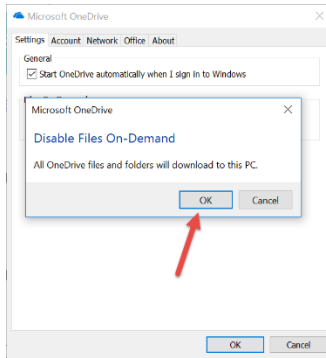
CLASSLINK

ClassLink is our Single Sign-On Solution

Access ClassLink

To access ClassLink, open Google Chrome.

Login with your rcps username and password
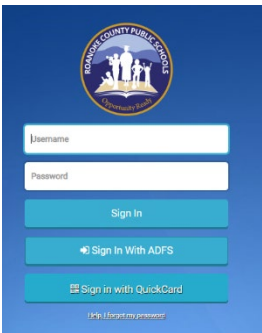
DASHBOARD APPS

To login to a service, click on the service. Enter your username and password. 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 IA computer.

Edit Mode
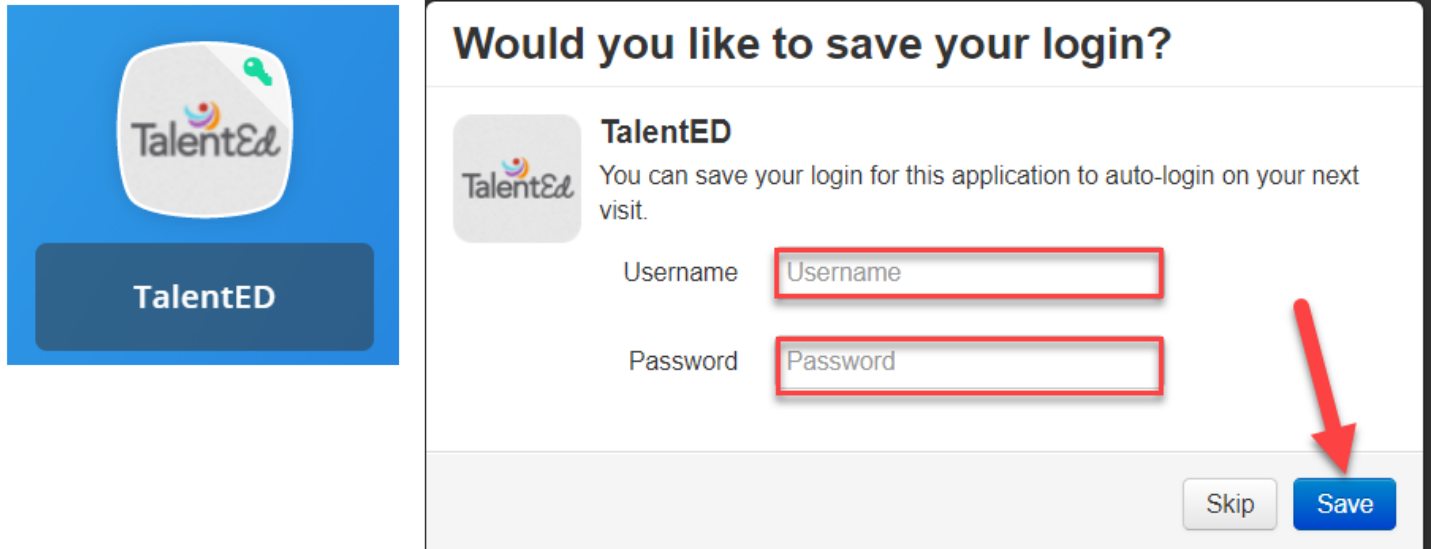The edit button will allow you to change the look and organization of your page.
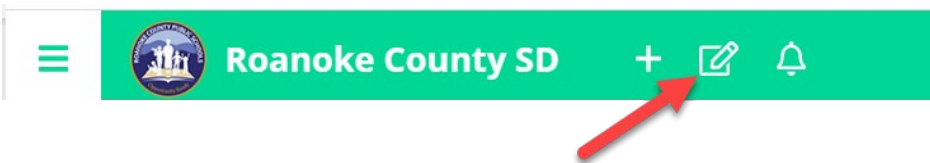
Click on the Edit Mode button in the top left.

- 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.

Accessing Email

Login to ClassLink.
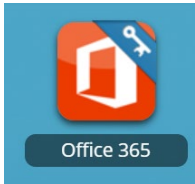
Choose **Office 365**

Click on the Outlook icon
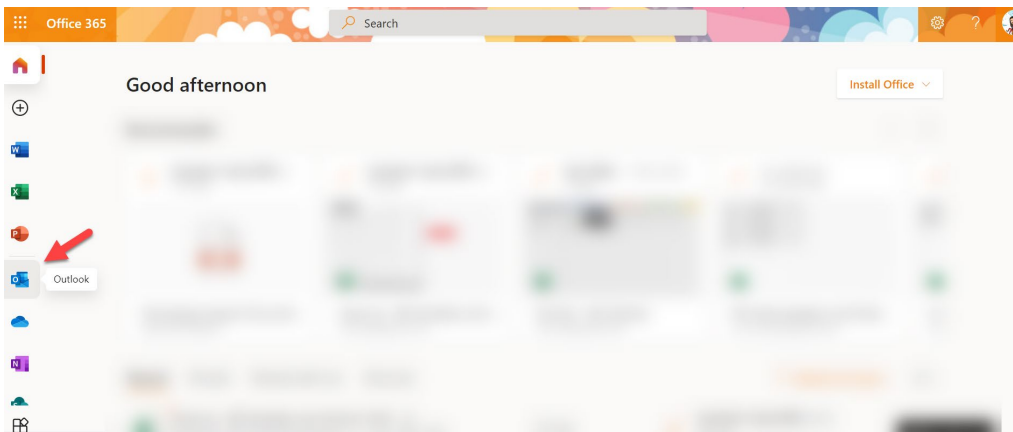
Accessing OneDrive Files On Other Computers and Online

Login to ClassLink.
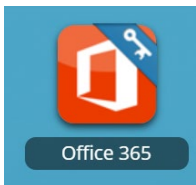
Choose **Office 365**

Choose **OneDrive**
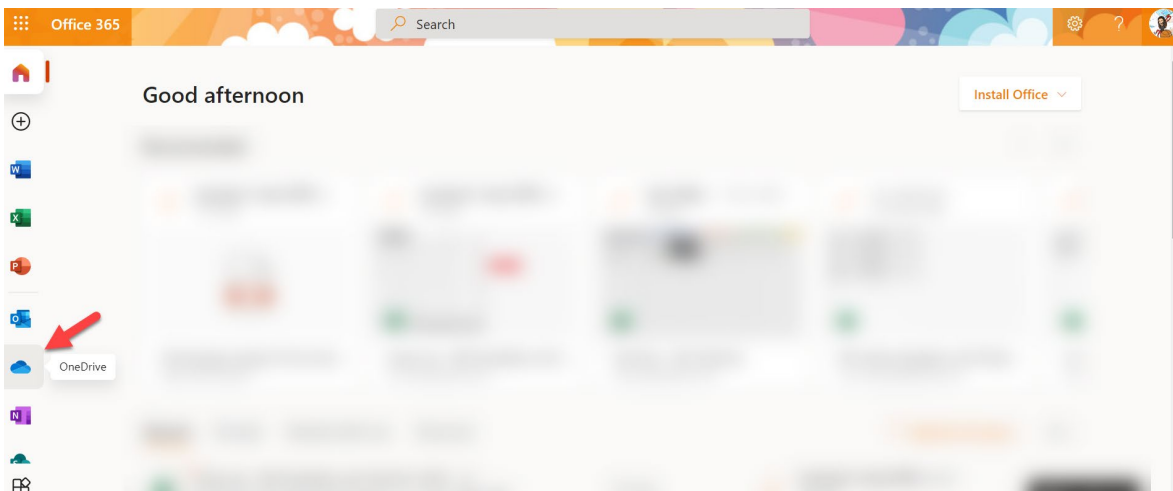
Sharing Files on OneDrive

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

To share a file or folder with someone else, select it. Then click on the **Share** icon
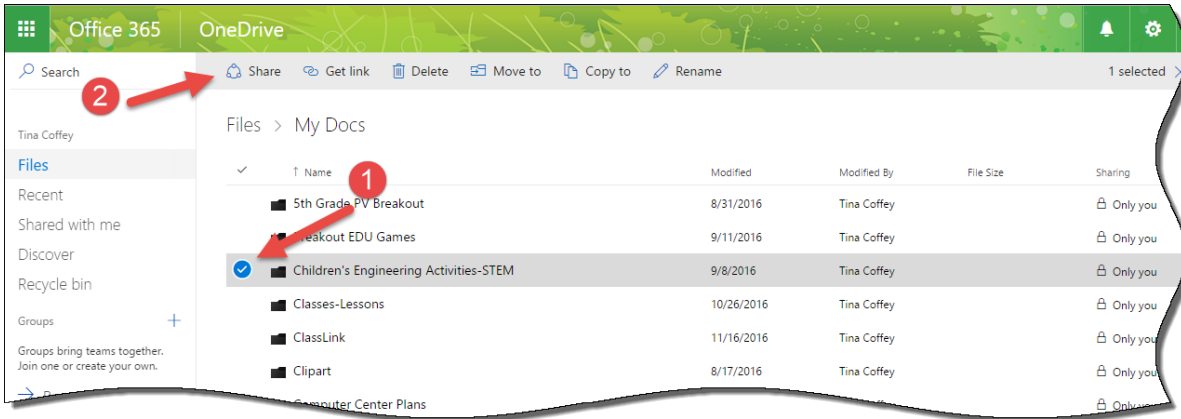
When the share box opens up, type the person's name, choose the level of sharing (can edit or can view) and click the **Share** button.
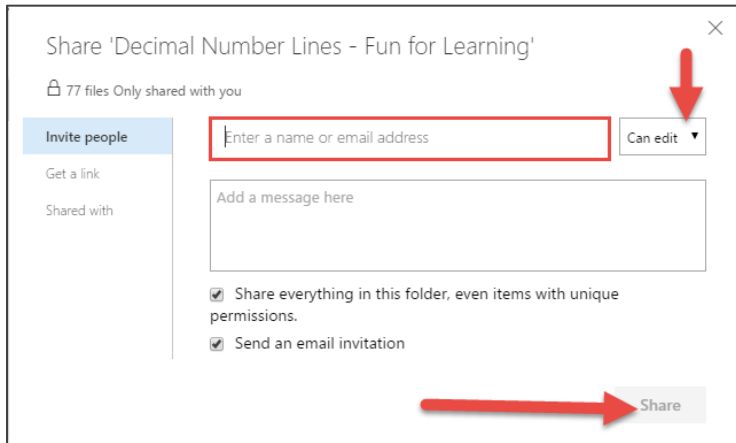
To find files that have been shared with you, click on the **Shared with me** link.

Uploading Files to OneDrive Online
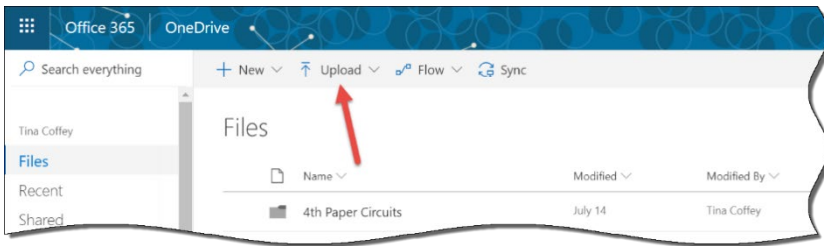
CONNECTING PERSONAL DEVICES TO WIRELESS

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:

For Apple Products

- 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
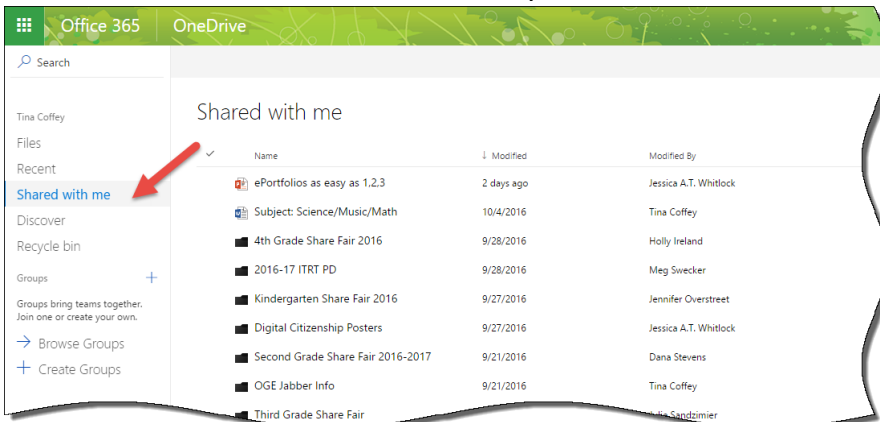- When prompted, accept the certificate by clicking **TRUST**
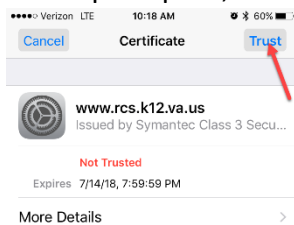
For Android products

- 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 Network.
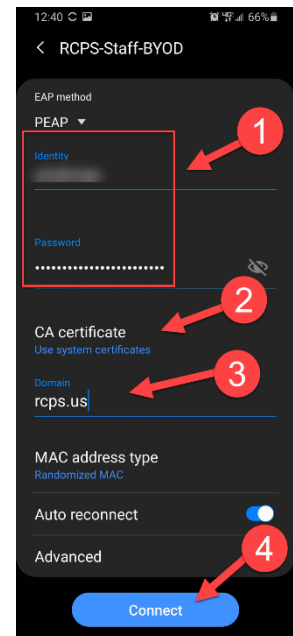
ROANOKE COUNTY BLACKBOARD

Roanoke County uses Blackboard as our Learning Management System. You can access teacher resources here.

Access Blackboard
Login to ClassLink

Choose the Blackboard icon
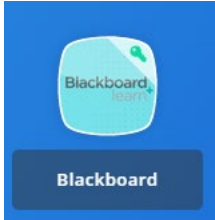
Access the Learning Resource Zone
Find **Learning Resource Zone** (in the My Organizations Area)
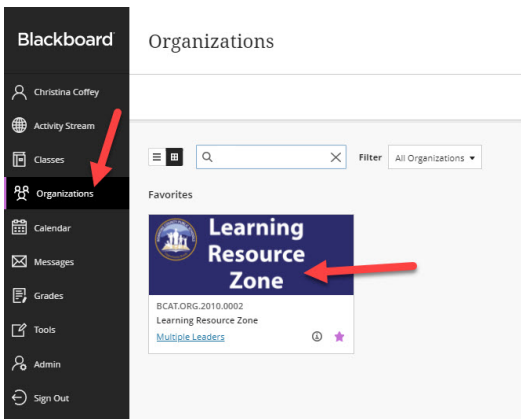
Use the menu on the home screen or on the left to find what you need.
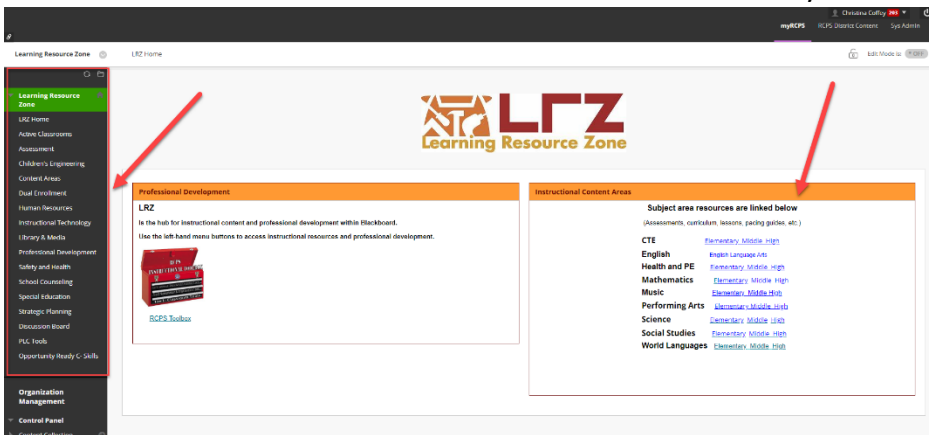
CISCO WEBEX MEETINGS

Starting a Webex App
To open the Cisco Webex App, begin typing the name of the app in the search bar. Click on the app. If it prompts for a login, use your Roanoke County login and password.
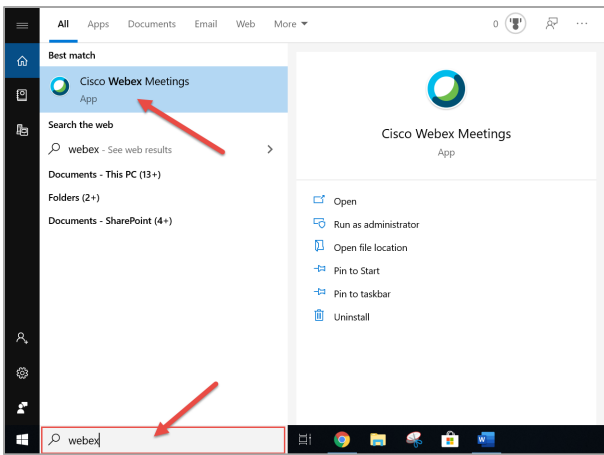
Hosting a Webex Meeting in Your Personal Room

Share a Link to Your Personal Room

Copy the link to your Personal Room to send to others. This is the link that can be shared with parents in Blackboard.
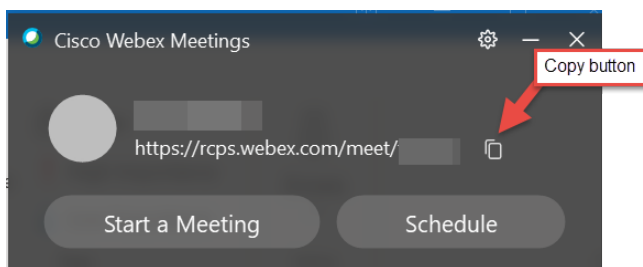
Start a Meeting in Your Personal Room

To Start a meeting, click the **Start a Meeting** button.
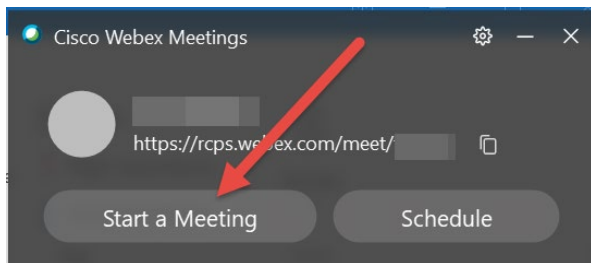
To Admit Participants (allow people to join)

By default meetings will lock and you will have to manually admit participants.

You can click on **Admit** when the notification pops up. If you see a red dot on the Admit Participants icon, it means somebody is waiting to be admitted.
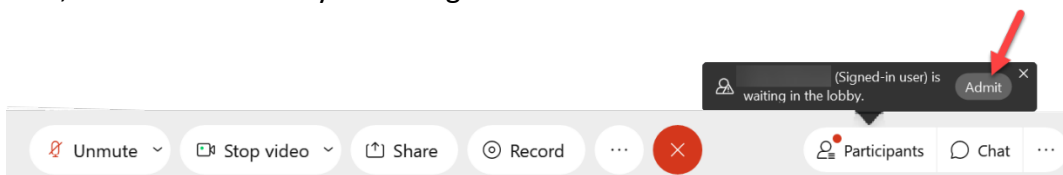
Or turn on participant list and choose **admit**.
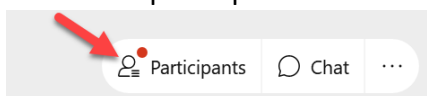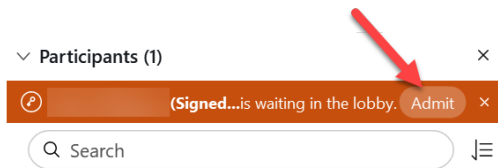
Settings to Adjust Before and During A Webex Meeting

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
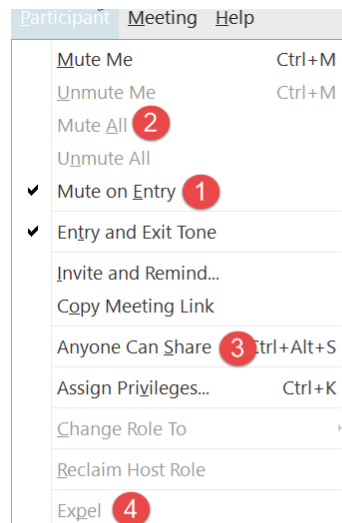
Meeting Menu
Choose Meeting >Options
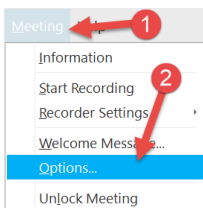
On the **General** Tab, make the following changes.
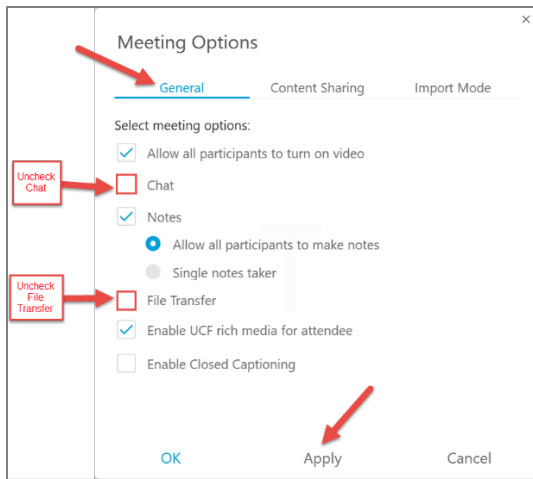
- **Uncheck Chat** – unchecking here will disable the chat features under Participant Privileges. If you are working with adults, leave Chat checked and go to Participant < Assign Privileges to customize specific chat features.
- **Uncheck File Transfer**
- Click Apply

Share Your Screen
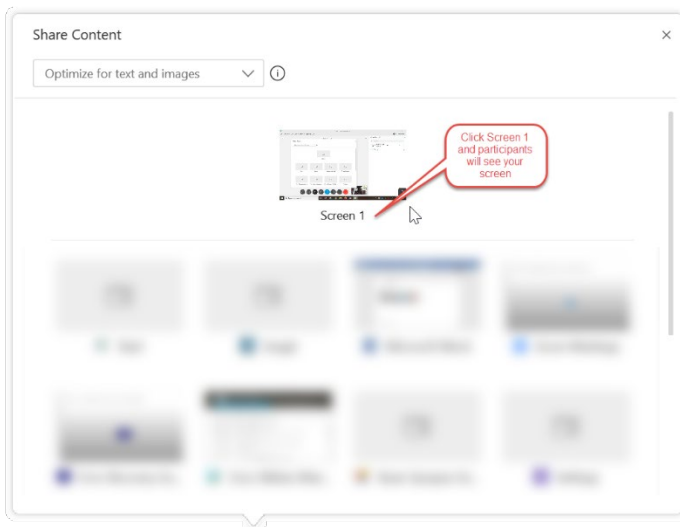
While sharing your screen, a bar will appear at the top with your controls. Hover over the top of the screen to see it.
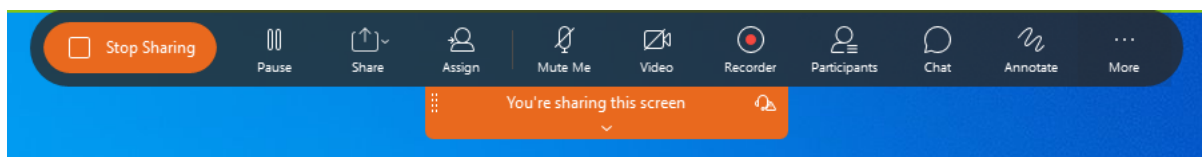
Annotate Your Screen

While sharing your screen, hover over the bar at the top of your screen and choose Annotate
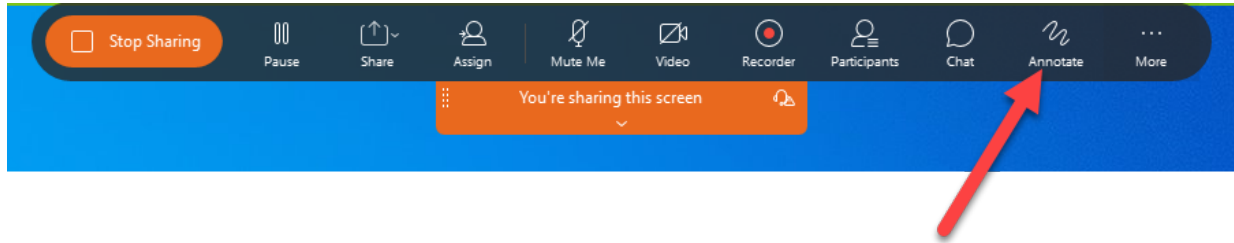
Giving Screen Sharing Privileges to a Participant

Make sure your Participant List is showing – Click here
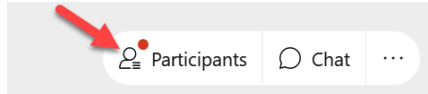
Click on the "ball" and "drag" it to another participant's name.

A message will appear asking if you want to change presenter. Click Yes.
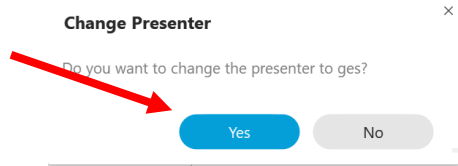
In the pics below, Holly has screen control in the first picture and GES has control in the second picture.
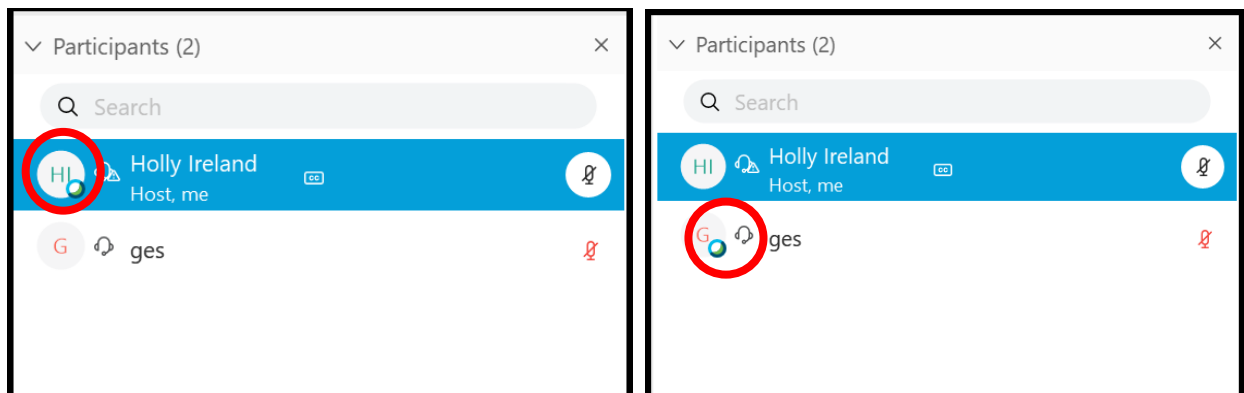
Recording a Webex Meeting

- 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.
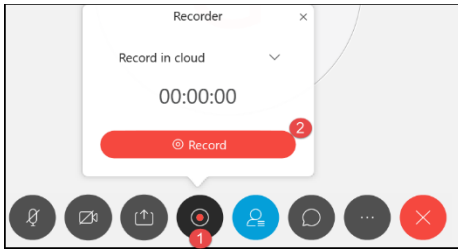
Pic. 1
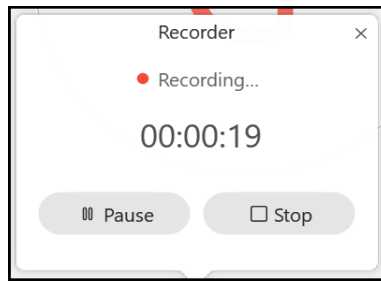
Pic. 2

Pic. 3

ActivPanel

Roanoke County classrooms are equipped with Promethean ActivPanels. The ActivPanels have a standalone operating system (OPS) and can also be use in tandem with your laptop. Your classroom will contain one of two models – ActivPanel V7 or ActiPanel V9. 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.

Power

You do not need to turn the panel off at night. It is a "smart" energy saver and senses when you are in the room. The panel will sleep after two hours of inactivity in the room. If you do need to power the panel on, there is a power button on the front and back of the panel.

Cleaning

- Turn off your panel before you start to clean it.
- Do not spray any liquid directly on the panel. Instead, you can wipe down with a cotton or microfiber cloth and water. For a deeper clean you can 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 on the remote or front of the panel. The "SOURCE" button is represented by a rectangle with an arrow pointing right. Once pressed, a menu till 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

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.
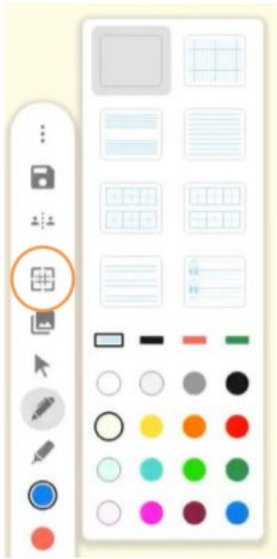
Exporting and Saving

- 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 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

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).
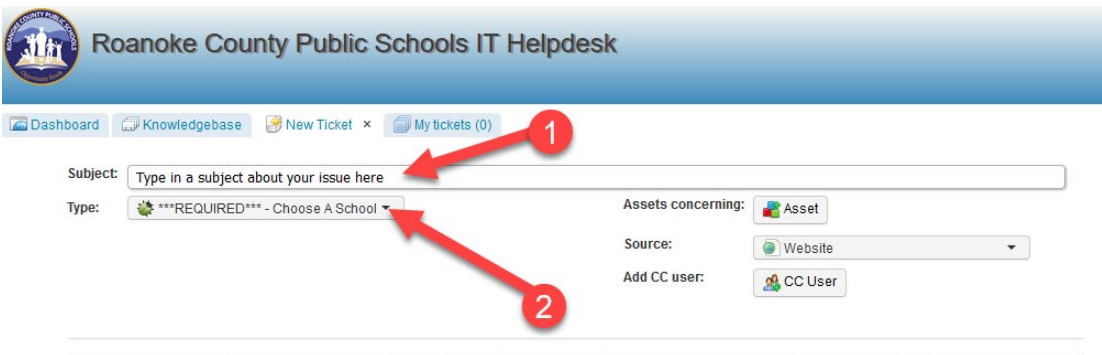
RCPS Helpdesk

The first time you login, the system will prompt you for your email address. Enter it and click **Ok**.
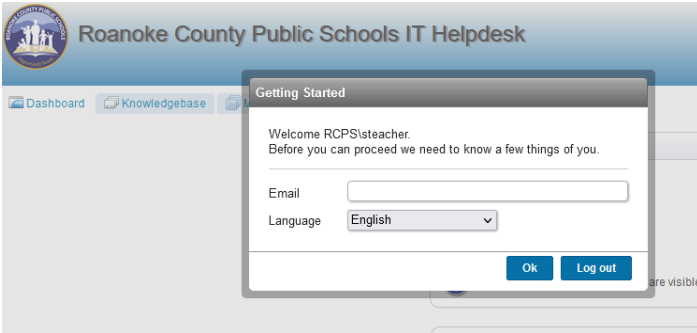
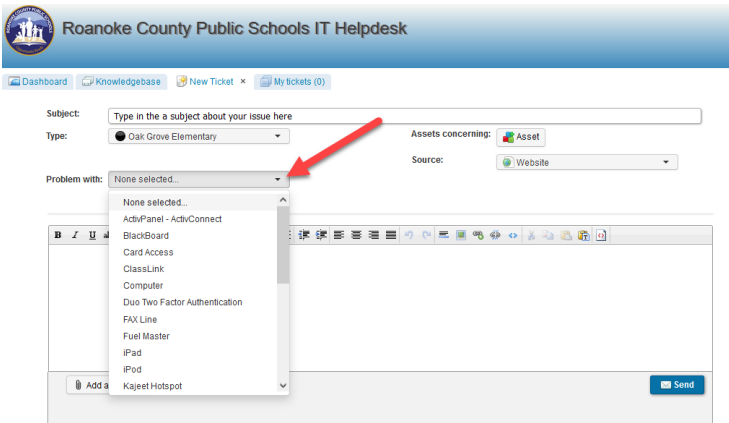From the dashboard, click **New Ticket**.
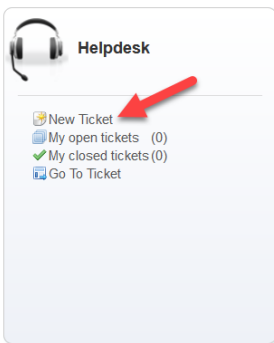
Type in a clear subject (this is the first thing technicians will see, so make it concise), and **choose your school.** It is very important to choose the right school so that the correct technician receives the ticket.
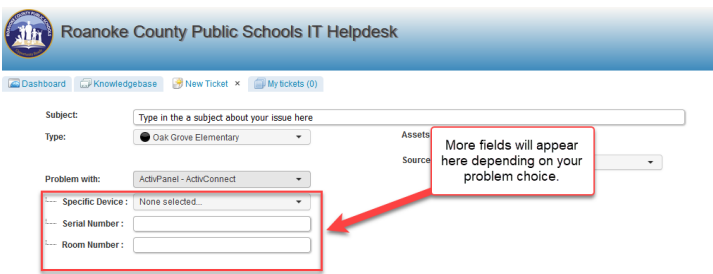

Once you choose a school, a field for your problem will appear. Select the correct option for your issue.

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).


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.
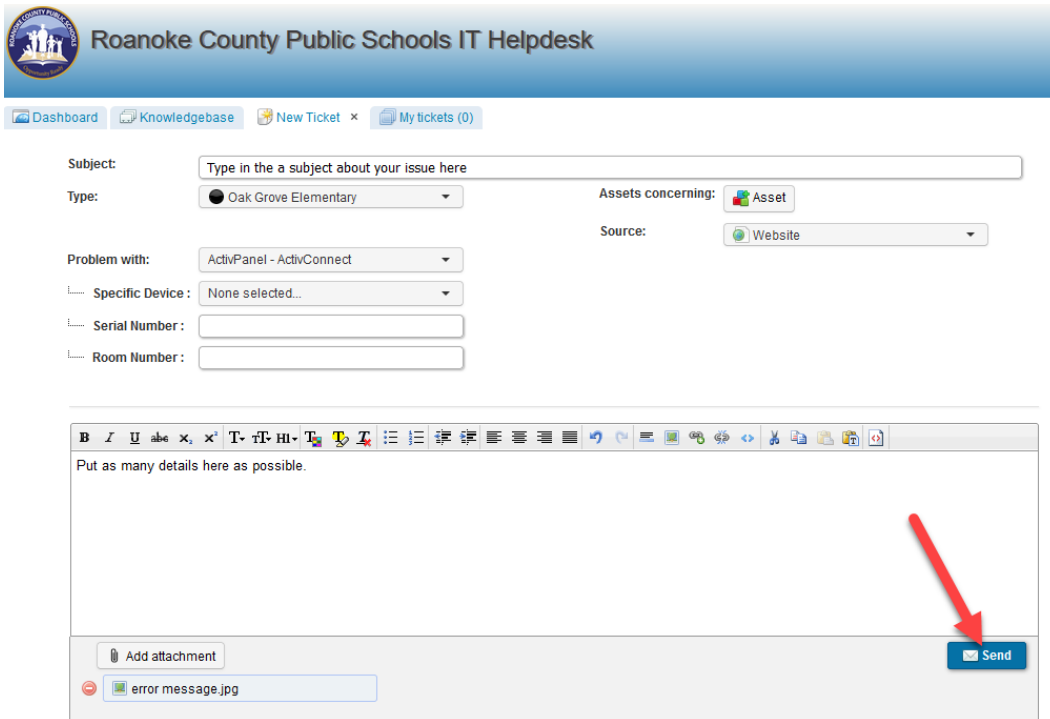
Add the words LOANER NEEDED if that's applicable. Hopefully this will speed up the time it takes to get you a loaner.
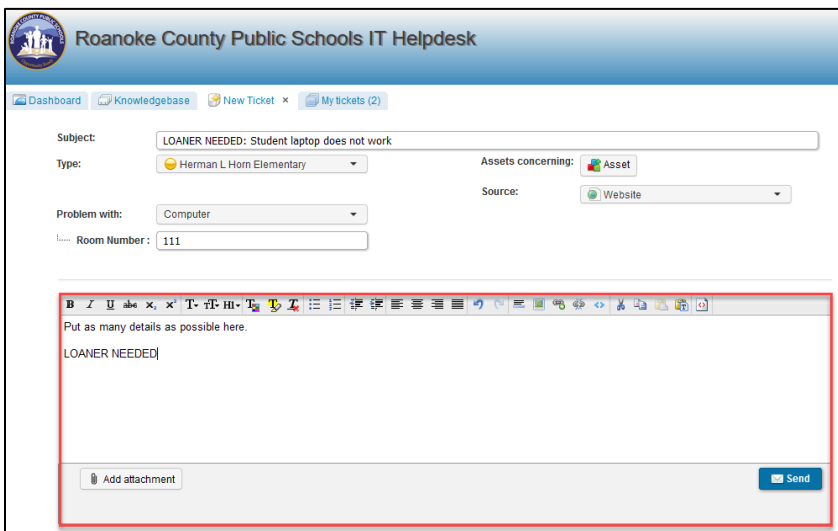
If you have a picture of the problem, you can attach it using the Add Attachment box (optional).
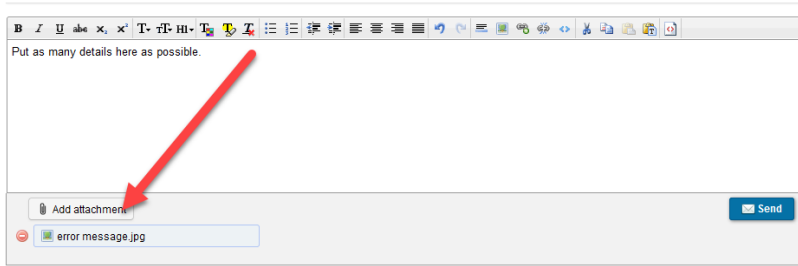
Click **Send**.

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.