



WELCOME BACK!

Here are some technology tips to help you with the start of the 2019-2020 school year. Please don't hesitate to contact the Office of Technology for support at 717-291-6137 or online via the [Helpdesk \(Intranet\)](#).

REMINDERS

Saving Documents:

Always save your documents to a network drive. This could be any of the following drives: P:\!Public, U:\Elem_Schools, V:\High_Schools, W:\Middle_Schools, etc. These drives are backed up nightly and are available to be restored should anything happen to files saved in those drives. Documents stored on your "Desktop" or on the C: drive will not be backed up and will be permanently lost should anything happen to your laptop or computer.

Username and Password:

Never give or allow anyone else to log into a device using your SDoL issued Username or Password. Every user that is issued a network account signs the Acceptable Use Policy, also referred to as the AUP, that states that this action could result in disciplinary action. If a colleague needs access, please ask them to contact the Office of Technology and we will work with their supervisor to issue the appropriate network or system access.

RESOURCES

Operations Update:

Please visit our [Operations Update](#) published twice a month on the SDoL Intranet.



Tech Highlights:

Please visit our Tech Highlights site for information pertaining to the Office of Technology (Synergy Trainings, the Tech Plan Initiative and much more!)



Knowledge Base:

Please visit this site for training materials.

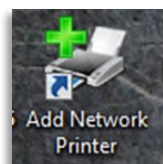


Helpdesk:

Please enter a helpdesk ticket for support or call our helpdesk at 717-291-6137 or Ext 31914



ADDING A NETWORK PRINTER



The **Add Network Printer** icon can be found on your computer desktop. This is a quick link to help add a network printer to your computer from your building. After double-clicking this icon, it will bring up a window with all the network printers through the entire district. Find the appropriate printer in your building and double-click the printer name and it will install the printer on your com-



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TECHNOLOGY PLAN—YR2

BUSY SUMMER!

Hardware Prepared:

- ⇒ Student iPads—5000
- ⇒ Charging Carts—262
- ⇒ Apple TVs—59
- ⇒ Projectors—59





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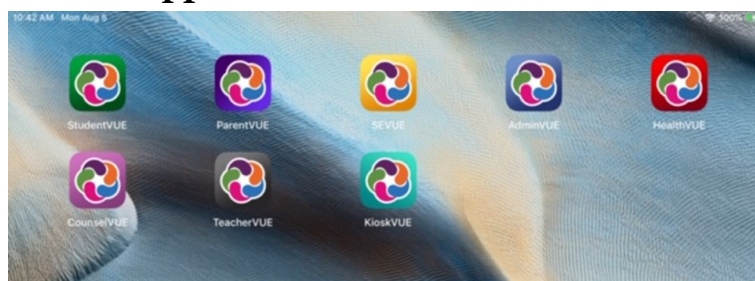
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SYNERGY

Synergy went live on July 10, 2019!



Mobile Apps:



Important information pertaining Third Party Applications and Synergy:

The new student information system required us to redo all of the integrations with third party applications, including Schoology. At this time, Schoology is not syncing with Synergy but we are making progress every day and will keep everyone posted via the announcements in Synergy when we have updates.

Helpdesk Queues

With the launch of the new student information system, the IT HelpDesk queue categories have been changed to reflect the new applications SDoL will be using. A brief description is indicated below:

- **Synergy** – the main student information system used by principals, secretaries, counselors, etc. to view and update student information
- **Synergy SE** – the Special Ed application used by staff to create IEPs, evaluations, etc., as well as counselors to create 504 Plans
- **TeacherVUE** – the teacher portal where classroom teachers take attendance, enter grades in the gradebook, etc.
- **ParentVUE/StudentVUE** – the parent/guardian and student portal that allows information such as attendance, discipline, grades, schedule, etc. to be viewed
- **Synergy mobile apps** – while we are not rolling out the mobile apps for this year, users are welcome to download and use them when comfortable

If you have a question, choose the category that best fits the application you are using. You can also call the HelpDesk at ext 31914, option 2 and someone will be more than happy to assist you.



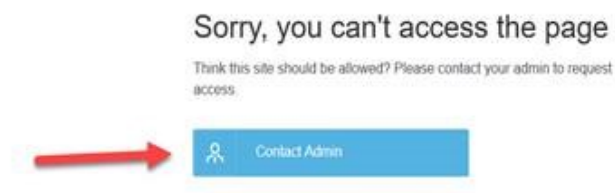
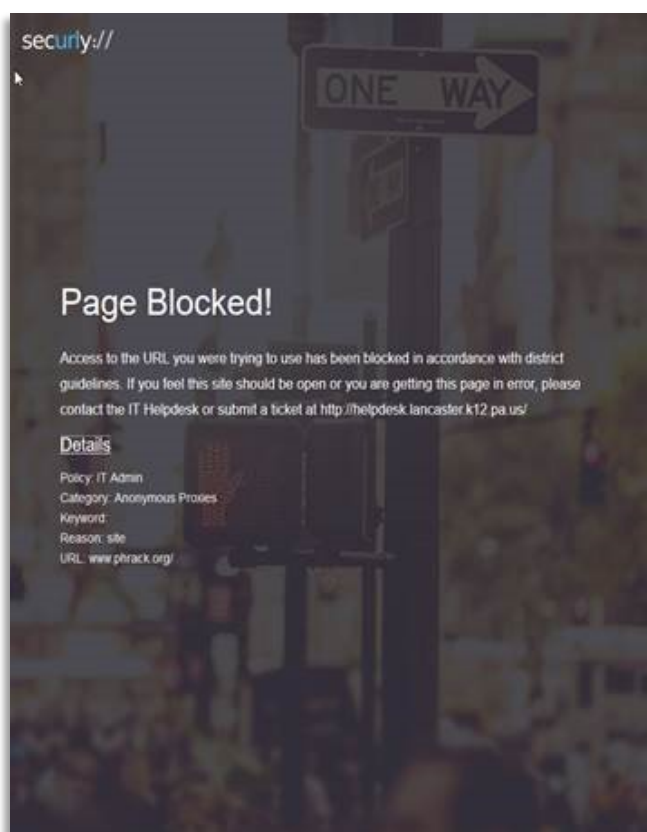
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SECURLY—WEB FILTERING

SECURLY—NEW WEB FILTER

The School District of Lancaster has recently moved our web filtering to Securly. Securly allows better filtering on devices outside of the district in anticipation of iPads going home for students. Securly has a smaller amount of allow and block categories that websites fall into. As a result, you may experience Securly blocked pages on sites you were able to access in the past. Please click the Contact Admin button on the blocked page to email your request to open the website. You can always call the IT helpdesk or put in a ticket as in the past and we will determine if the site should be allowed.



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EMAIL ADDRESSES

NEW EMAIL ADDRESS



Username@**sdlancaster.org** vs. Username@**lancaster.k12.pa.us**

You may notice that some users email address is showing up as **username@sdlancaster.org** instead of **username@lancaster.k12.pa.us**. Essentially they are the same address and both work but sdlancaster.org is only visible internally. Your primary username and email address are staying as **username@lancaster.k12.pa.us** for everything except iCloud teacher and student accounts. This was a necessary change to avoid future issues and allow for single sign on for iCloud accounts. The move to the entire district going to **username@sdlancaster.org** as our primary username and email will be at a future date and will be communicated ahead of time. You will not lose the **@lancaster.k12.pa.us** email address at any time before or after the change and will remain available indefinitely.



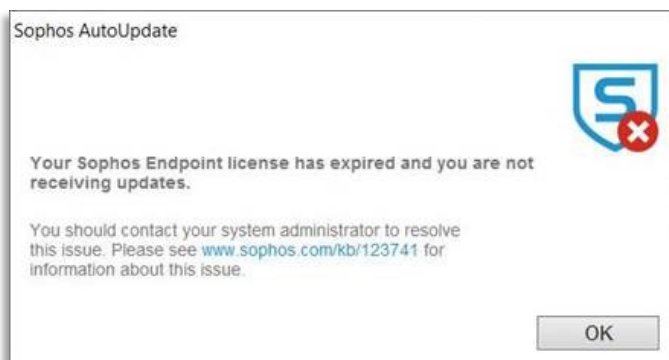
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SOPHOS

SOPHOS

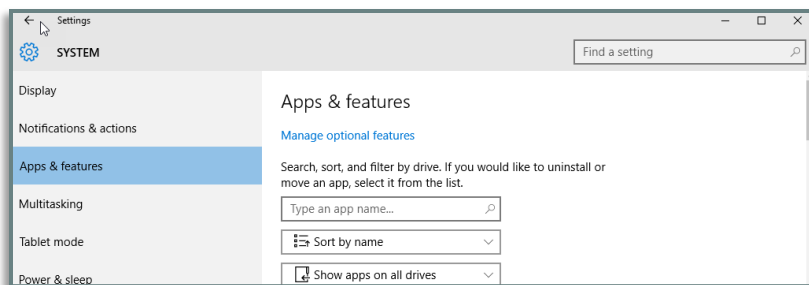
You may receive the following screens when restarting your computer; this does not mean your computer is unprotected in any way. The message is from our old Antivirus solution which has been replaced. We are working on a solution to completely remove any remnants of the old software automatically from your machines.



If you receive this message, **Click on OK**



If you receive this message, **Click on Uninstall**



If you receive this message, **Click on the X to close the window**



PHONE & GUEST WIRELESS INFORMATION

Phone Issues

If you are having an issue with your phone, please make sure only one cable from the phone is plugged into the wall and the other is attached to your docking station or computer. If both cables are plugged into the wall, the phone will lose power and a helpdesk ticket will need to be entered to have it fixed.

Voicemail Password

If you are not sure what your voicemail password is, please try 2468 or 12345. If this doesn't work, please enter a helpdesk ticket and we will reset the password for you.

Voicemail Envelope

Envelope information is a voicemail feature that will announce the **Who** (external number or extension) and the **When** (time and date) of a message in your mailbox.

There are two ways to get this information:

1. Log into your voicemail
2. Press 7 from the main menu for Mailbox options
3. Press 5—this will tell you if the feature is enabled or disabled

To check an individual message: Press 6 during or after a message

Guest Wireless

Guest wireless is to be used by NON-SDOL employees such as presenters, vendors, health clinics, student teachers, and is for non-classroom use. At no time should a teacher or student device be connected to this network. If this occurs the device will have its network access disabled and you will need to contact the Office of Technology to have network access restored. This is required to filter student access and protect the SDoL network.