

General Questions

Employee Helpdesk Support

As we work from home or other locations, please know that the Office of Technology continues to monitor the SDoL IT Helpdesk. Please continue to enter a [ticket](#) or call **717-291-6137** and leave a voicemail message. Please include as much information as possible for us to troubleshoot as well as a phone number to contact you and the best time to call. We are working M-F, 7:30am – 4:00pm.

Device Chargers

The Office of Technology has prepared a charger (cable and brick) for each student iPad – please know that these chargers must be returned with the device to the School District of Lancaster/Office of Technology.

Securly Alerts

During the time that students in grades 6-12 will borrow SDoL iPads and laptops for home use, the Securly Alerts will be turned off. Alerts will be reactivated once devices are returned to SDoL buildings.

Network Password – Expiration Time

To better support everyone, we have extended the expiration of your network password **from 120 days to 240 days**. Please contact our Helpdesk should you need assistance.

Synergy Mail

Please keep a watch for exciting news about the launch of Synergy Mail. Synergy Mail provides the ability for teachers, staff, students and parents/guardians to communicate in a secure way. Anticipated Launch date is Wednesday, **April 1, 2020** – **Additional information will be posted in the SDoL Knowledge Base**

Office of Technology Knowledge Base

Please continue to utilize the [Knowledge Base](#) for instructions.
Click on the tiles below:



iPad
Support



iPad Status
Icons



Sign In to
iCloud

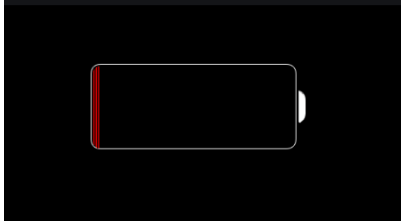
iPad Care

Problem/Concern

Please try these steps:

Charging your iPad

Dead Battery Symbol



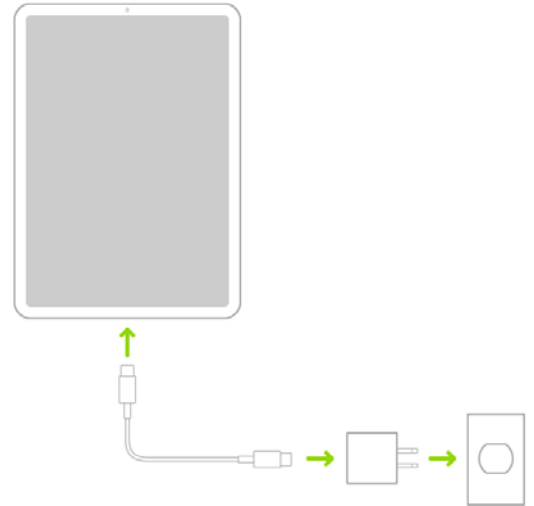
Charge your iPad:

To Charge your iPad battery, do the following:

- Connect iPad to a power outlet using the included cable and power adapter.

A Lightning to USB Cable and USB Power Adapter are included with your iPad

Charge at least once a day. iPad charge should last you all day depending on use.



Connecting iPad to Home Wi-Fi

How do I connect my iPad to my home Wi-Fi



To connect an iPad to your wireless home network:

1. Tap the **Settings** App icon.
2. Tap **Wi-Fi**.
3. Confirm that Wi-Fi is set to **On**
4. Choose your network from the list provided.
5. Enter your network's encryption key (Password) if you're prompted and tap **Join**.
6. Tap **On** to automatically join networks your iPad has joined previously. If it detects a network it doesn't recognize, it will ask you before it automatically joins the network.
7. Tap the **Home** button to return to your iPhone, iPad, or iPod Touch home page.

Cleaning your iPad

My iPad is dirty, how can I clean it?

Cleaning your iPad:

Apple products are made with a variety of materials, and each material might have specific cleaning requirements. To get started, here are some tips that apply to all products:

- **Use only a soft, lint-free cloth. Avoid abrasive cloths, towels, paper towels, or similar items.**
- Avoid excessive wiping, which might cause damage.
- Unplug all external power sources, devices, and cables.
- Keep liquids away from the product, unless otherwise noted for specific products.
- Don't get moisture into any openings.
- Don't use aerosol sprays, bleaches, or abrasives.
- Don't spray cleaners directly onto the item.

Is it OK to use a disinfectant on my iPad?



Using a 70 percent isopropyl alcohol wipe or Clorox Disinfecting Wipes, you may gently wipe the hard, nonporous surfaces of your Apple product, such as the display, keyboard, or other exterior surfaces. Don't use bleach. Avoid getting moisture in any opening, and don't submerge your Apple product in any cleaning agents. Don't use on fabric or leather surfaces.

Remote Assistance for your iPad

Have you ever run into a situation where it would be nice for a technician to see what's on your screen? We now have that ability by using the app Splashtop SOS. The technician will not be able to control your iPad, but they will be able to see what is on your screen during the remote assistance session.

Starting Remote Assistance Session

To start a remote assistance session, **tap on the SOS icon** launch Splashtop SOS



For Instructions with screenshots, click [here](#).

- After you launch the app, you will be asked to enable notifications. Tap on **Allow** to enable notifications.
- You will now be presented with a **9-digit number. Give this number to the technician assisting you.**
- You will see a message stating that your technician has connected to your iPad. Once you see this message, click on the black circle icon in the middle of the screen.
- You will see a box asking what you'd like to broadcast. Select **Splashtop SOS** from this box and tap on **Start Broadcast**.
- You will now see message stating that *Broadcast is turned on*. Click on the Home button on your iPad. The remote assistance session is now active.
- **Ending Remote Assistance Session**
When your technician is finished assisting you, they will disconnect the session. You will see a message at the top of the screen stating "Technician has disconnected."

You will also see an alert in the middle of the screen that says "Live Broadcast to Splashtop SOS has stopped due to: Support session has disconnected" -- Tap on **OK**.

Schoology

Problem/Concern

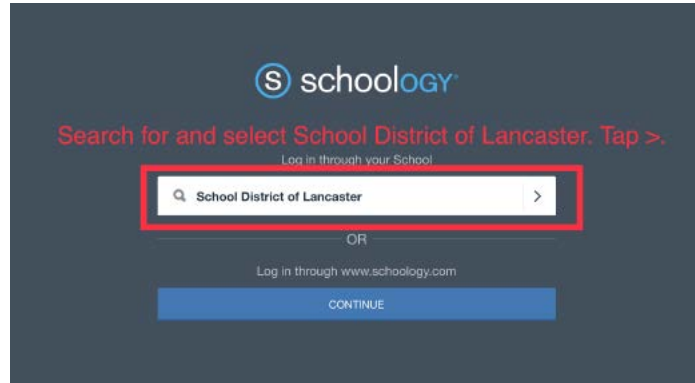
Please try these steps:

Schoology App Login Information



How do I log into the Schoology App?

1. Search for and select **School District of Lancaster** then tap the **arrow**.



2. Enter your Username and Password

Username:

Student ID →

Password:

(First Initial +
Last Initial + 6-Digit Birthdate)

3. Click **Log In**

Note: You can also use a QR Code if issued.

Student Helpdesk

All iPad repairs and issues must be submitted through the SDoL Student Helpdesk Form or by calling the Helpdesk at **717.291.6137**. Any repair attempted by other means will result in full replacement cost of the iPad.

Accessing the Student Helpdesk

As a student, how can I get help with my device?



If you have an issue with your SDoL iPad or Laptop, the Student Helpdesk can be accessed using one of the following methods:

Clicking this link:

<https://app.smartsheet.com/b/form/086de47f8c064ce8919be134fa6f025a>

Link on your iPad:



Entering a Helpdesk Ticket

How do I enter a helpdesk ticket?

To Enter a Ticket, click on the [link](#) and begin entering your information

Notes:

- If you do not know a piece of information, make sure you put something in the text box, or you will not be able to submit the form.
- Once the helpdesk ticket is entered, a Member of the Office of Technology will contact you to troubleshoot and resolve your problem as soon as possible.

- Enter the Information for each field. **All fields are required.**

Hours of Support are M-F form 7:30 AM-3:30 PM

First Name *

Last Name *

Student ID # *

Preferred Language *

English

First Name

Last Name

Student ID #

Preferred Language

Asset Tag # *

Number listed on label on back of iPad on a sticker that says "Property of School District of Lancaster" with a bar code and a 6 or 8-digit number. That is the asset tag number that needs to be provided.

Best Way to Reach You *

Select

Phone Number *

10 Digit Phone Number, including area code
If you have no phone number, type "N/A"

Email Address *

Device Asset Tag #

Best Way to Reach You

Phone Number

Email Address

Problem *

Describe your issue with as much detail as possible. For example: "I cannot open assignments in Schoology"

 Send me a copy of my responses

Describe your issue with as much detail as possible. For example: "I cannot open assignments in Schoology."

- When all fields are complete, press submit.

GlobalProtect

Problem/Concern

Please try these steps:

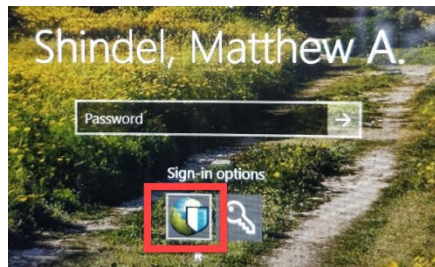
Connecting to GlobalProtect

My GlobalProtect isn't connecting

If you have problems connecting to GlobalProtect on your device, try:

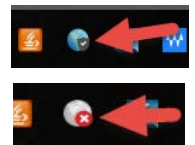
1. **Before logging in:**

- After pressing CTRL+ALT+DEL, but before entering your username/password, click on Sign-in options. **You'll want to make sure there's a highlight around the GlobalProtect icon (a globe with a shield) and NOT the key icon.**
- This will allow GlobalProtect to connect as soon as it possibly can.



2. **Once logged in:**

- You can check if GlobalProtect is connected by the icon in your system tray.
- If there's a check mark over the globe, you're successfully connected.
- If a red X appears, there is an issue.



3. **If you have a Red X:**

- First verify that you're connected to a network (wireless most likely.)
- If you are connected, you can click on the system tray icon for a larger status window.



4. The portal should say "**pavpn.lancaster.k12.pa.us**" (it might be partially obscured.) Most times if this setting is the issue, you'll be prompted for a portal address in a pop-up window. You'll want to make sure that you enter the address as follows:
pavpn.lancaster.k12.pa.us

GlobalProtect

Problem/Concert

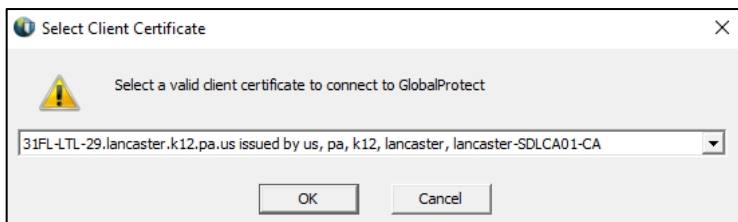
Please try these steps:

Certificate Issue

Correct Portal Address- Certificate Issue

Certificate Resolution:

1. Right-click on Start and choose Run
2. Type in '**regedit**' without the quotes
3. Click on the arrow to expand **HKEY_CURRENT_USER** then continue to expand:
 - a. Software
 - b. Palo Alto Networks
 - c. GlobalProtect
 - d. PanMSAgent
4. When you have all expanded, you should see an entry in the right pane that says '**previous Certificate**' – you can **right-click** on that and **remove/delete**
5. **Reboot and log back in**
6. You should be prompted by GlobalProtect to pick a certificate. One option will say [empty] and the other will have your computer name, you want to **choose the one with the computer name NOT the [empty] one.**



7. GlobalProtect should then connect

Synergy

Problem/Concern

Please try these steps:

Student Contact Log

How do I update the Student Contact Log within Synergy?

- Log into **Synergy**
- Go to the **STUDENT SCREEN > STUDENT CONTACT LOG** Tab
- Choose **ADD**
- **Enter the fields**
- Choose **SAVE** at the top of screen

The screenshot shows the Synergy Student Contact Log interface. At the top, there is a 'Student' header with a menu and navigation icons. Below this, there are fields for 'Student Name', 'School', 'Homeroom', and 'Homeroom Teacher'. A navigation bar includes tabs for 'Demographics', 'Parent/Guardian', 'Other Info', 'Emergency', 'Enrollment', 'Enrollment History', 'Classes', 'Documents', 'Student Contact Log' (highlighted with a red box), 'State', 'Notes', 'Protected Information', and 'Student'. Below the navigation bar, there are fields for 'Last Name', 'First Name', 'Middle Name', 'Suffix', 'Student ID', 'Grade', 'Gender', and 'State'. A 'Student Contact Log' section has an '+ Add' button highlighted with a red box. Below this is a table with columns: 'Line', 'Date', 'Time', 'View', 'Contact Type', 'Person Contacted', 'Contact By', 'Outcome', and 'State'. The table is currently empty.

In TeacherVue:

- **Click on the student's photo** and choose **LOG STUDENT CONTACT**
- Enter the data
- **Choose LOG CONTACT**

The screenshot shows the 'Contact Details' form in TeacherVue. The form has the following fields: 'Contact Date' (03/28/2020), 'Contact Time' (9:15 pm), 'Person Contacted' (empty text field), 'Outcome' (dropdown menu), 'Contacted By' (empty text field), and 'Comment' (empty text area). At the bottom right, there are two buttons: 'Log Contact' (green) and 'Close' (white).