



West Contra Costa
Unified School District

PLEASE POST

BULLETIN

ANNUAL REMINDER

No. T-01

Date: August 17, 2011

Subject: Important Technology-Related Information

To: All Principals, Teachers, School Site Supervisors, Administrative Staff

Prepared by: Joe Abrego, Ed.D.

Department: Technology & Information
Systems

Reviewed and Approved by:

A handwritten signature in black ink, appearing to read "Bruce Harter", is written over a horizontal line.

Bruce Harter, Superintendent

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1. To contact the IT Help Desk (submit work orders):
 - a. helpdesk@wccusd.net
 - b. Or call 510-231-1125
 2. PowerSchool Access:
 - a. To access Power School for Administrators go to: <http://powerschool.wccusd.net/admin>
 - b. To access Power School for teachers go to: <http://powerschool.wccusd.net/teachers>
 3. To get help for Power School issues contact:
 - a. kchamberlain@wccusd.net, or
 - b. jroberts@wccusd.net
 - c. Or call 510-231-1121.
 4. To access District Email (Outlook Web Access) accounts go to: <https://mail.wccusd.net>
 5. To Submit work orders for Maintenance Direct go to:
 - a. <http://www.myschoolbuilding.com>,
 - b. Account code- 553378094
 6. To access **Edusoft** or **ed1stop** contact Laurie Wong Roberts:
 - a. lroberts@wccusd.net
 - b. or call 510-231-1146

7. Computer Hardware Ordering Procedures:

- a. The District has selected CDW-G to be the preferred partner for technology purchases.
- b. Go to the District [Wiki](#) page to view District approved technology purchases.
- c. We have created a joint [CDWG West Contra Costa USD Website](#)
(<http://www.cdwg.com/wccusd>)
- d. To obtain a quote:
 - i. Locate the item using the search feature
 - ii. Click on desired item to view detail and our special pricing
 - iii. Put the item in your cart, and once you're finish selecting all the items you need,
 - iv. Print your cart and fax it to the IT Help Desk at 510-215-2104
 - v. IT Help Desk will coordinate with CDW-G to get the quotes created for you.

8. Moving Classroom Equipment:

- a. Please do not move computers or phones from their present location. All computers and phones are programed for where they are right now. If they are moved the phones will not work and computers may not have connectivity.

9. How to retrieve Teachers logon IDs:

- a. Click on Staff
- b. Click on Teachers
- c. Under the Functions
 - i. Click on List Staff Members
 - ii. Then fill in the fieldname as shown in the screen shot
 - iii. Just like the Students you can print this out to help teachers remember their logons
 - iv. If they are new teachers, the password is probably changeme (unless they have requested one)
 - v. If they used the system last year then the password is the same as in June

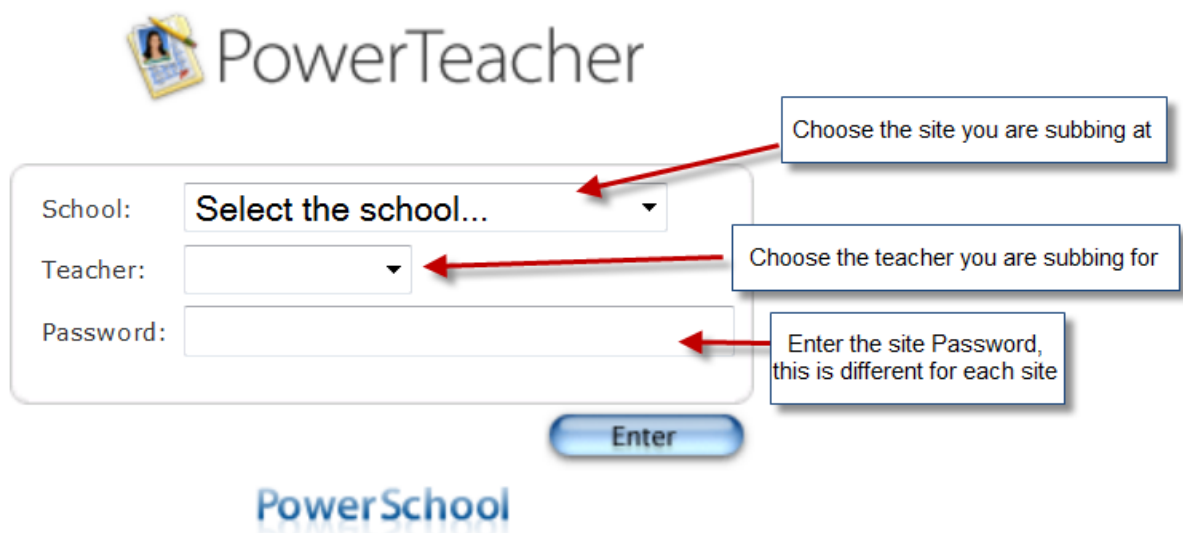
Staff List - 5 staff members will be listed

Col	Field Name	Column Title
1. Fields	TeacherNumber	ID Number
2. Fields	LastFirst	Name
3. Fields	TeacherLoginID	Login
4. Fields		

- d. If a password needs to be reset please do the following:
 - i. Email VVillagomez2@wccusd.net
 - ii. Include the following information
 - iii. Teacher Name – Last and First
 - iv. School site

10. Instructions for Substitute Teachers to log into PowerSchool:

- a. The substitute will login to the following URL
 - i. <http://Powerschool.wccusd.net/subs>
- b. Then they choose the school they are working at
- c. Choose the teacher they are subbing for
- d. Enter the Password
- e. Click Enter



- f. The substitute will only be able to take attendance for that day.
- g. The substitute will not be able to look at teacher grade book or other information on the students.

How to Change Your Password

Changing your password every 3 months or so is a good habit to get into. Never give your password out. Please do not keep a written record of your password.

If a sub is taking your place your supervisor needs to call Intergraded Technology (231.1125) and request a password, or a guest account.

Instructions: Windows XP/2000

How to Change your Password:

1. Change Password

- a. Press **[Ctrl][Alt][Del]** keys at the same time. This will bring up the **Windows Security** box.
- b. Select the Change Password button located in the bottom left hand corner. The **Change Password** window should display.
- c. Enter information in each field. Use your <Tab> key to move to the next field.
 - **User name:** Your user ID should appear here if you are logged in, so just press <Tab>
 - **Old password:** Type your old password and press <Tab>
 - **New password:** Type a new password and press <Tab>
 - **Confirm new password:** Type your new password again
- d. Click **[OK]**

WARNING: Your password is case sensitive, so **be careful what you type!**

You should see a confirmation message indicating that your password has been successfully changed. You will be informed if there is a problem and the system will tell you how to correct the problem (e.g. there is a mismatch between the new password you typed

Windows 7

1. Press **[Ctrl][Alt][Del]** keys at the same time
2. A start up screen will popup listing items you can select from. One of the choices is "Change Password".
3. Follow the directions above starting from C.



West Contra Costa Unified School District
Integrated Technology Services
(510) 231-1125
helpdesk@wccusd.net

Welcome to the Printer Umbrella program!



**All HP toner must be ordered
through Uptime Resources,
call the Help Desk at 231-1125**

The Printer Umbrella program is a comprehensive package of laser printer products and support services from Uptime Resources (UR) – all the things that you need to keep your printers working. **The Printer Umbrella program only accepts HP laser printers.**

The program starts with a free cleaning and inspection. If they find any pre-existing repairs are needed during the initial inspection, they will charge for just the parts, the labor to repair the printer is free. After that, anything that goes wrong with the printer – boards, motors, paper-jams, fuses, rollers -anything, it is covered by the Printer Umbrella **at no charge.** (excluding abuse or negligence). And you will never need to purchase a maintenance kit again. Here is what is included:

- Guaranteed service in less than 4 hours!
- *Free* cleaning, servicing & repair – all parts and labor!
- Ongoing preventative maintenance & repair – no longer any need for Maintenance kits!
- Inventory management – including quarterly performance analysis reports
- All toner cartridges - 100% guaranteed & delivered in less than 4 hours
- Free recycling – no more fuss, we collect the cartridges for you
- Dedicated customer service – and account management

Is there any risk? None. There is no contract, no enrollment fee. The benefits of the Printer Umbrella continue as long as you use our cartridges. It's that simple. You can stop at any time if you are not completely satisfied. **Our service is guaranteed in 4 hours or less.** Our service and products all carry a 100% unconditional money-back guarantee. No questions. No quibbling



Whom do I contact for Uptime Resources support?

Your contact is the ITS Help Desk
(510) 231-1125
helpdesk@wccusd.net

Continued >

Key steps to getting started ...

Integrated Technology Services (ITS) has created an open PO to cover monthly billing from Uptime Resources. When Sites/Departments call ITS for service or toner for their Laser printers, they will give ITS their own chargeback account code.

Please follow these instructions to enroll all of your laser printers or purchase toner from the Printer Umbrella Program

Step # 1: When a site orders toner their printer is automatically placed on the program. If your printer is not enrolled in the program (check for the UR sticker), call the ITS Help Desk to schedule a convenient date/time for the enrollment of the printers.

Step # 2: At the enrollment, Uptime's HP certified technician(s) will inspect and service all printers designated for the program. Equipment which meets factory specifications and standards will be immediately approved and added to the program.

Uptime Resources place a sticker on the printer bearing Uptime's Service Code and their telephone number, please don't call that number, instead call ITS Help Desk **(510) 231-1125** for service or supplies...

Step # 3: If during the initial inspection, replacement parts are needed to bring the printer up to optimum service level, the Service Coordinator will contact the ITS Help Desk for authorization to proceed with the repair(s). The labor for these initial repairs will be free and will invoice WCCSD for the parts only.

Step # 4: If repairs are needed and authorized, Uptime Resources will make any needed repairs and enroll these printers onto the program.

Once a printer is assigned a Printer Umbrella service code number, the technician will install and test a fresh Uptime Resources cartridge. That's it! Your printer is now on the Printer Umbrella program for as long as you continue to use our toner cartridges.

From this moment on, so long as you continue using Uptime Resources toner cartridges, all service, repairs and maintenance are free. for printers cover program!



What is not included in the Printer Umbrella program?

- Parts cost for repair of pre-existing issues
- Service or support for set-up, configuration, applications or programming
- Service outside of normal business hours (9 - 5 Monday-Friday, holidays excepted)
- Accessories (duplexers, envelope feeders, staplers, mailboxes, sheet feeders and the like)
- Service necessitated by misuse or negligence
- Service necessitated by maintenance performed by a non-Uptime Resources technician.
- All repair and service obligations if a non-authorized toner cartridge is ever used while a printer is in the Printer Umbrella program.