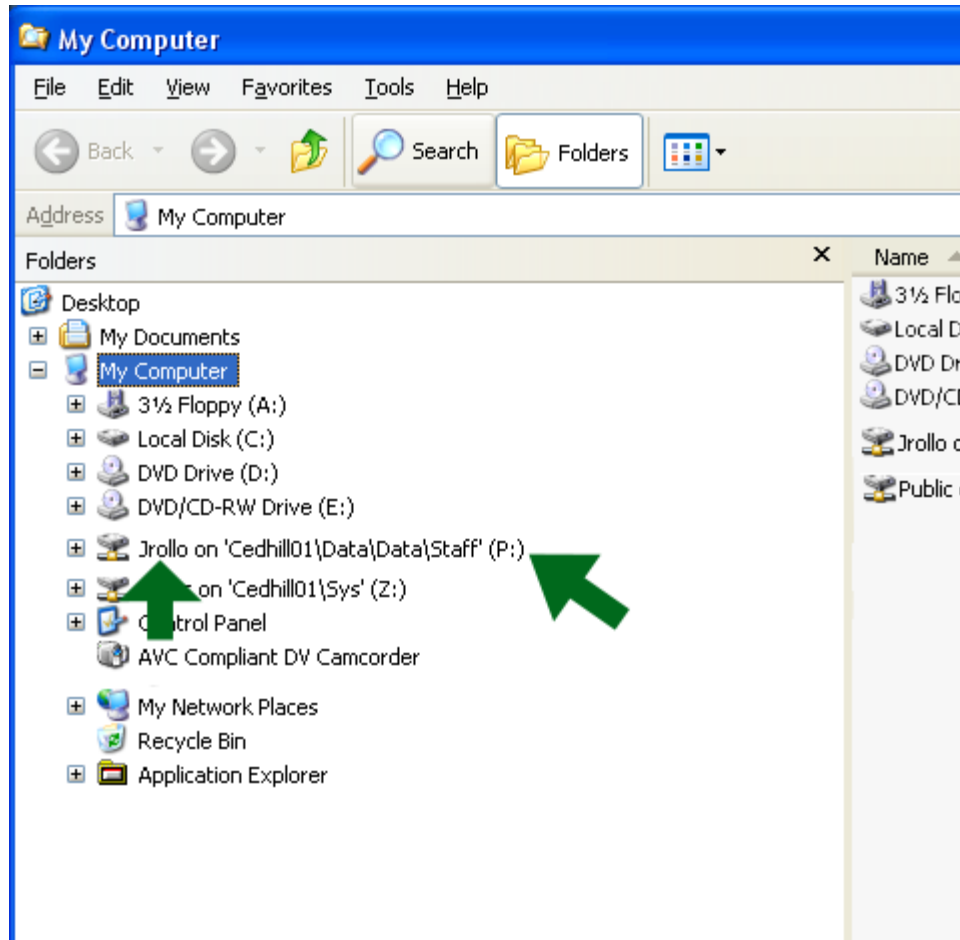


Bernards Township School District Introduction to District Technology

- **Your network drive**

Each staff member has their own personal folder on their school's server. This folder is referred to as your “**network drive**”. For elementary school staff, the network drive is assigned the letter “P”. For middle school and high school staff, the network drive is assigned the letter “H”. When viewing the network drive in “My Computer” your user login is displayed in front of your network drive. For example, in the picture below, “Jrollo” appears before my network drive.



The district recommends that all documents be saved to your network drive.

When a computer fails and your documents are saved on the computer's “local” or “C” drive, you will lose all your documents. The same goes for saving documents on a floppy disk. Your network drive, however, is backed up regularly. We can even restore files on your network drive that are accidentally altered or deleted.

Bernards Township School District Introduction to District Technology

Accessing your network drive from home

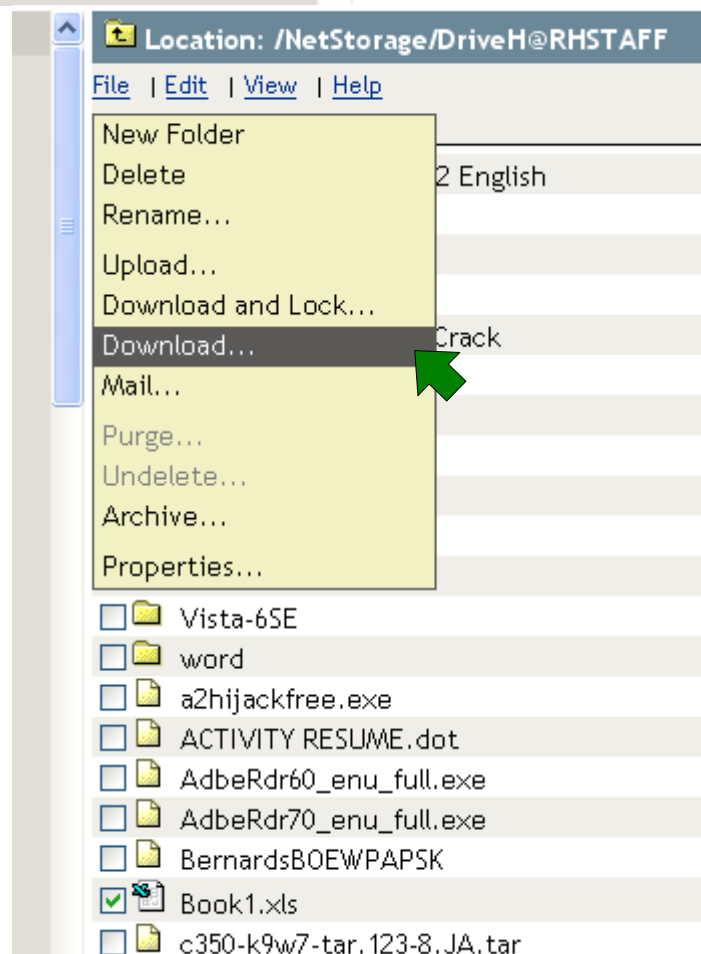
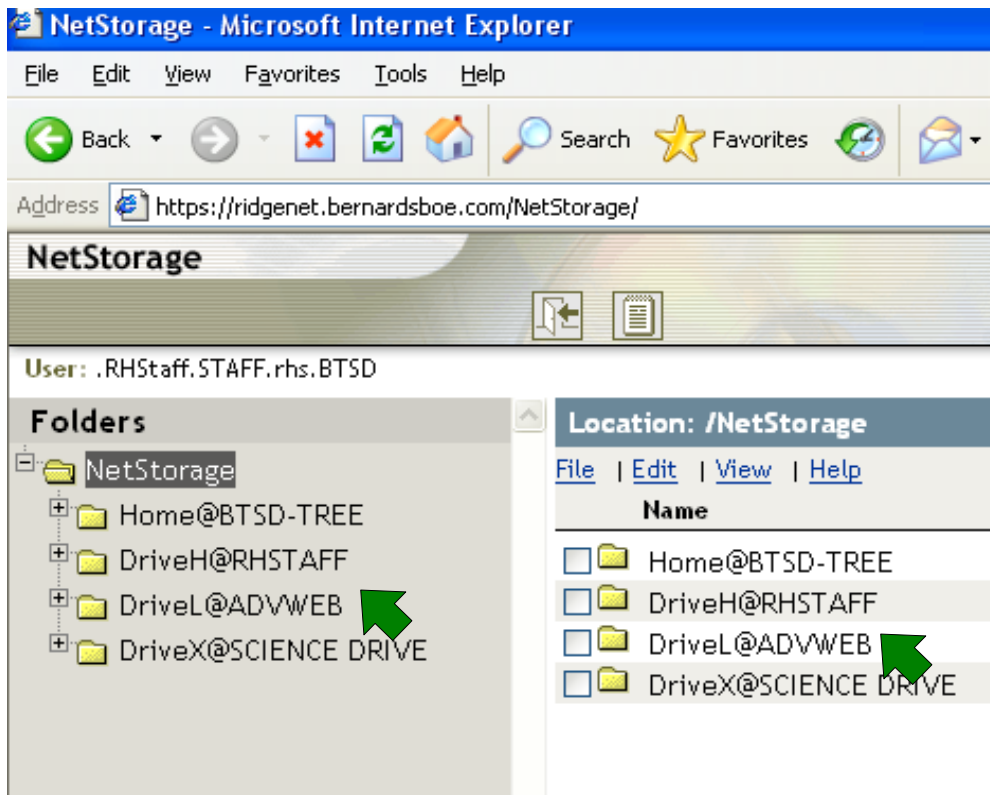
You can access your network drive from home or anywhere that has an internet connection. Open a web browser such as Internet Explorer or Mozilla Firefox to the following addresses:

Elementary Staff	https://k5net.bernardsboe.com
Middle School Staff	https://anninnet.bernardsboe.com
High School Staff	https://ridgenet.bernardsboe.com

You may be prompted with the following warning:



Click "Yes" to proceed. Then click the "Net Drive" button and login using your Novell username and password. The next screen (see following page) will display your network drive and any other shared drives that you may have access to depending on your school and department. You can double-click on the folder titled "[DriveP@JSMITH](#)". To Download a file click on the check box next to a filename and then click the "File" link and select "Download...". **Note:** When accessing your files from home make sure any pop-up blocker software that you may have running allows pop-ups for the address your using to access your network drive (ie, k5net.bernardsboe.com).



Bernards Township School District Introduction to District Technology

- **Logging In**

Each staff member must login to a computer with their own login name and password before using a computer. If you find yourself at a computer where someone else has already logged in, you should log the current user out, and then, login with your username and password. When finished using the computer, you should **always** logout.

Your username will be your first initial combined with your last name. For example, the username for Jim Rollo would be "jrollo". Your username is not case-sensitive. Your password is not set until the first time you login. In other words, on your first login, you will only enter your username. The system will then ask you to set your own password. You should follow these guidelines when creating your password:

- use more than six characters, i.e. "fido" is not good, while "fido16" is better
- include a combination of letters and numbers, i.e. "fido16" is good, while "shannon" is not
- keep it memorable, i.e. "ZxR56GvEw11f" is probably too difficult to remember, while "shannon86" is much easier to remember.

Your username will also become the first part of your district email address. If your username is "Jrollo", your email address will be "Jrollo@bernardsboe.com".

Bernards Township School District Introduction to District Technology

- **District website - <http://www.bernardsboe.com>**

The district website contains a vast amount of important information resources. Important news events, including school closings and staff college information, appear on the district website. Also, all Bernards Township Board of Education Policies are found on the district website. Furthermore, the district website contains all current copies of course curricula. The district website also contains a link to access your email account from off-campus.

Board of Education Policies and Meeting Minutes can be found under horizontal navigation bar at the top of the page.

The curriculum section and webmail access are found on the horizontal navigation bar on the left hand side of the page.

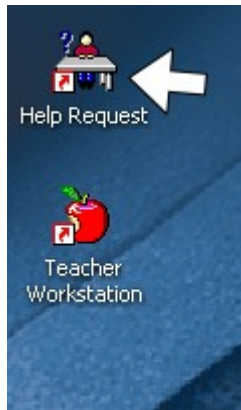
The screenshot shows a web browser window with the following elements:

- Browser Tabs:** "Sign-In" and "Bernards Board of Education".
- Page Header:** "Skip Navigation Links", "August 25, 2008", "Site Map", "Keyword / Phrase", and "Bernards BOE Site".
- Horizontal Navigation Bar:** "HOME", "SCHOOLS", "PARENTS & STUDENTS", "EDUCATORS", "DEPARTMENTS", "PROGRAMS".
- Left Sidebar:**
 - Bernards Township Public Schools Logo:** A circular logo featuring a tree and the text "BERNARDS TOWNSHIP PUBLIC SCHOOLS".
 - Online Resource Directory:**
 - ▶ Ridge High School ORD
 - ▶ William Annin Middle School ORD
 - ▶ Cedar Hill School ORD
 - ▶ Liberty Corner School ORD
 - ▶ Mount Prospect School ORD
 - ▶ Oak Street School ORD
 - About Our District:**
 - ▶ Assistance Officers
 - ▶ Demographic Data
 - ▶ Directions
 - ▶ District Calendar
 - ▶ Districting
- Main Content Area:**
 - Navigation Arrows:** Two blue arrows point to "email..." and "curriculum" links.
 - Illustration:** A banner showing four stylized figures holding hands, each with a red heart on their chest. Below it is the text: "Illustration Credit: Cedar Hill Elementary School Hallway Banner".
 - RECENT NEWS:**
 - Please click on the MyNutriKids.com logo below to access the system for school lunches...**
 - MyNutriKids.com** logo with tagline: "Secure Deposits. Interactive Menus. Nutrition Information".
 - (link also found under Parents & Students...Links - Parents & Students)
 - PLEASE NOTE:**
 - Home Access Center information for William Annin Middle School accessible to parents until mid to late August.**
 - The Home Access Center login and password information for students who do not have an older sibling in the district will b**

Bernards Township School District Introduction to District Technology

- **Help Requests**

When you encounter problems with district computers, printers, email, etc. there is a procedure for documenting the problem. You must generate a “help request” for each problem you encounter. You can enter a help request by double clicking the “Help Request” icon or visiting <http://assist.btps.schoolwires.net/signin.aspx>.

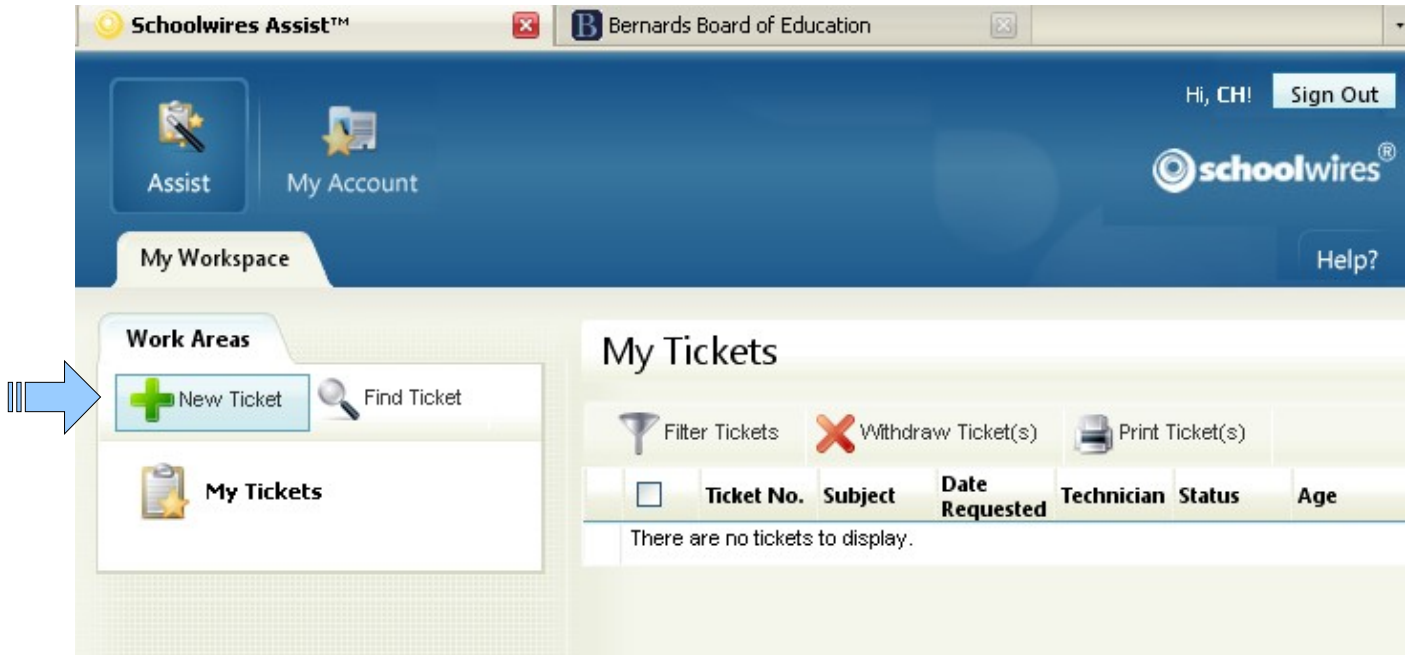


Next, you must login to the Assist help request system. You must use your Novell login on this screen.

The screenshot shows a web browser window with the following elements:

- Browser title bar: Tools Help
- Address bar: <http://assist.btps.schoolwires.net/signin.aspx>
- Navigation bar: Getting Started Latest Headlines
- Tab bar: Sign-In Schoolwires - Content Manageme... Fo
- Page content: schoolwires logo
- Form fields: User Name, Password
- Buttons: Sign In, Forgot My Password

After selecting your school once, you'll see the screen where you can enter a new help request. Clicking the "New ticket" icon will allow to enter a help request.



The screenshot shows the Schoolwires Assist interface. The browser tabs include 'Schoolwires Assist™' and 'Bernards Board of Education'. The user is logged in as 'Hi, CH!' with a 'Sign Out' button. The main navigation includes 'Assist' and 'My Account'. The 'My Workspace' section contains a 'Work Areas' sidebar with a 'New Ticket' button (highlighted by a blue arrow) and a 'Find Ticket' button. Below this is a 'My Tickets' section with a table header: 'Ticket No.', 'Subject', 'Date Requested', 'Technician', 'Status', and 'Age'. The table currently displays 'There are no tickets to display.' Action buttons for 'Filter Tickets', 'Withdraw Ticket(s)', and 'Print Ticket(s)' are visible above the table.

Lastly, you must select click select the type of request (printer, desktop, etc) from the menu, enter a detailed description, and confirm location.

New Request

Ticket Type:

Technology

Category:

Computers

Subcategory:

Help Request

Next

New Request

Subject:

Desktop #2 in Room 413 CD drive doesn't work

Description:

Desktop #2 in Room 413 CD drive doesn't work.
The second computer from the door does not play CDs.

Previous

Next

New Request

Building:

Cedar Hill School

Location:



Cedar Hill ES

Asset:



Other

Asset Name:

Previous

Finish

The message you type should be as descriptive as possible. "Computer in Rm 210 does not work" is not a useful help request and delays a solution to the problem. A better help request message would be, "The Compaq computer nearest the door, does displays the following error message [insert error message word-for-word here] when I

turn the computer on”.

Work Areas

New Ticket Find Ticket

My Tickets

My Tickets

Filter Tickets Withdraw Ticket(s) Print Ticket(s)

<input type="checkbox"/>	Ticket No.	Subject	Date Requested	Technician	Status	Age
<input type="checkbox"/>	27	Desktop #2 in Room 413 CD drive doesn't work	8/25/2008 1:42:35 PM	Unassigned	In Queue	--

A video of entering a help request can be viewed here:

<http://www2.bernardsboe.com/BernardsBOE/HowToEnterAHelpRequest.aspx>