



Pathway to the Future

Technology Services Bulletin

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"People say 'Aren't you worried about what students may do in the digital world?' My response, 'I'm more worried if we don't teach them how.'"
– Scott Garofola

From the Director

Several of us at the District Office have discussed that this summer just flew by. It seems like just a few days ago, school was getting out and the staff was leaving for the summer break and here we are getting ready for school to start for another year. I hope you had a great summer and had ample opportunities to rest and recharge. We all get a fresh start at the beginning of the year, so let's take advantage of it. Over the summer, we completed the last phase of our re-cabling project, so now all 13 schools, the district office and MOT have been rewired with CAT 6a cable to support future technology and speeds up to 10Gbps. We helped our "former neighbors" in Student Nutrition Services move to their new building. This week the AV systems in the Multipurpose Rooms at Laneview, Majestic Way and Ruskin were upgraded with new sound systems, projectors, and wireless microphones. Over the summer we replaced our Help Desk system, ordered new servers and new computers for school offices and a lot more. The next couple weeks will be really busy for us as you all come back to school and need our assistance getting your technology under control. We appreciate your patience as we work to meet everyone's needs as quickly as we can. Welcome back!

Goodbye Desktop Central, Hello OS Ticket



We replaced our help desk software over the summer. We did this for a couple reasons. First, everyone universally hated Desktop Central's helpdesk. Second, we thought needing to log in to check the status of your ticket to reset the password that you didn't remember was a bit ironic. With OS Ticket, you don't need to log in to create or check the status of a ticket. Once you visit <http://helpdesk/> and create your ticket, you'll get a confirmation email. To check the status, just click the link in the email. More information about getting Technical Support is available [here](#).

New Staff WiFi Network



The BUSD-STAFF wireless network has one of the least secure passwords we've ever seen. As a result, most students know the password and regularly connect their personal devices to it. To resolve this, we've created a new staff wireless network "BUSD-STAFF17" this year. The password for that network is "Givemewif1" where the last "i" is replaced by a numeral 1. **Please do not share this password with students or anyone outside of district staff.** They can use the guest network to connect their personal devices. District student devices should connect to BUSD-STU. The old BUSD-STAFF network will be turned off on 9/15 in order to give all staff a month to transition to the new network.

"Classrooms don't need tech geeks who can teach; we need teaching geeks who can use tech." – David Guerin

New Student Google Account Format



We're automating the student Google account creation process and to avoid the duplicate address problem, we're changing the format of the usernames. The new format includes 3 characters of the student's first name, followed by their entire last name, followed by the last 3 digits of their district student ID. For example, Todd Nguyen with an ID of 12345678 would be "todnguyen678@busd.net" in the new format. Student Google accounts will be listed in Infinite Campus in the "Student District Email" field as usual. Teachers can still reset student passwords in Hapara. All existing student accounts will be migrated to the new format. New student accounts will be created nightly once the student is enrolled. All student accounts should be active for the first day of school.

Clever



To make it easier for students and staff to access electronic learning resources, the district has partnered with Clever. Clever automatically creates student accounts based on information from Infinite Campus. Students and teachers log into their customized Clever portal <https://clever.com/in/berryessa> (bookmarked on district Chromebooks) with their Google credentials. It displays the learning resources they can use. Resources currently available in our Clever portal include Benchmark Advance, Dreambox, Lexia, Typing.com, Khan Academy, and Common Sense Education. Clever automatically creates the accounts for these fully integrated resources. For other non-integrated resources, we can include them on the portal and the user logs in just the first time with the account credentials for that resource and Clever will memorize it and automatically log them in for future sessions. You can see which applications fully integrate with Clever in their [App Gallery](#). If you would like additional resources added for your school, grade or subject to the portal, open a [help desk ticket](#) and we can assist you.

District Typing Program



This school year we'll be using Typing.com for teachers who wish to include typing instruction in their classroom. Students and teachers will access it through the [Clever Portal](#) and accounts will automatically be created. The site includes K-12 curriculum resources and interactive typing games.

Cybersecurity Training



Our district will be participating in the [Cybersecurity Education Program](#) funded through CDE, which will provide online training models and monthly phishing tests to assess staff ability to detect those attacks. The initial group to participate will be leadership, school office staff and district office staff. Roll-out will begin in late August. This is a great way to increase our knowledge of computer attacks and improve our ability to detect and avoid them, both at work and at home.

Monthly Technology Training



Our department offers monthly training at the DO on the second Wednesday from 3:30pm-4:30pm. Every district employee is welcome! See topics and [signup here](#).

Sharing Technology Resources

Please visit the Technology Services [department blog](#). New instructional resources and tips are added there daily. If you have something you want to share, let us know! You can also see the blog posts by [following us on Twitter!](#) The [archives](#) of this newsletter are available on our web site. Follow BUSD on [Facebook](#) and [Twitter!](#)