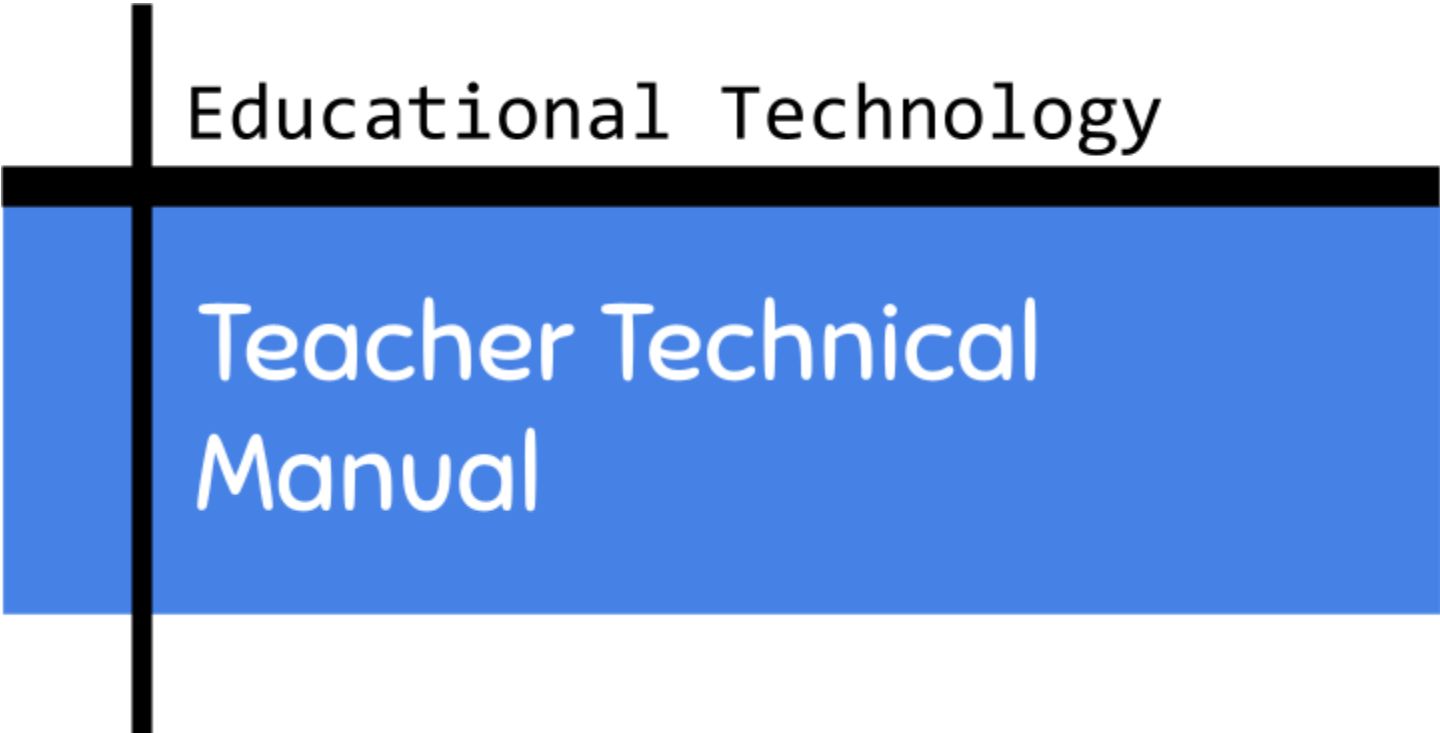




Educational Technology

Teacher Technical
Manual



Getting started with technology at Kenton City Schools

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Technology Support
Software and Services available
Hardware available
Support Responsibilities
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Printing at KCS
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Using Google Chrome



Important websites and addresses

helpdesk@kentonschools.org	The email address to submit help desk requests. If you need technical support, email this address.
http://go.kcs.me/repairform	Laptop repairs for staff and student laptops will use this form to start the process of getting the laptop repaired.
https://tech.kentonschools.org	The KCS Technology Department Website.
https://status.kcs.me	The KCS Status Board which shows any issues that are currently open in the district.
https://go.kcs.me/status	A page with the status boards of software and sites used in the district.

Other Links

 [KCS Tech Status](#)

 [KCS Helpdesk](#)

 [WOCO Helpdesk](#)

 [StudentInformation](#)

 [Audio Equipment Request](#)

 [ParentSquare](#)

 [e-hallpass](#)

 [Staff Start Page](#)

Definitions

Airplay

The ability to wirelessly project a macOS or iOS screen onto the projector or TV.

Dock

The row of icons on macOS at the bottom of the screen. The Dock may be moved to the left, right, or bottom side of the screen and can be set to automatically hide.

Finder

The macOS Finder is the first application that runs on the Mac. It is responsible for showing windows for your documents and other files on the computer.

Google Drive

Google Drive is used to store your documents, movies, and more. This space is unlimited and used through the Google Drive app on the Mac or through the Google Drive website in the browser.

Google Jamboard

Google Jamboard (<https://jamboard.google.com/>) is a whiteboard application that allows multiple users to work on the same *jam* at the same time. While the site is available through the web browser, the Android app available on the Chromebooks offers more features.

LMS (Learning Management System)

An LMS is a service used by teachers to put coursework online. The most popular LMS at Kenton City Schools is Google Classroom.

Macbook (and Macbook Pro)

The Apple Macintosh laptop that runs macOS.

Mac Mini

The small, aluminum desktop computer that runs macOS.

macOS

The operating system that runs on the Macintosh computers, including the Mac Mini and the Macbooks.

Projector

The projector shows a computer image on a flat surface, usually white, sometimes on a SMARTboard.

SMARTboard

The SMARTboard is an interactive whiteboard that responds to touch.

URL

Web address/location bar at the top of the browser window

Support Levels

★★★★ **Level 4 - Full support** - The IT department will provide all installation, upgrades, user administration and training services for the technology.

★★★ **Level 3 - Standard** - The IT department will provide installation and upgrade services, along with user administration (if required). Minimal training will be provided to the end user.

★★ **Level 2 - Best effort** - The IT department will try to do its best to make sure the technology is working, including installation, but will not be able to provide end user support or training. Upgrades will be the responsibility of the purchaser except for security upgrades.

★ **Level 1 - Unsupported** - The default level. No support from the IT department is provided. Any hardware or software not listed is unsupported.

Throughout this document, the support level will be designated with stars (★) in parentheses with various products and services.

Student computer repair instructions

Every student in grades K-12 is assigned a Chromebook. For students in grades K-6 their laptops stay in their homeroom, while students in grades 7-12 are allowed to take their laptops home.

If a laptop needs to be repaired, the directions are different whether they are in the elementary school or middle/high school.

Kenton Elementary School Students

When a laptop at the elementary school needs to be repaired, the homeroom teacher will use the [Device Repair Form](https://go.kcs.me/repairform) (go.kcs.me/repairform) to begin the process. Once the repair has been entered, the elementary technology teacher will swap the bad unit with a loaner and send the bad unit to Northwood to be repaired. All teachers have a Chromebook assigned to them, and this Chromebook can be used by students if the need arises.

Once the unit is repaired it will be sent back to the elementary school and the elementary technology teacher will retrieve the loaner and put the repaired unit back.

Kenton Middle School Students

Students will take their broken units to the office where the office secretary will assist the students in filling out the [Device Repair Form](https://go.kcs.me/repairform) (go.kcs.me/repairform). A loaner will be assigned to the student to use. This loaner can go home if the office deems it necessary.

Kenton High School Students

Students will take their broken units to the Makerspace where the media specialist will assist the students in filling out the [Device Repair Form](https://go.kcs.me/repairform) (go.kcs.me/repairform). A loaner will be assigned to the student to use. This loaner can go home if the office deems it necessary.



Software and Services available

Adobe Express (★★★★★) (formerly Adobe Spark)

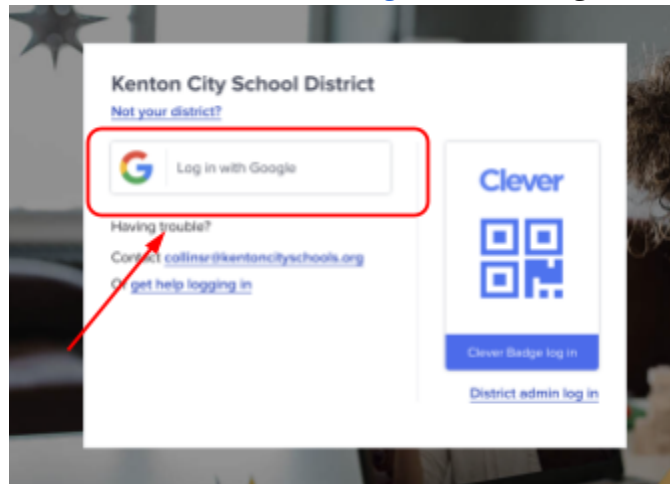
aimswebPlus (★★★★★)

aimsweb®Plus screens and monitors the reading and math skills of K–3 students at Kenton Elementary School.

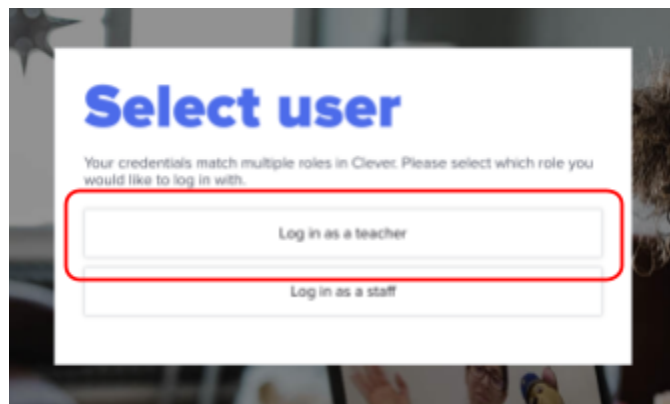
Amplify/CKLA (★★★★★)

Amplify CKLA is based on research showing that closing the background knowledge gap is necessary for closing the reading gap and ensuring equity for all students.

[Click here to log in](#), or use the link on the [Student Start Page](#). Click on **Log in with Google**:



It may ask if you are a teacher or a student. Select teacher:



You'll then be signed in.

BrainPop (★★★★)

BrainPop is a group of educational websites with over 1,000 short animated movies for students in grades K-12, together with quizzes and related materials, covering the subjects of science, social studies, English, math, engineering and technology, health, arts and music.

Canva (★★★★)

Compass Learning (★★)

CompassLearning Odyssey is used by KOLA to provide digital curriculum for K-12 students.

Securlypass (formerly e-Hallpass) (★★)

Securlypass is used at the middle school and high school to manage hall passes. Logins are done with your KCS Google account.

Tips & Tricks for Securlypass:

I can't login

1. Check their status board (status.securly.com) and the KCS status board (status.kcs.me)
2. Restart Chrome
3. Clear your cookies
4. Hold down shift and reload the page

If none of those steps fix the issue, please submit a help desk ticket and we will investigate further.

Everyday Math (★★★★)

Everyday Mathematics is a comprehensive Pre-K through grade 6 mathematics program developed by the University of Chicago School Mathematics Project and published by McGraw-Hill Education.

GoGuardian (★★★★)

GoGuardian Teacher helps the teacher support the students by being able to send out websites and open them up automatically on the student's laptop. The students can chat directly with the teacher for more support while the teacher observes the student's screen.

go.kcs.me - Provide short urls to others

<https://go.kcs.me/addurl.php> allows you to create short urls in the format of <https://go.kcs.me/LINK>, where link can be a word, phrase, or random group of characters. The username and password used to create short links are available on the [Secure Access Instructions for Teachers](#),

Google Chat(★★★★)

Google Chat is the instant messaging and discussion client available for staff at Kenton City Schools. The chat resides in Gmail, in it's own app, or as an app on your smartphone.

Google Chrome (★★★★★)

Google Chrome is a cross-platform web browser developed by Google.

Google Classroom (★★★★★)

Google Classroom is a free learning platform developed by Google for educational institutions that aims to simplify creating, distributing, and grading assignments.

Google Docs (★★★★★)

Google Docs is an online word processor included as part of the free, web-based Google Docs Editors suite offered by Google, which also includes Google Sheets, Google Slides, Google Drawings, Google Forms, Google Sites, and Google Keep.

Google Drive (★★★★★)

Google Drive is a file storage and synchronization service developed by Google. A users file can be accessed on the Google Drive website or synced to the local computer through the Google Drive app.

Google Sheets (★★★★★)

Google Sheets is a spreadsheet program included as part of the free, web-based Google Docs Editors suite offered by Google.

Google Slides (★★★★★)

Google Slides is a presentation program included as part of the free, web-based Google Docs Editors suite offered by Google.

Gmail (★★★★★)

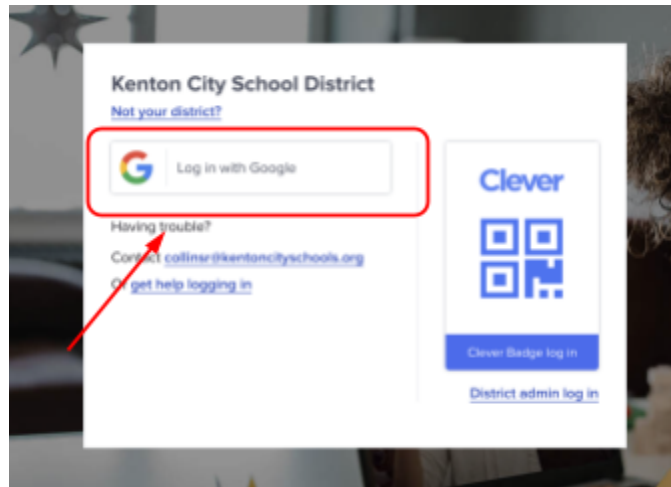
Gmail is a free email service provided by Google.

LuminPDF (★★★★★)

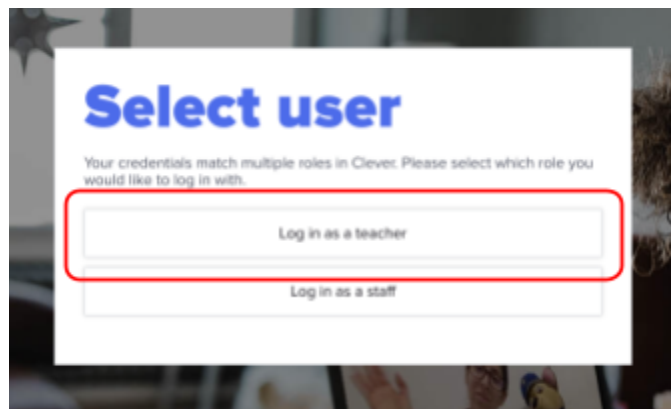
McGraw-Hill/Connected/Everyday Math (★★★★★)

McGraw-Hill is a large collection of various online resources used at Kenton City Schools.

[Click here to log in](#), or use the link on the [Student Start Page](#). Click on **Log in with Google**:



It may ask if you are a teacher or a student. Select teacher:

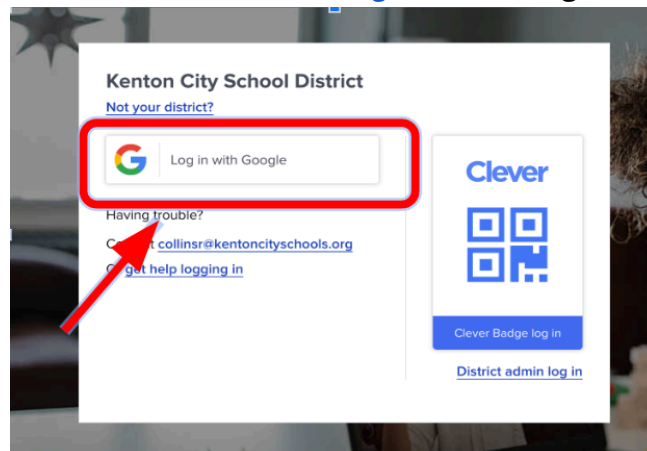


You'll then be signed in.

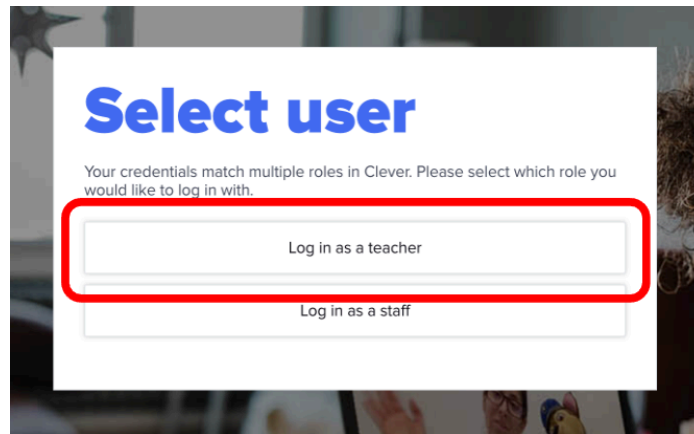
MobyMax (★★★★)

MobyMax is an online suite of learning solutions designed to provide K-6 teachers with CCSS-aligned content, assessments, and activities for all topics and subject areas.

[Click here to log in](#), or use the link on the [Student Start Page](#). Click on **Log in with Google**:



It may ask if you are a teacher or a student. Select teacher:

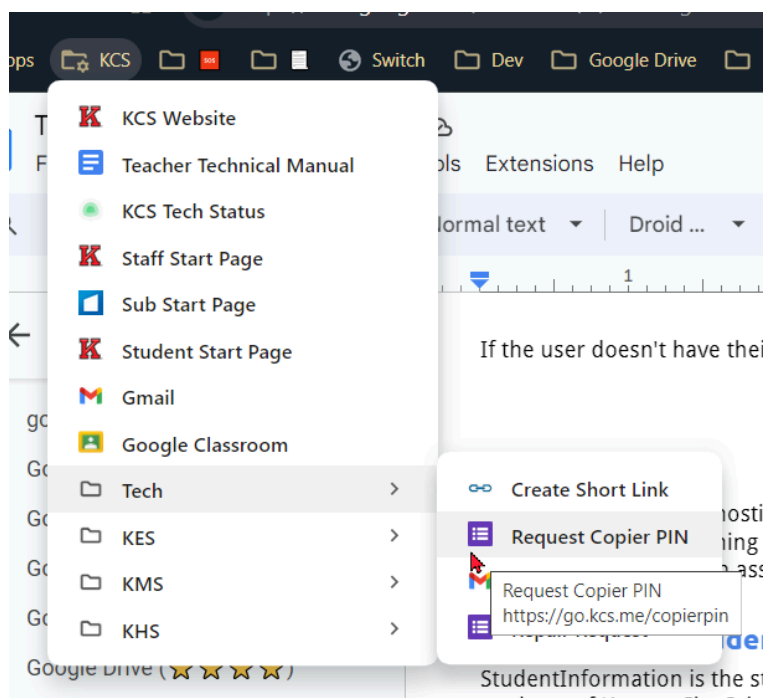


You'll then be signed in.

Papercut (★★★★★)

Papercut manages printing and copying in the district. To use the copiers, each user will receive an email with their copied PIN after the first time they print.

If the user doesn't have their PIN, they can use the ****Request Copier PIN**** link in their browser bookmarks:



Pro-core (★★★)

Pro-Core provides diagnostic pre-tests on individual learning standards in social studies, science, reading, and mathematics. Learning standards-based student and teacher-class grouping reports. Follow-up (short-cycle) and interim assessments on individual learning standards.

Progressbook StudentInformation (SI) & Gradebook (GB) (★★★★)

StudentInformation is the student information system (SIS) that contains the information for all of the students of Kenton City Schools. Gradebook is used to manage your classroom grades, attendance, and more.

Tips & Tricks for StudentInformation:

StudentInformation won't work. The error message is "Bad Request. Request Too Long HTTP Error 400. The size of the request headers is too long." Or Server Error in '/' Application

- [Clear the browser cookies for the site.](#)
- Restart Chrome
- Restart your computer

Progressbook ParentAccess (PA) (★★★★)

ParentAccess is the interface for parents and students to access their grades and other records at Kenton City Schools.

Progressbook VirtualClassroom (VC) (★★★★)

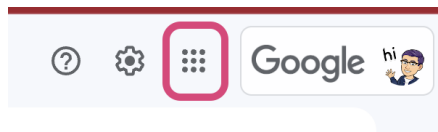
SAVVAS (★★★★)

SAVVAS consists of the following products: Realize & Simcheck by Turnitin. Accounts and rostering of your classes is done automatically from StudentInformation. However, assigning products to classes is not done automatically.

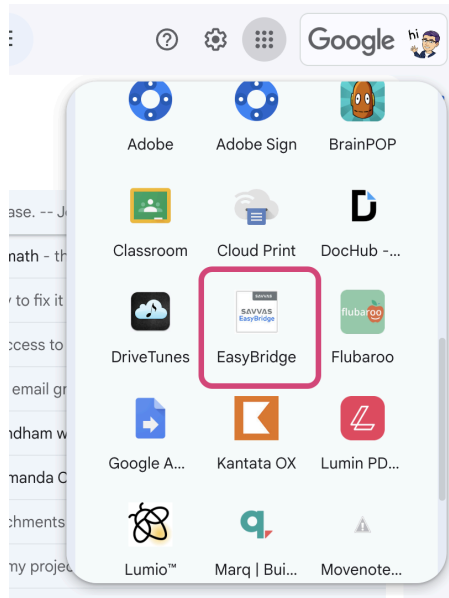
Tips & Tricks for SAVVAS

Signing in

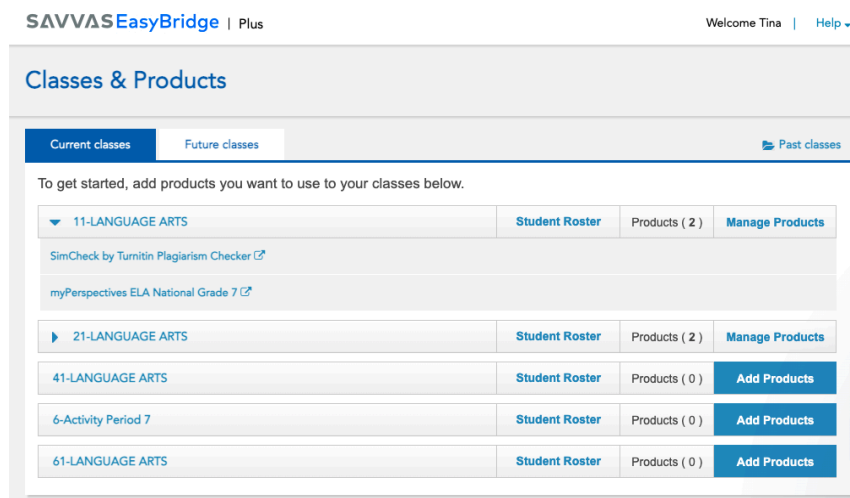
To sign in, you'll use the waffle menu viewable in the upper right corner of any of the Google products such as Gmail:



Click on the waffle menu and scroll down through the list until you see EasyBridge:



Click on **EasyBridge** and sign in with your Kenton City Schools Google account. You'll then see your list of classes:



Click on **Add Products** or **Manage Products** to add or remove products from your classes. You can verify the roster of students with the **Student Roster** button. If there are any issues with students in your classes, verify the student's schedule with whomever handles scheduling in your building.

SmartNotebook (★★★★)

Swank Movie Licensing (★★★★)

KCS now has a subscription to Swank K-12 Streaming, which offers access to over 30,000 movies titles licensed for use in the classroom. To get started follow these [instructions provided by Swank](#). That document has the code you will need to use to sign up. Once you are signed up, you can [request titles here](#).

There are currently 215 titles available out of the 30,000, and the district can request up to 300 additional titles throughout the year. Additional titles are only available for a limited time once approved.

Movies can be used in your classroom or assigned to your students.

TCI (★ ★ ★)

Toontastic 3D (★ ★)

Wordpress (★ ★ ★ ★)

Xtramath (★ ★)

Hardware available

Chromebooks: Lenovo 300e/500e & Acer 514 (★★★★★)



These Chromebooks are 2-in-1 laptops, meaning that they open completely up to work as a tablet along with being able to be used as a laptop.

Uses of the Chromebook include:

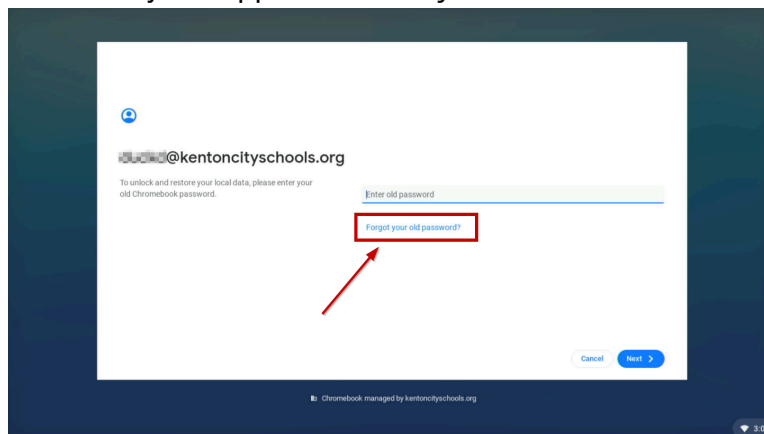
- Interactive whiteboard activities: Using Figjam, teachers will be able to share a Figjam with students, and collaboratively work on the same whiteboard at the same time.
- Wirelessly display the Chromebook on the TV for other activities, including document camera work.
- Notetaking and a spare machine for your classroom.

All of the Chromebooks in the district are now able to run Android apps. Google has strict controls in place for Android apps. If you would like to have an app available for your use or the students' use, please submit a help desk so the app can be added to the allow list.

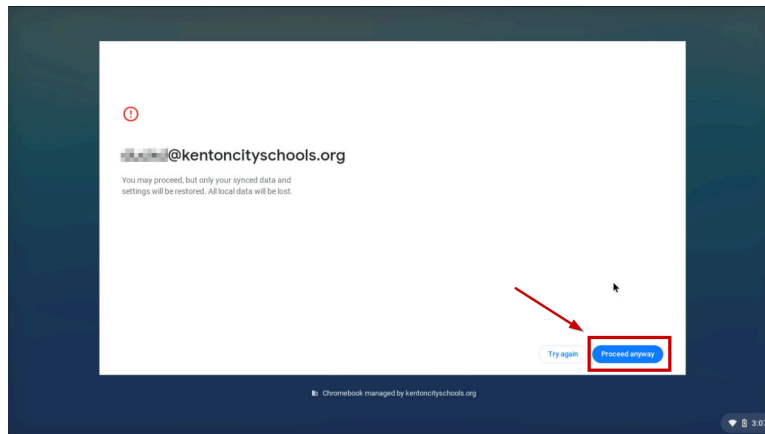
Tips & Tricks for the Chromebooks:

What do I do if a Chromebook asks for the old password?

If a password for an account is changed, the next time the account signs into a Chromebook it will ask for the previous password. This sometimes just happens randomly for students:



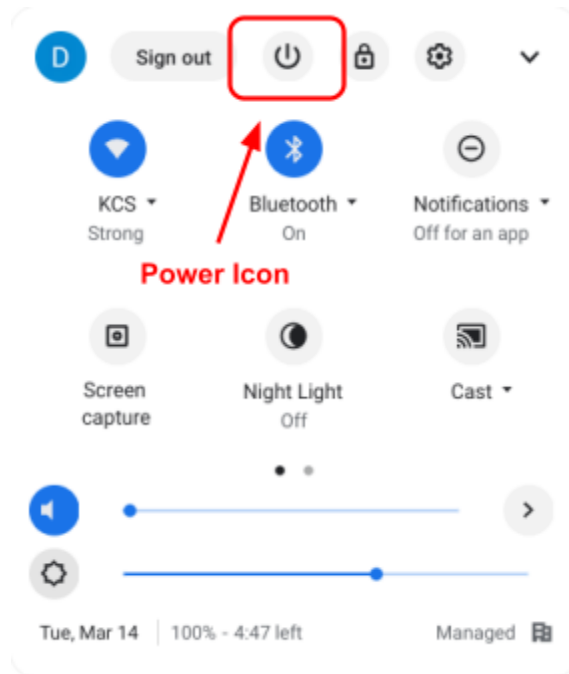
Click on **Forgot your old password?** The Chromebook will warn you that local data will be lost. By local data it will mean anything not saved in Google Drive, which more than likely doesn't include anything important. Click **Proceed anyway**:



How do I restart a Chromebook?

To restart a Chromebook you must turn it off first. There are three ways to shut the Chromebook down.

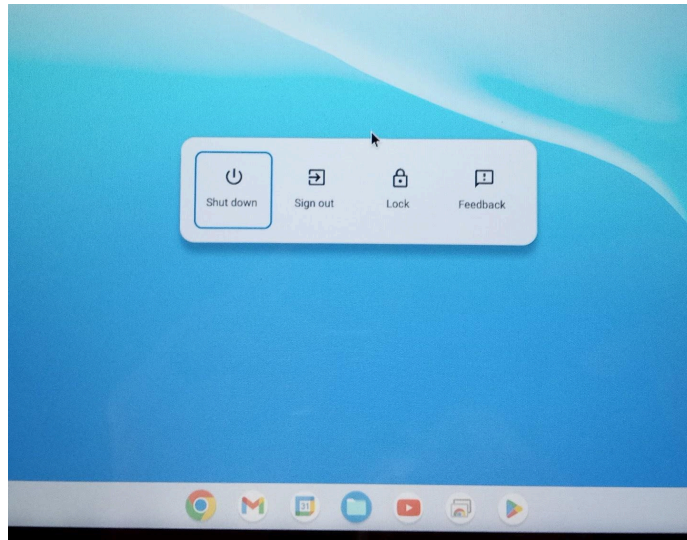
1. From the clock menu, click the **Power** icon:



2. Using the physical power button. This button is located on the side:



Tap and hold it for 2 seconds to show the power options:



Click on **Shut down**.

3. If the machine is locked up or the above two methods don't work, press and hold the physical power button on the side until the machine shuts down:



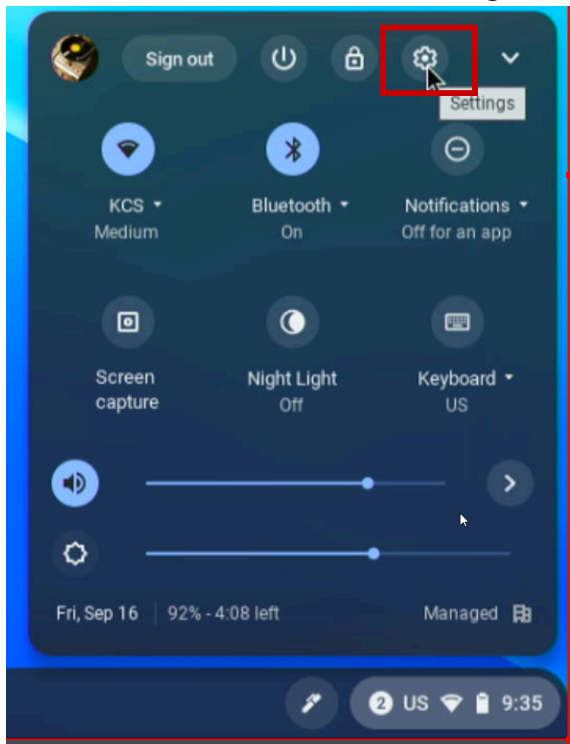
This may take 30-60 seconds.

Once the machine is off, count to 5 before pressing the physical power button to turn it back on.

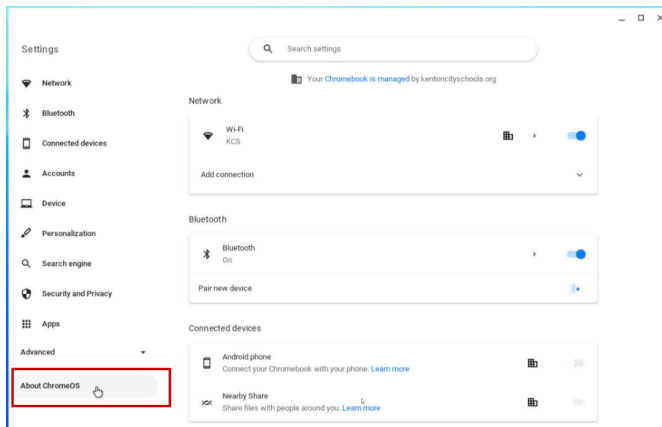
How do I update a Chromebook?

The Chrome operating system updates in the background on the Chromebooks, however they don't finish the upgrade until after the Chromebooks are restarted. You can check to see if the Chromebook has an update available or needs to be updated.

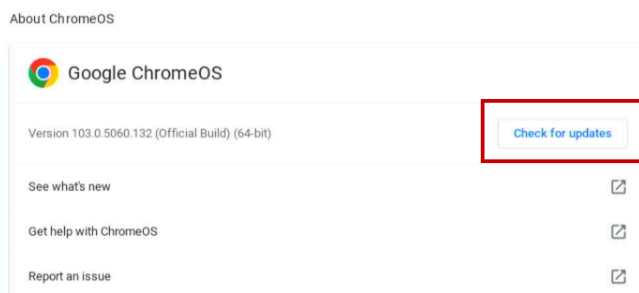
1. Click on the clock area, and then the gear to open preferences.



2. Click on **About ChromeOS**



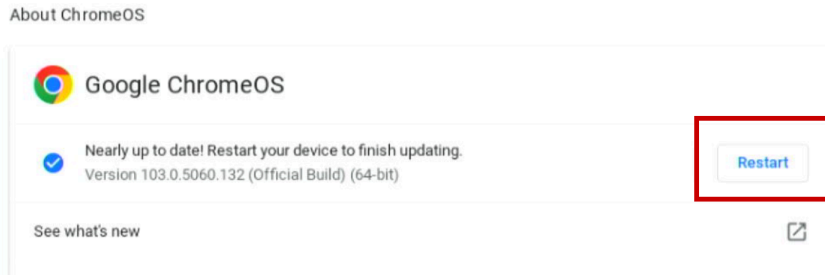
3. Click **Check for updates** to see if there are any updates to be installed:



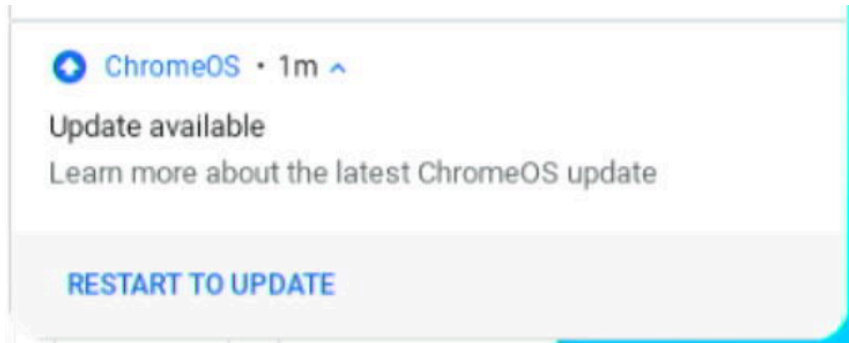
4. If an update is available, the Chromebook will start updating:



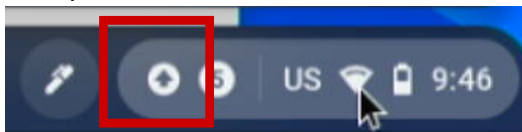
- When finished, a **Restart** button will appear, clicking it will restart the Chromebook and finish the update.



- Sometimes a notification window will pop up asking the user to restart:



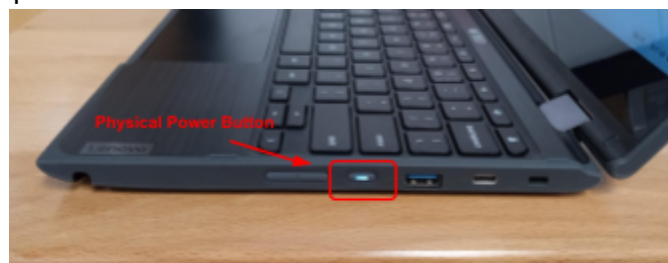
- The up arrow icon down by the clock is also an indicator that the device needs to restart to install the update:



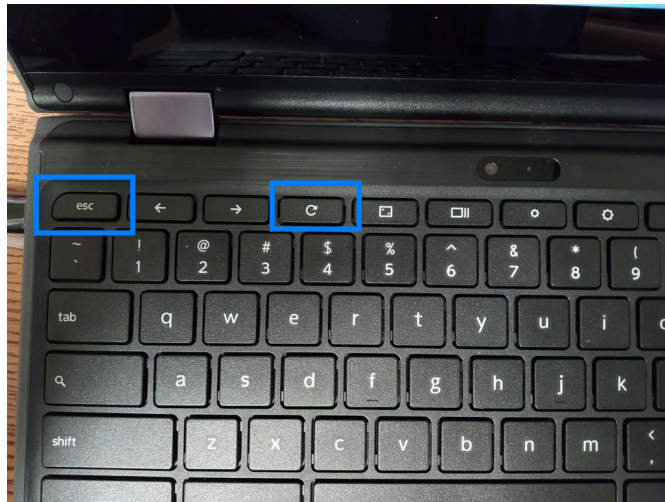
Power washing a Chromebook

Sometimes a Chromebook needs to be refreshed back to factory defaults, and to do that you *power wash* the Chromebook. The steps to power wash a Chromebook are similar for the different models and shouldn't take more than 3 minutes to complete.

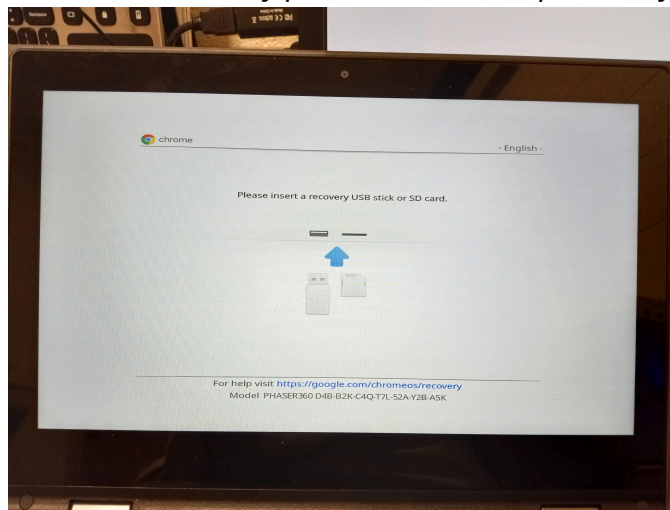
- To start, press the physical power button on the side to turn the machine off.



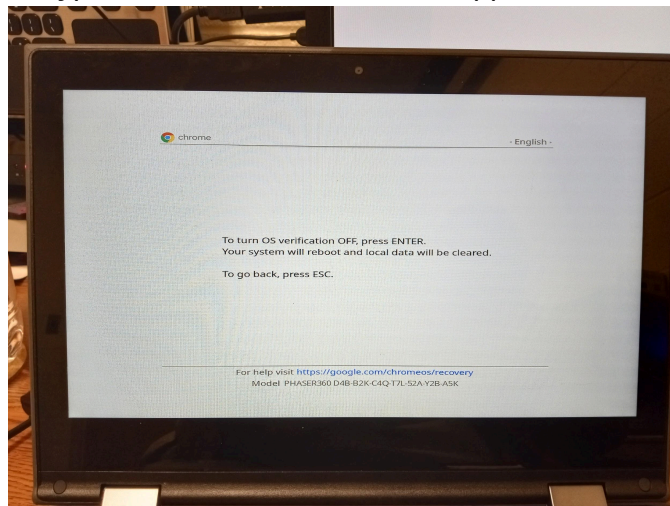
- With the machine off, hold down the **Esc** key and the **Refresh** key:



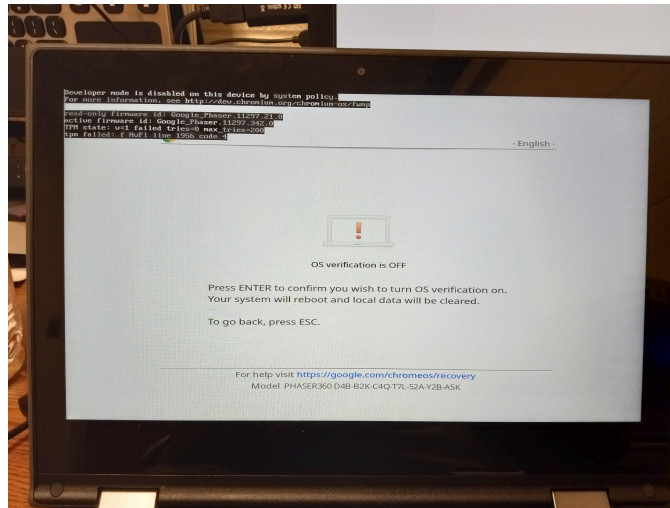
3. While holding the **Esc** key and the **Refresh** key press and hold the power key until this screen appears:



4. Let go of those keys and then type control-d. This screen will appear:



5. Press the **Enter** key. This screen will show up next:



6. Press the **Enter** key again. The machine will clear everything and restart from scratch.

Apple Macbook Air/Macbook Pro (★★★★★)



Apple Mac Mini (★★★★★)

Apple iPads (various models) (★★★)

Konica Copiers (★★★★★)

IPEVO Document Cameras (★★★★★)

Projectors (★★★★★)

SMARTBoards (★★★★★)

Sound Reinforcement (KES ONLY) (★★★★★)

Televisions (★★★★★)



Support Responsibilities

For any of your support issues, send an email to helpdesk@kentonschools.org and your request will be assigned to the correct support person.

Software/Service	Dept./Person Responsible
AIMSweb User Management	Tech Department
AIMSweb	Michelle Wise
BrainPop	Curriculum Department
Chromebooks	Tech Department
Compass Learning	Curriculum Department
Everyday Math	Curriculum Department
Google Services (Docs/Slides/Classroom/etc)	Tech Department
Gradpoint	Curriculum Department
Mac desktops and laptops	Tech Department
MobyMax	Curriculum Department
ParentAccess (ProgressBook)	KES: Robin Bame KHS: Joe Funkhouser KMS: Kirk Cameron
Reading Counts/Reading Inventory/Math Inventory	Curriculum Department
Printing	Tech Department
Pro-Core	Curriculum Department
Scanning	Tech Department
Study Island (KHS only)	Tech Department
TCI	Curriculum Department



Substitute Teacher Information

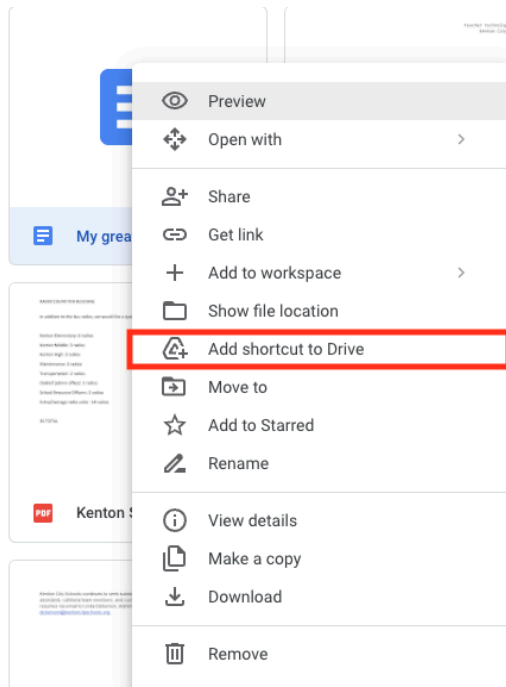
Each teacher has a separate account for use by substitute teachers. Since this is a Google account, lesson plans and materials may be shared with the substitute account through Google Drive. Teachers can also communicate through email with the account, or use Google Chat.

Instructions to help substitute teachers navigate the sub account need to be created.

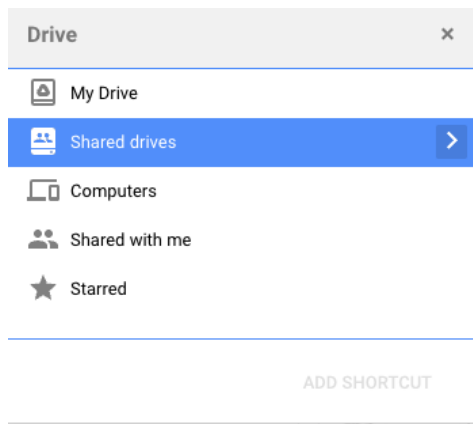
Emergency Lesson Plans

All staff should have emergency lesson plans available for the substitute. To be accessed by the substitute, they must be in the Substitute Teachers Shared Drive. Staff should create a shortcut to the actual document versus moving the document.

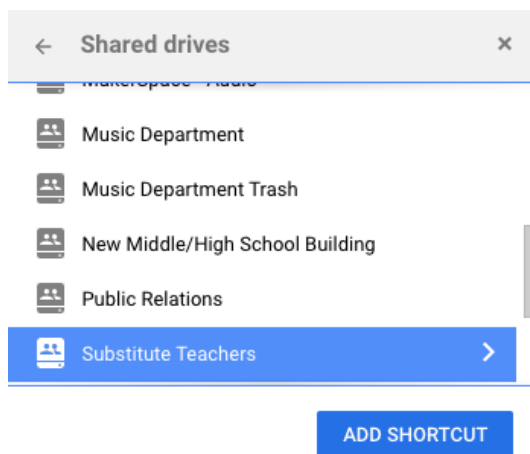
1. Locate your lesson plan
2. Right click on the document
3. Select Add shortcut to Drive



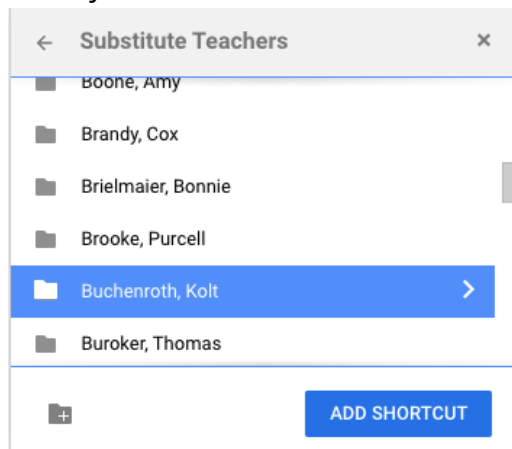
4. Click the arrow beside Shared drives



5. Click the arrow beside Substitute Teachers



6. Select your name



7. Click Add Shortcut

8. Grant access to the file

People need access to "My great lesson plan" ?

☒ Share with people

 Ryan Collins

 subs-group@kentoncityschools.org

 principal-group@kentoncityschool...

Viewer ▾

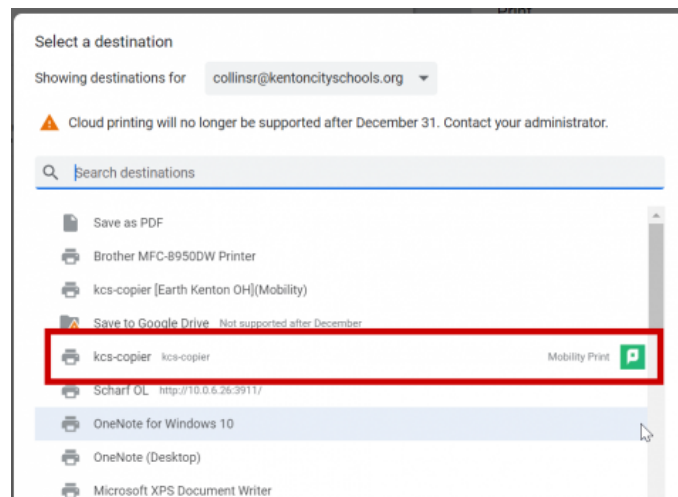
☐ Don't give access

[Cancel](#) [Add shortcut](#)

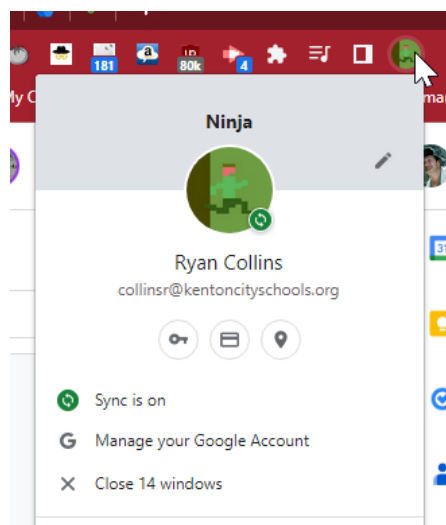


Printing at KCS

PaperCut handles the copiers at Kenton City Schools. You will print to **kcs-copier** and be able to pick up your print job from any copier in the district. To print, you'll select **kcs-copier** from the list (Notice the green icon and the text **Mobility Print**):

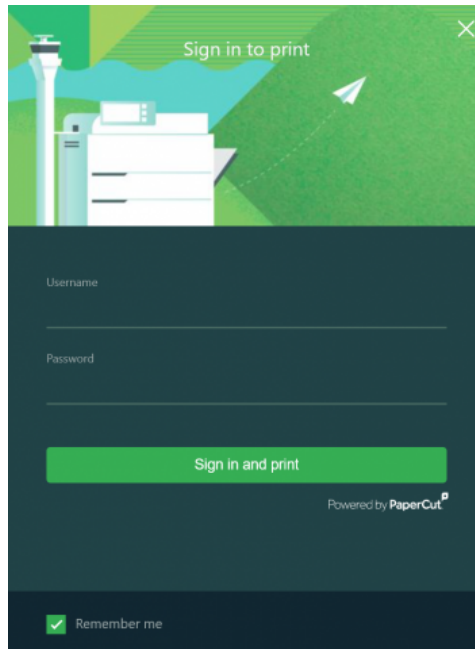


If you don't see Mobility Print, then check that you are signed in to Chrome. In the upper right corner click the circle beside the three dot menu and verify that you are signed in there:



If you are not, then sign in. Once Chrome finishes syncing your settings and extensions, mobility print will show up.

You will have to sign in to Papercut Mobility Print the first time you use it. Use your full email address and your Google password.



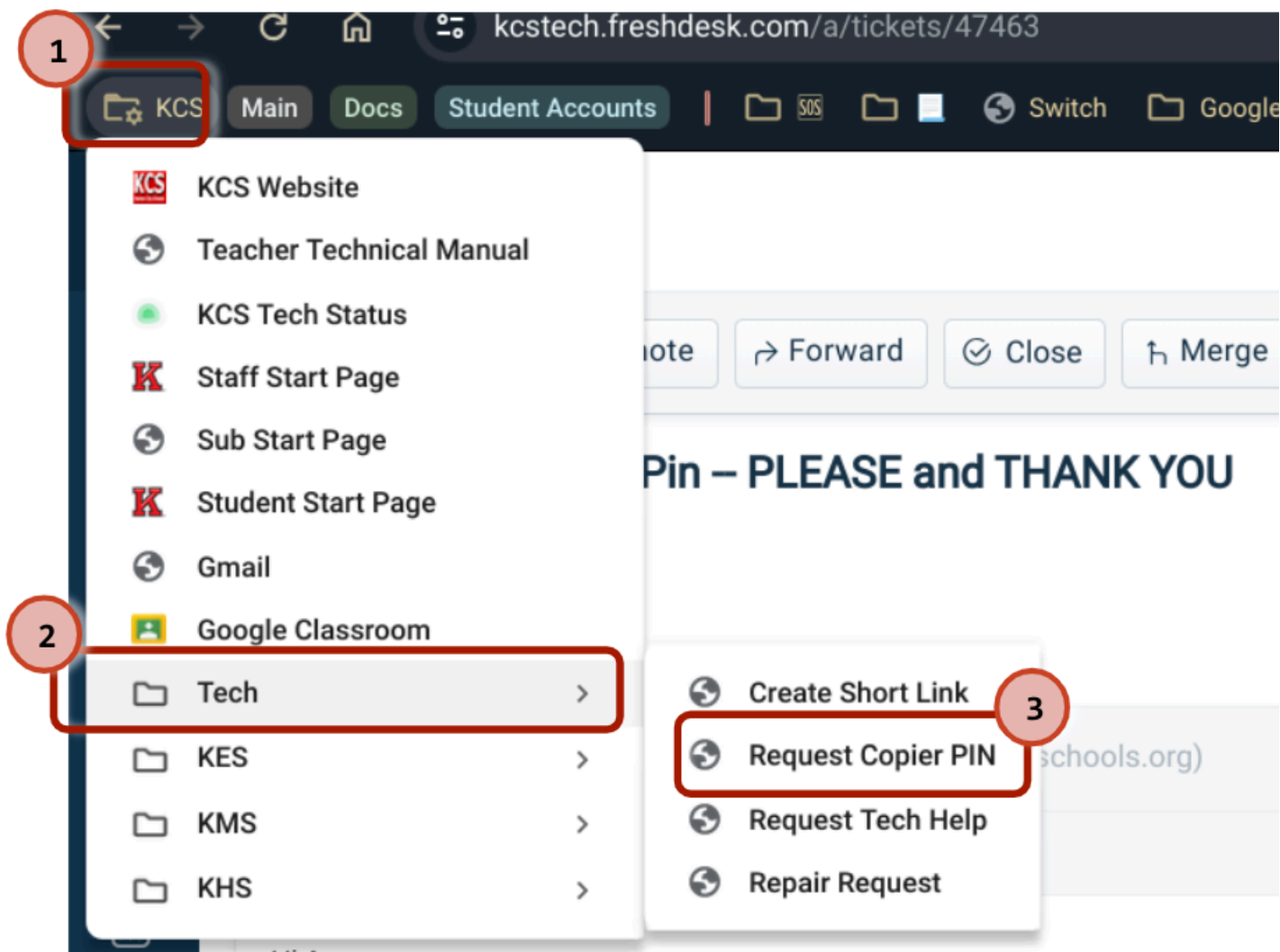
Use your full email address! Sometimes I have to reset your Google password before Papercut will recognize it, so let me know if you have problems signing in.

But, how do I select my favorite copier? How do I know where I will pick up my print job? Well, let me take that great burden off of you. When you select **kcs-copier**, your print job is held until you sign in on a copier with your PIN. This means you can go to any copier in the district, sign in, and then print your print jobs. Even between buildings!

Once you put in your PIN, all of your print jobs will be sitting there waiting for you. Select the jobs you want to print and then print! You don't have to print all of your jobs. For example, you can send two print jobs, and one you want to print in color. You can print the B&W job at the copier closest to you, and then go to the office to print the color job.

Copier PIN

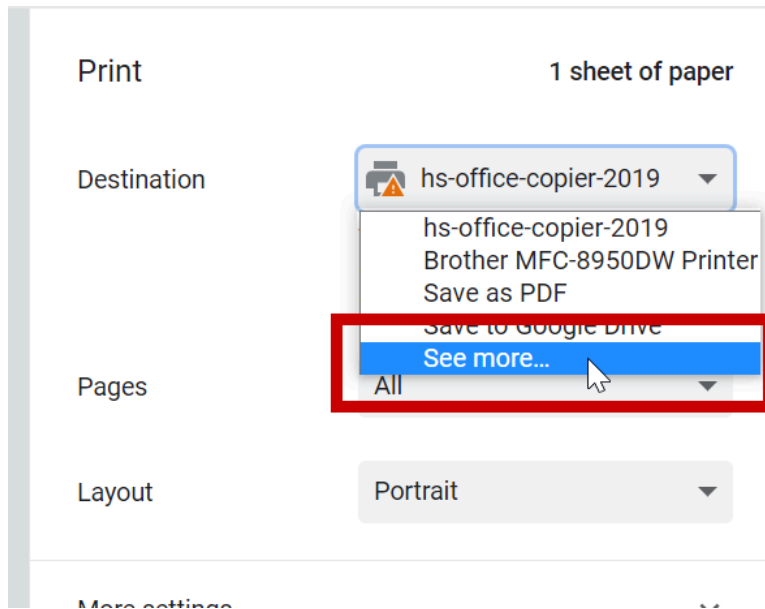
Your copier PIN is emailed to you automatically, but if you've deleted the email, you can request the PIN. In Google Chrome, click on the **KCS** bookmark folder in the bookmarks bar. Move down to **KCS Tech** ➡ **Request Copier PIN**.



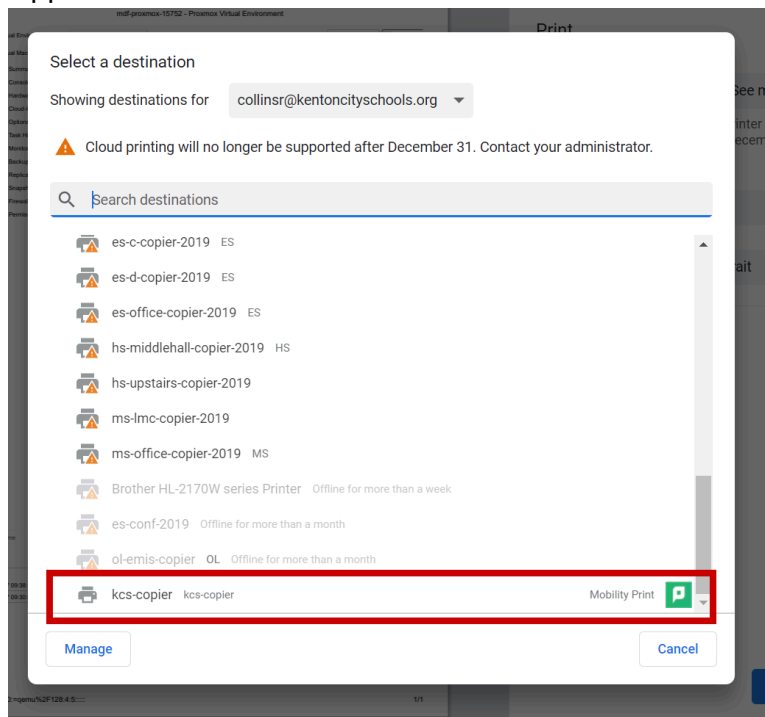
Fill out the form and your PIN will be emailed to you.

If you are having issues finding the new kcs-copier

In Google Chrome, go to Print, and then select **See More...** under the current printer:

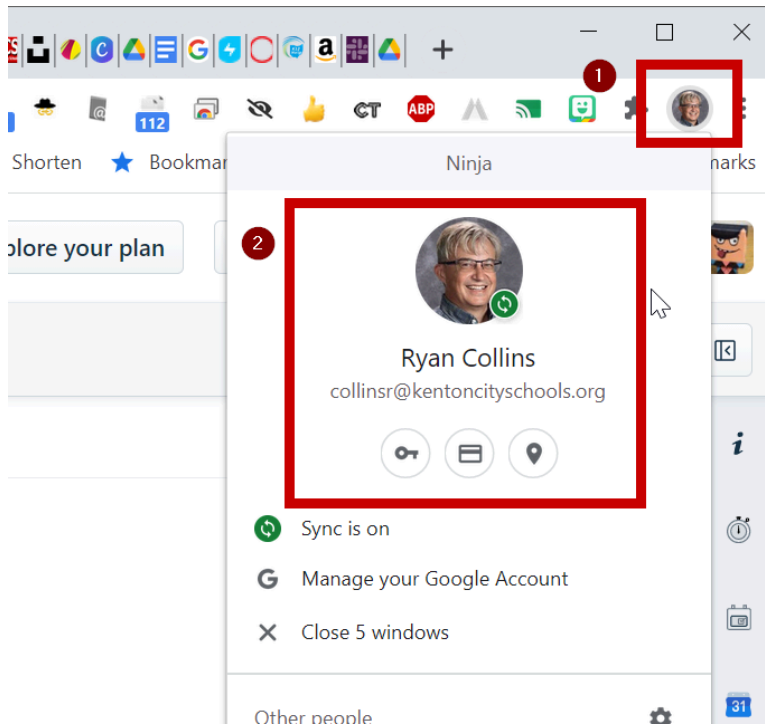


In the list, **kcs-copier** will appear:



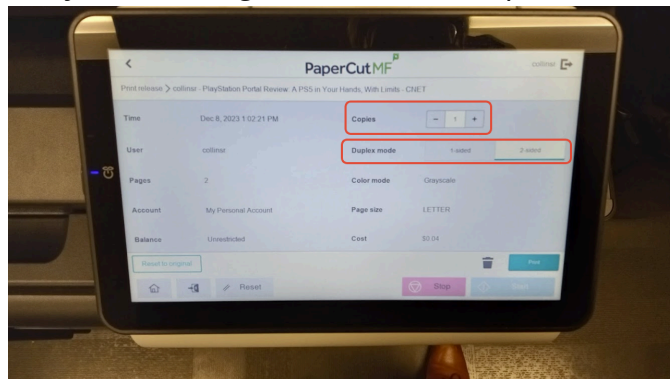
You may need to scroll down on the list.

Also, if you are not using a Chromebook check that you are signed in and syncing in Google Chrome:



Printing double-sided

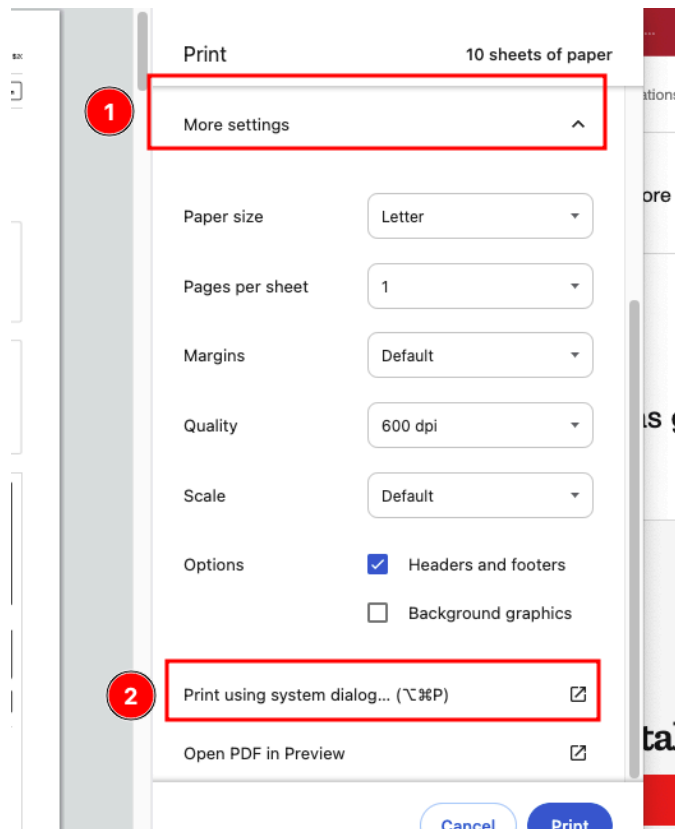
Two ways. When printing, select **kcs-copier** and print to it. Go to the copier and hit the > beside the print job to select the settings. From there you can change the number of copies and whether you want it 1 sided or 2:



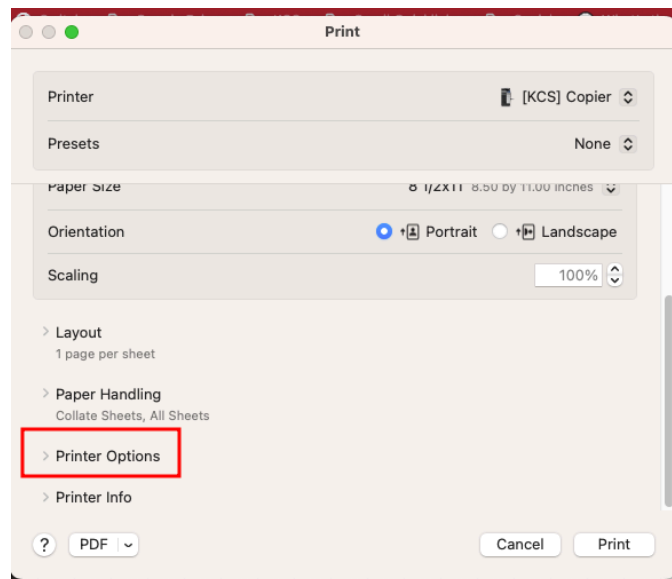
THIS DOESN'T WORK WHEN PRINTING TO [KCS] Copier!!

You can also use the following to send your print job as double-sided to **[KCS] Copier**, but it's a lot more steps.

Under **More Settings** click **Print using system dialog**:



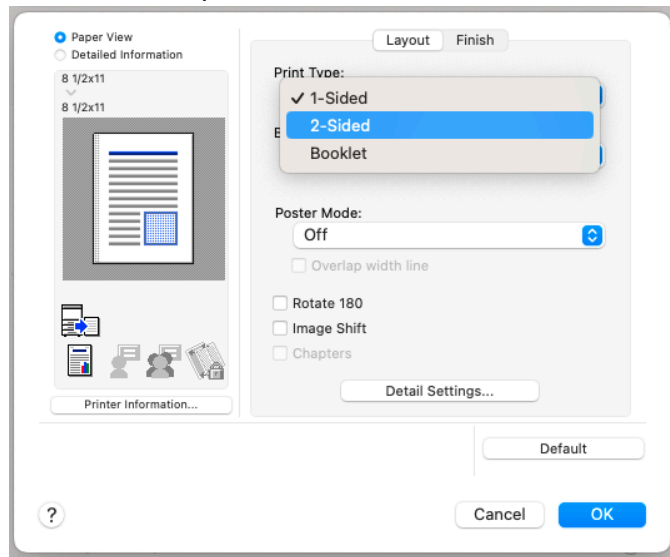
Scroll down to **Printer Options**:



And click the circled I by **Layout and Finish**:



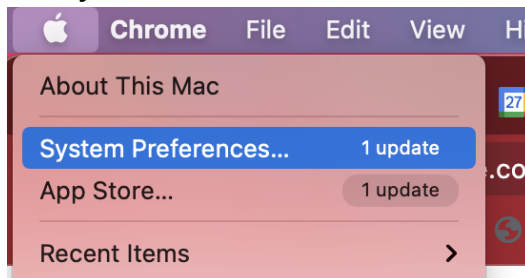
Under **Print Type**: select **2-Sided**, and then print.



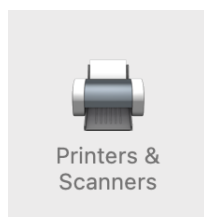
I'm printing but the print jobs aren't showing up on the copier!

The printer may be paused. If you print when you are not on the school network, the Mac pauses the printer. This is all well and good, except for the fact that when you get back to school it doesn't unpause it so your printing never makes it anywhere.

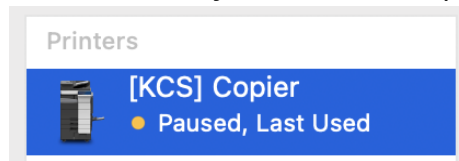
1) To unpause, open the Apple Menu > System Preferences:



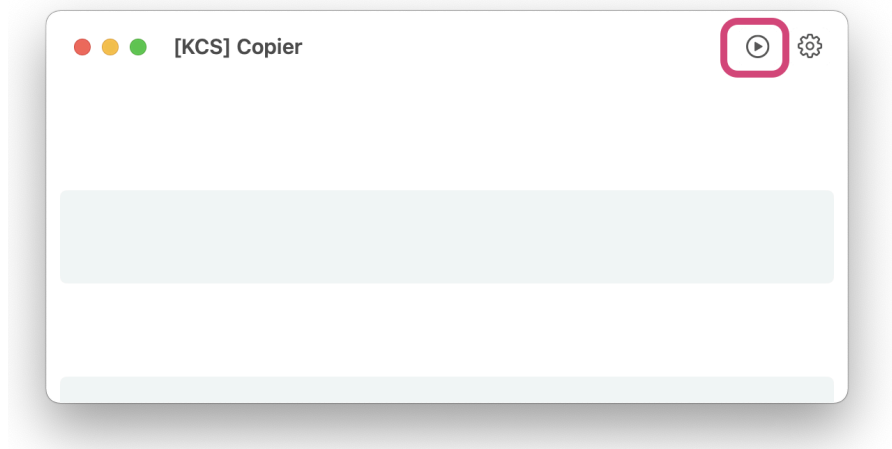
2) Find **Printers & Scanners**:



3) The paused printers will have the word **Paused** in yellow under the printer name:



4) Double-click on the printer. In the upper right corner of the window will be a play button. Click it to unpaused the printer:



When I try to print from Google Docs/Sheets/Slides etc. the PDF downloads and then I have to print

Use Google Chrome and you won't have to download the file before printing.

Copier issues - crashes when trying to print PDFs or takes a really long time

There are PDFs, usually downloaded from a very popular source, that happen to crash the copiers. You'll know when you get one because some pages of the document will print while others will not. To fix the issue, we need to open the document up in Adobe Reader and print each page as an image. That's a lot of directions in so few of words, let's break it down.

Open the PDF in Adobe Reader

For the first part, you will need to open the problem PDF in Adobe Reader instead of the default Preview or Google Chrome. There are two ways to do that.

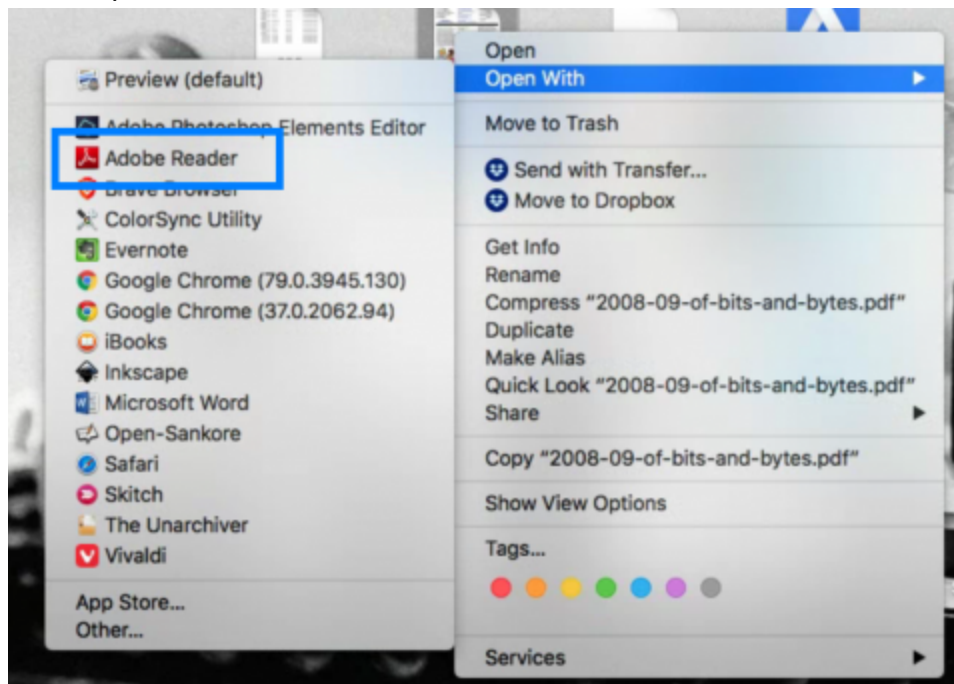
First way

1. Navigate to the Hard Drive, select Applications, and double-click on Adobe Reader.
2. Use the File menu, select Open, and open the PDF.

Second Way

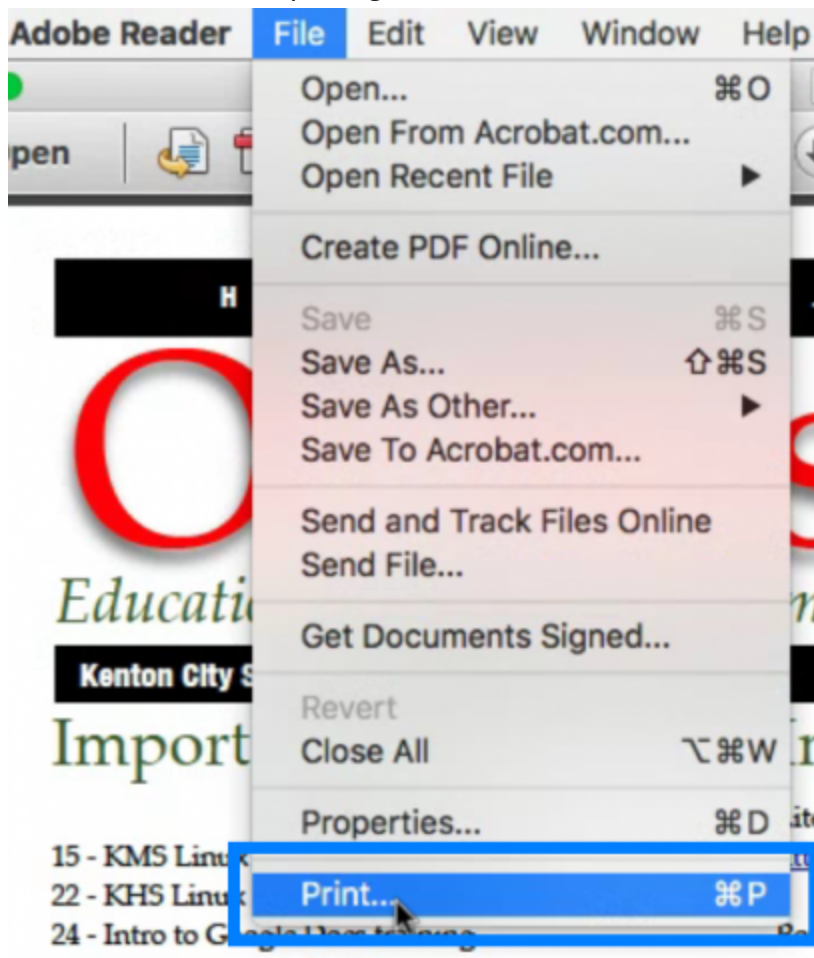
1. Locate the PDF in your Downloads folder.
2. Right-click on the document (on the trackpads, a two finger click is a right click).

3. Select Open With -> Adobe Reader from the menu:

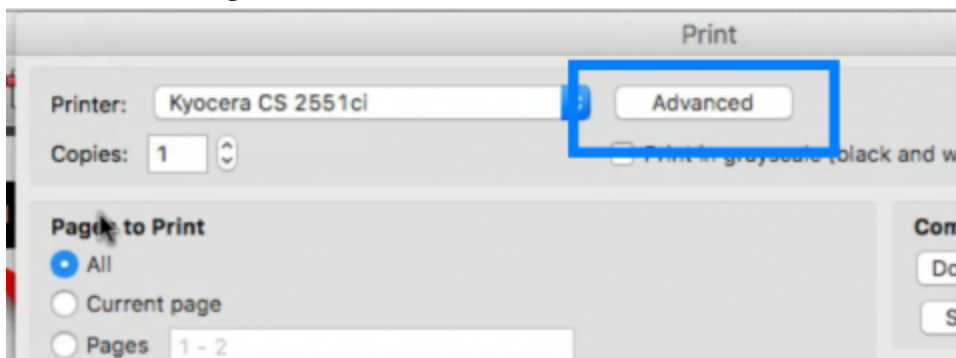


Printing the document

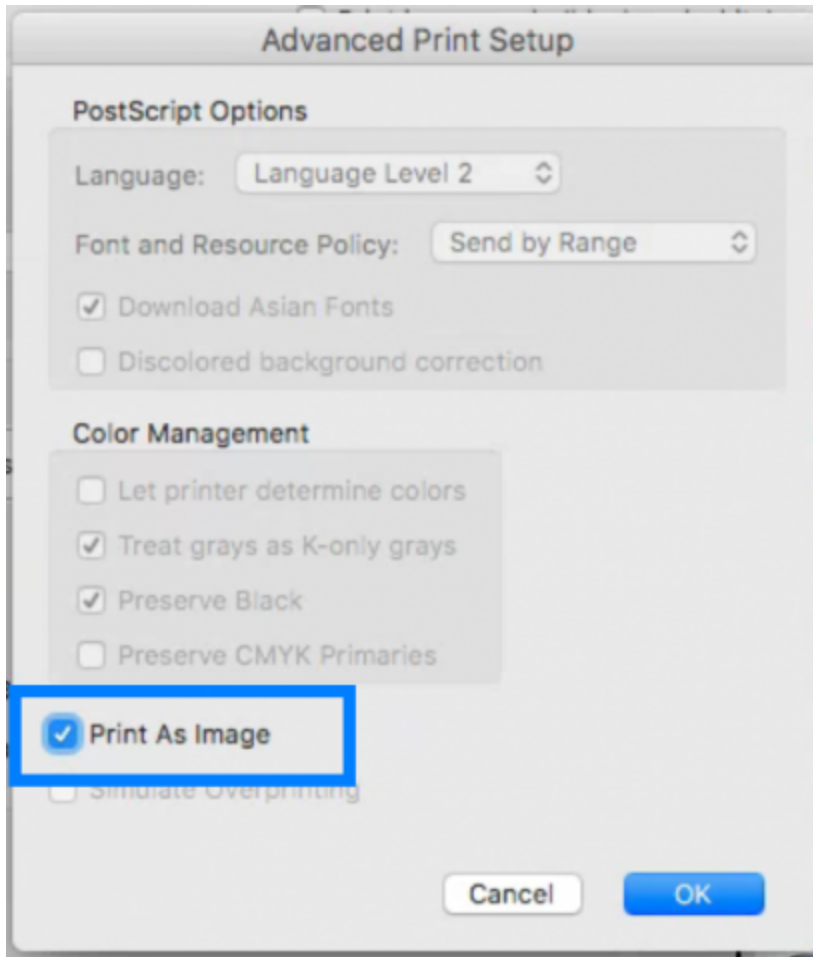
1. Once Adobe Reader opens, go to File -> Print:



2. In the Print Dialog box, click the Advanced button:



3. Finally, select Print as Image:



4. Click OK and then print your document as normal.

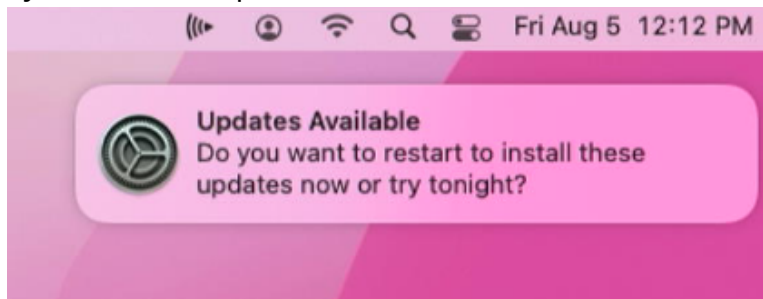
The process will take much longer than normal, but that's the price for actually getting a document to print.



Frequently Asked Questions

Software updates

Periodically macOS will let you know that updates are available:



You can ignore those messages. Updates are pushed out through Mosyle in the background and will automatically be installed.

New student procedures

When new students enter the district, the process of account creation and rostering happens the day after they get a schedule. At that time their Google account will get made, a laptop will be assigned, and the process of syncing that information with the various curriculum websites will begin. The syncing process takes a minimum of two days, which means the new students will not show up in any of the online services for at least this amount of time. If a student does not show up after 4 days, please submit a help desk request with the student name and id # so an investigation can begin.

When new students are assigned at the elementary school, the elementary tech person will drop off a laptop to be used by the new student and the classroom inventory sheet will be updated. For the middle school and high school a laptop will be assigned and a new student info sheet will be printed and placed in the laptop to be sent to the respective building for the student.

How do I get a poster made?

To have a document turned into a poster send an email to helpdesk@kentoncityschools.org and attach the document you would like to be printed (PDF's preferred), number of copies, and size. Also if its time sensitive.

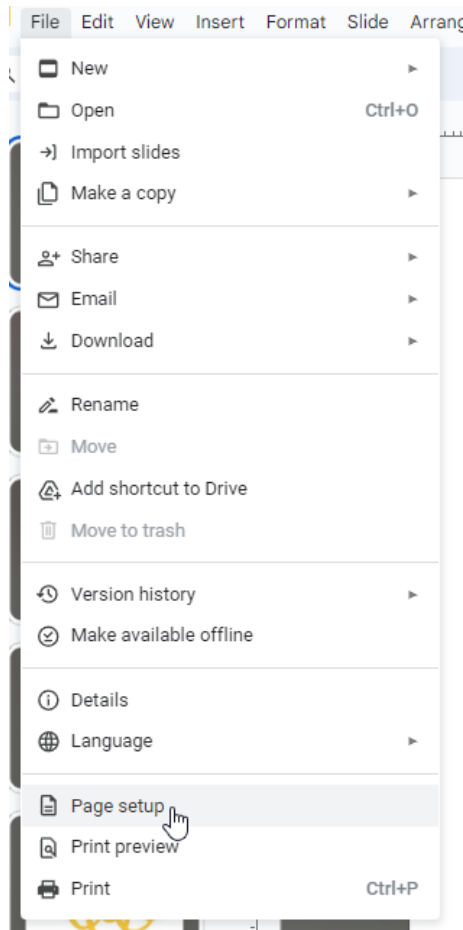
The sizes available are:

Medium 13.5" x 18"

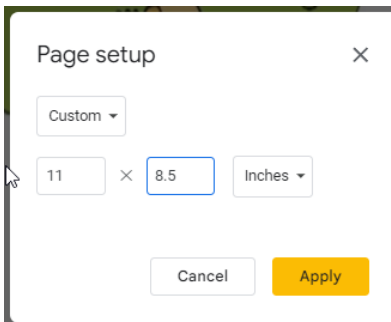
Large 18" x 24"

Extra Large 24" x 36"

If you are using Google Slides to lay out your poster, go to **File ➔ Page Setup**:



And set the dimensions to 11x8.5:

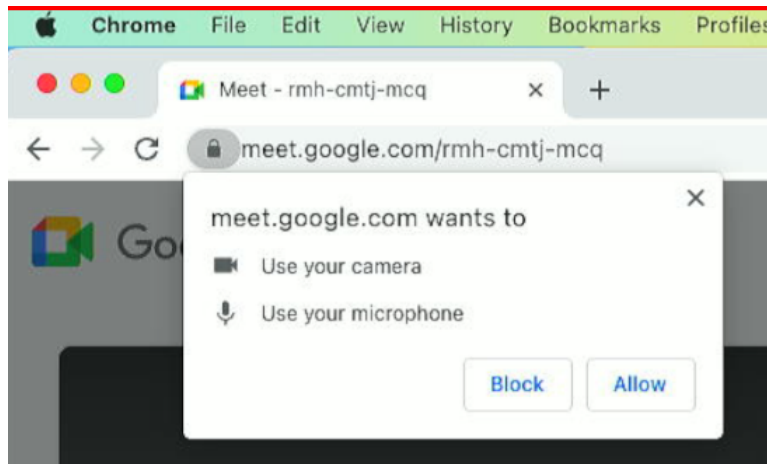


How do I scan documents with the copier?

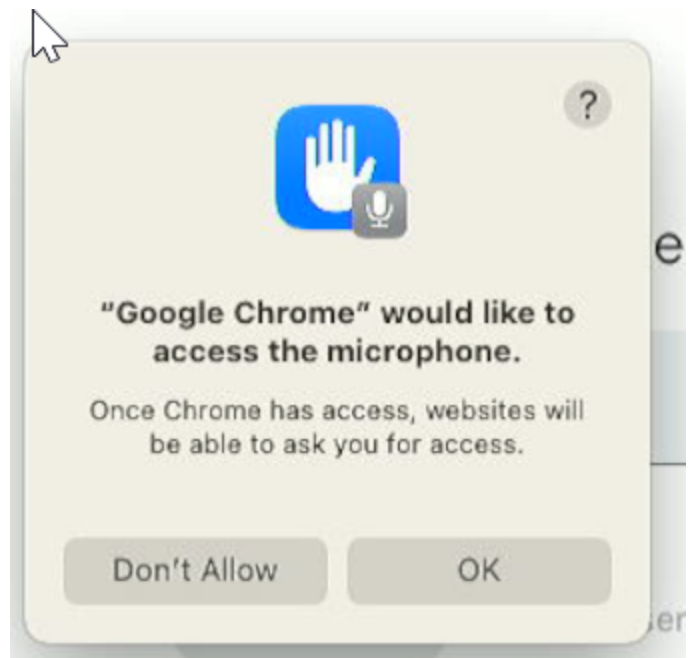
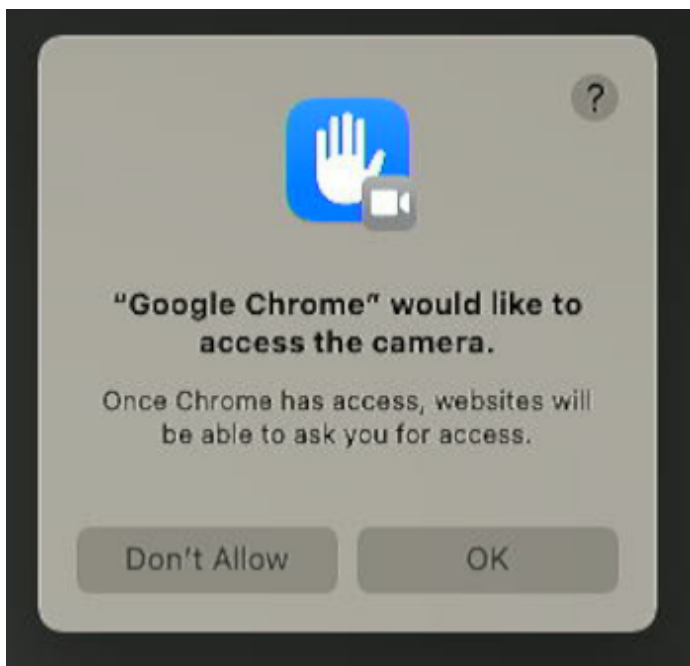
After you put your PIN into the copier, one of the destinations will be **ME**. Tap that destination, set your scanning options, and hit **Copy/Scan**. The documents will be scanned and emailed to you.

Giving access to the camera and microphone in an app

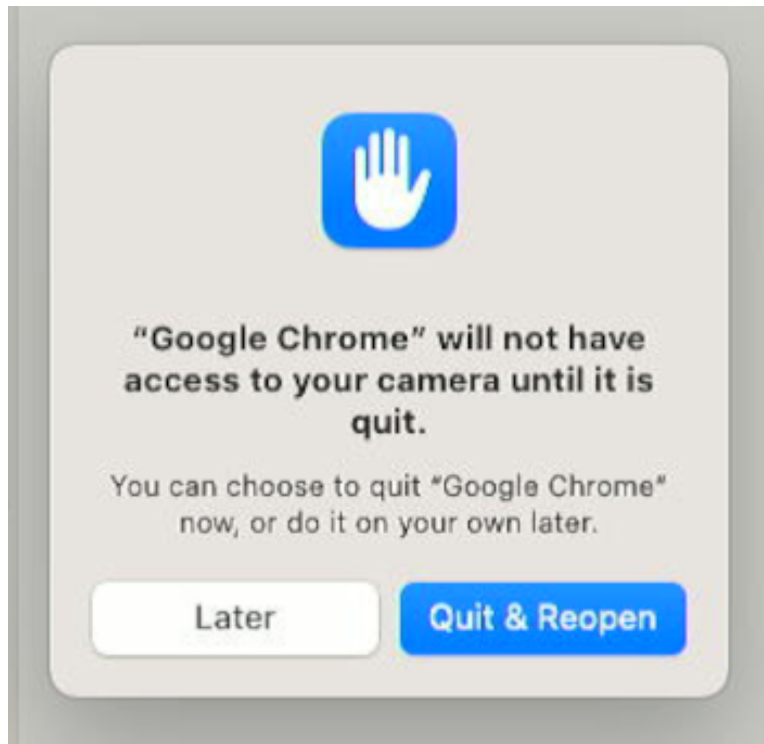
The first time you try to access the camera and microphone, you have to give the app access to them. In Google Chrome, it will ask to allow access to the camera and microphone:



Click **Allow**. If this is the first time you've used the camera & microphone, the Mac will ask you to give access to Chrome for the camera and microphone:



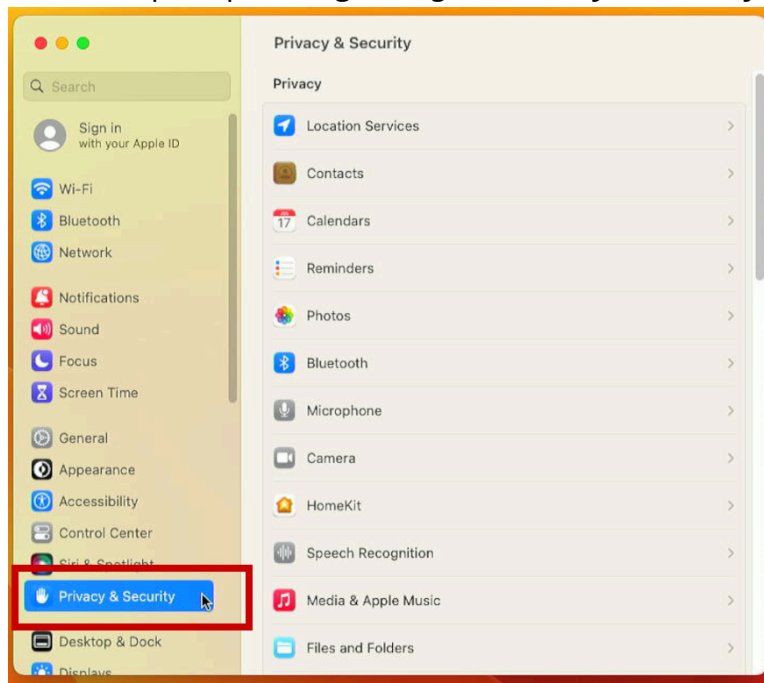
Click **OK** on both. You will need to allow Chrome to re-open so it picks up the new permissions:



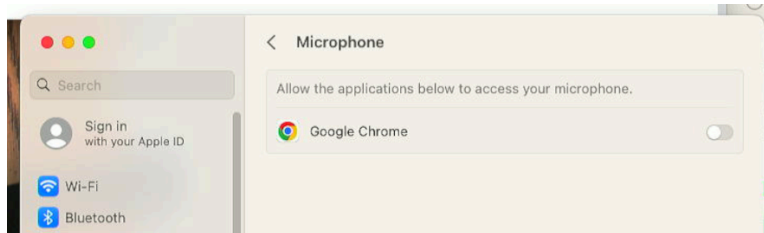
Click **Quit & Reopen**. Chrome will now have access to the camera and microphone. However, you will still be asked for permission on different websites.

If permission is blocked to the app

If you blocked access to the camera & microphone to an app such as Chrome, you will need to go to **Settings** and turn the permissions back on. Open up **Settings** and go to **Privacy & Security**:

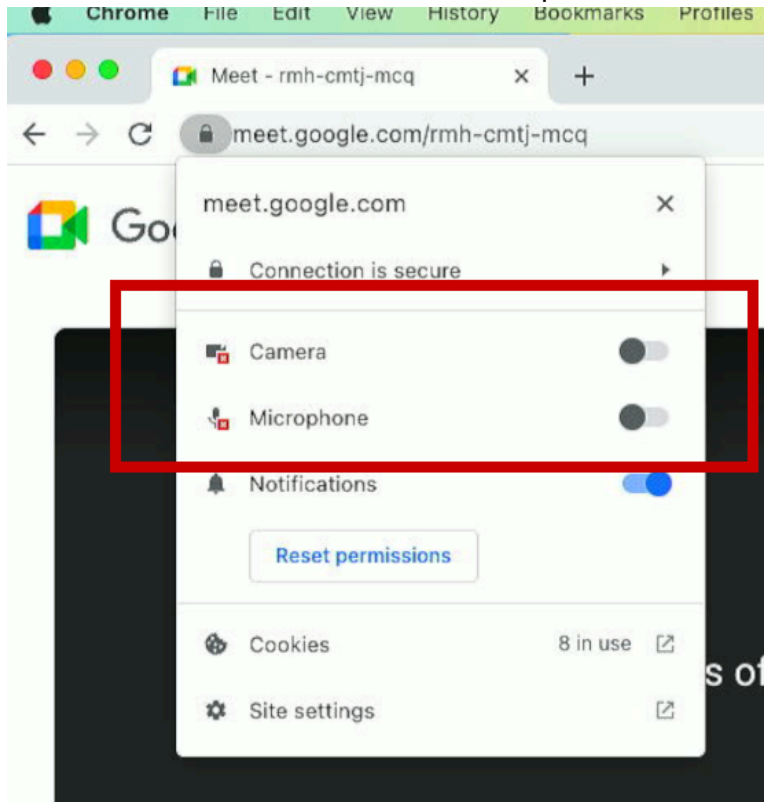


Click on **Microphone** and turn on Chrome, along with **Camera**:



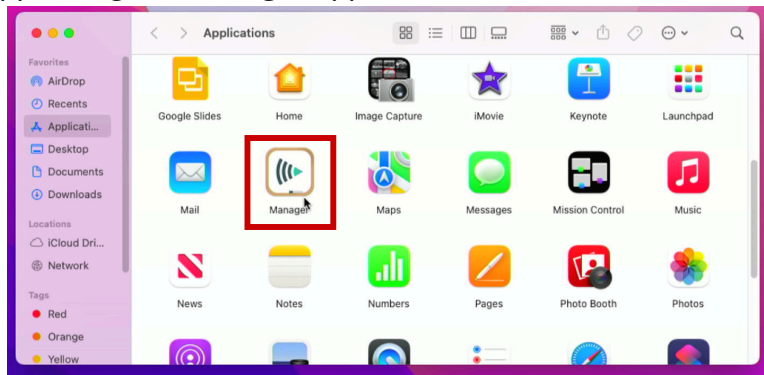
If the website is blocked from camera and microphone access

Click on the lock in the address bar and turn on camera and microphone access:

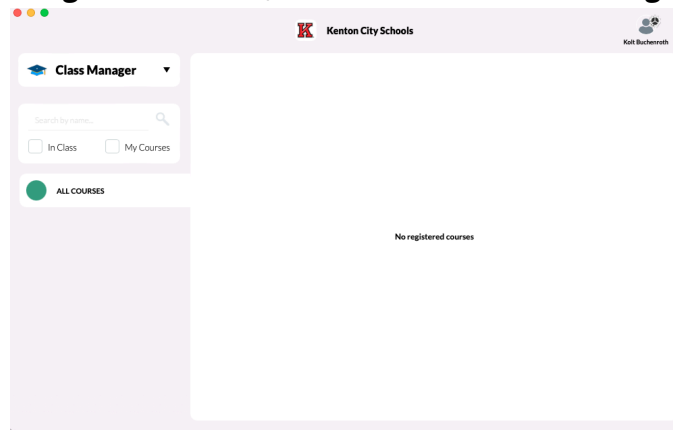


Installing software on the Mac computers

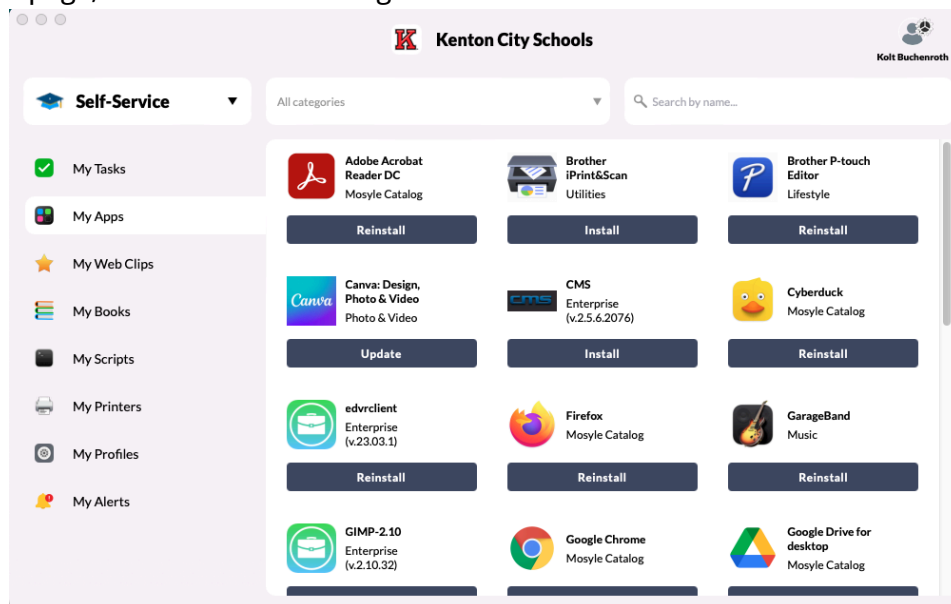
You can install optional apps using the **Manager** application:



When **Manager** is launched, it will show the **Class Manager** screen:



You can ignore that page, Click on “Class Manager” and select “Self-Service:

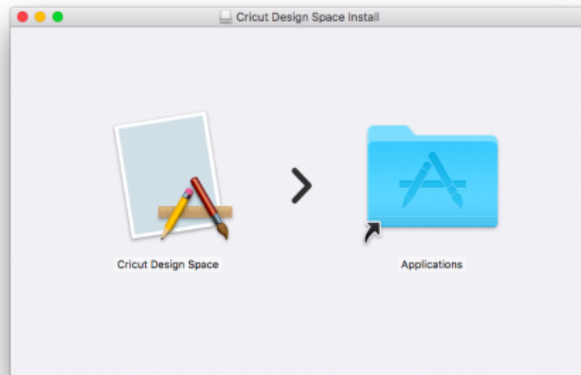


From there you can install any of the apps listed. If there is an app that you need, put in a help desk so the application can be added.

Installing the Cricut software

The new Cricut software can be installed on your Macbook without the administrator password.

Download the application from Cricut and it will show a window to drag the Cricut application to Applications.

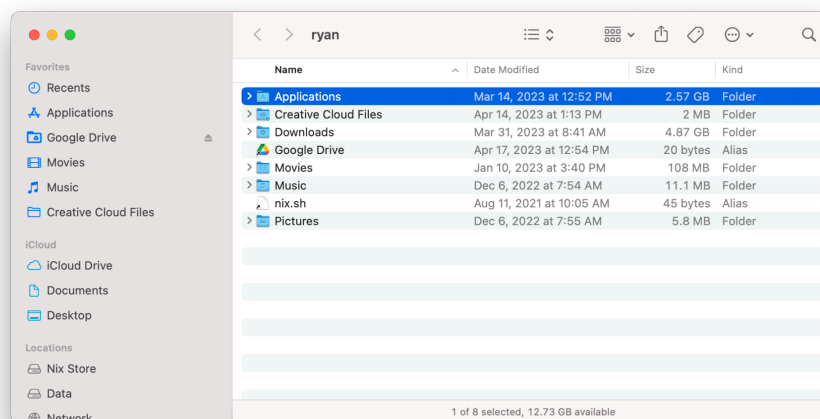


This will not work. To install the application it needs to be put in your Applications folder, not the machine's.

Using the Go menu at the top of the screen, select Go > Home...

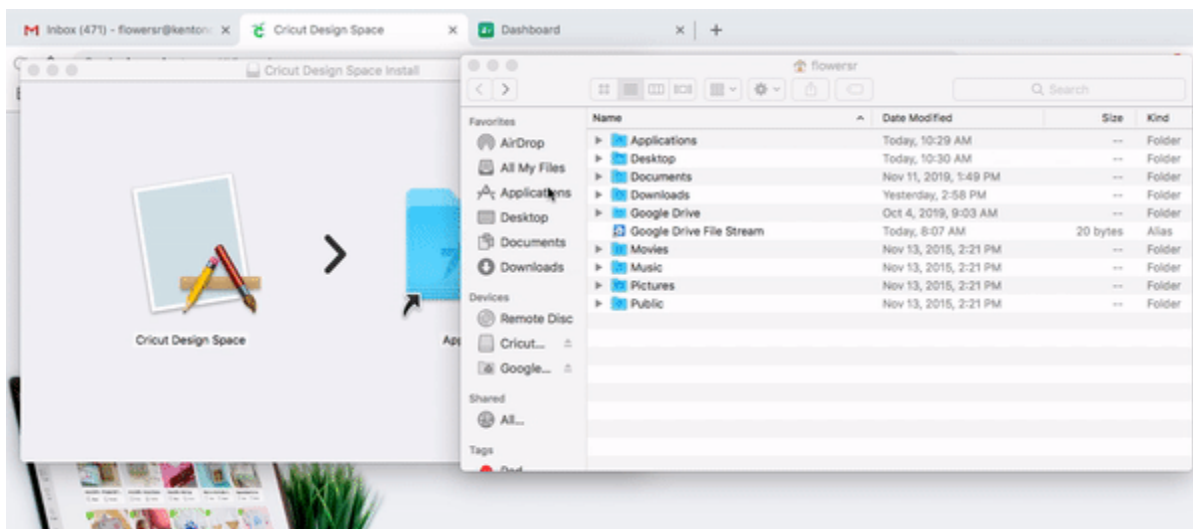


Check if you have an Applications folder.

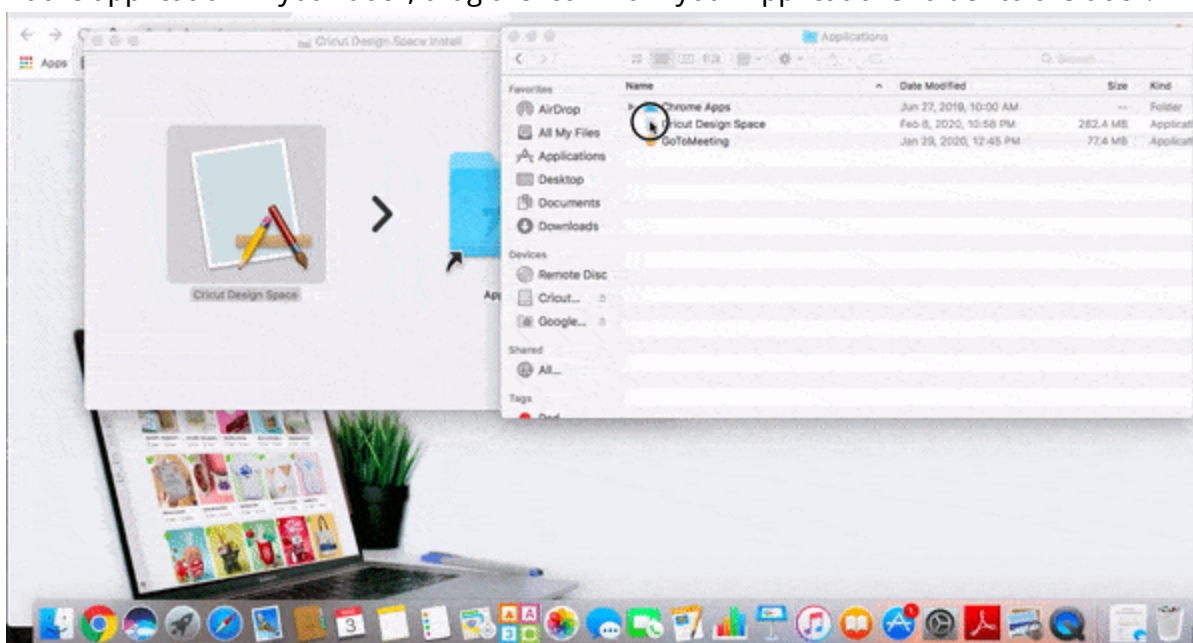


If you don't, go to File and select **New Folder...** Name the folder **Applications**.

Open the Applications folder and drag the Cricut application to it.



If you want the application in your dock, drag the icon from your Applications folder to the dock.



The application is now installed. You'll be able to run it or update it without requiring the administrator password.

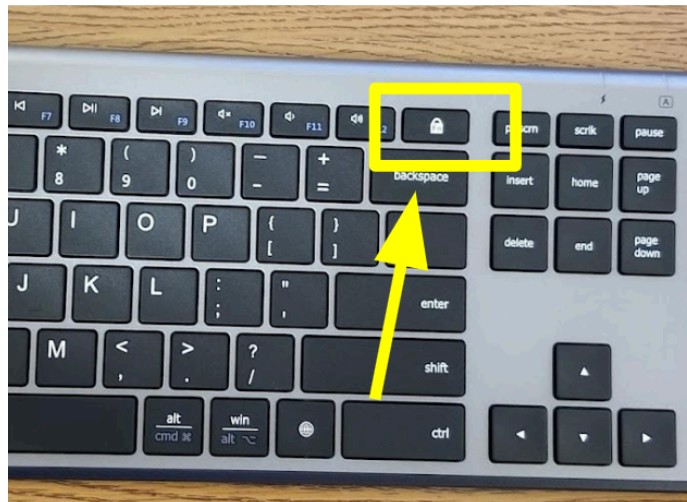
Volume keys aren't working on the Artek silver wireless keyboard/trackpad

Press the **Function Lock** key above the trackpad:



Volume keys aren't working on the black/grey wireless keyboard

Press the **Function Lock** key above the backspace key once to toggle between the media keys and function keys:

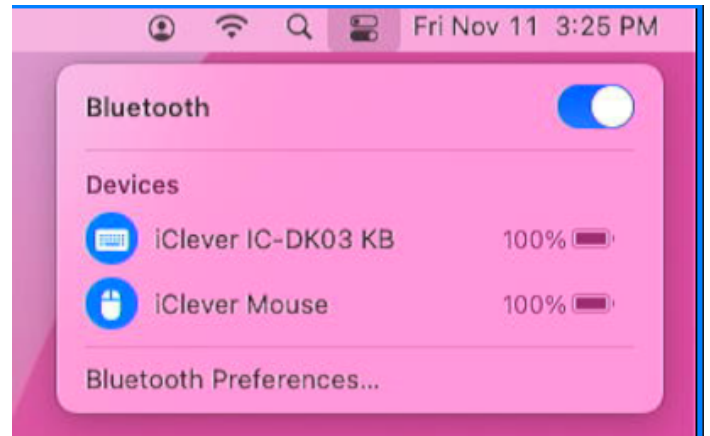
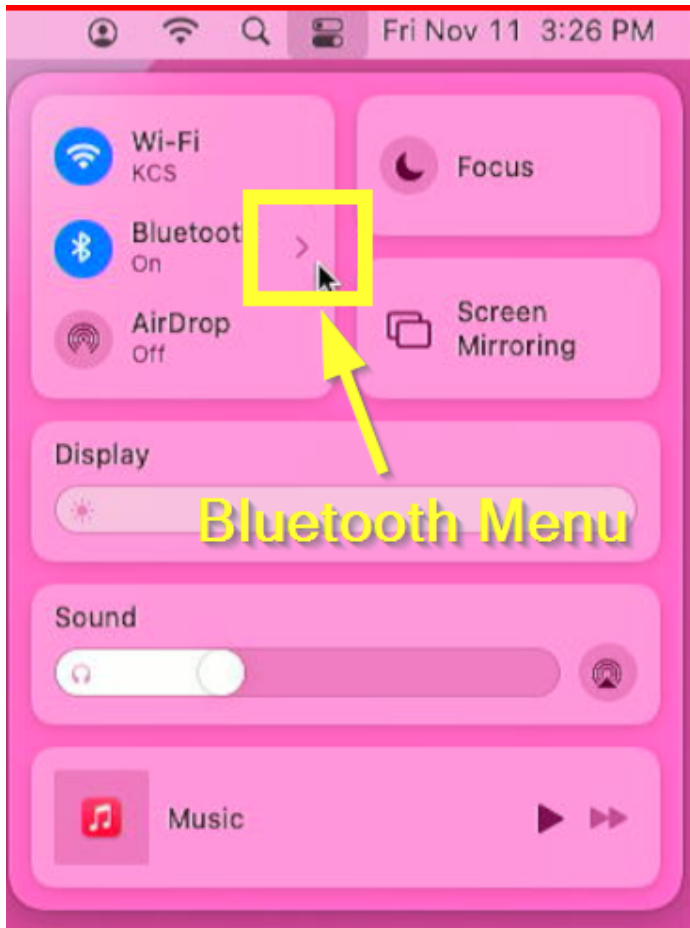


The wireless keyboard/trackpad isn't working or connected

Press the Bluetooth 1 button to reconnect the keyboard to the Mac Mini:



Check that the keyboard or mouse battery is charged. Go to the Control Center in the upper right corner and click on the menu icon beside Bluetooth:

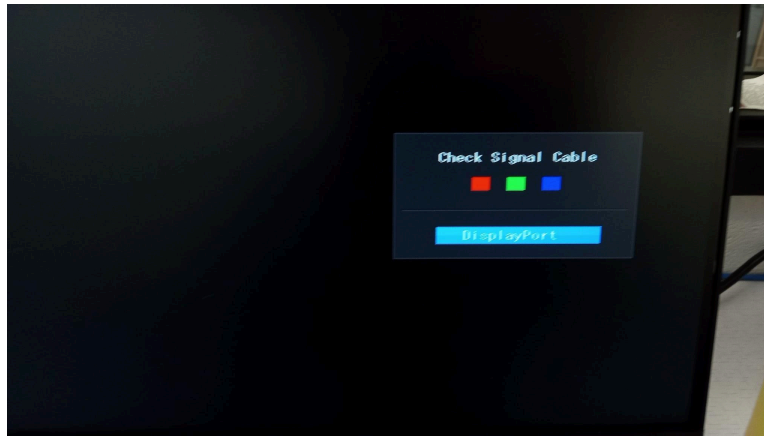


If the mouse or keyboard needs to be charged, use the micro-USB cable that was supplied with the computer. It looks like this:



The monitor isn't working, showing Check Signal Cable

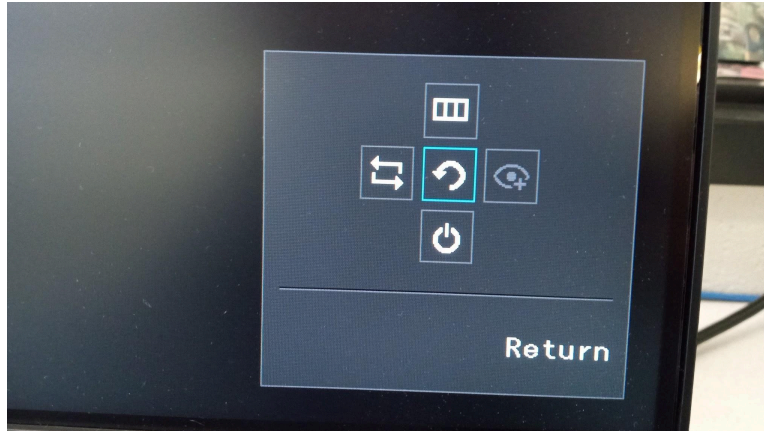
If the monitor isn't showing the computer and saying **Check Signal Cable**, that means the monitor is on the wrong input:



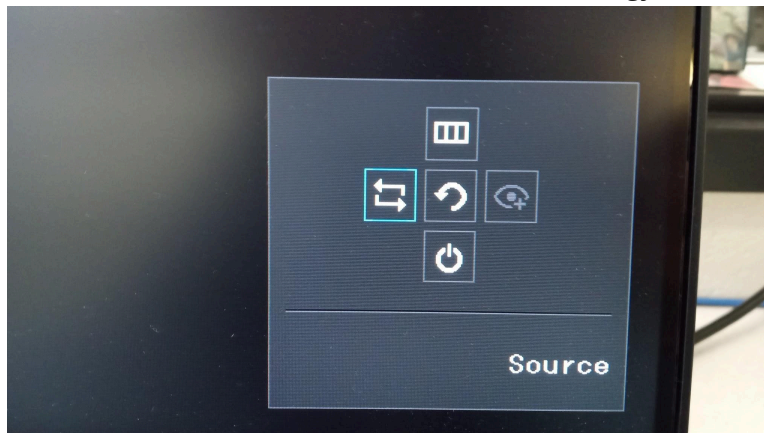
To fix it, you'll use the button underneath the frame of the monitor in the middle.



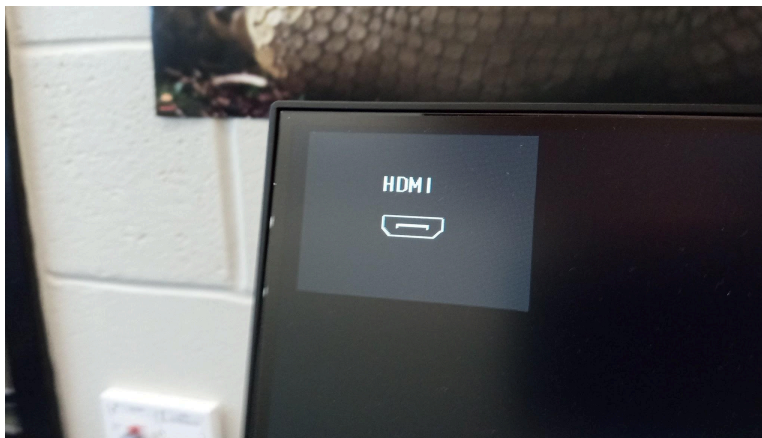
Tap it once to bring up the on screen menu:



The button is a little joystick, move it to the left and select the Arrow thingy:



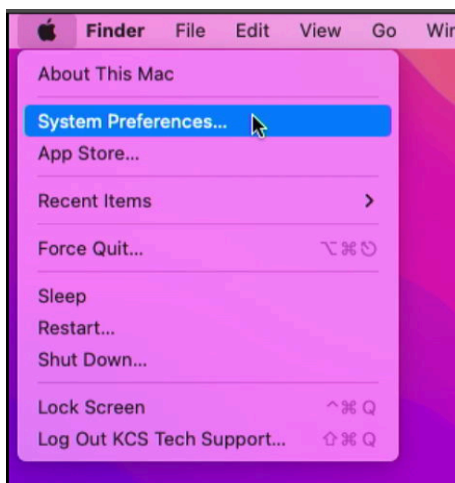
Press it until it shows HDMI:



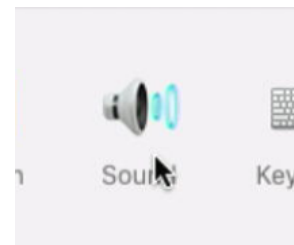
The sound is coming out of the projector and not the room speakers (KES)

Verify that the cable on the back of the mini for sound is plugged all the way into the headphone jack.

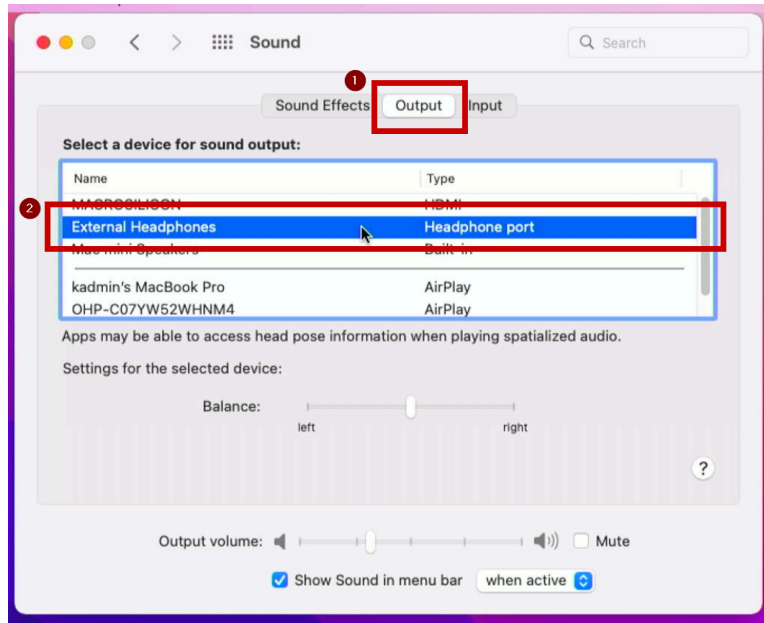
Go to the Apple Menu and open **System Preferences**:



Click on **Sound** ->



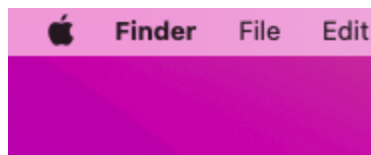
Click on the **Output** tab and select **External Headphones**



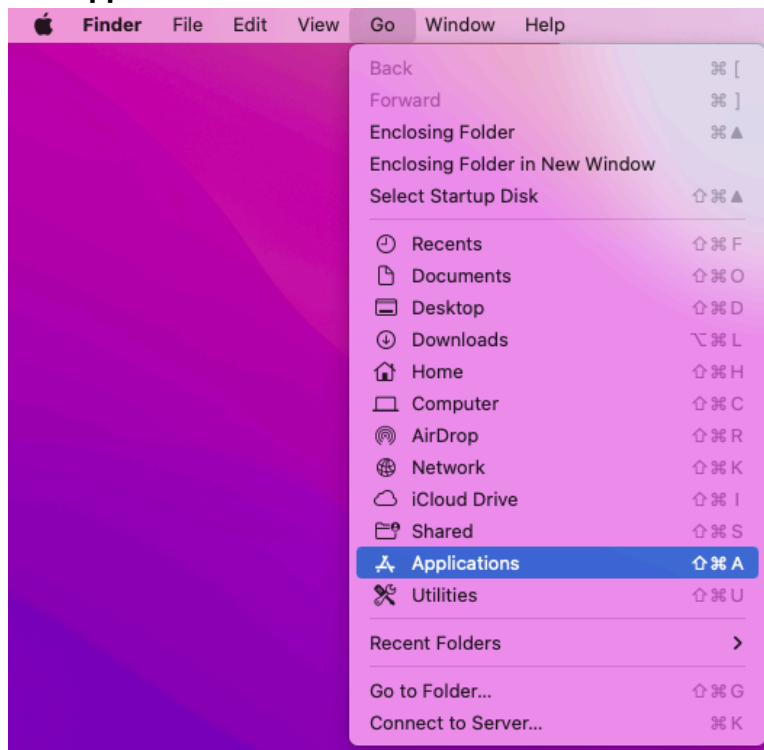
I can't find Chrome/Adobe Acrobat/etc! They're not at the bottom of the screen!

The Dock on your Mac is completely managed by you. Any application, folder, or document can be added or removed from the Dock.

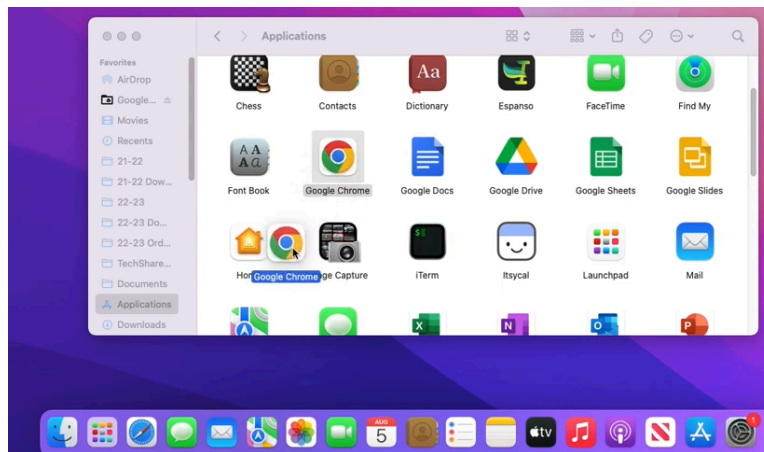
To add an application, such as **Adobe Reader**, switch to the **Finder**. You can look in the upper left corner to see the name of the current application:



Use the **Go** menu to go to the **Applications** folder:



Find the application and drag it to wherever you want in the Dock (click the image and then the YouTube link to [see it in action](#)):



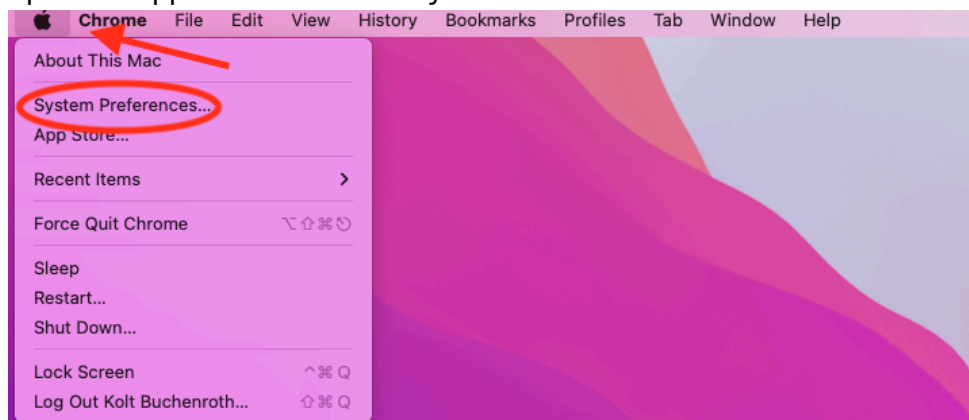
The website I'm trying to use isn't working

1. First step is to check the [Kenton City Schools Status page](#) and then the service's [website status page](#) (if the service has one).
2. Run a speed test to see if there are any KCS network issues: <http://speed.kcs.me> (anything over 5 is good).
3. Check if other websites are affected.
4. [Clear the browser cookies for the site](#).
5. Put in a help desk request (email helpdesk@kentoncityschools.org).

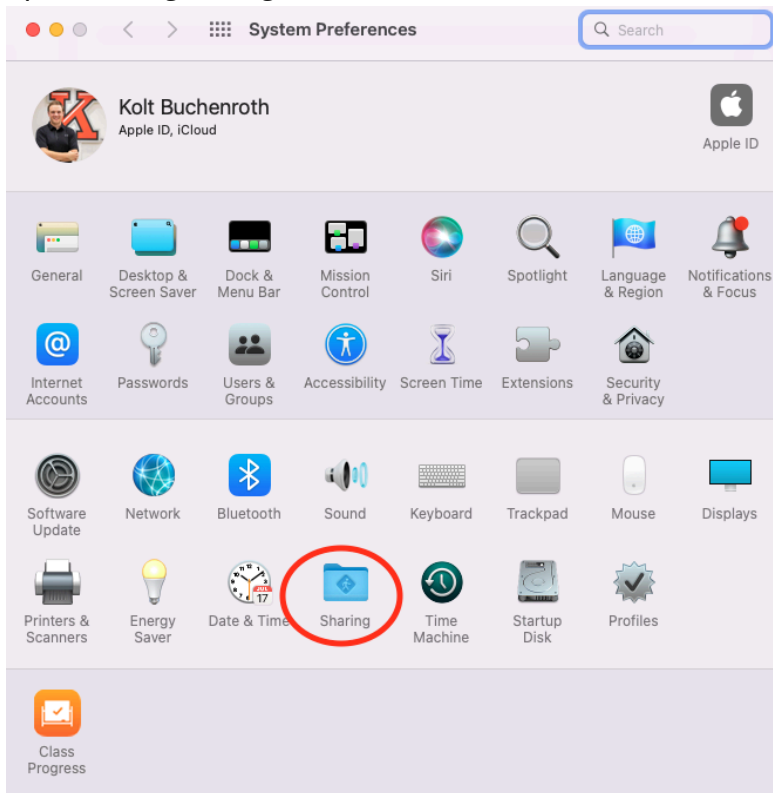
How do I use AirPlay to send my laptop screen wirelessly to the projector/TV

THIS IS CURRENTLY BROKEN ON THE NEWEST VERSION OF MACOS. IF YOU NEED AIRPLAY TURNED ON, PLEASE SUBMIT A HELP DESK.

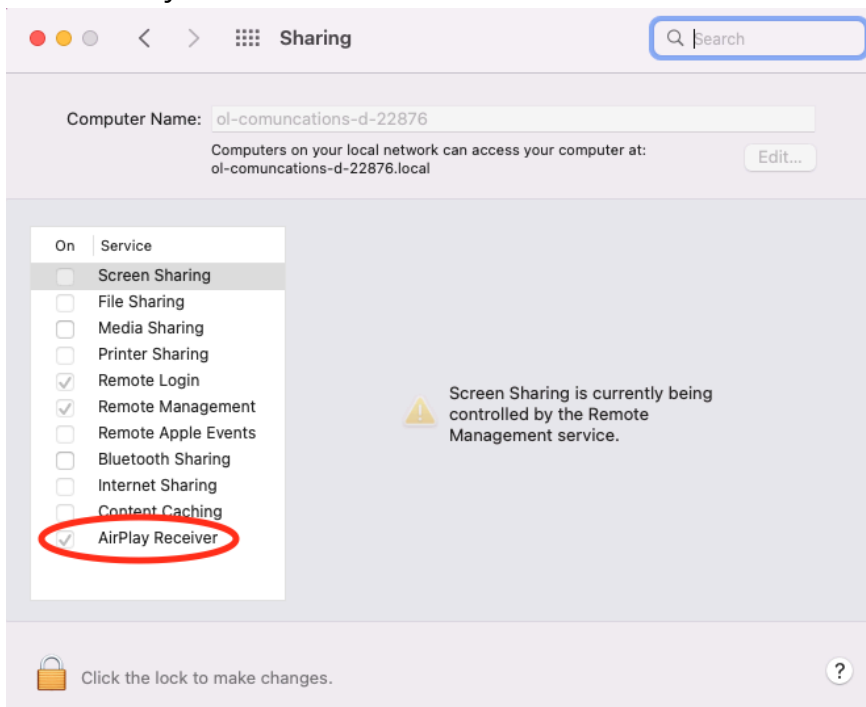
1. Open the Apple Menu & Select System Preferences



2. Open sharing settings

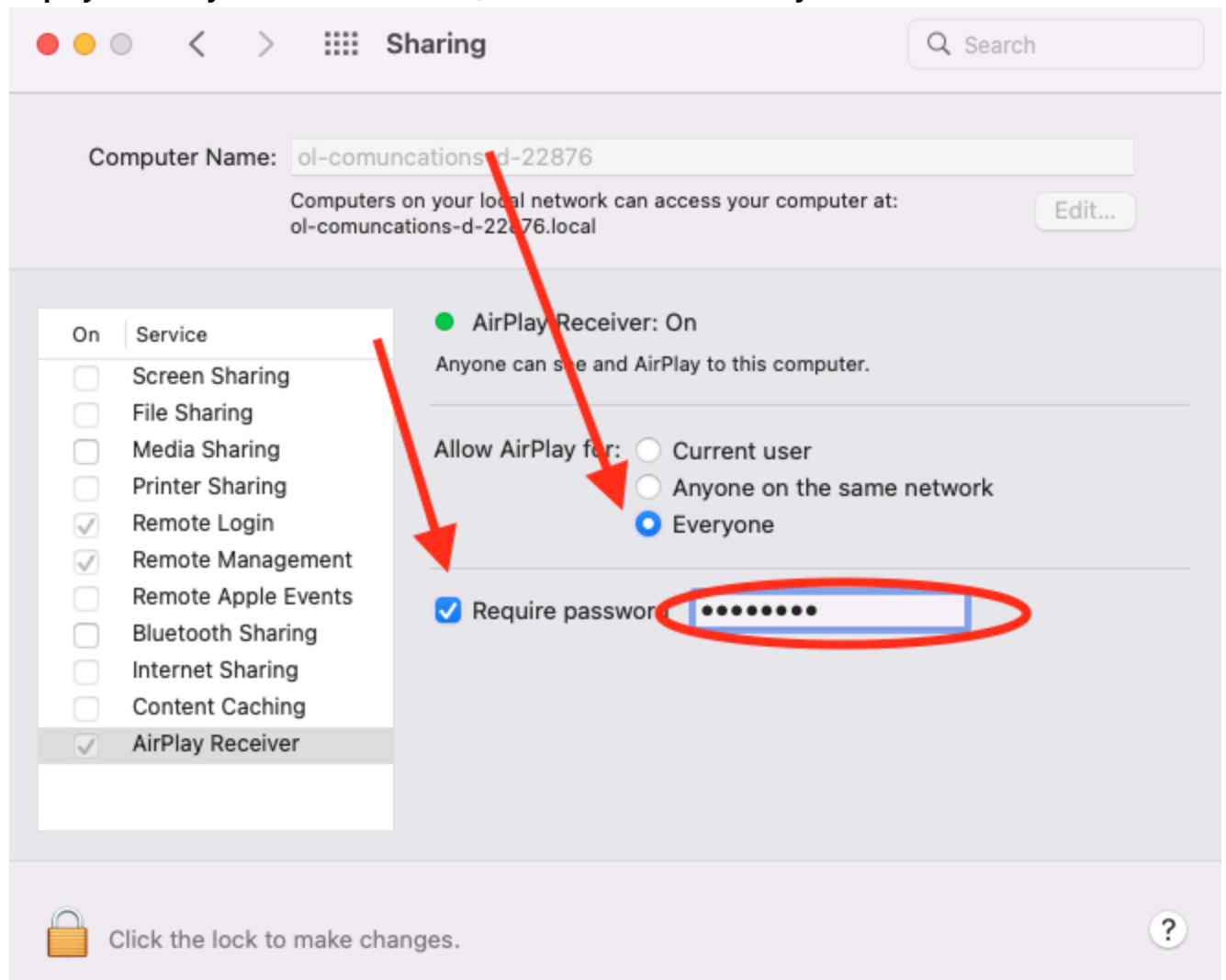


3. Select AirPlay Receiver



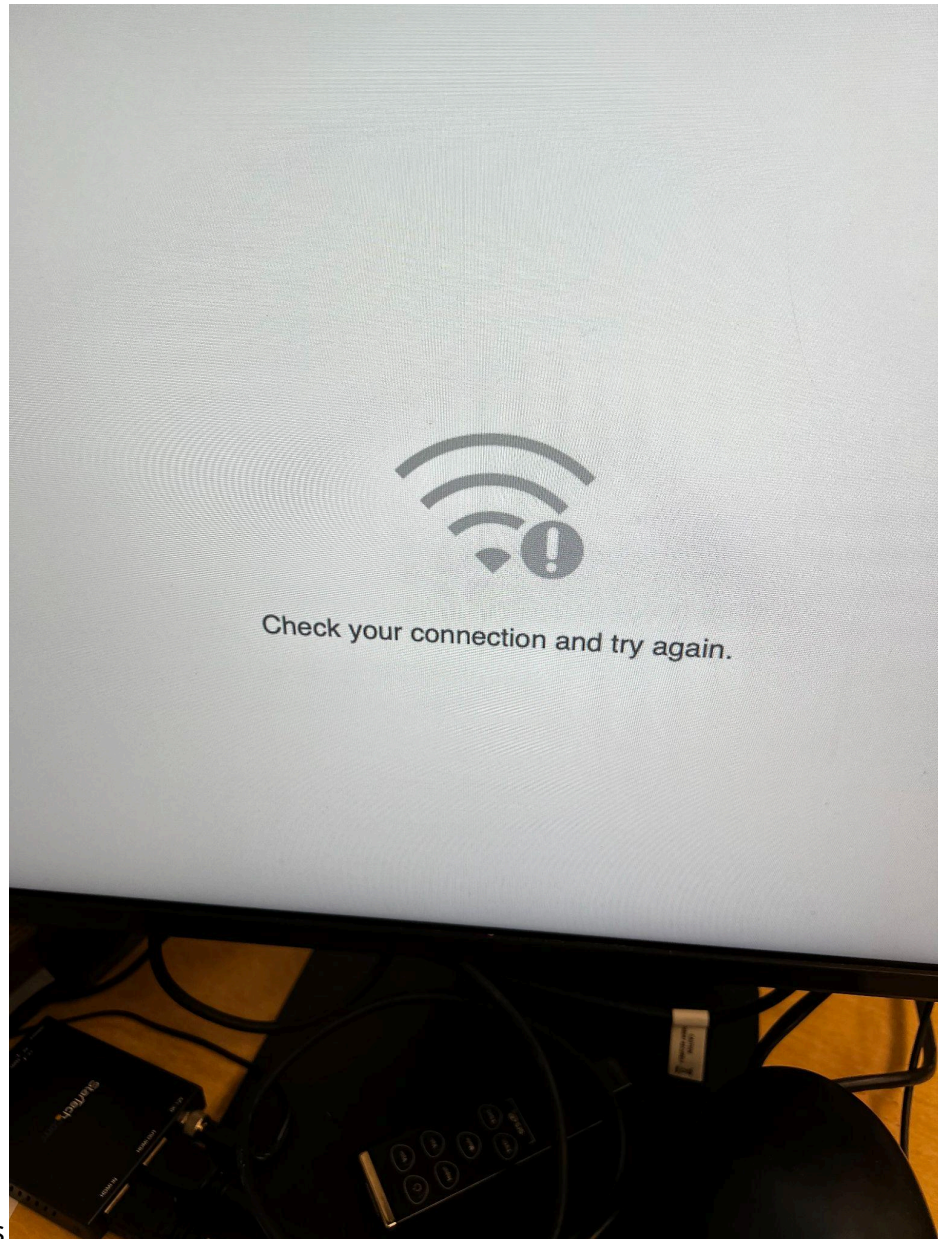
4. Allow AirPlay for Everyone, then check Require Password and enter your school password. **If you do not enter a password, or if you give your password out, students will be able to take over your**

display from anywhere in the school, and show *whatever* they would like.



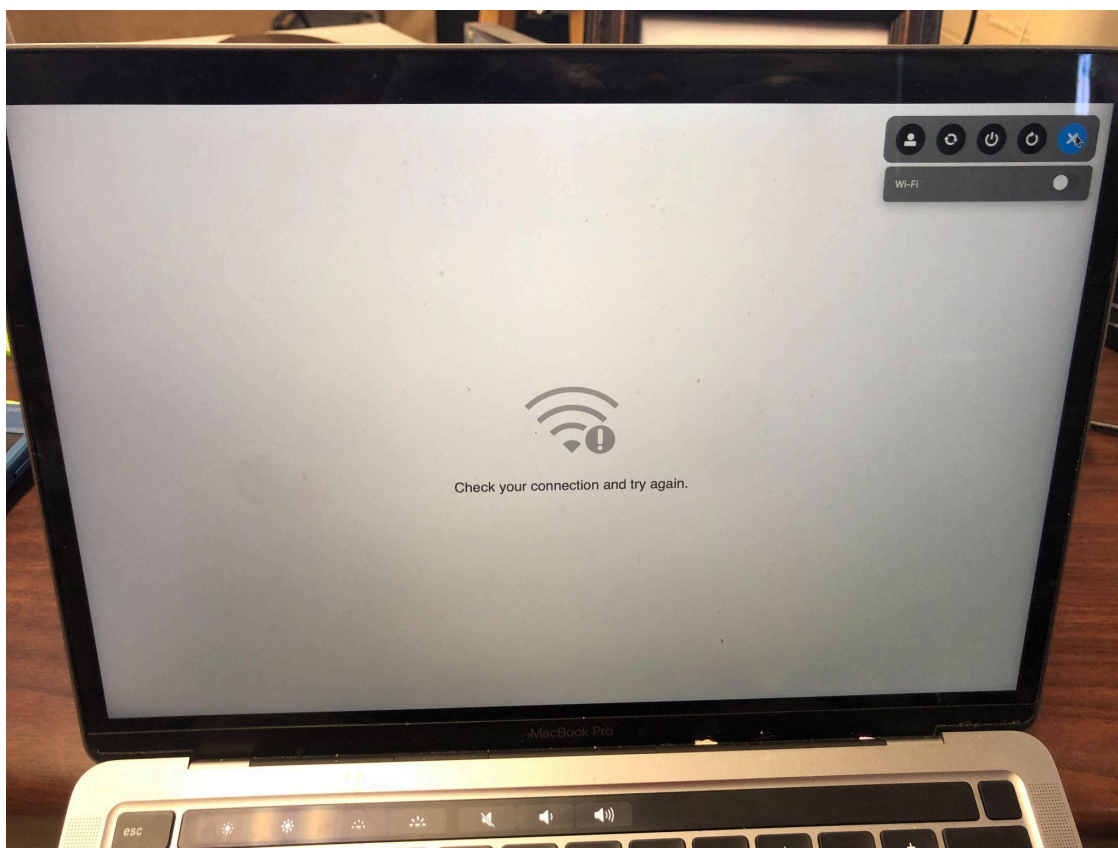
How do I restart a Macbook or Mac Mini?

Computer says its offline



If the desktop or laptop says this

Top right side click on the wifi symbol and slide the switch to turn wifi back on.



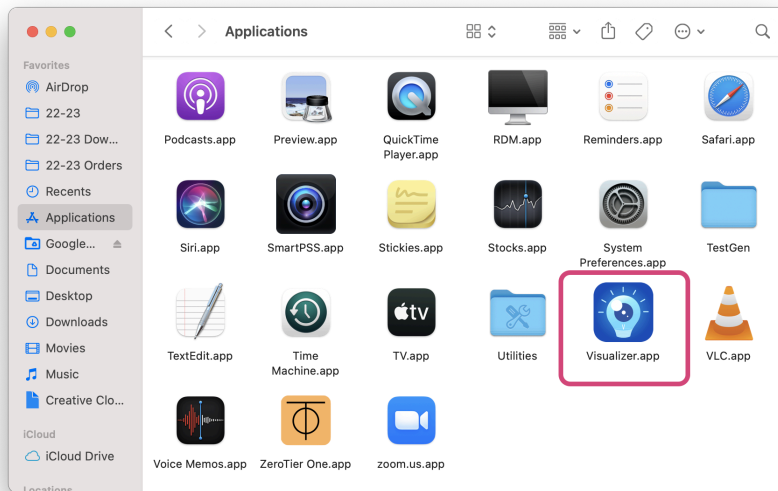
Using the IPEVO document camera

Every desktop computer hooked to a projector or TV has a new 4K IPEVO document camera attached to it. The cameras can be used as a document camera or as a webcam for virtual meetings or creating screencasts.

The software to use the IPEVO camera as a document camera is automatically installed in the **Applications** folder on the Macs.

Using the macOS app to launch the software:

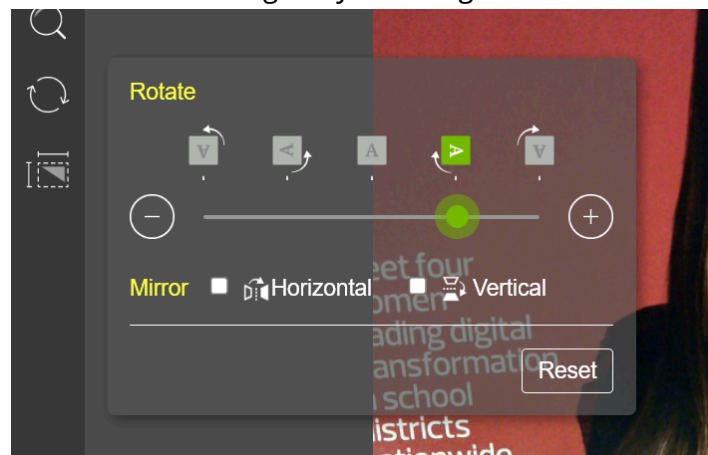
1. In the **Finder**, open the Applications folder and find the **Visualizer** app:



2. Double-click the icon to launch it.

Using the software

Use the rotate tool on the left to rotate the image to your liking:



At the bottom of the screen there is a tool to let you mark up the document on the screen, or take a screenshot.

There are a couple of buttons on the camera itself that you may want to use. The orange button turns on a light, while the -/+ rocker switch gives you some control over the brightness of the image itself.

Using Chrome to start up the document camera:

The Chrome Visualizer app for the document camera is no longer supported.

Fixing SAM/SRI/SRC student logins

Check that the student exists in SAM

First, check that the student has been added to Student Achievement Manager (SAM). Sign in to SAM. On the left, click on your building and then your name. Look for the student's name.

Students are automatically added to SAM a day or two after they receive a schedule in StudentInformation. Let me know if it has been 3 or more days after the student has a schedule in StudentInformation and they are not added to SAM.

Verify the student's username and password

A student's username is all of the characters to the left of the @kentonschools.org of their email address. When the student is entering their username and password, check that there aren't any spaces before or after their username and password.

Is the student enrolled in any of the SAM products?

I can automatically add the student to SAM, but I don't know which products in SAM that they will be using. You will need to enroll the student in the products that the student will be using.

Find the student by using the navigation on the left in SAM. Click on your building, and then your name (under teachers). A list of students assigned to you will show up at the bottom. Find the student and double-click on their name.

On the right, SAM will show the products in which the student is currently enrolled.

Student Achievement Manager x Nimbus - Welcome to Nimbus Cap... x

10.70.22.26:55880/slms/loader/?cb=1534291137645;0.34712817503119175

Ryan Collins

SEARCH | EXIT | HELP | MY PROFILE | HOME

Home Roster Reports Resources Books

My District

Schools

Grades

Teachers for Kenton Elementary Sc...

Classes

Groups

Students for Dyer Amanda

Profile for [Student Name]

Grade: Sixth grade

Username: [Student Name]

Manage Roster

Edit Student Profile

Manage Student Enrollment

Deactivate Student!

Usage Summary

Math Inventory

Number of Tests Taken	5
Current Performance Level	Below Basic
Current Quantile®	535
Growth Since Previous Test	0
Date Of Last Test	08/22/2018

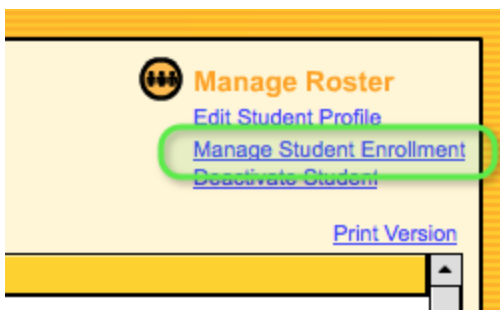
Reading Counts!

Total Points Earned/Books Read	0 pts. / 0 books
Average Book Lexile	N/A
Total Words Read	0

Programs

FASTT Math Next Generation	Settings	Worksheets	Certificates
Math Inventory	Settings	Grading Tools	
Reading Counts!	Settings	Grading Tools	Certificates
The Reading Inventory	Settings	Grading Tools	

If the box is blank, or you want to verify the products, click on Manage Enrollment in the upper right.



Check the products the student will be using:

Profile

Manage Student Enrollment

Use the check boxes to enroll or unenroll students in Scholastic programs.

Enroll this student in the following application(s):

☐	FASTT Math Next Generation
☒	Math Inventory
☒	Reading Counts!
☒	Reading Inventory

Check the products for the student

When finished, click Save & Return.

Cancel Cancel & Return Save Save & Return

Click Save & Return when finished.

Parents Calling into IEP Meetings

Google Meet is the supported option for calling parents into IEP Meetings. When scheduling the meeting in Google Calendar, add Google Meet video conferencing.

× Mickey Mouse IEP Meeting

Save

Dec 11, 2022 11:30am to 12:30pm Dec 11, 2022 Time zone

☐ All day Does not repeat ▾

Event Details Find a Time

Guests Rooms

Add guests

Guest permissions

☐ Modify event

☒ Invite others

☒ See guest list



Add Google Meet video conferencing



Add location



Add notification



Kolt Buchenroth ▾



Busy ▾

Default visibility ▾



Create meeting notes

Add description

You will be presented with the meeting's call in details. **Please Note** These are YOUR call in details. Guests will be provided their own phone number and PIN in the email confirmation attached to the calendar invite. Do not give the credentials you see to someone else, as they will have control over the meeting call.



Join with Google Meet



meet.google.com/svh-fpcn-fuw ?

Meeting ID

meet.google.com/svh-fpcn-fuw

Phone Numbers

(US)+1 631-605-8717 ?

DIN: 724 267 135#

Join the meeting with Google Meet to be connected to the caller.

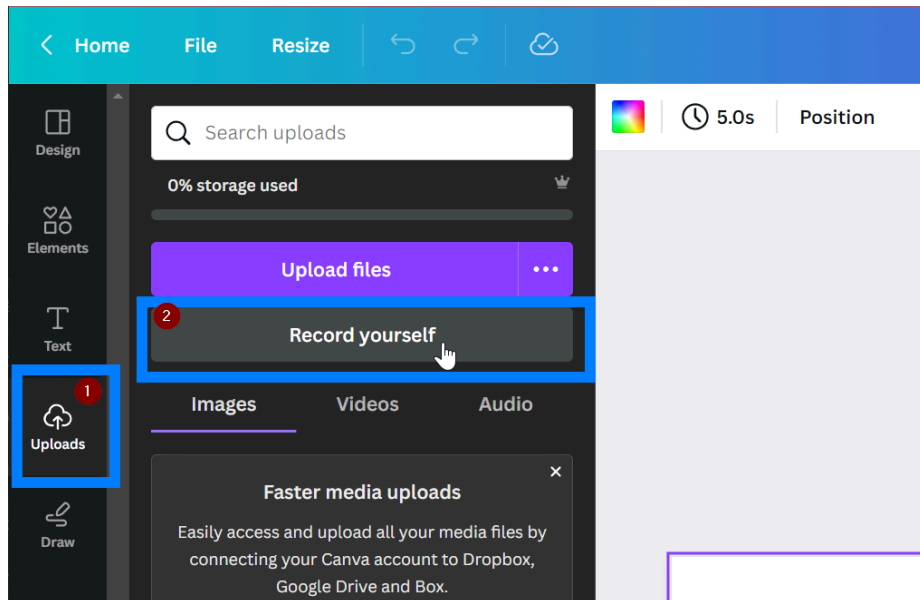
Recording Screencasts

There are a variety of ways to record your screen, webcam, and your voice.

RECOMMENDED: Canva Screen Recorder

Sign in to Canva with your KCS Google account and click on create a design. Type video in the search and create a new video at 1920x1080 resolution.

Click on **Uploads** on the left, and then **Record yourself**:



Other options for recording screencasts:

<https://gifcap.dev>

If you only need to record a short snippet without sound, [gifcap](https://gifcap.dev) can record a Chrome tab, a window or the entire screen as an animated gif. This gif can then be included in emails or in Google documents such as Slides.

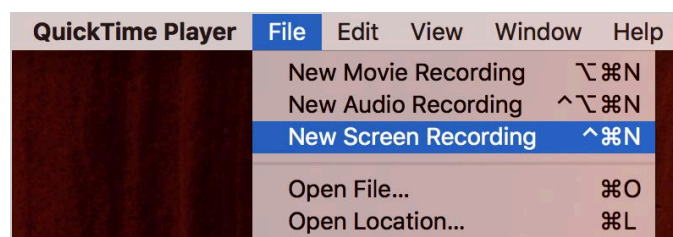
Chromebook screen recorder

Your Chromebook has a built in screen recorder. You can follow Google's directions on taking screenshots or screen recordings with your Chromebook [here](#).

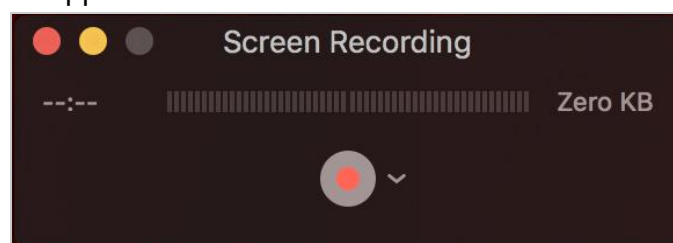
Quicktime

Quicktime, which is in the Applications Folder, can also record screencasts with or without your narration.

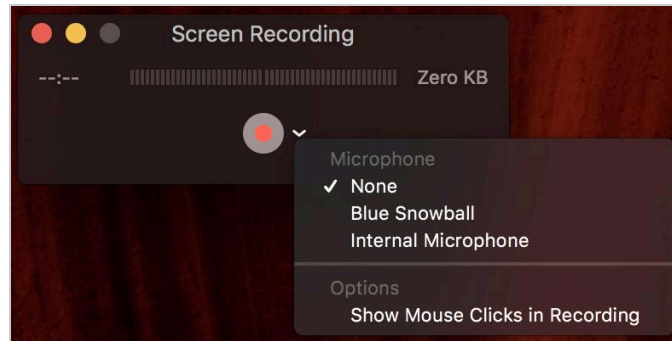
With QuickTime Player open, go to File > New Screen Recording.



A Screen Recording prompt will appear.



Before you click the record button, Click the down arrow next to the button to set the options for which microphone to use and whether you want to show mouse clicks while recording.



Microphone Options: If you prefer to have your voice recorded, choose the microphone you prefer. On your desktop you'll want to pop up the webcam in the middle of the monitor so you can use its microphone.

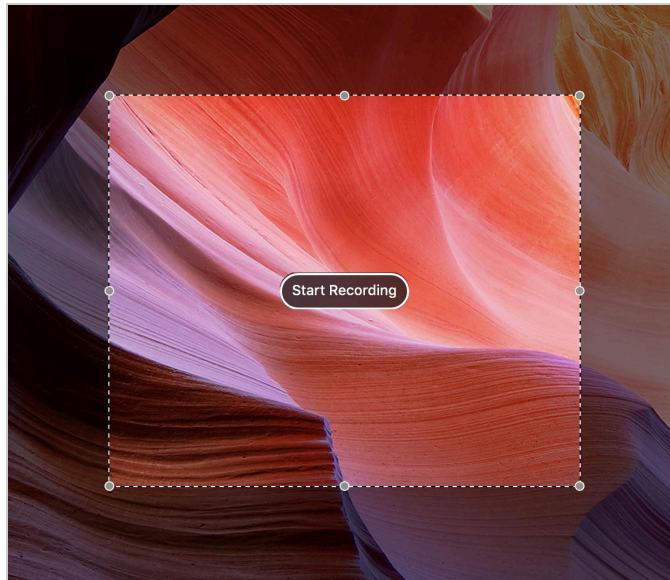
Show Mouse Clicks in Recording will put a circle around the cursor every time you click.



When you are ready, click the record button. A popup will appear in the center of your screen. Click anywhere on the screen if you want your Entire Screen Recorded.

Click to record the full screen. Drag to record part of the screen.
End recording by clicking the stop button in the menu bar.

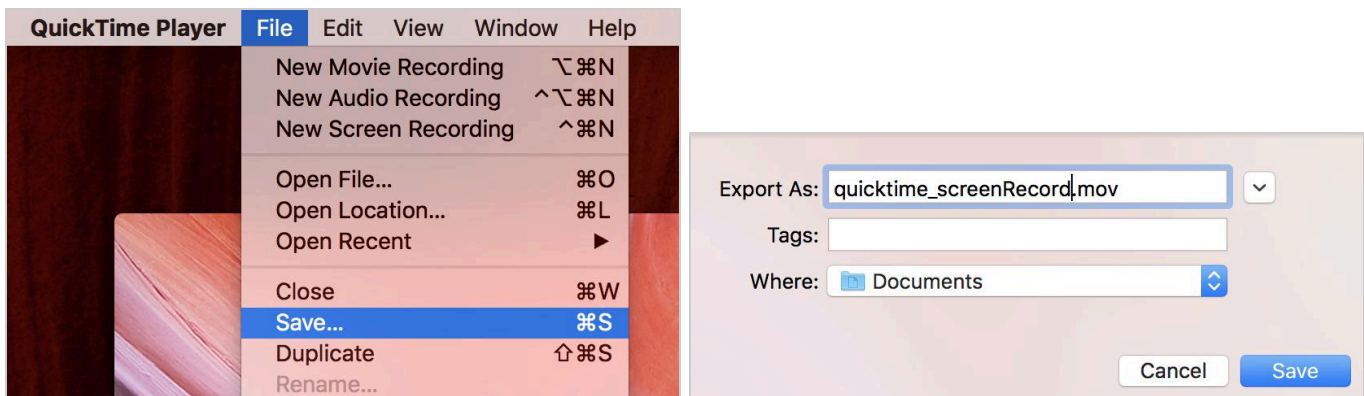
If you want only a part of your screen recorded, click and drag over the section you want and click "Start Recording".



When you are ready to finish recording, in the top menu bar, click on the Stop Icon.



Your recording will pop up on your screen for you to review. If you are satisfied with the outcome and would like to save the recording, Go to File > Save. A pop-over will appear on your video, name your video and hit "Save".



Be sure to save it to your Google Drive if you want to share it with others.



Using Google Chrome

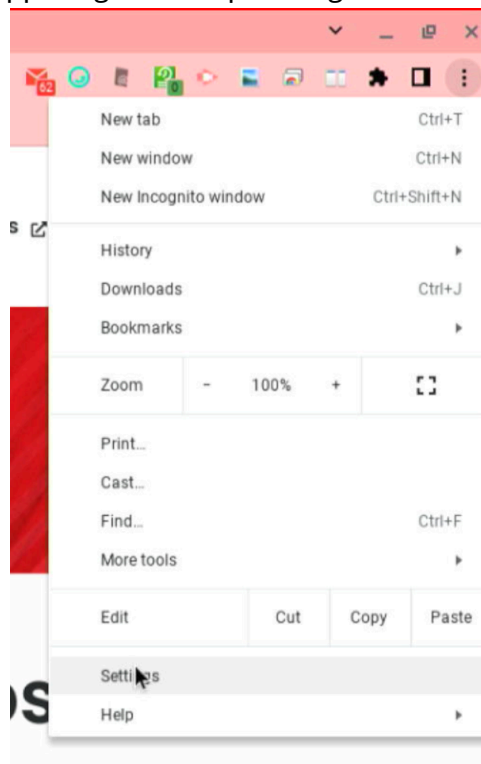
Be sure you are using a profile for your KCS account

Setting Chrome as your default browser

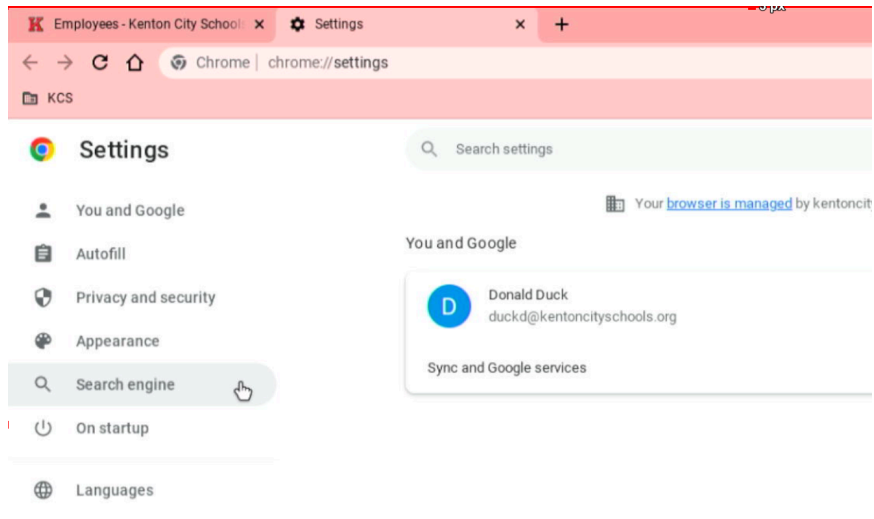
Syncing bookmarks and passwords

Setting Google as your default search engine

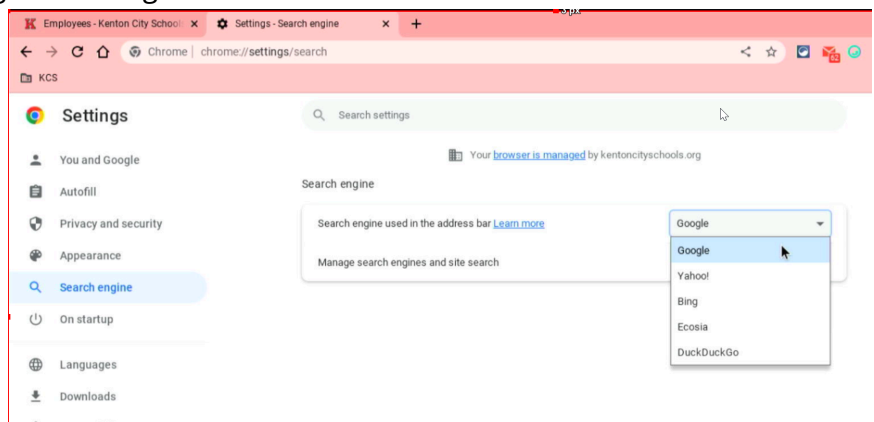
Click on the three dot menu in the upper right and tap Settings:



Click Search engine on the left:

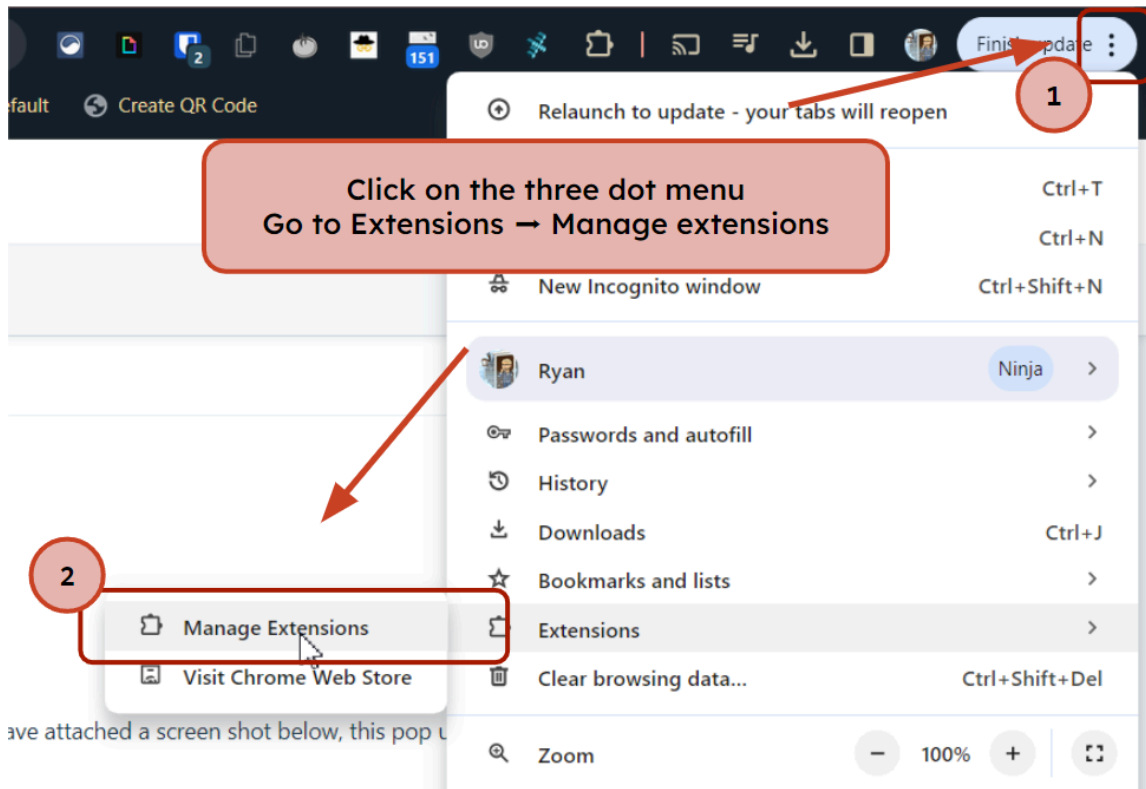


Switch the search engine to Google:

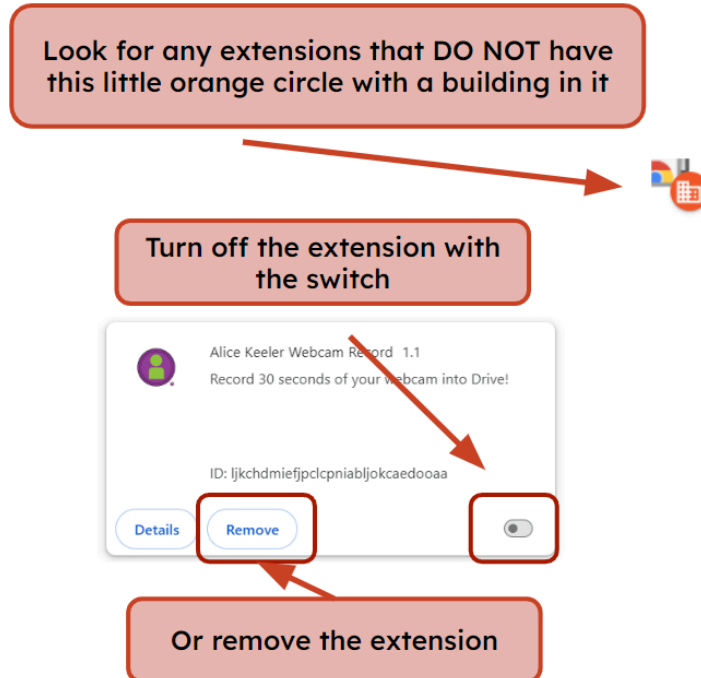


I'm getting weird popups or I can't search Google

There is probably a weird Chrome extension installed. Here's how to turn off or remove any extensions that may have been added:



Turn off or remove any extensions you may have added:



Restart Chrome and see if your problems are fixed!

Re-open tabs after closing Chrome or restarting your computer

Opening tabs from other devices

Setting the downloads folder to Google Drive

Change log

- 2022-08-23 - Added directions about fixing SAM/SRI/SRC student logins by enrolling students in the products.
- 2022-08-29 - Added directions to use the macOS application with the IPEVO cameras.
- 2022-09-13 - GoGuardian information added
- 2022-09-16 - Added directions for updating a Chromebook
- 2022-09-27 - How to unpause printers/copiers when they get stopped
- 2022-11-11 - Add directions for checking the battery level of the wireless keyboard & mice
- 2022-11-14 - Adding directions for turning on camera access
- 2022-11-15 - Student laptop repair directions added
- 2022-12-05 - Emergency lesson plans directions added
- 2023-01-06 - Added additional information about being logged in to Chrome for printing with Papercut Mobility Print
- 2023-01-18 - Removed the directions on using the Chrome IPEVO visualizer app since it is no longer supported
- 2023-01-31 - Added directions for setting the default search engine in Chrome
- 2023-03-14 - Added directions on restarting a Chromebook
- 2023-03-14 - How to power wash a Chromebook
- 2023-06-15 - Update Manager screenshots, added links
- 2023-08-03 - Adding options for recording screencasts
- 2023-08-23 - added poster printing
- 2023-08-31 - Adding information for Swank Movie Licensing
- 2023-09-11 - SAVVAS section added and logging in information
- 2023-09-12 - Added directions for when the monitor says **Check Signal Cable**
- 2023-10-04 - Moved SI troubleshooting up to the SI section in software
- 2023-10-04 - Added Gradebook information
- 2023-10-04 - New student procedures added
- 2023-10-04 - Securlypass info added, along with troubleshooting steps
- 2023-10-04 - Moved Chromebooks' tips and tricks up under the hardware entry
- 2023-11-03 - Moved all printing information to a new section.
- 2023-11-03 - Added help on printing a PDF as an image when the copier crashes
- 2023-11-29 - Added password protected links and access information for go.kcs.me and Swank
- 2023-12-08 - Added directions for printing double-sided
- 2023-12-18 - Page setup directions for Google Slides when designing posters
- 2023-12-19 - Moved Kolt's Links to page 3 under the other links
- 2024-01-10 - Link to request titles from Swank added
- 2024-01-26 - added machine offline info
- 2024-02-22 - [Turn off or remove](#) bad Chrome Extensions

Attributions

Icons and Graphics

Hardware by Vectors Point from NounProject.com