

# Orange Center Technology FAQs

- **How do I log in to my gmail/google chrome account?**

[firstinitiallastname@orangecenter.org](mailto:firstinitiallastname@orangecenter.org) password: created by you

- **What do I do when a piece of technology doesn't work?**

Please submit via email a work order to [support@fcoe.org](mailto:support@fcoe.org) and CC: [dlanglely@orangecenter.org](mailto:dlanglely@orangecenter.org) Subject line indicating location(OC rm#) and the body of the message giving detailed information on the issue you need resolved. FCSS support is on campus on Wednesdays. If your request is not addressed or resolved by midday Wednesday, notify [dlanglely@orangecenter.org](mailto:dlanglely@orangecenter.org) or call 116 for support.

- **What do I do when a piece of technology is damaged?**

When any technology within your possession or in your classroom is broken/damaged , an email should be sent to Mrs. Hirschfield, Mrs. Sanchez, and Ms. Langley ASAP. A description of the incident and the damage should be included in the email. Please do not discard district property without approval.

- **What do I do when I need ink for my printer?**

Print jobs should be sent to room 7 as much as possible, reserving the printer in your room for emergency purposes or single copies. Printer ink is supplied when the printer will no longer print or the quality is poor. Please send a request to support and dlanglely when your ink is reporting low levels, so that we can be sure to have the item in stock when you need a replacement. Submit an additional request when your printer is out of ink.

- **How do my students log in to the chromebooks?**

Student email addresses are [firstandlastname@orangecenter.org](mailto:firstandlastname@orangecenter.org) passwords follow this format: initials#\_ \_ \_ \$ (spaces indicate their 4 digit ID# found in Schoolwise)

- **What do I do when my student can't log in to their chrome account?**

~Check the wireless connection in the bottom right corner of the chromebook. It should be using the OCE\_Student network, chromebooks will **NOT** connect on the staff network.

~Check email spelling and password entry.

~Try restarting the device.

~If all else fails use an alternate device

- **What do I do when students are prompted to reset passwords?**

Students should not be prompted to reset their passwords, but it does happen occasionally. Contact me via email immediately and I can resolve the problem without creating confusion for the student.

- **My iPad apps are frozen or won't work**

Most issues with the iPads can be remedied by conducting a hard shutdown by holding down the power button until the slide to power off appears for shutdown, then restart by holding the power button until the apple appears. If the problem persists, put in a support ticket.

- **How do I STAR test my students for AR placement?**

Students access the STAR app on the iPads and log in just like AR with the monitor password which changes with the month currently: STAR08

On other devices students login to AR via Clever and choose the STAR Reading icon to begin the test with the same monitor password: STAR08

- **How do my students log in to their accounts?**

Student chromebooks lead them to clever for all their logins. Student iPads require clever badges for logging in. Badges can be found for printing in your teacher dashboard in clever.

- **How do I log in to Schoolwise for grading?**

[www.oces.schoolwise.com](http://www.oces.schoolwise.com) Schoolwise usernames and passwords are managed by Ruby

- **How do I access employee forms on the website?**

username for the website is your orangecenter.org email password: set by the user at first login

- **Where do I find links to curriculum content/district subscriptions?**

Your OC Teacher Bookmarks in Chrome or Clever is the best place to start. The OC Teacher Portal link <https://teacher.orangecenter.org/home> can help and the OC Tech Resources Padlet <https://padlet.com/dlanglely/4zsf93327v0j5gmh> is full of links and resources as well. Do not hesitate to call room 16 @ 116 or email [dlanglely@orangecenter.org](mailto:dlanglely@orangecenter.org) directly.

- **How do I request a poster print job?**

Send poster requests to [dlanglely@orangecenter.org](mailto:dlanglely@orangecenter.org) All requests need to be made a week in advance and include the image in PDF format and the size you are requesting.

- **How do I request classroom support for technology integration?**

For classroom support with lessons and technology integration contact [dlanglely@orangecenter.org](mailto:dlanglely@orangecenter.org) or call room 16 to schedule a time to plan for support. I am available daily from 8 am - 3:45 pm. I am willing to meet before or after those hours if necessary.

**Google is your friend for troubleshooting. Don't hesitate to google common issues, even directions for running reports for common programs we use.**