PEMBROKE

PUBLIC SCHOOLS

Frequently Asked Technology Questions

Updated: 1/10/19

Back to Table of Contents

How to use this document:

These FAQ's were organized for you to have a readily available reference for the most common technology issues that you may encounter. They are not meant to be all-inclusive and you should always reach out to your building's "technology integrator" or make a SchoolDude request should you need any additional assistance not covered here. This document is intended to be your first-line of defense.

In order to most easily find the solution(s) to the issue(s) you're having, it's recommended that you open a search box here in the browser by pressing CTRL+F. Type your keywords into the search box and find the matching topic on the "Common Issues" page. To see the recommended solutions, click on the blue text and you will be brought to a page of possible solutions.

Should you find something missing or have any feedback, please reach out to your buildings technology integrator for assistance.

Thanks!

The Technology Integration Specialists

Updated: 1/10/19

Back to Table of Contents



Updated: 1/10/19

[Back to Table of Contents]

“Common Issues”

1. My LCD Projector is showing just a blue screen or isn’t projecting my computer the way I want:
2. I need help with the PHS Titan Time software!
3. I need help with the PCMS Titan Time software!
4. I can’t connect to the internet!
5. My ChromeBooks are acting weird
6. The computer won’t log in
7. GradeCam will not recognize my camera (or other issues)
8. Web pages are not loading correctly
9. Common Windows Key Shortcuts to Increase Productivity
10. A website I would like to use is blocked
11. I am having difficulty accessing the BYOD network
12. I need help logging a SchoolDude request
13. I cannot remember how to log into a commonly used site
14. I need to add a new student in Lexia
15. I need to set up my Pearson Realize account or make some changes
16. I need more help and/or some training on Pembroke’s technology
17. Troubleshooting WiFi issues in my room
18. My HP computer is acting weird / giving me errors / running low on resources
19. Clever Support documents
20. Titan Time Support Documents
21. Who do I contact in the district about specific programs? District Responsibility Chart.
22. District Approved Programs
23. What network should these devices be on?

Updated: 1/10/19

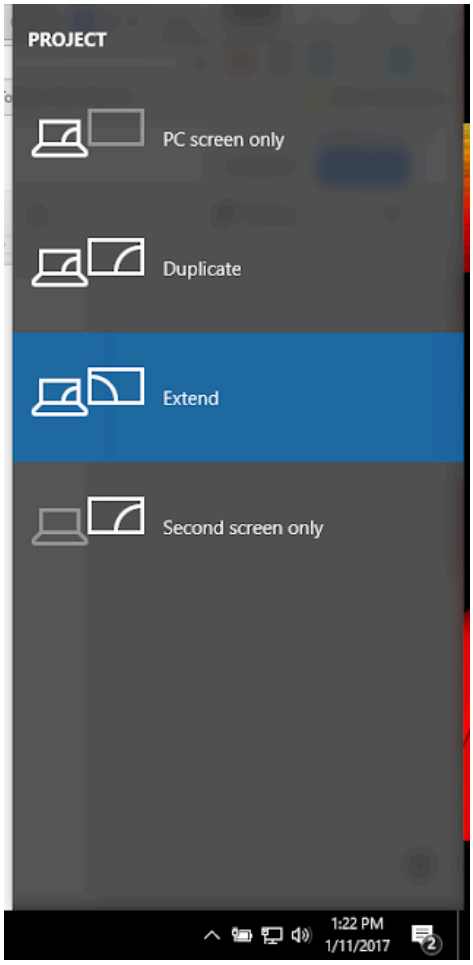
Back to Table of Contents

If you are seeing a blue screen:

1. Is everything plugged in? => Check your wires and connections
2. Is the projector input correct? => On the projector, push “Source” button

If you are seeing your desktop without any icons, check the computer’s display settings:

1. Press windows key (the four boxes on the left of the space bar) + P.
2. Select duplicate
3. Now the screen on your desktop should be the same as the projector



Updated: 1/10/19

Back to Table of Contents

Internet Connection Issues

1. Check that device is connected to the appropriate wireless network
    a. PPSWLAN - Student laptops and teacher laptops
    b. PPSAssets - Student and teacher iPads (school supplied)
    c. BYOD - Student and teacher owned devices

To check internet connection

1. Laptops
    a. Click the wireless icon on the bottom right hand of the screen
    b. Choose PPS WLAN
    c. Click disconnect
    d. Click connect
    e. Wait for a minute or two
    f. Restart the computer if it is still not connecting appropriately
    g. Wait a minute or two after log in
    h. If it is still not connecting and you have a moment, walk to another location with the device (like the library) and restart again
    i. If it is still not connecting, call your tech teacher or schooldude the issue

2. School issued iPads
    a. Choose Settings
    b. Choose WiFi
    c. Make sure it is connected to PPS Assets
    d. If it is still not connecting, hard reset the iPad by holding both power buttons down until the iPad shuts off completely (you will see an Apple appear on the screen)

3. Personal Devices
    a. Connect to BYOD through the wireless settings on the specific device
    b. Open the internet browser
    c. To force the login screen to appear, enter a non-password site, (msn.com, disney.com, etc.)
    d. Enter lastname.firstname@pembrokek12.org for students, firstname.lastname@pembrokek12.org for teachers and the password used to log onto school computers
    e. Scroll down to the bottom of the screen, select the checkmark to accept terms and conditions
    f. Again, attempt to navigate to msn.com, disney.com, etc.
    g. Enter lastname.firstname for students or firstname.lastname for teachers and password
    h. This screen will pop up every day

Updated: 1/10/19

Back to Table of Contents

If your ChromeBooks will not connect to the internet or are acting strange, you can perform a factory reset or, "Powerwash".

1. With the ChromeBook running, press: CTRL-ALT-SHIFT-R
2. Then "Reset" to Powerwash
3. It will restore to the factory settings (nothing to lose on a ChromeBook since it's cloud based)
4. Once the Powerwash is done, try connecting to the internet and logging in. Everything should be just like when the ChromeBook was first used.



Updated: 1/10/19

Back to Table of Contents

The computer won't log in:

1.) Carefully check the login information. Usernames for students are: lastname.firstname and staff are: firstname.lastname. A space after a user name (or password) will be recognized as an additional character and will not allow access.

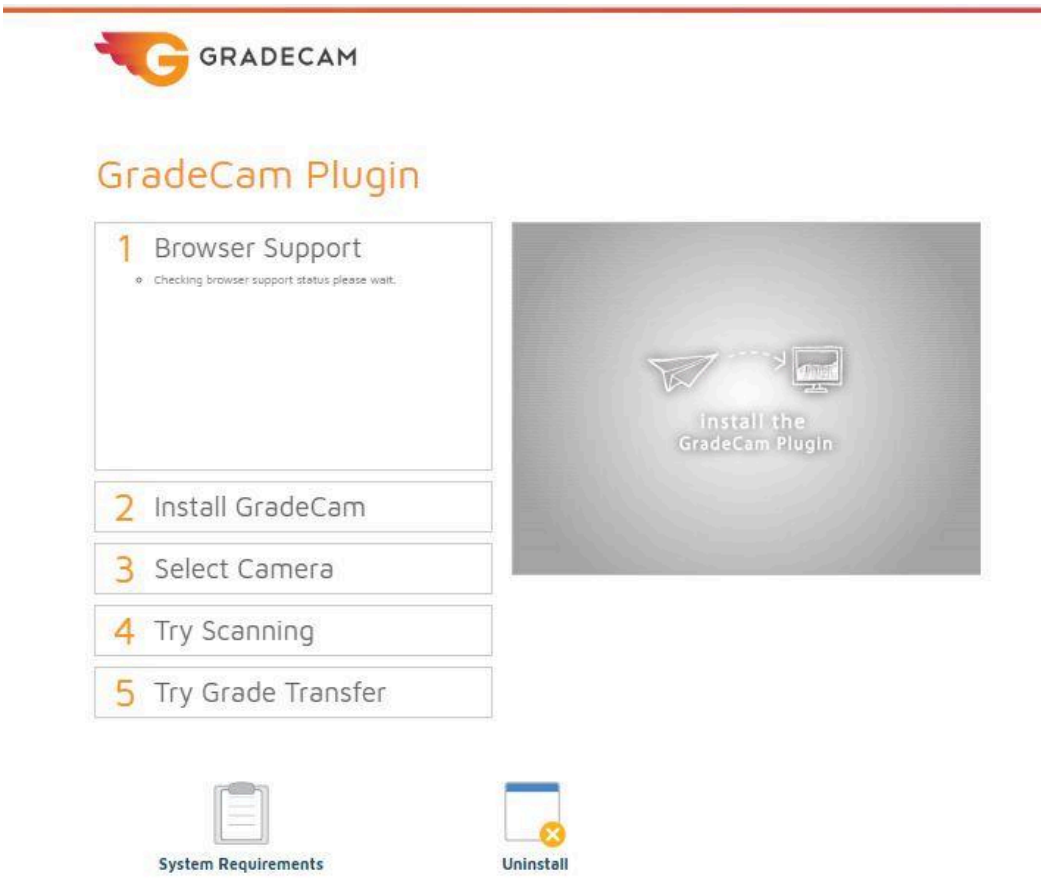
2.) Make sure you are connected to the internet. Click here to troubleshoot: Internet issues

3.) If the computer is "low on resources" and will not allow any new users to log on, clearing the user history may resolve the issue:
    1.) Restart the computer to clear the user history "cache".
    2.) If it is still saying it is "low on resources", please submit a SchoolDude request.

GradeCam Issues:

A.) If GradeCam won't recognize your camera:

1.) Make sure you are using Chrome as your browser
2.) Refresh the page, (F5 key)
3.) Make sure you have installed the GradeCam plugin: https://downloads.gradecam.com/

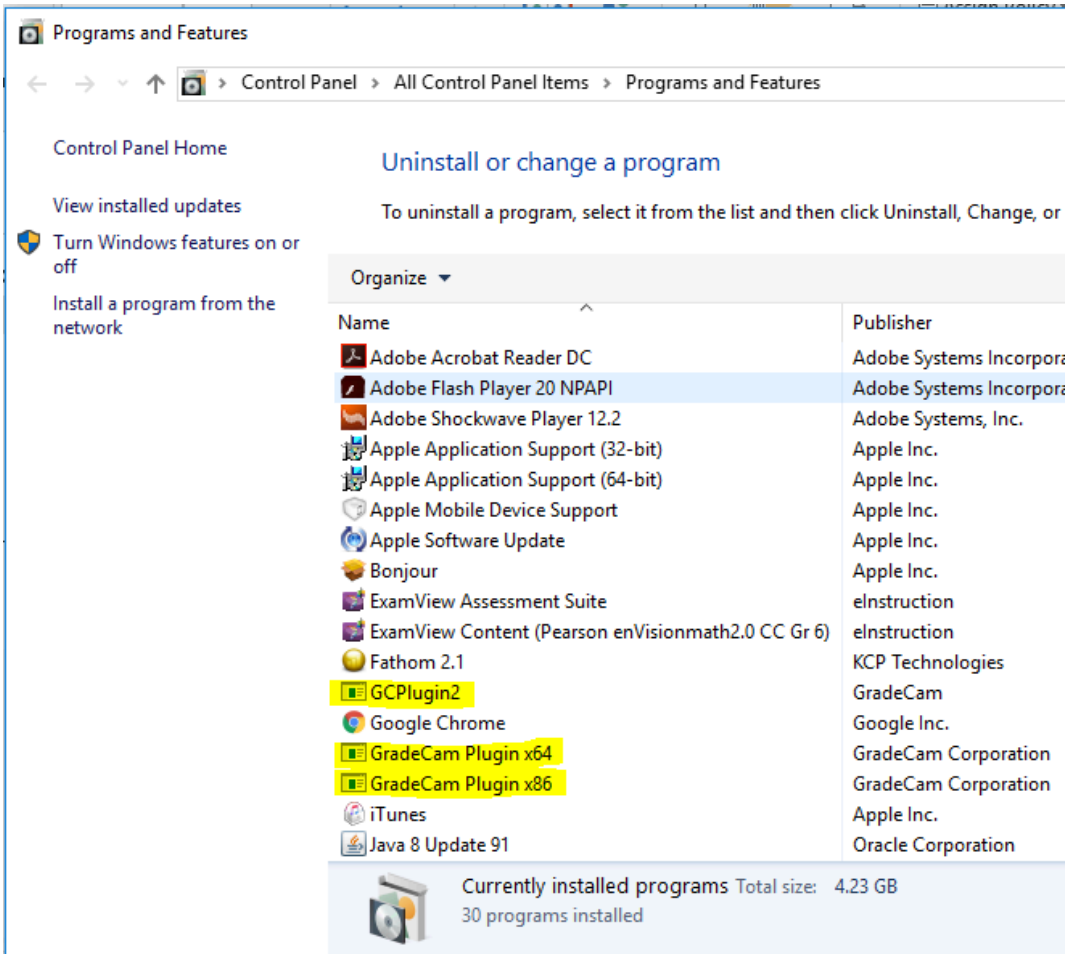


Updated: 1/10/19

Back to Table of Contents

4.) Uninstall and reinstall the GradeCam plugins.

- From the Windows Start menu, search: “Add or remove programs”.
- Uninstall the three GradeCam plugins.
- Reinstall the plugins from https://downloads.gradecam.com .



B.) If GradeCam is not transferring student grades to PowerSchool:

1.) Make sure you are using Chrome for both GradeCam and PowerSchool
2.) Click in the PowerSchool window to make that the active window before transferring grades.
3.) The default “hotkey” for GradeCam is “F8”, (it can be changed on GradeCam.com settings)
4.) If you are still having issues, run the GradeCam plugin to troubleshoot grade transfers: https://downloads.gradecam.com/

Updated: 1/10/19

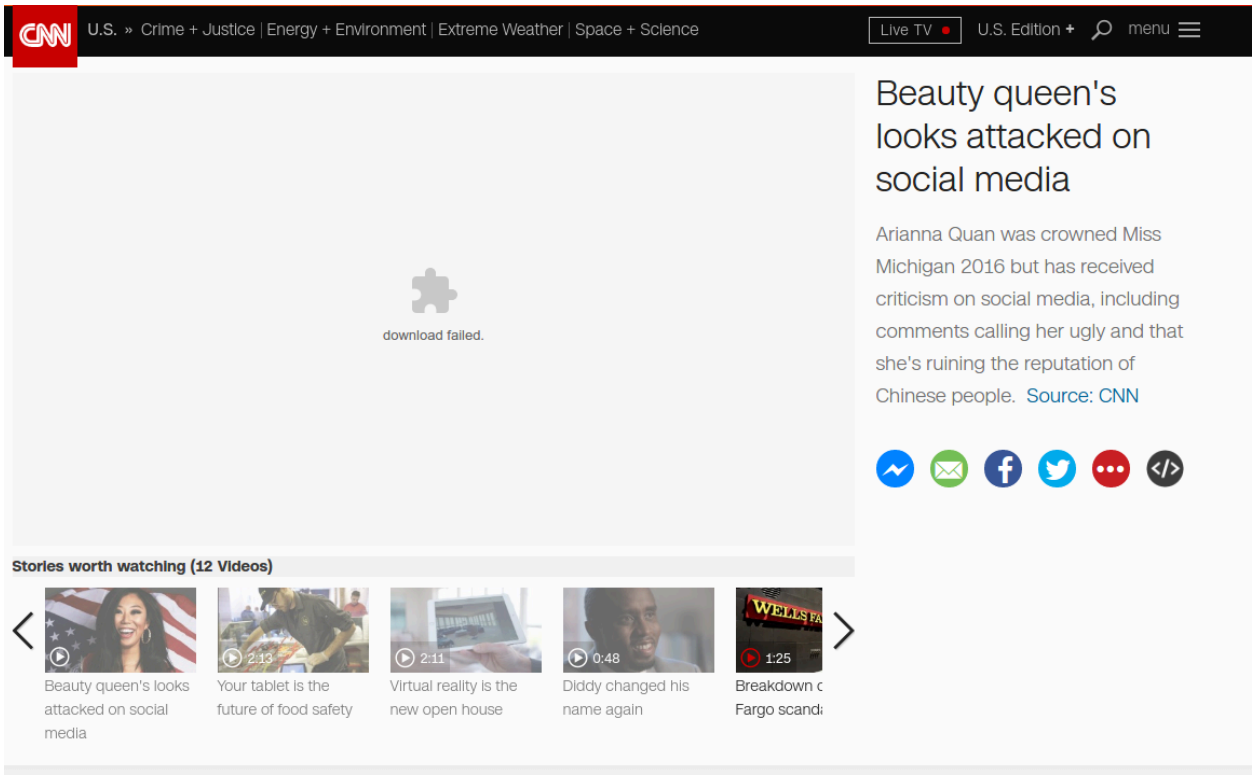
Back to Table of Contents

Web pages are not loading correctly:

1.) Make sure you are connected to the internet. Click here to troubleshoot: Internet issues

2.) Try changing browsers as some websites may not be fully compatible with all browsers.

3.) If you see a “download failed” error while using Chrome, it may be caused by the Adobe Flash software being out of date and not being able to automatically update itself. Please submit a SchoolDude request for an Adobe Flash update or contact your building’s technology integrator.



4.) Please submit a SchoolDude request or contact your building’s Technology Integrator if these issues did not solve your problem.

Updated: 1/10/19

Back to Table of Contents

Common Windows Key Shortcuts to Increase Productivity

Window Key + M	Minimize all open windows and programs
Window Key + P	Show display options such as extend screen, duplicate, etc.
Window Key	Open the Start Menu
CTRL + ALT + DEL	Open Task manager / Lock Screen
F1	Help in any program

Browsers

CTRL + F	do a quick search in a document or on a website for key terms
CTRL + Dash Key	Zoom in
CTRL + Plus Key	Zoom out
HOME	move to the top of a website's page
END	move to the bottom of a website's page
CTRL + TAB	switch to the next open tab in the browser
CTRL + T	open a new browser tab
CTRL + N	open a new browser window
F5	reload/refresh a page
CTRL + P	print the current page

Microsoft Word

CTRL + B	Bold text
CTRL + I	Italicize text
CTRL + U	Underline text
CTRL + C	Copy
CTRL + X	Cut
CTRL + V	Paste
CTRL + Z	Undo
CTRL + A	Select All

Updated: 1/10/19

Back to Table of Contents

A website I would like to use is blocked

Log a SchoolDude request with the following information:

1) The link to the site
2) A brief description of the site and its purpose (1-2 sentences)
3) Copy the message that shows on the screen of the website you are trying to access (highlight the message, right click it, click copy) and paste it into the description box in the SchoolDude request (right click, click paste)

   All of this necessary to help the IT department identify exactly why the website is blocked so that the internet filter can be adjusted.

Updated: 1/10/19

Back to Table of Contents

I am having difficulty accessing the BYOD network

Notes:

- The BYOD network is for personal devices only. District-issued devices use different wireless networks: PPSWlan for staff laptops, PPSAssets for student devices, ELEMCB for Chromebooks.
- You have a maximum of four devices that can be registered on the BYOD network.
- You may need to log into the BYOD Network every day (daily login instructions below).

BYOD Login Instructions:

1) Go to the wi-fi settings on your device
2) Choose the BYOD Network
3) Go to your internet browser and type in www.pembrokek12.org
4) You will then be directed to the BYOD login Screen
5) Your username is your email address
6) Your password is the same one you use to log into the wired network and email
7) Click or tap submit
8) The page will say “You have been denied access until you agree to the Acceptable Use Policy. Scroll down.
9) You will be asked to read and agree to the terms of the Internet Acceptable Use Agreement for Pembroke Public Schools
10) Click or tap the checkbox next to “I Agree” at the bottom of the screen
11) Click or tap Submit
12) You will be redirected to your website. You are now on the BYOD network

Daily Login:

1) Open your browser and go to www.pembrokek12.org
2) You will be directed to the BYOD login Screen
3) Your username is your email address
4) Your password is the same one you use to log into the wired network and email

Updated: 1/10/19

Back to Table of Contents

I need help logging a SchoolDude request

SchoolDude Organization Account Number #864443565

First Time Users:

1) To begin using the system please go to: www.myschoolbuilding.com.
2) Enter Your Email Address. The initial password is “password”.
3) New Users to the system will be asked to verify their email address and to type in your last name.
4) A verify information page will come up then hit submit.
5) You will then come to the, Submit New Request screen.
6) Choose if you have a Maintenance request or an IT (tech) request. There are tabs along the top of the screen to indicate your choice.
7) Follow the instructions on the page. All areas with a red checkmark are required fields. The system will prompt you if you have not completed all of those fields. This is a user friendly system.
8) Please make sure your last name and room # are also listed in the description area.
9) Submittal Password is “password”
10) Please add the link to your favorites: www.myschoolbuilding.com.

Returning Users:

1) Go To www.myschoolbuilding.com.
2) Enter Organization Account Number #864443565
3) You will be asked to enter your school email address.
4) You will then come to the, Submit New Request screen.
5) Choose if you have a Maintenance request or an IT (tech) request. There are tabs along the top of the screen to indicate your choice.
6) Follow the instructions on the page. All areas with a red checkmark are required fields. The system will prompt you if you have not completed all of those fields.
7) Please make sure your last name and room # are also listed in the description area.
8) Submittal Password is “password”
9) After completing this process, log off.
10) If you have not already done so, please add the link to your favorites: www.myschoolbuilding.com.

Updated: 1/10/19

Back to Table of Contents

I cannot remember how to log into a commonly used site

Note: Many sites have a link on the login screen that says “Forgot Password” (or something similar). You can click that link to get your username or reset your password.

For detailed information on how to log into sites commonly used at Pembroke Public Schools, click the link to the “Pembroke Technology Quick Guides” below. For links to login screens, click “Links to Commonly Used Websites” below.

To log into Office 365, you must use your email address as the username and the same password you use to log into the network:

Pembroke Technology Quick Guides

Links to Commonly Used Websites

I need to add a new student in Lexia

To add a new student:

1) Log in to www.myLexia.com and click the Manage tab.
2) Make sure you are on the Students list.
3) Click the plus sign button.
4) On the Create Student screen, add all information about the student:
    a) Usernames must be FirstLast (i.e. JohnSmith).
    b) Passwords must be lexia.
    c) You may click the Demographic Data tab to add more information about the student, or the Program tab to specify a reading program assignment or direction language.
5) To create the student, click the Save button.

    Note: You now need to add the student to a class. Follow the steps below.

To edit a class (including adding/removing students and staff):

1) Log in to www.myLexia.com and click Manage the tab.
2) Make sure you are on the Classes list.
3) Find the class you want to edit and click the pencil icon in the class's row.
4) Click the Modify Students button to add or remove students.
5) When you are finished editing the class, click the Save button.

I need to set up my Pearson Realize account or make some changes

Pearson Realize Teacher Account Setup Instructions Setup instructions are below.
(After creating your account, if you need further information or details, please refer to the "Help" menu within the program.)

To Create a Brand New Account:

1) Go to the website www.PearsonRealize.com.
2) Click SIGN UP button.
3) Click on Enter School Code or Key Code. The Code is 07-21-10
4) Type the name of our school. (i.e Bryantville) You should see it on the list.
5) Create a username (school email address) and password. Write this down.
6) Click NEXT then on the next page FINISH
7) Then Log In using your username and password.
8) You can then go in and add enVision Math and Interactive Science (see below)

To add the Math or Science program to your existing account:

1) Go to the website www.PearsonRealize.com and sign in with your existing account info. (Your username is your email address)
2) In the upper right corner is a profile of a person with a down arrow key. Click on this.
3) Select Settings
4) Select My Program – and click on the program(s) at the grade level you want.
5) Then when you are done, click on Programs in the menu bar you should see all your enVision Math and Interactive Science programs.

Create classes and add students to your classes:

Note: We now have a district format for adding students. See below.

1) Go to www.PearsonRealize.com.
2) Sign in with your teacher username and password (If you do not have a teacher sign in, you will need to “sign up” following the steps at the top of this page.)
3) Select CLASSES from the Menu.
4) If you have classes from last year, you need to “Hide Them.” (Students from last year have been erased. Classes cannot be deleted only hidden.)
5) Click on CREATE A CLASS.
6) Under Name of Class you type your name (ie Mrs. White) and select a class picture.
7) Click on as many programs you use in your classes. For example, you will want to select both science and math for your grade level but you might also like to select math from the grade(s) below and above your grade so you can differentiate assignments.
8) Add your students. Current Pembroke students will already be in the system and will pop up as you enter their last name. IMPORTANT: For New Students - We have a district format for entering students into Pearson Realize so that once students are entered their data can be moved from grade to grade. For all students, the username must be FirstLast@pps (i.e. JohnSmith@pps). All passwords must be set to envision1.

Updated: 1/10/19

Back to Table of Contents

I need more help and/or some training on Pembroke's technology

A site is available in Office 365 with instructions and training on Pembroke's technology. The site at the link below is a one-stop shop for online training, videos, and step-by-step instructional documents designed to get you up and running on commonly used technology for Pembroke. Please click the link below to explore and learn at your own pace.

To log into Office 365, your username is your email address and your password is the same one you use to log into the network.

Technology Training Center

Or talk to your friendly neighborhood Tech Integrator!

Brandon Hall - District Technology Integrator
Mindy Murphy - Hobomock
Kate Nugent - North Pembroke
Sara McNulty - Bryantville
Adam Newall - PCMS
Christine Murphy - PHS

Updated: 1/10/19
Back to Table of Contents

WiFi Issues

Please report to SchoolDude and building principals if issues pop up. We can troubleshoot issues better if we know specifics, such as websites or tools that are not working. The more information you can give in your SchoolDude request, the better.

Things you can do to help us with your request:

- Are the lights on your access point (the white box on the ceiling) flashing? If so, what colors?
- Is there a sticker or numbers on the access point? What does it say? This helps us identify the exact access point
- Which networks are the wifi issues on? PPSWlan, PPSAssets, BYOD, or elemcb?
- Which site or sites are not working?

Go To www.myschoolbuilding.com
Enter Organization Account Number #864443565

Troubleshooting Rules of Thumb

The recommendation is for 25 devices per access point. After 25 devices, performance starts to decrease, and devices will attempt to connect to nearby rooms.

Teacher-issued laptops are connected to the network PPSWlan. This usually is a hidden network in the list.

Chromebooks in the elementary schools are connected to the network ELEMCB.

iPads and other school issued devices not listed above connect to PPSASSETS

Chromebooks at the middle school and high school are connected to PPSASSETS

My HP device is having trouble

This generally happens after multiple users log on to the HP laptops from the computer carts (PHS/PCMS), or the HP Stream laptops (BES, HES, NPES)

Running Low on Resources – restart the computer. Power it down and turn it back on, it will reset the resources available.

Computer won't turn on but the power button light is on. – Hold the power button down until the light goes off completely (if it's blinking it is not off completely). Wait 10 seconds. Turn back on.

Is the clock not set to the same time as what the actual date and time are? Turn off the computer, and when it starts up, press F10 once every second until a BIOS menu pops up. You can follow the prompts to change the time and date. The mouse will not work in this menu. Be sure to hit save when you exit for changes to take hold.

Clever Support Documents

How do I use Clever? (teacher edition)

How do I print Clever Badges?

What is a Clever Teacher page?

Updated: 1/10/19

Back to Table of Contents

Titan Time Support Documents

PCMS Titan Time Support Documents

PHS Titan Time Support Documents

Submit a support ticket for issues with Titan Time

Updated: 1/10/19

Back to Table of Contents

Support Contacts and District Management of Programs

Program	Grade Level	Function	Support Contact
Google	K-12	Document creation, storage and sharing, photo storage and sharing, assignments, and much more.	brandon.hall@pembrokek12.org
Office 365	K-12	OneDrive, Web Email (8-12), online versions of Word, PowerPoint, Excel, and OneNote. Document and photo storage and sharing.	erin.tinker@pembrokek12.org
Outlook Email	9-12	Email for students in grades 9-12 (Students in Grades K-7 DO NOT have email)	erin.tinker@pembrokek12.org
Clever	PK-12	Single Sign On Portal	erin.tinker@pembrokek12.org
Destiny	PK-12	Library Resources	Your School Librarian
Edmodo	PK-12	Classroom posts, assignments, document sharing.	erin.tinker@pembrokek12.org
Empowering Writers	K-6	Writing practice	mark.galligan@pembrokek12.org
Enriching Students	7-12	Titan Time scheduling and attendance	brandon.hall@pembrokek12.org
FitnessGram	7-12 PE	Online assessments for PE	erin.tinker@pembrokek12.org
GradeCam	7-12	Assessment correction tool.	erin.tinker@pembrokek12.org
Holt McDougall Online	9-12 Soc & Eng	Online textbooks	erin.tinker@pembrokek12.org
			mark.galligan@pembrokek12.org

Updated: 1/10/19

Back to Table of Contents

i-Ready	PK-6	Math curriculum delivery	erin.tinker@pembrokek12.org
			marybeth.brust@pembrokek12.org
IXL	7-12	Math curriculum delivery	erin.tinker@pembrokek12.org
			mark.duffy@pembrokek12.org
Lexia (Core5, PowerUp, and Rapid)	PK-12	Reading curriculum delivery and assessment	erin.tinker@pembrokek12.org
			marybeth.brust@pembrokek12.org
McGraw Hill Online	7-8 Soc	Online textbooks	erin.tinker@pembrokek12.org
			mark.galligan@pembrokek12.org
Naviance	7-12	College planning	PCMS or PHS Guidance Office
OverDrive	9-12	ebook mobile app - connects to Mass Lib ebook offerings.	christine.murphy@pembrokek12.org
Pearson	PK-6	enVision math, science, select high school programs	erin.tinker@pembrokek12.org
	(9-12 select classes)		
PowerSchool for Students	7-12	Posting assignments and grading	PCMS or PHS Guidance Office
SeeSaw	PK-2	Family Commuication	brandon.hall@pembrokek12.org
TypingPal	PK-6	Typing Practice	erin.tinker@pembrokek12.org

Updated: 1/10/19

Back to Table of Contents

District Approved Programs

To submit a program for review, please fill out this Form

Communication

Remind
SeeSaw
Google Classroom
Twitter

Assessment

Kahoot
Quizlet

Lesson Planning

Scholastic News
NewsELA*

Interactive

Mission-US.org

Programming

Scratch
TinkerCad
Bootstrap

Updated: 1/10/19
Back to Table of Contents

What network should these devices be connected to?

Teacher laptops - PPSWlan - only teacher devices can be connected here. Many times, this network will show up as “Hidden Network” on the list.

Student laptops - PPSAssets - student device addresses need to be added the server for devices to work on this network. If the device address is not added, the device will not connect even though the network appears open.

Student iPads - PPSAssets - student device addresses need to be added the server for devices to work on this network. If the device address is not added, the device will not connect even though the network appears open.

Student Chromebooks - PPSAssets OR elemcb - student device addresses need to be added to the server to work on this network. The elemcb network shows up as locked.

Personal Devices - BYOD - to add a device, select the network from your list of available wireless networks. Then attempt to go to a website, such as www.pembrokek12.org. You will be redirected to the sign in page to enter network credentials. Only credentialed students and employees of the Pembroke Public Schools with @pembrokek12.org accounts can use BYOD.

Keyboarding Skills

Some valuable apps and free websites used in the NPES library include but are not limited to the following
TypingClub: Learn Touch Typing Free
BBC Bitesize - Dance Mat Typing
TypeDojo: Typing Test - Earn Free Professional Certificate
School Edition | Typing Pal - Tap'Touche

Typing club is a great free website with a paid version available. All tools seem accessible on the free version except for keeping track of your progress. There are many tools on the main Typing Jungle page. Early levels are focused on repetitive strikes of home row keys in an effort for students to memorize. A keyboard and invisible hands are at the bottom of the screen so that students can see which finger is working each letter. Levels are broken up with short videos explaining technique, posture, fun facts etc. This comes with a built in reminder to stretch, change the focus of your eyes every 15 minutes or so and other tools to relieve stress on the body from too much screen time. Badges are issued every few levels for different accomplishments, and the students enjoy that positive feedback. Under more lessons there are other levels for younger students, transcribing games for older students and games to help recall of the keyboard. Typically grade 3-6 enjoy the many games and lessons on this website.

Dance Mat Typing is another great website that teaches younger students. The silly, colorful website uses engaging animal characters to introduce each level of keyboarding skills. Students show a grasp of each concept after one session, while the songs and dances keep them entertained. The keyboard is displayed on the screen with color coded keys to show which finger is responsible for which letter. This is most useful as the goal is to get the students to not look at their hands. There are additional games available for all levels on this website as well.

Type Dojo is a good alternative for older students who are striving to improve accuracy and wpm. It has short exercises that vary enough to keep interest. 1, 3, and 5 minute tests along with wpm tests are available, so a quick practice session is at the ready.

Typing Pal is available for our students on their Clever accounts. The major benefit of this app is that with our paid subscription, it does keep track of a student's progress. Just like the above apps, it progresses from practicing a few letters at a time to learning the whole keyboard. I usually steer the older students to the "move on" tab where they practice words and sentences instead of single letters. The log in for typing pal is
username: firstnamelastname (no spaces or dots)
password: typing

Updated: 1/10/19
Back to Table of Contents

Type racer is a game that I haven't used too much. It would be appropriate for older students, and if we had an account a teacher could put their own text in and students can race each other. As it is without a paid account, text is provided from movies, tv and books and you race against others on the internet. I have seen text that may be a little rough for our younger students (ie. dialog from "the Sopranos").

Updated: 1/10/19

Back to Table of Contents