

# ***Primary Technology FAQs***

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## D34 PHONE SYSTEM

ADDITIONAL QUESTIONS to be Answered:

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## INTEGRATION QUESTIONS

### \* Where can I go for Integration Ideas?

Primary	Intermediate
<p><a href="#">iSucceed</a> This is a "gamified" series of levels students can go through to become iPad experts. The primary TFs designed it to go in order and provide some consistent skills, experiences, and routines. This is also linked under students on the Lyon homepage if you would like them to access and bookmark it.</p> <p><i>I did not hand out bookmarks and stickers this year to keep track because I wanted to check with you all about your interest. I do have the bookmarks, if you would like them just let me know. We could also do one bookmark per classroom, and when your whole class "passes a level" they could earn a sticker/badge together.</i></p>	
<p><a href="#">Primary 1:1 Getting Started Guide</a> This is a document the primary TFs created a few years ago, but the lesson ideas are relevant and simple (and connected to iSucceed).</p>	
<p><a href="#">Schoolology Course</a>: In addition for the 4C5K Online Professional Learning experience, there are many other resources available in the G34 Course. Check out the Classroom Management module so that you start the year with a clear vision and plan. There are also resources for how to use apps, workflow, TPACK, SAMR. differentiation, assessment, and more. Here's the code to join: <b>5FJQ5-89877</b>.</p>	
<p><a href="#">iPads as a Tool for Common Core ELA Standards</a></p>	

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## IPAD QUESTIONS

### \* How do students add apps?

Students can add any apps in Self Service by clicking the Install button. **STUDENTS CANNOT ADD ANY OTHER APPS**, even free ones. The Apps they should have are listed in [this spreadsheet](#).

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### \*How do I request an app be added to student iPads?

Please keep in mind that the technology team places a priority on quality over quantity, choosing apps that apply to many contexts, and having consistent apps across levels. We cannot add all apps that are requested.

[To request an App, fill out this form.](#)

Our app evaluation form takes a look at applications through the TPACK lens, SAMR Lens, and through the technical lens. Remember that this app will be installed on ALL devices if approved.

- App Evaluations will take place two times per year:
- December 1st (apps for the second half of the current school year)
  - April 1st (for apps for the following school year)
- These apps will be evaluated by Technology and Curriculum Departments.

**\* How do teachers and associates add apps?**

1. Open Self Service on your district iPad.
2. Click on Install next to the desired Apps.

If you have your own Apple ID and have logged in to the App Store on your district device, you can also download apps you've purchased.

**\* Where do I find student passwords?**

Primary	Intermediate																																	
<p>You will notice a sticker on the inside of the case that includes each student’s email and username. Their password is available in PowerSchool under the wifi icon (see image below). This password is for Seesaw, email, and Google Hub.</p> <p>The IXL username is the student’s username + @d34 (a_student@d34).</p>	<p>Students should <b>NOT</b> have any login information taped to their iPad covers or recorded in their assignment notebooks.</p> <p>You can find their information in Powerschool under the wifi icon (see image below).</p>																																	
<div><div>Current Classes</div><div><table><tr><td>1(A) Count: 23</td><td>Science 8</td><td>070</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>2(A) Count: 26</td><td>Science 8</td><td>080</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr><tr><td>3(A) Count: 28</td><td>Science 8</td><td>090</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td></tr></table></div></div>		1(A) Count: 23	Science 8	070									2(A) Count: 26	Science 8	080									3(A) Count: 28	Science 8	090								
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3(A) Count: 28	Science 8	090																																

**\* How can I help prepare students to have their iPads at home?**

Primary	Intermediate
<ul style="list-style-type: none"> <li>Review the <a href="#">At Home Hero</a> step of iSucceed. Remind students about filtering at home, and being safe online. (Have permission and supervision)</li> <li>It is a great idea to send home the <a href="#">iPad at home Plan</a> as homework with the devices the first time they go home. This really helps to help start conversations with families about responsibilities, and builds understanding that this is a partnership.</li> <li>Please <a href="#">be sure</a> all documents have been signed and returned before sending the iPads home. You can check this in PowerSchool under the wifi icon.</li> <li>Teach kids about logging into the filter (see question below)</li> </ul>	<ul style="list-style-type: none"> <li>Please complete iSucceed Level 1: Responsibility, Respect, Safety <b>before</b> allowing iPads to go home.</li> <li>Please <a href="#">be sure</a> all documents have been signed and returned before sending the iPads home. You can check this in PowerSchool under the wifi icon.</li> <li>Teach kids about logging into the filter (see question below)</li> </ul>

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**\*How do students access the internet (or apps that use the internet) at home? (logging into the filter)**

**Send Home:**

[Wifi At Home Directions](#)

[Spanish Version](#)

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**\* How do I run Updates on an iPad?**

1. Plug your device into power and connect to your wifi.
  2. Go to Settings > General, then tap Software Update.
  3. Tap Download and Install.
  4. To update now, tap Install.
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**\* What if there is an issue with an iPad or it is broken?**

Primary	Intermediate
If students are having difficulties with their iPad have them try these <a href="#">Troubleshooting Tips</a> .	If students are having difficulties with their iPads, have them refer to the INT iPad Guide which is linked on each school's website under the

If none of these solutions solves the problem, they can put their iPad with a note on in the "In Box" in my office. As I fix them, I put them in the iPad "outbox" in my office. You can have kids come down to check (quicker) or when I have a few minutes I will deliver them. *(If anyone has a student who could use a special job, checking the "outbox" and delivering to classrooms is an open opportunity:)* Things I cannot fix, I send to admin for Pat Weber to fix, and that typically takes a few days.

**STUDENTS tab.** This website contains various links to help our students problem solve issues.

If they have made several attempts on their own, as well as, with the help of friends & teacher and have not had any success, they should contact the building Technology Facilitator.

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### \* How can I get headphones to fit in the iPad jack properly?

Hopefully, this won't be an issue with our new cases. If student are having difficulty plugging in their headphones here are a few steps to try:

- Make sure the volume is turned up.
- Make sure the mute is off. You do not want to see orange with the switch.
- Make sure the headphones are pushed in fully. They should not just fall out of the jack.
- If your headphones have a bend in housing of the jack, make the bend part point up to the sky.

## LAPTOP QUESTIONS

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### \* How do I connect to the server?

- 1.) From your desktop, Click on Go
- 2.) Click on Connect to Server
- 3.) Type in `smb://fs34.glenview34.org/ly_vol1` and then click on the + symbol so that it adds it to your favorites list **\*Remember to insert your school acronym he, wb...**
- 4.) Click on Connect
- 5.) Type in your username and password

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### \* How can I bypass the filter to access resources like pinterest or blogs?

Any time you bypass the filter, it can ONLY be for educational reasons and ONLY be done by teachers. While searching, if you encounter a blocked site, you will be prompted to login with your district username and password. Click allow to access your Google Information.

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### \* How can I create group contacts for students or parents?

Importing parent or student emails for distribution list

Below are 6 simple HOW TO directions for adding **student and parent contact info** from **PowerSchool> Homeroom class** into your Google E-Mail contacts. This makes it easy to add an entire class or classes into your google contacts so you can email the group or groups as needed.

[Google Contact Import.pdf](#)

**ONCE** you have imported emails from PowerSchool into your school email you want to email the parents a very specific way to **ensure every email contact receives the information**. There is a super quick video attached for you to see the steps listed below.

[Email Contact Groups.mov](#)

Steps to email a contact group:

1. Compose an email message
  2. Click on the BCC field name
  3. This will bring up a contact window
  4. Select your group from the top left corner of the window
  5. Select all so there is a checkmark next to each person in the group
  6. Click on Select
  7. This will put all of the contacts listed for each student so it will send to Mom and Dad
- Please note this is different from just typing in your group name under the BCC field.**

OR

Just click the backpack for her class (HE24) in powerteacher.

At the top-left in an Email Addresses link. Checkmark the box at the top of the Parent Email column and scroll to the bottom, click Build List. Then you can copy/paste all the parent emails into the BCC field of an email message.

Class Information

Email Addresses

Homeroom 1  
HR(A)

PowerSchool

Welcome, [User] | Help | Sign Out

School: Lyon School Term: 18-19 Trimester 2

### Email Addresses & Lists

Select student, guardian and/or parent portal emails to copy, and scroll to the bottom

Filter: [Text Box]

Student Name	Student Email	Parent/Guardian Email
Burns, Patrick Joseph	<input type="checkbox"/> p_burns@student.glenview34.org	<input type="checkbox"/> lc.burns@hotmail.com,ross@elanar.com
Caliendo, Audrey Tsai	<input type="checkbox"/> a_caliendo@student.glenview34.org	<input type="checkbox"/> ext132@yahoo.com,caliendo9@yahoo.com
Chang, Madylin Olivia	<input type="checkbox"/> m_chang@student.glenview34.org	<input type="checkbox"/> cindylin920@gmail.com
Floyd, June Polly Clare	<input type="checkbox"/> j_floyd@student.glenview34.org	<input type="checkbox"/> lmfloyd@gmail.com,masonfloyd@gmail.com
Gray, Gabriella June	<input type="checkbox"/> g_gray@student.glenview34.org	<input type="checkbox"/> catherineferraro@gmail.com,brian.d.gray@gmail.com
Idemoto, Mallory Ann Yimei	<input type="checkbox"/> m_idemoto@student.glenview34.org	<input type="checkbox"/> cidemoto20@gmail.com,pmidemoto@gmail.com
Lundgren, Emma Jane	<input type="checkbox"/> e_lundgren@student.glenview34.org	<input type="checkbox"/> alundgren@northpark.edu,kimlundgren1@gmail.com
Mariani Christian Thomas	<input type="checkbox"/> c_mariani@student.glenview34.org	<input type="checkbox"/> kristimariani7@gmail.com,naulmariani@yahoo.com


**\* How do I change my passwords?**

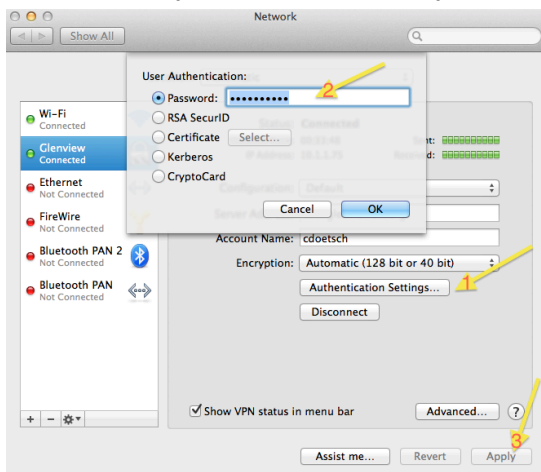
Powerschool, Schoology, and Intranet password	Google password (email, Drive, etc...)	Laptop password
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<ul style="list-style-type: none"> <li>• Visit <a href="https://Password.glenview34.org">Password.glenview34.org</a> to complete the required information</li> </ul> <p style="text-align: center;">---OR---</p> <ul style="list-style-type: none"> <li>• Open <b>Self Service</b> on your laptop</li> <li>• Click on <b>Maintenance</b> on the right side</li> <li>• Click <b>Change District Password</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Open up your email.</li> <li>• Click on the <b>gear</b> to the far right.</li> <li>• Click <b>Settings</b>.</li> <li>• Click the <b>Accounts</b> tab.</li> <li>• Click <b>Change Account Settings</b>.</li> </ul>	<ul style="list-style-type: none"> <li>• Click on the apple in the top left corner and choose <b>System Preferences</b>.</li> <li>• Double click <b>Users &amp; Groups</b>.</li> <li>• Click on the <b>lock</b>, bottom left hand corner.</li> <li>• Type your current username and password.</li> <li>• Click on <b>Change Password</b> and then <b>Change Password</b> if it appears a 2nd time.</li> <li>• Type the old password, new password twice, and a hint.</li> <li>• Click <b>Change Password</b>.</li> </ul>
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## \* How do I use VPN and connect to the server?

### VPN Directions:

- 1.) Click on the  icon
- 2.) Open Network Preferences
- 3.) Click on Authentication Settings
- 4.) Change to your new password
- 5.) Click Apply. This will connect you to VPN.



- 6.) Now you need to connect to the server. From the desktop, Click on Go
- 7.) Connect to Server
- 8.) Type in [smb://fs34.glenview34.org/ly\\_vol1](https://fs34.glenview34.org/ly_vol1) and then click on the + symbol so that it adds it to your favorites list

1. [smb://fs34.glenview34.org/he\\_vol1](https://fs34.glenview34.org/he_vol1) (Henking)
2. [smb://fs34.glenview34.org/ly\\_vol1](https://fs34.glenview34.org/ly_vol1) (Lyon)
3. [smb://fs34.glenview34.org/wb\\_vol1](https://fs34.glenview34.org/wb_vol1) (Westbrook)
4. [smb://fs34.glenview34.org/ad\\_vol1](https://fs34.glenview34.org/ad_vol1) (admin)
5. [smb://fs34.glenview34.org/gg\\_vol1](https://fs34.glenview34.org/gg_vol1) (Glen Grove)
6. [smb://fs34.glenview34.org/ho\\_vol1](https://fs34.glenview34.org/ho_vol1) (Hoffman)
7. [smb://fs34.glenview34.org/pr\\_vol1](https://fs34.glenview34.org/pr_vol1) (Pleasant Ridge)

- 9.) Click on Connect,
  - 10.) Type in your new password and you are all set.
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### \* How do I set up iXL?

[Here is a QuickStart Guide](#) that includes pictures. The first step is to create and activate an iXL account. If you have already joined your organization's account (by entering an activation key at any time in the past), there is no need to do anything more. Simply sign in to iXL as usual. and your account will be active. Skip down to step 2.

If you don't have an iXL account, go to [www.ixl.com/membership/school/activate](http://www.ixl.com/membership/school/activate) and enter activation key **GLEN764** and fill out the form. Click create account to make your account active.

If you already have an iXL account, sign in to IXL at [www.ixl.com](http://www.ixl.com) Click the link to enter an activation key near the top of your page. OR, navigate to the Account Management page and click the link to enter an activation key. Enter **GLEN764** in the field that appears and click Submit. Your account will now be active.

Next, you will need to set up your student roster.

- Sign in to your IXL instructor account at
    - <https://www.ixl.com/signin/d34>
  - Click on the roster tab. Enter the last name or student ID number of your first student. As you type, IXL will search your school's master student list and try to auto-complete each entry for you. Please be patient; it may take a few seconds for the match to appear.
  - If you see a match, click that row to add the student to your roster. Otherwise, finish entering the student's information, then click "Save."
  - A new row will appear, keep entering information for each student.
  - Make sure that students are signed in when they practice so that you can track their progress.
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### \* How do I set up RAZ Kids?

You should have an email from Reading A-Z with your username that prompts you to login. Use your password, and email Margie Coons if you do not know it. Then can click on Manage Students, and Roster to add students. **It will now ask you to add a username and password for each student.** We recommend making their first name the username, and their last name or student number the password. You can also choose an icon to serve as a student's password.

Tips: You can turn on/off a password for each student if you do not want them to access classmate's information. You can also turn on/off the incentives.

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### \* How do I set up Educreations?

- On your laptop go to Educreations.com or install the app on your iPad.
- Create a free account and a class(es).
- Inside the class you'll see the class code
- Email class code or post on whiteboard for students.

**If students already have an account they need to login and join your class:**

- Install Educreations and open the app.



- Click the back arrow if don't see people silhouette.
- Tap People silhouette.
- Tap Orange g
- Type Glenview email and Gv password
- Tap Allow

**To join your class:**

- Tap the People silhouette.
- Tap + sign at top.
- Type in your Class Code.
- Tap Join.

**If students don't have an account they need to create one and join your class:**

- Install Educreations and open the app.
- Tap back arrow if don't see the People silhouette.
- Tap the People silhouette.
- Tap Login.
- Tap Create an account (at very bottom).
- Tap Student.
- Type Class Code.
- Tap Continue.
- Type in information using Glenview email and Gv password.
- Tap Create Account.

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**\* How do I update my information on the school website?**

Everyone should login to the school website (from the homepage - top right) and check your settings for accuracy. Just click on **My Account** and check your display name, contact info, website link and make sure you have a current photo. Don't forget to click SAVE once you are done updating info.

Be sure you include the following:

- Display Name (how your name will show on the site)
- Job Title
- Upload a picture of yourself
- Select the Team/s you are in
- A title and URL for your classroom website (optional, if you have a website in Weebly or Google Sites)
- Room Number
- Classroom Phone #

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**\*How do I create a class or content website?**

Weebly or Google Sites are recommended to use. Arrange a time to meet with your Tech Facilitator to learn how to utilize these online website builders.

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## D34 PHONE SYSTEM

### **\* How do I check voicemail from home?**

Dial 847-486-7898

## MASKING YOUR PERSONAL PHONE NUMBER

Please use the following directions to help you make your number as you call home.

- When prompted, enter the **four-digit masking identifier** that corresponds with the building/department you wish to mask your number with.
- Enter the **User ID** when prompted.
- Enter the associated **access code** when prompted. *This differs from the K-12 Caller-ID Masking Service access code/PIN.*
- Enter the **destination number** you wish to call, example for ANI/caller-ID readback: 877-521-2311
- The call will begin ringing the destination number showing your chosen telephone number as the outgoing caller-ID.

**Local DID Access Number:** 847-901-3834

**Four-digit Masking Identifier:** (list below)

**User ID:** 555

**Access Code / PIN:** 0034

3404  
Henking Elementary School  
847-998-5035

If no input is given within 30 seconds after being prompted for the four-digit masking identifier, the call will be disconnected.

There is a **6-hour time limit** on calls placed using RMask.

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## **ADDITIONAL QUESTIONS to be Answered:**

**If you have other “how to” questions that you would like answered in this document, highlight a number below and then click Insert > Comment and add your question (this will notify me anytime a comment is added).**

1. How do I change my voicemail and set up a password on my phone?

- 2.
- 3.
- 4.
- 5.
- 6.
- 7.
- 8.

The students with no photo permission are posted on the school photo gallery portion of the school website. To access the school photo gallery, go to your school website, click Login, type in your glenview login info, click

1. What do I do if it says “you do not have permission to access the server?” The web certificate needs to be installed on your laptop. Open Self Service and