

# Lipscomb Academy Employee Technology Information

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## For Tech Assistance

Please use the [Tech Request Form](#) for any technology issue requiring assistance. Your request will be addressed as soon as we can get to it. Do not text requests for technology help. Do not email [helpdesk@lipscomb.edu](mailto:helpdesk@lipscomb.edu) without touching base with the Academy tech department first.

## Network Account

- Every employee has a Lipscomb network computer account. The creation of that account is initiated by Human Resources after the new employee has completed the onboarding process. Human Resources will send an email with information regarding the onboarding requirements which will include information about how to set up network access. That email goes to the email address used on the application. The user name for the network account is usually your first initial, middle initial, and last name.
- Resources available with your network account (email, Google drive, etc.) should only be used for Lipscomb purposes and should not be used for personal purposes.

## Email

- Employee email account creation is also initiated by Human Resources. Instructions will be in the email you receive regarding onboarding.
- Your primary email address is [username@lipscomb.edu](mailto:username@lipscomb.edu) (example: sanderspw@lipscomb.edu). Most employees also receive an alias address of [firstname.lastname@lipscomb.edu](mailto:firstname.lastname@lipscomb.edu) (example: phil.sanders@lipscomb.edu). You are welcome to give out either or both addresses. Both addresses will go to the same inbox.
- To access email, use a browser (Chrome is preferred) and go to <http://gmail.com/> Sign in using [username@lipscomb.edu](mailto:username@lipscomb.edu) as the username for email. We do not support the Apple Mail app.
- It is important to keep your email account secure and to be able to recognize and mark [phishing emails](#).
- Your Lipscomb email should only be used for school purposes.
- You lose access to your email at the end of employment.

## Email Distribution Lists

- There are email distribution lists for each division of the Academy
- [laseedschool@lipscomb.edu](mailto:laseedschool@lipscomb.edu) sends to the SEED School faculty and staff
- [laes@lipscomb.edu](mailto:laes@lipscomb.edu) sends to Lower School faculty and staff (including SEED school)
- [lams@lipscomb.edu](mailto:lams@lipscomb.edu) sends to middle grades (5th-8th) faculty and staff
- [lahs@lipscomb.edu](mailto:lahs@lipscomb.edu) sends to upper grades (9th-12th) faculty and staff
- [la@lipscomb.edu](mailto:la@lipscomb.edu) sends to all lists
- To be added or removed from a list, please submit a [Tech Request Form](#)
- You will not receive an email sent to a list - you must add yourself as a recipient

## Google Drive

- Your school account includes 50 GB of Google Drive storage
- This link provides help with Google Drive - <https://support.google.com/drive/answer/2424384?hl=en>
- Google Drive should only be used for school purposes.
- You lose access to your Google Drive at the end of employment.

## Password Change

- <https://passwordreset.lipscomb.edu/> will allow you to change or reset your password. This process will change or reset your network password and your email password.
- It is important to remember your password so that you can connect to wifi, network printers, and employee services.

## WiFi Access

- Devices can be connected to the wireless network by selecting LUBisonNet and using your network username and password for credentials if the device doesn't automatically connect.

## Printing

- Network multi-function machines (copier, scanner, printer) are located throughout our buildings. Your school computer will usually be connected to one or more of these.
- You must be on LUBisonNet to print.
- Personal wireless printers are not allowed on our network.
- University policy prevents personal computers and devices from connecting to network printers.
- [Instructions for adding a network printer.](#)

## Phones

- Dial 8 for an outside line
- For off campus voicemail access - 615.966.6245 (mail)
- [Phone help info from the University](#)

## Information Security and Privacy

- If you have a FACTS account, your FACTS password must remain secure
- Don't allow your browser to remember the FACTS password
- Do not leave your computer unattended while logged onto FACTS
- Student data must always be kept private. It should not be downloaded onto a personal device or stored on a thumb drive.

## Copyright

- Copyright laws and user agreement terms should be respected and followed.
- Use of Netflix, Amazon Prime, and most other streaming services in a classroom is prohibited by the user agreements of those services.
- If the use of copyrighted material does not fit within fair use, permission to use should be obtained from the copyright holder.
- [Info on fair use from the U.S. Copyright Office](#)
- [Copyright and Education](#) (copyrightuser.org)

## Technology Assistance

- <https://sites.google.com/lipscomb.edu/latech> is our Faculty and Staff technology page that provides help files for a variety of programs and services.
- Tech problems can sometimes be googled for immediate answers. If you're unable to find an answer in a reasonable amount of time, ask for assistance.
- For further assistance, a [tech request form](#) can be filled out. This is the preferred method for asking for help.
- Please do not text help requests.
- Tech help for students and teachers is sometimes available in Harding Hall, Room 127.
- Please do not email [helpdesk@lipscomb.edu](mailto:helpdesk@lipscomb.edu) for help. That will email the University.

## School-Wide Programs

- FACTS is our student information system. More information is available at <https://factsmgt.com/> and [https://docs.google.com/document/d/1rsG2vjtDkqh28Yp0DMbvTDHra\\_-T486xGfdymqZ\\_zsl/edit?usp=sparing](https://docs.google.com/document/d/1rsG2vjtDkqh28Yp0DMbvTDHra_-T486xGfdymqZ_zsl/edit?usp=sparing).
- Schoology is our learning management system for grades 4-12. More information is available at <https://www.schoology.com/> and <https://sites.google.com/lipscomb.edu/latech/teacher-tips/schoology>.
- Microsoft Office is available to full-time employees. Online versions are available at <https://my.lipscomb.edu/>. You can sign in with your Lipscomb email address ([username@lipscomb.edu](mailto:username@lipscomb.edu)). Newer installed versions of Office require signing in.
- Zoom allows for remote learning and meetings and is available at <https://my.lipscomb.edu/>.

## FACTS Login - Employee/Parent

Many employees will need to log in to FACTS as a parent as well as an employee. Your username and password should be the same for both. The difference is *where* you log in. You are encouraged to bookmark the sites below.

- To log into FACTS as an employee, go to <https://login.renweb.com>
- To log into FACTS as a parent, go to <https://familyportal.renweb.com>
- The district code for either is DLCS-TN
- It may be necessary to run those in separate browsers.
- FACTS has recently implemented multi-factor authentication for security and performance. Go to [LINK](#) for further information about using MFA and FACTS.

## Purchasing

- All technology purchases (hardware and software) need to go through the tech office
- All audio-visual purchases need to go through the tech office

## Artificial Intelligence

- All AI tools, including those funded personally for use on a Lipscomb system or for Lipscomb business purposes, must be reviewed by IT before they can continue to be used.
- Lipscomb's General Artificial Intelligence Use Policy is in [this document](#).

## Other Technology Information

Please see our [Faculty and Staff Technology](#) site for other technology help and information.

## Computer Care and Information

- Full-time classroom teachers are supplied with a new MacBook every four to five years. A new employee will usually be given the computer of the person they are replacing and will continue in the replacement cycle.
- If an employee has a need for a device other than a MacBook, that should be discussed with the Director of Technology.
- School-owned devices are expected to be at school every day, along with the charger and all necessary accessories.
- Your Lipscomb computer should be treated with the same care as a personal computer.
  - It is a valuable commodity - treat it like you paid for it.
  - Don't leave it unattended or out in the open.
  - You are encouraged to get a case or sleeve to protect it if one is not provided..
  - Avoid liquids near the computer - on your desk, in a carrying bag, or in your lap.
  - Avoid temperature extremes.
  - Do not leave it in a vehicle overnight or for extended periods. That can create moisture inside the computer.
  - Avoid situations where your computer would be at risk of theft.
  - Don't risk dropping your computer.
- In most cases, you are not an administrator on your computer. To request administrative access for a specific purpose, please use [Admin by Request](#).