



Monthly Update

By: Justin Carr

Wow, that went fast! School lets out this month, but we have much yet to accomplishment here in the tech department. As most of you know, we have begun rolling out the new teacher laptops. I have been working to iron out the bugs in the configuration as I go, to enable each new batch to go more smoothly than the one prior. My goal remains to have the current batch issued before the end of the school year. I've been reaching out to the teachers when I begin preparing the laptop, so if you haven't heard from me, you will. So far, feedback has been positive, so I think everyone will be pleased. I try my best to be responsive to any issues that have occurred after issuing the laptops, so please don't hesitate to inform me of any issues.

Help desk ticket response time has continued to improve. Most issues are being resolved same day, and the number of open tickets has remained in the single digits for some time now. I've appreciated the feedback I've gotten to this point. It helps me improve the process on this end.

Also, just a heads up, we do work through the summer in the tech department. Continue calling and emailing as normal for any issues you may encounter.

The tech department can be reached at ext. 5005 and support@ocusd.net as a group. This is the most efficient way to reach us. Myself, I am at 4013 if you need me. I realized I am not on the lists yet.

Coming Soon:

- Student wireless access
- Laptops for those yet to receive them
- Summer break!

Planned Tech Maintenance Windows

- May 24—Power School, Internet, and OCUSD Website

Ticket information:

Current tickets open: 8

Number opened last month: 92

Number closed last month: 97

Average ticket resolution time:
1534 minutes (25 hours, 34 minutes)

Submit specific technology related questions or subjects you would like to have addressed to technews@ocusd.net



OCUSD TECHNOLOGY DEPARTMENT NEWSLETTER



Tech tips of the month

With the new laptops, there have been a few topics that have come up.

- **Touchpads.** The touchpad can be enabled or disabled by double tapping the far upper left hand corner of the touchpad. If you notice your touchpad is not working, you may have accidentally disabled it. Some people choose to disable their touchpads if they have connected a USB mouse to it. It helps avoid bumping it and moving the arrow or cursor.
- **Brightness.** The screens do become fairly dim when the laptops are unplugged. Leaving it plugged in while using it seems to be the best solution. If it bothers you, it can be adjusted to a certain extent. Please just let me know.
- **Documents.** Some people have reported that the documents folder appears to be blank. If yours is this way, another way to access them would be to go to the Computer folder that has all of the drives. Then go to the H: , then to My Documents.
- **USB 3.0 ports.** The USB ports on the right side of the laptop, with the 'SS' on the port, are the newer 3.0 ports. If you have trouble with a USB device in one of those ports, try using the regular ones on the left side. There have been some issues with backwards compatibility. However, if using a flash drive or external hard drive that supports the SS ports, use those ports because the transfer rate is much faster.
- **Bookmarks.** Bookmarks will have to be recreated on the new laptops. The only way around this is if you are able to save a backup of your bookmarks, then import them on the new laptop.
- **Physical internet cables.** Currently, the desktops have a physical internet cable plugged into them to connect them to the network. The laptops run on Wi-Fi. I recommend keeping the internet cable from the desktop handy in case the Wi-Fi ever goes down. This would allow you to connect to the network, assuming the issue is wireless only. You would plug the cable into the port on the left side of the laptop.
- **Wi-Fi.** If you notice your internet is not working, check the button on the top right of the laptop. If the Wi-Fi indicator is orange, it has been disabled. Press it again to make sure the light is white. Then you can get online.

Self Education Links

The new laptops have 3 buttons below the trackpad instead of just 2. Many people have asked what the middle button does. This is explained well here: <http://lifehacker.com/the-many-things-you-can-do-with-a-middle-click-on-your-1565756062>

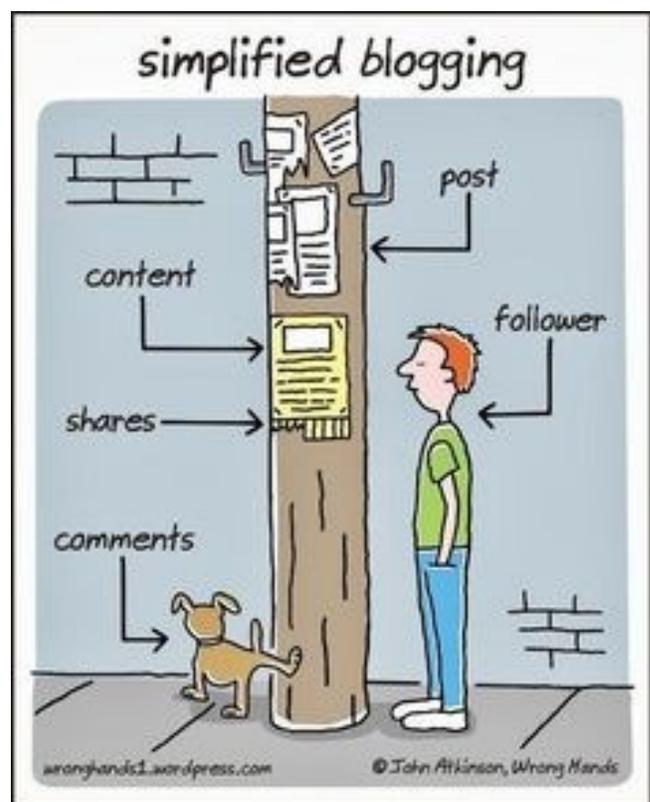
Here are some more good, but lesser known, Windows 7 tips that may be helpful: <http://gizmodo.com/5523272/19-tips-every-windows-7-user-needs-to-know>

Tech Question of the month

Q: How do I submit a help desk ticket if the system is down?

A: You can send an email to ticket@ocUSD.net with your issue and it will create a ticket if you can't otherwise access the help desk system.

Tech Humor



Submit specific technology related questions or subjects you would like to have addressed to technews@ocUSD.net