

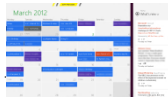
# ITC Quick FAQ's



## SCHEDULING

### My Schedule:

I work at both Palmer and Nelson Elementary schools. My schedule is posted on each school's Sharepoint site. I alternate between each school for 5 days, beginning on the Wednesday of each week.



### Scheduling the Computer Lab:

**Palmer** – Go to the Palmer Homepage > Teachers > Computer Lab Calendar and sign in

Username: **palmer**  
password: **pandas**

**Nelson** – Go to the Nelson Sharepoint calendar and select the **NEW** tab, then fill in a date/time

### Scheduling Laptop Carts:

Carts are assigned to grade levels and teachers can check them out.

Nelson: **Sharepoint**

Palmer: **Laptop Calendar**

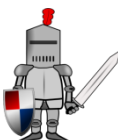
### Scheduling Observations:

From time to time I will check in with you to schedule observations – to help you integrate technology into student learning. I am here to HELP!

Palmer Elementary  
881-5000 ext:48413



Nelson Elementary  
886-7783 ext:46413



## FYI

### Assistance:

There are two people who specifically help you with technology needs.

**ITC** are instructional folk. We are here to help you use it as an integration tool for teaching.

**ITC-Plans, Trains, Collaborates, Uses technology, Shared by TWO schools**

**TSS** are support folk. They fix things for us and help to keep all of our technology updated and running smoothly.

**TSS-Fixes, Repairs, Completes work orders, Shared by MANY schools**



### I NEED HELP!

If you need help with any type of equipment or if something breaks you can submit a work order online @ [Helpdesk.nn.k12.va.us](http://Helpdesk.nn.k12.va.us)

**You will be issued a work order (w.o.) number and a TSS will contact you ASAP!**

Email me to:



- Set up a co-teaching lesson
  - Make a planning appointment
  - Set up an observation
  - Set up a training session
  - Discuss best practices
- @[muriel.rankins@nn.k12.va.us](mailto:muriel.rankins@nn.k12.va.us)

### Where are the Laptops?!

Each classroom/grade has been equipped with student hardware:  
K-2 – 3 ChromeBooks + 3 desktops  
3-5 – 5 Laptops each  
K-5 – Laptop carts (check with your lead as to which cart you share with another grade level) – in hallways.

## HOW DO I?

### Check Spam Mail

How do I check for blocked email?  
Open your web browser and go to [spam.nn.k12.va.us](http://spam.nn.k12.va.us) and enter your email username and password. It will show you all of your spam mail. Be careful!



### Hardwire my laptop?

There are 2 ports on the back of your phone. One goes to the data port on the wall and the other should go to your laptop.

wall laptop



### Submit a Work Order?

Go to [Helpdesk.nn.k12.va.us](http://Helpdesk.nn.k12.va.us). On the left hand side of the page is a software portal that allows you to download certain products. On the right hand side is a link that takes you to an online form to fill out for repairs.

### What Might Need Repair?

- Your laptop
- Student laptops
- ChromeBooks
- Laptop carts
- SMARTBoard
- Document Camera

