

Techie Times

Volume 2, Issue 1

Glenwood Community School District

August 2007

Check It Out!

All tech newsletters are stored on the GCSD tech webpage. Check it out at: <http://tech.glenwoodschoools.org>. The site is full of resources.



The Iowa Educators Consortium, IEC, is pleased to announce that selected Microsoft software titles are now available for purchase by Iowa K-12 faculty, staff and students at substantial discounts - over 75% off retail prices! The IEC has made this possible by partnering with Microsoft and participating in the Student Select K-12 agreement.

- 1. Microsoft Office Standard Suite:**
Retail \$399
IEC Iowa Student/Staff Price \$70.22
- 2. Office Professional Plus Suite 2007:**
Retail \$499
IEC Iowa Student/Staff Price \$80.88
- 3. Office Project Professional 2007:**
Retail \$999.99
IEC Iowa Student/Staff Price \$121.42
- 4. Office Visio Professional 2007:**
Retail \$559.95
IEC Iowa Student/Staff Price \$80.49

For complete details go to:

<http://www.iec-ia.org/vnews/display.v/ART/46c0c1ee3d35e>

Tech Work Order

Just a reminder that ALL technology issues must be submitted to be resolved. Just in case you have forgotten how to put in a Tech Work Order, here are the steps:

Step 1: Travel to the Site

1. Go to Internet Explorer
2. Click on Favorites
3. Move to Teacher Links
4. Move to Tech Helpdesk.

OR

1. Go to the Tech Webpage:
<http://tech.glenwoodschoools.org>
2. Click on Tech
(Left Side under Help Desks)

Step 2: Log onto Site

A screenshot of a Windows-style login dialog box titled "Connect to helpdesk.glenwoodschoools.org". It features a key icon and the text "Connecting to helpdesk.glenwoodschoools.org". The "User name:" field contains "glenwood\dashnern" and the "Password:" field is filled with dots. There is a "Remember my password" checkbox which is unchecked. "OK" and "Cancel" buttons are at the bottom.

User name: **glenwood\username**
Password: **"Your password"**

Use the username and password which you use to log onto the computer.

**You must put glenwood\
in front of your username.**

The first time you log onto the Tech Helpdesk, it will ask to fill in your name, school, etc. This information will then automatically appear the next time you log onto the tech work order.

Step 3: Submit New Problem

A screenshot of the Tech Helpdesk web interface. The top navigation bar includes "Glenwood Community School District", "Help Desk", and a prominent "Submit New Problem" button with a star icon. Below this are links for "View Problem List", "Open specific ID", "Knowledge Base", "Search the Knowledge Base", "Lookup by ID", and "Other" options like "Edit Information" and "Help Desk Manual". A white arrow points to the "Submit New Problem" button.

Step 4: Fill in Information

Please be as specific as possible with the issue. Tell us which computer, what happens, etc. The more information you give us, the easier it is to fix the issue.

Step 5: Click Submit Problem

The tech team handles issues in the order they are submitted. More difficult issues may take additional time. Please submit your issue as quickly as possible. Thanks!

AST technical support had a caller complaining that her mouse was hard to control with the dust cover on. The cover turned out to be the plastic bag the mouse was packaged in.