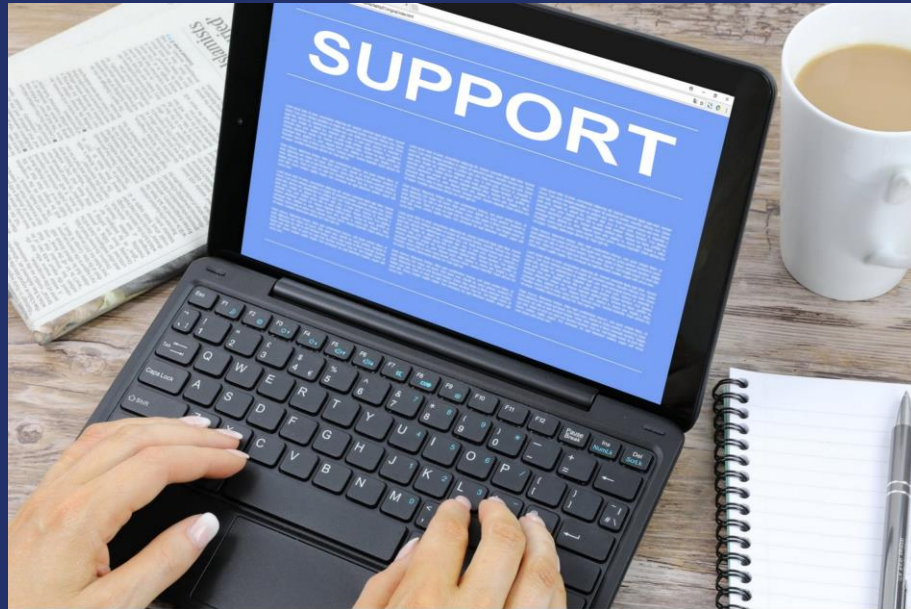


Technology Tips

WELCOME TO THE 2022-2023 SCHOOL YEAR



Need Technical Assistance?

Start Here...

1st - [Technology Knowledge Base](#)

2nd - [iiQ Help Ticket](#)

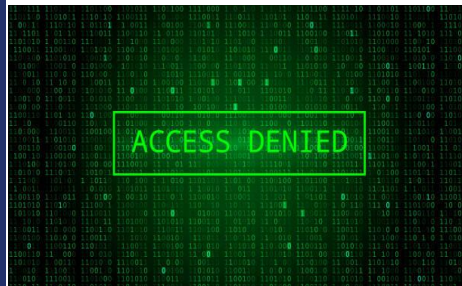
3rd - Call x4357 (HELP)

ACCOUNT PASSWORD

UPDATE YOUR PASSWORD

Use the [MyPassword](#) portal to update your SD308 password.

Passwords must have at least 8 characters and can only be used once.



SD308 LINKS

GET IT ALL HERE!

A folder on the Bookmark Bar called **SD308 Links** provides shortcuts to: The Copy Center, Help, Gmail, Clever, Tyler, and so much more!

Check out these shortcuts in your Chrome bookmark bar!

2-Step Verification



Protect your account with 2-Step Verification

TWO-STEP VERIFICATION

All SD308 employees are required to use two-step verification on their Google accounts. Instructions can be found in our [technology knowledge base](#).

Please call the Help Desk (x4357) if you have been locked out of your Google Account.

Printing & Copying

FollowMe Printing

1. Select a "FollowMe" printer from the Print Menu
2. Go to any Xerox printer with an ID scanner
3. Scan your ID to print your files

For larger print/copy jobs submit a print order to the Copy Center. Instructions on how to submit a print order can be found [here](#).



CLASSROOM TECHNOLOGY

WHAT TO EXPECT

Each teacher will be given an assigned Chromebook.

Every classroom has a projector, a monitor, a document camera (if requested), and a dongle. The dongle is used to connect the projector and monitor to the Chromebook.

If your classroom is missing any of these items, please submit a [Help Ticket](#) requesting the missing device.

Click [here](#) to learn how to expand or mirror your Chromebook screen to your monitor and projector.



INCIDENT IQ (iiQ)

WHERE TO GO FOR TECHNOLOGY HELP

[Incident IQ](#) is the service management platform we use in our school district. It is the first place to go if you need technology assistance. There are Knowledge Base (KB) Articles available to walk users through various processes - from using the document camera to using the Copy Center to submit a large print job.

If you cannot find an answer to your specific issue or concern in a KB article, use iiQ to submit your Help request and a technician will reach out to assist you as soon as possible.

