



Fact Sheet

Information Technology Support



Revised August 4, 2020

The health, safety and well-being of students and staff is a top priority as schools are reopening. Technology has an important role to play in enabling the continuation of learning during this time.

Devices

- ✓ We are continuing our assignment of a new computer to each student entering Grades 5 & 9.
- ✓ Grades 6 & 10 will keep their assigned device from last year, but we will be looking to do a software update on the devices early in the fall.
- ✓ Other grades will have devices assigned to them 1:1 to the greatest extent possible, with the priority being students learning from home and in the junior/intermediate grades.
- ✓ **There will be no sharing of devices in order to maintain student safety.**

Taking Care of Your Device

Every parent is required to sign an agreement to be responsible for the care of these supplied devices. Some reminders for good care are:

- ✓ Avoid food and beverages near the devices.
- ✓ Never close lid with anything on the device.
- ✓ Use only a microfiber cloth dampened with a 50/50 vinegar/water solution to clean the device.
- ✓ Be gentle when inserting or removing USB or power plugs.
- ✓ Handle the device with two hands, never by the screen.
- ✓ Work on a flat surface and allow airflow into and out of the device.
- ✓ Transport in a backpack or case that is protective.

When bringing the device to school from home, be sure that it is fully charged and ready for a day of learning. Outlets are limited in learning spaces, but we recommend that students still bring the charger with them to school.

Repairs/Tech Support

Seek help for technical issues through the teacher or principal first. Teaching staff will submit a workorder including the device name, issue description, student account, contact information and time for connecting to diagnose/resolve the issue.

Remote support will be carried out through a video or phone call appointment with both the teaching staff and computer technician attending. If a device needs to be serviced in person, they will be dropped off at a designated school location with disinfecting procedures when receiving and returning the device.

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WIFI/Connectivity

All devices owned by the school board connect to the **SGDSBAdmin** wireless network ONLY. There is no restriction to add other wireless networks when away from the school. This connection should happen automatically.

Personal devices brought to school can connect to **SGDSBStudent** or **SGDSBStaff** for fast access using their normal username and password for the school network.

Guests can connect to **SGDSBGuest** without a password. The speed of this network is limited.

There are a number of initiatives to assist with connections at home where needed, please contact the principal for more information.

Responsible Use of Technology

Please remember to follow the guidance of your teacher and use technology responsibly. The rules of use at school apply at home as well, including the Code of Student Conduct. Each student signs a document acknowledging their agreement to abide by responsible computing practices and care of devices.

The Main Platforms Used and Supported

- Microsoft Teams (classroom, video, and more)
- Office 365 (OneNote, OneDrive, Word, Excel, PowerPoint, Stream, more...)
- Edsby (parent and student communication, assignments, attendance)
- Google Apps (classroom, video, docs and more)
- School Messenger (parent alerts)
- D2L/Brightspace (asynchronous distance education classroom)

Accessibility Accommodations – please contact the principal if you require any assistance (persons with disabilities, access to Internet, etc.)

Privacy/Security Reminders

- ✓ Never share your account or leave your device unattended (lock the screen when away).
- ✓ Secure your home network (avoid leaving it with a default password).
- ✓ Look for **https://** at the start of an address when using the web.
- ✓ Be extra cautious/suspicious of emails. Remember that SGDSB will never ask you to reset a password by email.
- ✓ Use background obscuring features of video software (when available) or be aware of what is visible on camera behind you.
- ✓ Follow all the classroom norms that have been established by your teacher.

This Fact Sheet has been designed to provide information for school communities considering the changes required by COVID-19. For any questions, concerns, or accommodations, please contact your child's school principal.