



Excellence in Education

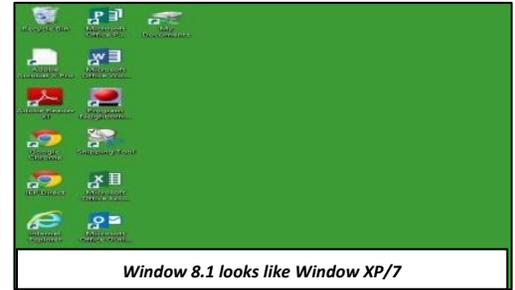
POBCSD DISTRICT-WIDE SUMMER of 2014 COMPUTER REFRESH IMPLEMENTATION

HOW IS MY COMPUTER DIFFERENT THAN BEFORE?

Frequently Asked Questions:

a) How do I sign in (log on) to my computer?

- What's the same? Hold down the "Ctrl" + "Alt" + "Delete" keys at the same time.
- What's different? If you don't see your district assigned username select "Other User."
- What's the same? Enter your username as usual (for example, my username is glodico) in the first field and enter your confidential district network password into the second field. Next - hit the "Enter" key on your keyboard. Once signed in you will notice your computer looks similar to the way it looked prior to our upgrade even though you are technically now in the Windows 8.1 environment. This is the result of the district being able to emulate the look and feel of the Windows 7/XP operating system in order to make your transition to Windows 8.1 as seamless (painless) as possible. Just like before, you are still able to access programs such as MS Word, Excel, and Chrome, for example, by clicking on the desktop icons. (**Important note:** After signing on your computer for the first time – immediately sign off and then back on again to ensure your desktop profile loads fully and changes to the green or blue desktop color)
- What if I click on something that brings me to the Windows 8.1 Tiles? How do I get back to the desktop view? There are three ways to return to the classic desktop view: (1) Move your cursor to the bottom left corner of your desktop and hover/click on the Windows Icon , (2) Click the Windows Key  located by the space bar area on your keyboard, (3) Hover on the top left corner of your desktop and click on the mini desktop icon.

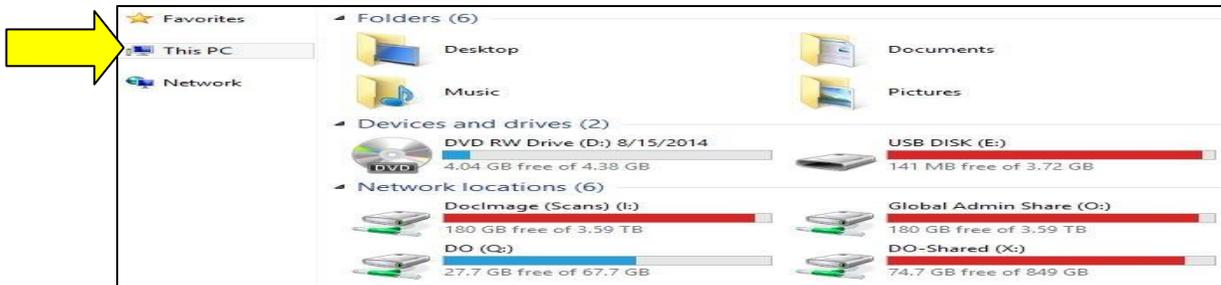


b) How do I sign off (log off) my computer?

- What's the same? Hold down the "Ctrl" + "Alt" + "Delete" keys and select "Sign out" from the list of options. In alignment with district policy, always sign off your computer to maintain the integrity of your user account. Also, please remember that "signing off" as opposed to entirely "shutting down" enables your computer to receive important network updates on a real-time daily basis. Also note you still have the ability to change your password, lock your computer, or switch users in this mode by clicking on the designated options.

c) How do I access my documents and network share drives?

- What's different? Click on the "My Documents" icon located on the green/blue desktop. Next – click on the "This PC" icon to view documents and available network share drives.



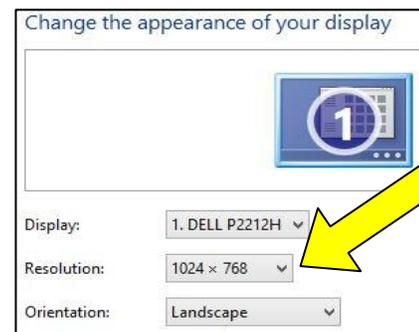
d) Which browser should I use to access the Internet? What about my favorites/bookmarks? How do I save a bookmark?



- What's the same? The district recommends you use **CHROME** as your primary Internet browser.
- What's different? Due to our district-wide computer system overhaul, your former browser favorites may not be accessible at this time and may require re-saving.
- How do I save a new bookmark in CHROME? Go to  > **Bookmarks**

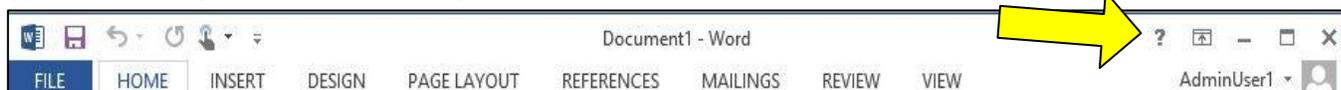
e) Can I adjust my own screen resolution?

- What's different? You are now able to easily adjust your screen resolution to customize the view size of your icons and documents. Simply right click your mouse while on your desktop (the green/blue screen with the icons) and select **"Screen Resolution."** Next - select the dropdown menu located to the right of the **"Resolution"** option and move the slider to the desired resolution setting. Note the 1024 x 768 setting is the largest view, the 1280 x 1024 setting is the mid-size view and the 1920 x 1080 setting is the smallest view. Finally, click **"Apply"** to view your changes and **"Keep"** to keep your changes and **"OK"** to return to your newly customized desktop resolution.



f) Where do I go if I need additional help?

- Building-based Computer Aides will continue to be available, upon request, to provide "just-in-time" support to help resolve technical and training related issues in concert with or Central Office of Technology Team. Our in-district Central Office of Technology help desk can be contacted at 434-3090 during regular school hours to answer questions, and help point you to the appropriate training and technical support resources. In addition, you will be able to continue to find the latest links to training resources on our [Central Office of Technology Website](#).
- Onsite building training will be available at the start of the school year. These sessions are designed for hands-on training for any staff member who may require additional assistance and will take place at each school building location inside instructional computer labs and administrative offices.
- Embedded in all Microsoft applications, such as MS Word, for example, is a question mark help icon (?) located in the upper right hand corner of each active application window. This icon provides a search field for all help related questions leading to additional training resources such as instructional videos and set-by-step instructions.



- Direct Microsoft Office Application Phone Support: **CALL TOLL FREE 1-855-240-4407**. As part of our collaborative effort with Microsoft, our district has received a special grant that provides "free" 24/7 access to expert live phone support for all staff members. This virtual help desk is a perfect resource for any **"how-to"** type questions related to the new Microsoft Office 2013 Suite and Microsoft 8.1 environment – including applications such as Outlook (email), Word, and Excel, for example. A unique high-tech feature of this service provides you with a qualified training specialist able to shadow your live computer session and help you through any issue you are having as if he/she was working with you inside the same room. Please note there is no cost or time limit for each call and support is guaranteed to be provided until you determine your question has been appropriately answered.