



Excellence in Education

POBCSD DISTRICT-WIDE COMPUTER NETWORK FAQs / USER GUIDE 2016-2017 SCHOOL YEAR

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

Step 1. Press any key on your keyboard when you are on the lock screen and read/click on "OK."



Step 2. Enter your username and password (**Do not** enter **pub** in front of your username and **do not** use your email address. For example, I simply enter **glodico** as my network username.



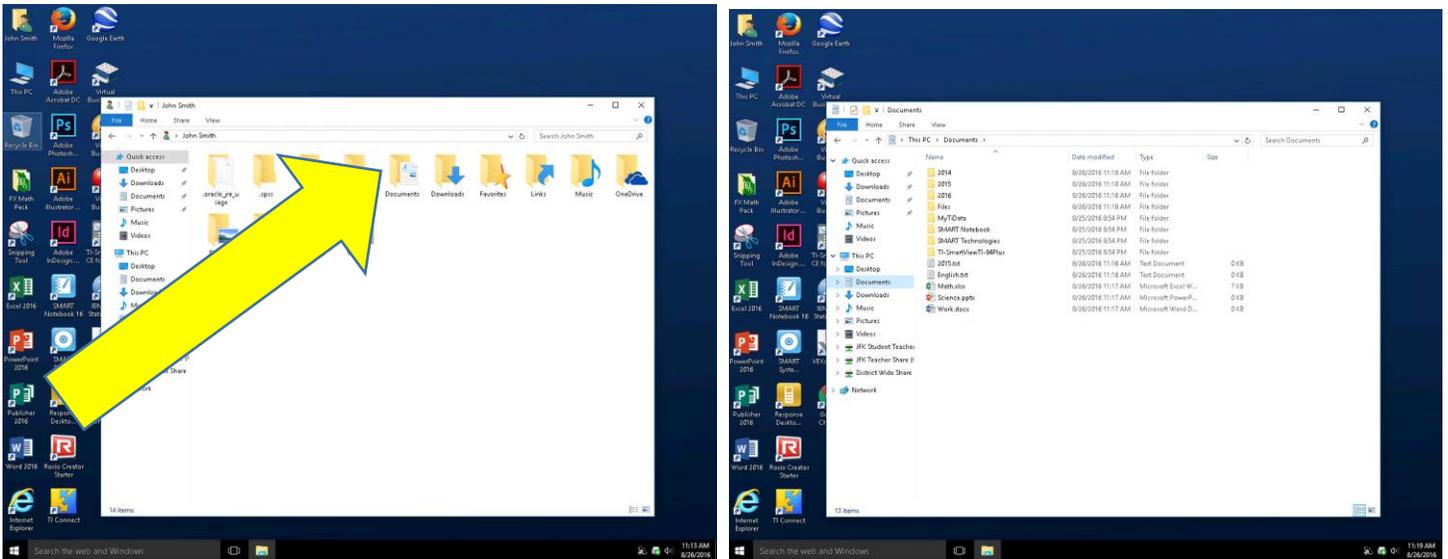
(Please note your first log on for the 2016-2017 school year may take anywhere from two to five minutes to build your new network profile)

b) How do I access my documents?

Step 1. Click on your name which will appear as a "Folder Icon" located in the top left corner of your computer screen desktop.

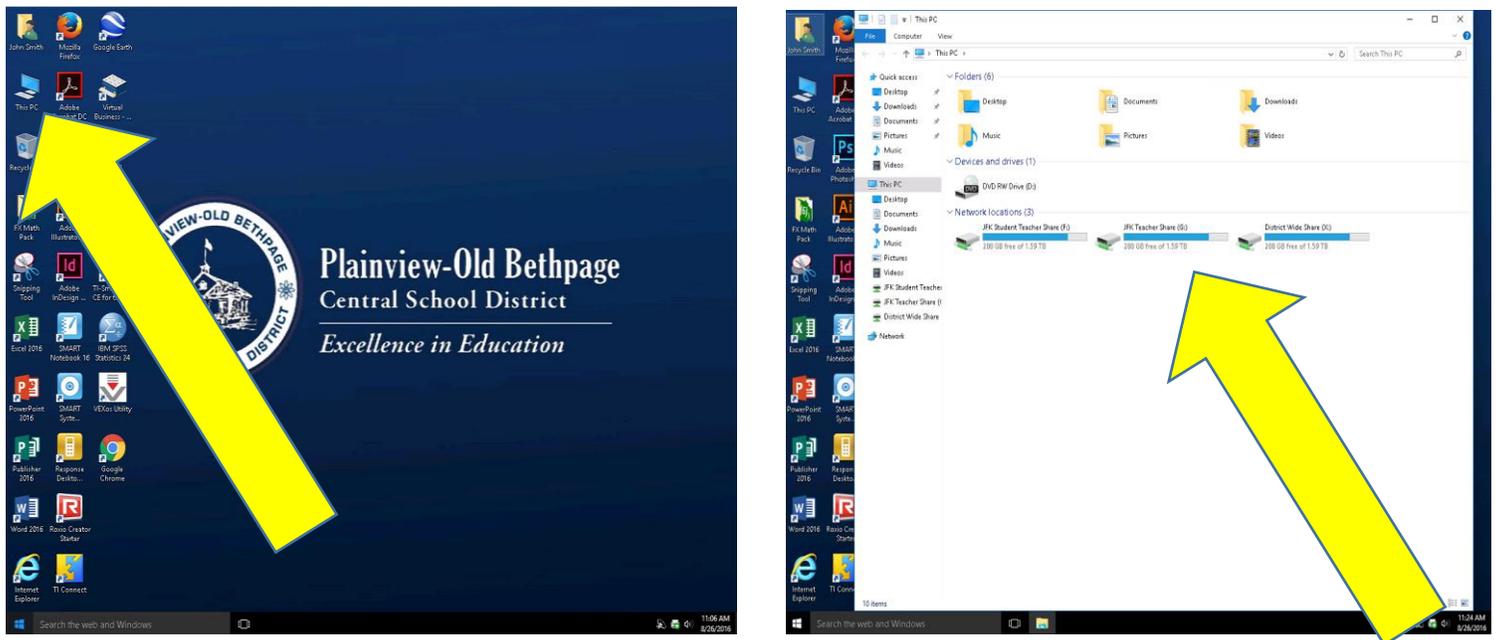


Step 2. Click on the “Documents” folder to view your documents.



c) How do I access my Network Share Drives?

Step 1. Click on the “This PC Icon” located on your desktop. You will now see all related building/district network share drives that have been assigned to you in addition to your documents folder.



d) How do I access my computer network software applications?

Step 1. Most applications you require are easily found on your computer desktop or via the “Start Menu.”

(To access the Start Menu click on the Windows Icon located on the bottom left corner of your computer desktop and click on “All Apps” and/or simply begin typing the name of an application or scroll through the menu and select an application)



e) How do I sign out (log off) my computer?

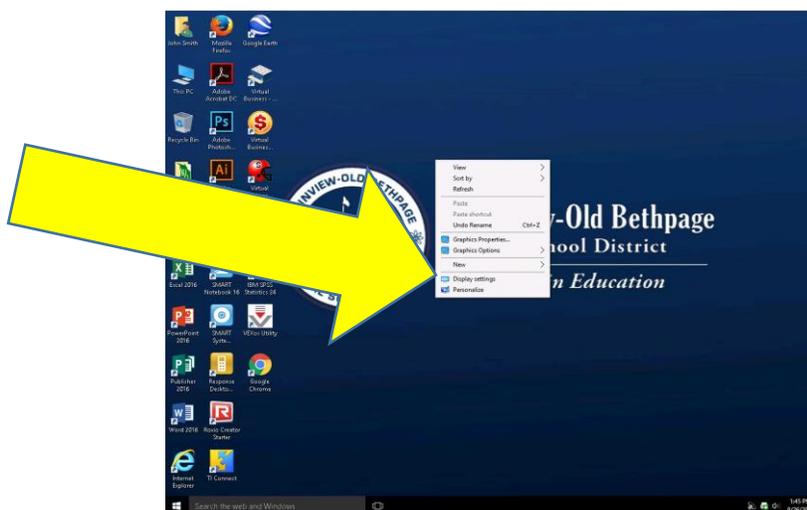
Step 1. Hold down the “Ctrl”–“Alt”–“Delete” key combination and select “Sign Out” from the list of options.

You can also choose to “Lock” your computer if you are temporarily stepping away.

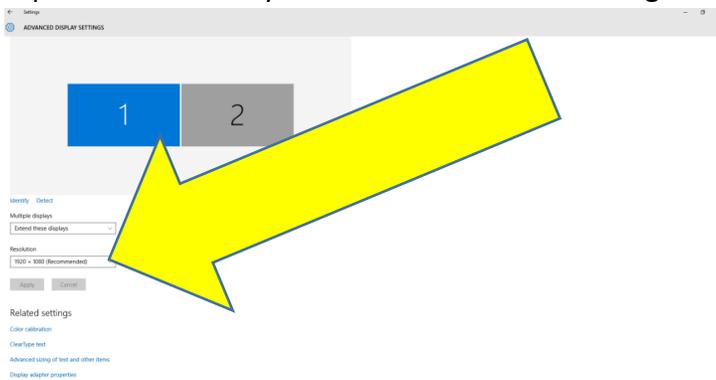
Note: Do not log on to a second computer while your primary computer is in the lock mode. This will corrupt your network profile and cause issues with your network account.

f) How do I adjust my computer screen resolution?

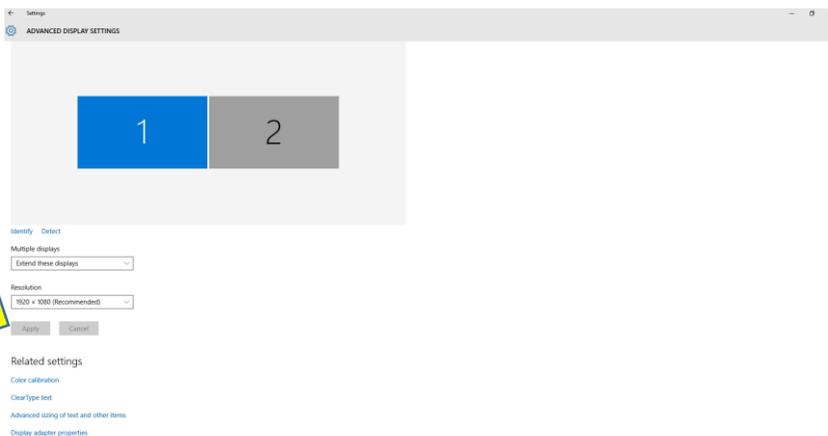
Step 1. Right click your mouse while on your computer desktop and select “Display Settings.”



Step 2. Click “Advanced Settings” and select the dropdown menu located below the “Resolution” option and choose your desired resolution setting.



Step 3. Click “Apply” to view your changes and then click on “Keep” to enable your new settings.



Step 4. It is recommended that you ***do not*** change the resolution on devices that are connected to a Smartboard as these settings are already optimized for this purpose.

g) Where can I get additional technical support?

- Step 1.** Building-based Computer Aides will continue to be available to provide direct support to help resolve technical and training related issues in addition to our Central Office of Technology Technical Support Team.
- Step 2.** Please ensure that a computer repair ticket is created by your building-based Computer Aide with all the relevant details explaining the issue/s you are experiencing.
- Step 3.** Our Central Office of Technology Help Desk can also be contacted in an emergency at 434-3090 during regular school hours to answer questions and/or provide additional support when a building-based Computer Aide is not available.