

itc Quick FAQs



Scheduling

My schedule:

I rotate Wed- Tues with Huntington Middle School

Please refer to the [Sharepoint calendar](#) for days that I will be out of the building.

Scheduling an open lab time:

Use the [Calcium Calendar](#).
Log in: Deer Park
password: dpanimals
Tipsheet: [DPES SharePoint](#)

Scheduling the laptop carts:

Use the [Calcium Calendar](#).
Log in: Deer Park
password: dpanimals
Tipsheet: [DPES SharePoint](#)

Scheduling with the ITC: Email or call to request:

- a co-teaching lesson
 - a planning/data talk appointment
 - a lesson observation
 - a training session
- Shannon.Floyd@nn.k12.va.us

DPES x23413
HTMS x3413

FYI...

Difference Between an ITC and TSS?	
ITC	TSS
Uses technology	Fixes computers
Co-teaches	Repairs equipment
Observes	Shared by many schools
Plans	
Conducts trainings	

How do I check out technology equipment?

The library houses all small equipment such as video cameras, digital cameras, document cameras, Senteos, GPS devices, microphone headsets, and mobile LCD projectors. They are all reserved



I need Synergy Help—what do I do?

Contact your ITC who can figure out most simple things. If the problem is more complex, she will help you contact the SIS Help Desk.



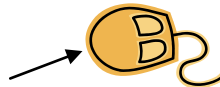
How do I get to Talent Ed to check on my evaluation information?

Click here



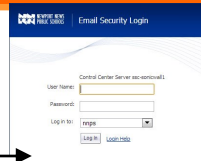
Where can I find passwords for available accounts?

Click here



Where can I find my blocked email?

Open your internet browser and type in: spam.nn.k12.va.us



How Do I?

How do I submit a work order?

[Submit a Work Order](#) explaining your problem. Our TSS will come troubleshoot and At times he help desk may try to remote in to fix the

How do I get software updated/added on my computer?

If you are missing certain software or need an update you can do it yourself at the self-install portal. Simply go to software.nn.k12.va.us and sign in using your normal credentials. Note that you can **ONLY** do this while you are at school.

How do I find great integration ideas?

Check out the [student](#) portportal and [searchable archives](#) of Laptop Literacy Ledger and Classroom Computer Chronicles

How do I hard wire my laptop?

There are 2 ports on the back of your phone. One goes to the data port on the wall and the other should go to your laptop.

wall laptop



Observations

From time to time, I will pop in to observe how you are using technology. I may also ask you if I can schedule an observation with you.

What do I do if I have a printing problem?

Virginia Harden handles all the printing accounts. Touch base with her and see if it an issue with your account. Anesa Morgan is the person to get toner if a printer is low.

For help with adding a printer contact the help desk by Sending an [issuetrack request](#) or e-mail help_desk@nn.k12.va.us and explain your request.