

Important 2014 Dates

May 21st	Upgrade Preparation In-Service Session
May 31st	Beta-Test Group Deployment
June 30th	File Transfer Folder Deadline
August 14th-15th	Upgrade In-Service Trainings
November	Tablet Deployment
December 31st	End of File Transfer Support

Technology Troubleshooting Procedure

1. **Restart the computer** before doing anything else.
2. **If the issue is:**
 - (a) **Student machine issue:**
Call Help Desk at *ext. 1776* or submit a ticket.
 - (b) **Emergency ‘Show-Stopper’ issue:**
Email Gina *and* building tech directly.
 - (c) **‘How to do x’ or a ‘Frequently Asked Question’:**
Check the Tech Support Knowledgebase on the Ticket Website for instructional articles.
 - (d) **All other issues:** Submit a Tech Ticket.

District Technology Staff

Charlie Reisinger	District Technology Director
Shawn Beard	Enterprise Systems Engineer
Chad Billman	Systems Engineer
Dianne Bates	State Reporting Data Specialist
Gina Brubaker	Help Desk Specialist
Buildings Served: District-wide	
Shelby Foster	Tech Support Specialist
Buildings Served: Central Manor, Martie and Marticville Middle	
Alex Lagunas	Tech Support Specialist
Buildings Served: High School	
Jason Sauders	Tech Support Specialist
Buildings Served: Hambright, Letort and Pequea	
Tom Swartz	Tech Support Specialist
Buildings Served: Conestoga, Eshleman and Manor Middle	

Common Web Sites

- <http://support.pennmanor.net>
Tech Support Ticket System and Knowledgebase
- <http://filter.pennmanor.net>
Web Filter to view YouTube and other blocked sites
- <https://cloud.pennmanor.net>
Penn Manor Cloud Backup service

Notes



Computer Upgrade Frequently Asked Questions

Penn Manor School District

Summer 2014

Professional Development Questions

What professional development will be provided?

The District Technology Team will offer short introductions to your device when you pick it up over the summer.

Professional development for the elementary level will begin at the Summer In-Service days and continue throughout the school year.

Professional development schedules for Manor Middle will be announced.

What can I do to prepare for the new computers?

The majority of the file conversion and preparation will be completed by Technology Support Staff at or shortly following the In-Service days.

Cease using iWork applications (Pages, Keynote, Numbers) and instead begin the transition to portable formats such as Microsoft Office, LibreOffice, or Google Docs.

Why is iWork no longer available?

Within the past upgrade cycle, iWork (Pages, Keynote, Numbers) is no longer offered at 'Educational Pricing' by Apple, Inc. In order to install iWork on district MacBooks, individual licenses must be purchased, at a considerable cost.

Further, Microsoft Office and Google Drive allows creation of documents that will work on all devices; Mac, PC, and Linux. This interoperability is a key factor in the Student 1-to-1 Program.

Common Computer Upgrade Questions

Can I transfer my personal music from the old Mac to my new device?

No. Personal music and photos will not be transferred to the new devices. Staff should back up their personal files on to their own external drives.

Can I keep my old Mac?

All staff have the option to keep their current MacBook devices until December 2014. The District Technology Team will offer assistance in file conversion and backups. *However, absolutely no repairs or updates will be offered for these devices.*

Staff are encouraged to return their old devices as soon as they are comfortable so that they may be used to repair and replace the student cart devices.

Common Windows Questions

What version of Windows do I have?

The Windows PC laptops are loaded with Windows 8.1 Professional.

How do I update software?

All software will be updated automatically, and installed upon Shutdown. *As such, it is very important to shut your computer down at the end of each day.*

If you do not shut down each day, the number of queued updates will accumulate and will exponentially increase the amount of time taken to boot up.

Are students permitted to use my Android Tablet?

Students are permitted to use staff tablets, strictly under supervision of the staff member. Please be aware that the students may access, edit, or delete any applications and data on the tablet.

Useful Windows Applications

Snipping Tool

Start → Snipping Tool - This app captures and saves screen shots, useful for sharing info on Moodle or including images to Tech Support issues.

SplashTop

Start → SplashTop Streamer - This app allows the Android tablet to remotely control your computer.

Paint.Net

Start → Paint.Net - This app is a simple painting program. Combined with the touch-screen, it can be used to quickly and easily convey visual information.

Windows Alternatives to Mac Applications

iPhoto → XnView

XnView allows for photo organization and album creation similar to iPhoto

iMovie → Windows Movie Maker

Windows Movie Maker allows you to import clips and create movie projects with a visual editor similar to iMovie.

GarageBand → Audacity

Audacity performs similarly to GarageBand in that you may easily record and manipulate audio.

Pages → Publisher

Microsoft Publisher is a newsletter/flyer typesetting application. This will allow you to create worksheets for your students or newsletters for your blog.

Windows 8 Shortcuts

Windows Key (Tap)

Toggle between the Start Screen and most recently opened app. Typically toggles between Desktop and Start Screen.

Windows Key + Begin Typing Text

Search your computer for typed text - useful to find an application or file

Windows Key + E

Open Windows Explorer. Quick access for files, favorite folders, server folders, CD/DVDs and other file management utilities.

Windows Key + Arrow Keys

Arrange desktop windows on your screen. Win + Left/Right will fill the left/right half of your screen, respectively, and Win + Up will 'Maximize' the window to fill the screen.

Windows Key + C

Open the 'Charms' menu. Quick access for Start Menu, Settings, and Shutdown Options.

Windows Key + Pause Break

Open the System Info window. This page lists the system info, computer name, and Tech Support information.

Common Mac Questions

What version of Mac OSX do I have?

The Apple MacBook Pro devices are loaded with OSX 10.9 Mavericks.

How do I update software?

All software will be updated via Self Service. Currently, updates for OSX 10.8 occur weekly so it is very important to use Self Service often.

Various optional software programs are also available to be installed or upgraded on Self Service.

Mac OSX 10.8 Shortcuts

Command + Q

Quit the currently active application.

Command + Mouse Click

Bring up an 'options' menu, allowing you to perform actions on the selected files or folders.

Command + Space

Activate 'Spotlight' to search for files and applications.

Control + Command + Eject

Restart the computer.

Control + Option + Command + Eject

Shut down the computer.

4-Finger Swipe Left/Right

Switch between full screen applications and apps.

(Google Chrome) 2-Finger Swipe Left/Right

Navigate Back or Forward through web history. Same as hitting the 'Back' or 'Forward' button.