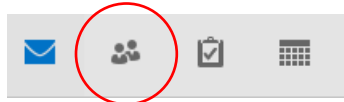




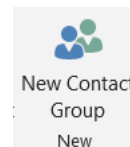
Online Instruction Common Technology Questions and Answers

General

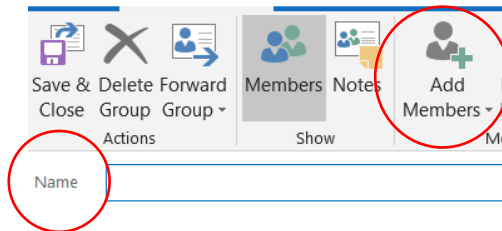
- I cannot login to the computer the district gave me with my N number.
 - You must use the following credentials to login to a district-loaned laptop:
 - Username: "student" (lowercase)
 - Password: "student" (lowercase)
- I cannot login to webmail. What is my username and password?
 - Your username is A#@sarasotacountyschools.net.
 - Your password is your password you use to login to your computer.
- I am unable to create Outlook contact groups.
 - Within the Outlook app, click the Groups icon located in the bottom left corner, to the right of the Calendar icon.



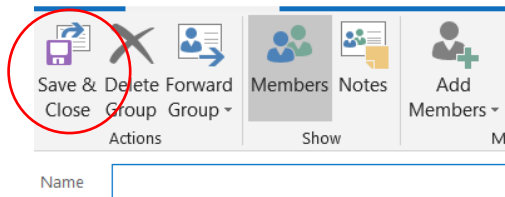
- On the top left, click 'New Contact Group.'



- In the new window, name your group and click 'Add Members'.



- Select 'From Address Book' and add users to the group.
- Select 'Save & Close' when completed.





Online Instruction

Common Technology Questions and Answers

- How do I create rules in Outlook to filter mail into folders (i.e., to route student emails to specific folders within Outlook)?
 - The following articles will walk you through how to create rules in Outlook:
 - <https://support.office.com/en-us/article/manage-email-messages-by-using-rules-c24f5dea-9465-4df4-ad17-a50704d66c59>
 - <https://www.laptopmag.com/articles/filter-email-outlook-skip-inbox>
 - <https://www.bettercloud.com/monitor/the-academy/use-rules-filter-sort-emails-outlook/>

Communication

- How can I have one-on-one communication with my students?
 - Email in Office 365
 - Zoom
 - Phone call
 - Google Voice
- How do I set up Google Voice on my computer?
 - The following article will walk you through how to set-up Google Voice:
 - <https://support.google.com/voice/answer/115061?co=GENIE.Platform%3DDesktop&hl=en>
- What are the system and browser requirements to use Google Voice?
 - The following article will list the system and browser requirements:
 - https://support.google.com/voice/answer/9682580?hl=en&ref_topic=1707989
- How long can a call last with Google Voice?
 - The maximum length of a Google Voice call is limited to 3 hours. After that, you would need to hang up and call back again for another 3 hours.

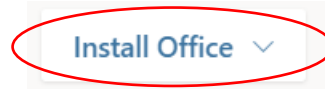
Office 365

- What is my student's email address?
 - A student's email address is N#@sarasotacountyschools.net.
 - N# is the N number for the student.
- My students are trying to sign up for _____, but emails are not going to their Office 365 email. Why are they not seeing the emails?
 - Students can only send/receive email from an @sarasotacountyschools.net or @student.sarasotacountyschools.net email address.



Online Instruction Common Technology Questions and Answers

- I do not have Microsoft Office on my personal computer. How can I get it?
 - After signing into Office 365, click the 'Install Office' button on the top right of the Welcome page.



- All staff and students can install Office 2016 for free on up to 5 devices.
- What is my Office 365 username and password?
 - Your username is A#@sarasotacountyschools.net or N#@sarasotacountyschools.net.
 - The password for staff is the same that you use to sign into your computer/email.
 - The password for students is their PIN#.

Blackboard LEARN

- Can you merge my Blackboard courses together?
 - We are not able to merge courses.
 - Submit a HELP ticket if you would like to set up a new course.
 - Tell us what you would like your course to be called within the HELP ticket.
 - Once it is created, you can enroll users into the course as needed.
- I do not want to use the course(s) that were recently created for me. Can they be deleted?
 - We do not delete courses.
 - The courses that were recently created are hidden from student view unless you enabled the course(s).
 - If you do not wish to use these courses, you can click the GEAR icon to the right of 'MY CLASSES'.

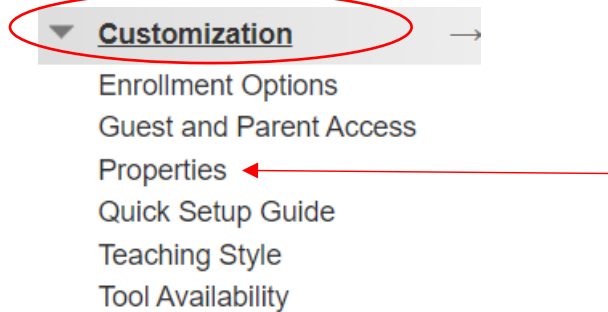


- Under 'Class Name', uncheck any course you do not wish to see on your list of courses.
- I want to use the courses you created, but my students can't see them. How can I make the courses visible?
 - Click on the course(s) you want to enable.

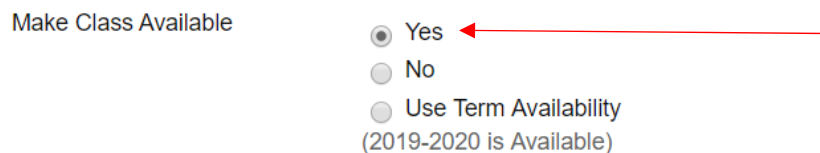


Online Instruction Common Technology Questions and Answers

- On the left, under 'Control Panel', click 'Customization' and then 'Properties'.



- Under 'Set Availability', select 'Yes' and then click 'Submit'.



- Your course is now visible to students.
- I cannot see my classes in Blackboard. It keeps saying module loading. How can I see my classes?
 - Once you clear the cache in Google Chrome it will load. See directions here: <https://support.google.com/accounts/answer/32050>.
- I have having problems adding files or uploading content to Blackboard. How do I add content to my course?
 - Internet Explorer (IE) is no longer a supported browser for Blackboard LEARN. It will cause you to see errors when attempting to edit your course.
 - Instead, use Google Chrome when accessing Blackboard Learn.

Microsoft Teams

- I do not have the ability to create a Team. Can you give me access to create one?
 - Submit a HELP ticket to request that one be created.
 - Document in the HELP ticket what each Team(s) is to be named.
- I am not able to chat with my students in Teams. Can this be enabled?
 - Students do not have the ability to do private chat in Teams.
 - However, students can have conversations inside of a Team/Channel.
 - If you would like to have one-on-one conversations with students, you should use email in Office 365, Zoom, or schedule a phone call with the student.



Online Instruction Common Technology Questions and Answers

- How do I install Teams on my computer?
 - You can use the web version of Teams by accessing Office 365 and then clicking the Teams icon.
 - If you want to download Teams on your device, you can do so by clicking the 'Download Teams' button at the bottom left of Teams online.



- Can I add parents to a Team?
 - No, parents do not have a Sarasota County Schools Office 365 account.

Zoom

- What email should I use to register for a Zoom account?
 - Use your sarasotacountyschools.net email address when signing up for Zoom.
 - This allows oversight into who has accounts and if anything suspicious is occurring with them.
 - With the Zoom school district account, we also have dedicated Zoom staff to ask questions and get support as needed. They are extremely responsive to our needs.
- How do students join a Zoom meeting?
 - Teachers should share a link for students to click on to join a Zoom through the student's district email account.
 - Students do not login directly to Zoom.
 - The only personal information Zoom would have access to is the student's first name as they enter the meeting identifying themselves.
 - Teachers should have no reason for students to create their own Zoom accounts in order to participate in a meeting.
- Do students need to create an account in order to use Zoom?
 - No, they will just need to click on the link that is provided by their teacher to join a Zoom meeting.
 - Sarasota County Schools prevents students from creating zoom accounts using their Office 365 email address.
- I've read in the news that there are security/privacy concerns with Zoom. Is that true?
 - While ANY platform may have security and privacy concerns, things are being done to mitigate these concerns:



Online Instruction Common Technology Questions and Answers

- Unlike New York Public Schools and others you may have heard about, Sarasota County Schools maintains an account with Zoom. All teachers who register with an @sarasotacountyschools.net email address are under that account.
 - We have a dedicated Zoom representative to assist and guide us.
 - Because we have registered with Zoom and are identified by Zoom as a K-12 client, all of our accounts have settings such as "require password" and "enable waiting room" applied to meetings by default. These help to mitigate risk from issues such as "Zoom Bombing". Some K-12 organizations have not taken this step and thus are not receiving these updates.
 - Zoom is regularly updating their system to assist identified K-12 customers in protecting students.
- Is student information being shared by Zoom?
 - Because students are not creating their own Zoom accounts, there is no personal information to leak.
 - When teachers sign up using their district email address, security is monitored and managed through the district-wide Zoom tenant.
 - If I am uncertain how to set up a Zoom meeting to protect my students how can I get help?
 - If a teacher or staff member would like assistance in setting up their Zoom account, they are asked to submit a HELP request so a knowledgeable technician can assist them in configuring their settings to best meet the needs of their specific use case.
 - What settings does Sarasota County Schools recommend at this time?
 - As of April 6th, Sarasota County Schools is recommending the following settings for Zoom Meetings:
 - Enable waiting rooms – This enables students to be ready to begin the meeting, but not interact with anyone else in the meeting. As soon as the teacher begins the meeting, then the students are actually a part of the meeting.
 - Turn off file transfer option – This prevents students from sending one another “off topic” files, whether inappropriate or malicious.
 - Disable private chat – This prevents students from having one-on-one chat within the Zoom meeting.
 - Disable join before host – This is the counterpart to “enable waiting rooms” setting. It says exactly what it is AND is a second level of security for the “enable waiting rooms” setting. They get a message that says something to the effect of ‘The Meeting will begin as soon as



Online Instruction

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the Host arrives.” It also prevents students from using the link when the teacher isn’t using it.

- Set a password for the meeting – Nothing prevents students from sharing it, but it does prevent a student from attempting to randomly find the meeting and join it; which has been a growing trend since this began.
 - Turn off screen sharing and only allow when necessary – This is most important with regards to “classroom management” within Zoom. This prevents students from randomly putting up material (appropriate or inappropriate) during the meeting.
 - Mute participants – This prevents participants in a webinar from hearing background noise from other participants, causing distractions to the Zoom meeting. Participants can unmute individually as appropriate.
 - Disable annotations – This prevents students from “annotating” on whatever is on the screen for others to see.
- Are there any other steps I can do to make Zoom more secure for my students?
 - One of the best things a teacher can do to mitigate issues is to eliminate anonymity in a meeting.
 - ALL participants must identify themselves and any participant who does not do so MUST be removed from the meeting immediately.
 - A meeting host can do this by clicking the ellipses (three dots ...) next to a participant and choosing "remove". That will remove the unidentified participant from the meeting and help ensure an orderly discussion.

Digital Textbooks

- How do my students login to BrainPOP or BrainPOP Jr.?
 - Username: “sarasotafi”
 - Password: “spring 2020”
- Can I make assignments and track my students’ work in BrainPOP?
 - No, Sarasota students do not currently have individual BrainPOP accounts.
 - Teachers can request a code to register for a BrainPOP Educator account.
 - Creating an account will allow your students to have individual accounts so that you can assign and track progress.



Online Instruction Common Technology Questions and Answers

Accelerated Reader and Reading Wonders

- Are students allowed to take book quizzes at home?
 - No, at this time, students cannot access quizzing from home.