

START HERE! Using Your Laptop

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Overview

The Sioux City Community School District is providing students in grades 2-12 a laptop to support their education. There will be times when your student will be working from home – for homework or to continue learning when school is not in session in the school building. This document assumes you have your system working from home including being able to log in and browse the Internet. This document will lead you through the tasks you **MUST DO** to be successful in learning remotely. You **MUST DO** these tasks prior to joining a class or accessing any school-related materials.

- **Log into Your System**
- **Log into Clever**
- **Log into Smoothwall**
- **Log into Teams**
- **Log into Canvas (ONLY for students in grades 6-12)**
- **Where to get help**

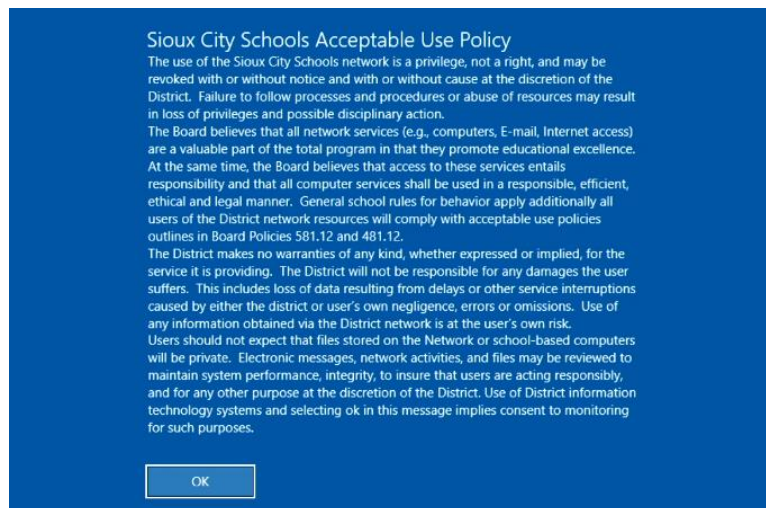
Before going further, make sure you have your email address and password. Share that with a parent and put it in a safe place. You will need that through the following process! We will sometimes refer to username. The username is that portion of your email address that comes prior to the @. For example, the username is 'pritchj' while the email address is 'pritchj@live.siouxcityschools.com'

Log into Your System

When you start up your system you will be presented with Microsoft Windows 'splash' screen:

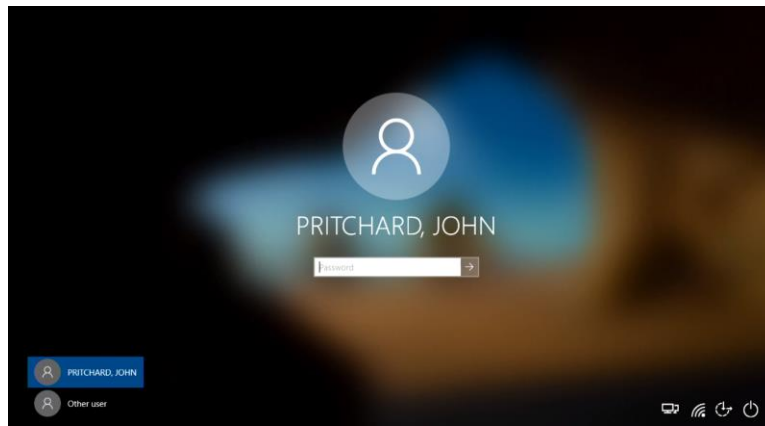


Press 'enter', you will be prompted to approve the Sioux City Schools Acceptable Use Policy.

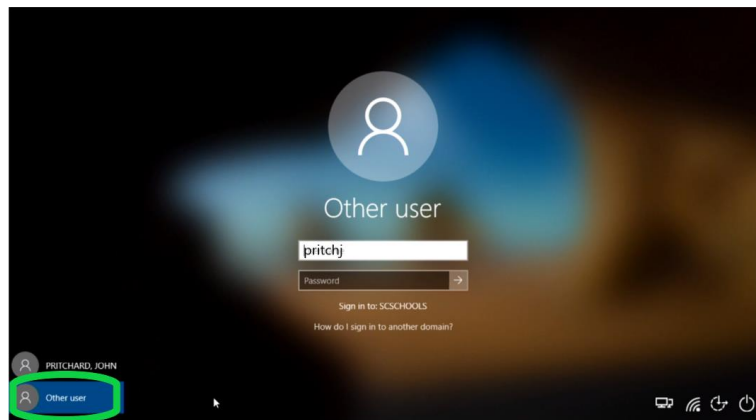


Click the "OK" button to continue.

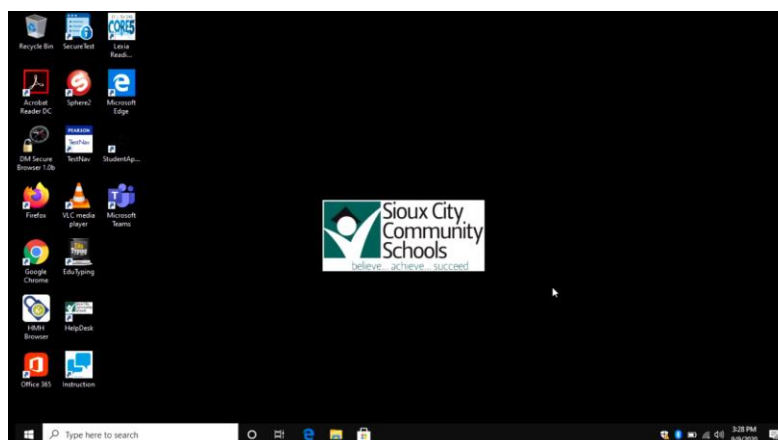
Typically you will then be presented with your name and a field to enter in your password. You can enter your password and press 'enter'



If you do not see your name, click on "Other user".



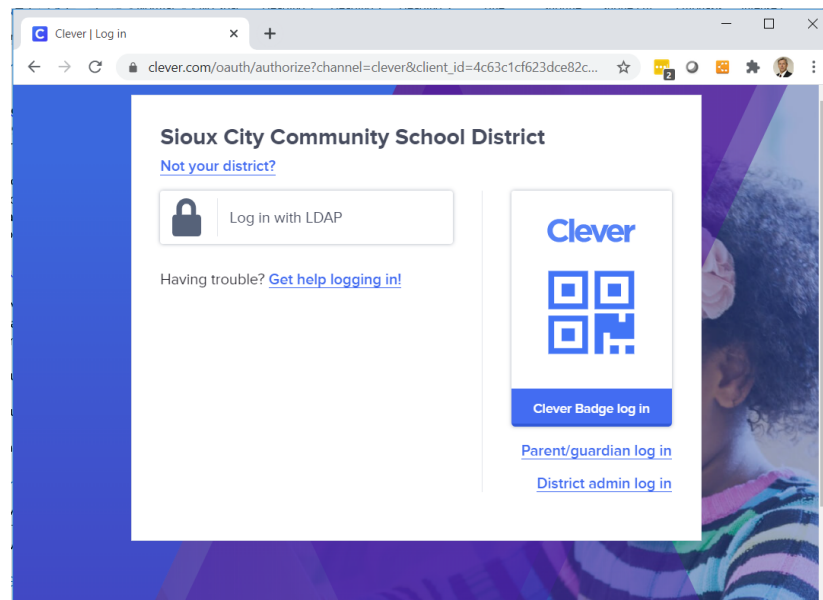
You will then be prompted to enter in your username and password. Enter in just your username (for example, 'pritchj') and not your entire email address. Enter your password in the second field and press 'enter'. When successful, you will see your desktop. Note that you may want to wait for a minute to allow the desktop to fully load. It may automatically load Teams.



Log into Clever

Log into Clever? What does that have to do with getting into an online class? The reason we want you to get into Clever is because Clever helps you get to content and programs that your teacher might reference you to, like your textbooks.

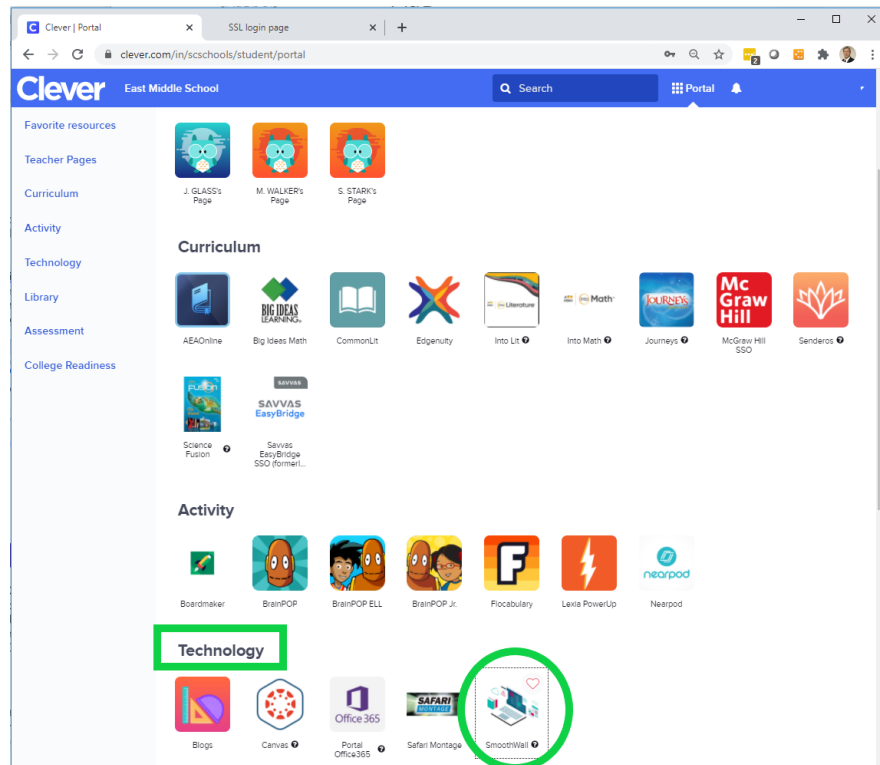
After powering up your system and getting logged in, you should be presented with your desktop. Microsoft Teams may also pop up automatically and have you logged in. Once your system is finished loading applications after log in, double click on the Chrome icon to open a web browser. The web browser should take you to the standard default web page – student.sioxcityschools.org:



If you have a Clever badge, click on the Clever Badge log in button and you may be prompted to allow access to your camera – if prompted, click "Allow". Then show your badge to the camera and you should see a green checkmark which will log you in. If you do not have a Clever badge, you can click "Log in with LDAP" and type in your username (not the whole email address) and your password. If you have questions on how to log into Clever, review the Quick Start documentation on the Remote Learning help desk site.

Log into Smoothwall

Your next step is to make sure you are logged into Smoothwall. Smoothwall is an Internet filter that prevents inappropriate sites from being accessed. All students go through this filter and must be logged in for access to most web sites. The Smoothwall icon is available in Clever. In the previous section you logged into Clever. Your screen will look something like this:



Scroll down until you see the Technology section and look for an icon labeled “Smoothwall”. If you click on that icon you will be presented with a new window that will tell you whether you are logged in or not.

Here is the screen that indicates you ARE NOT logged in. You must enter in your username (not email) and password and click the “Login” button.



The image shows a screenshot of the Smoothwall login screen. The screen has a light blue background with the 'smoothwall' logo at the top. Below the logo, there is a red-bordered box containing the text 'Please login to provide access to the Web'. Underneath this box, there are two input fields: 'Username: [pritchj]' and 'Password: [*****]'. A 'Login' button is located below the password field.



Here is the screen that indicates that you ARE logged in and good to go!

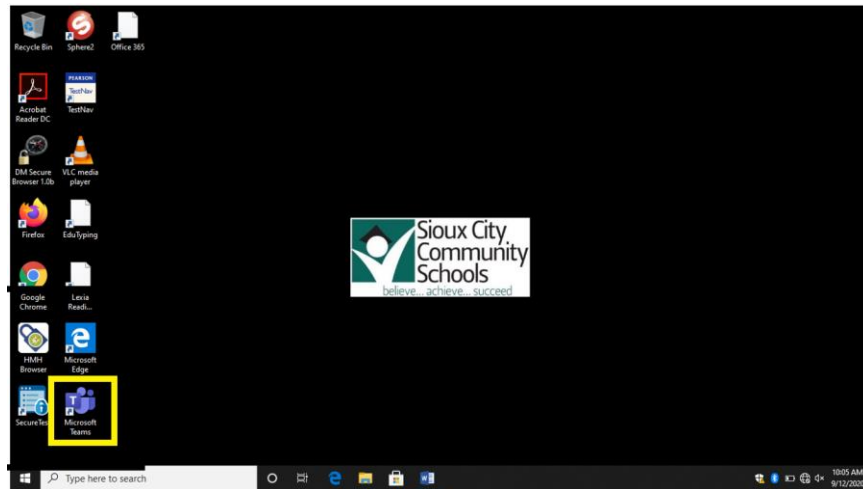
The screenshot shows the Smoothwall login interface. At the top is the "smoothwall®" logo. Below it is the text "Please login to provide access to the Web". The user's current status is displayed as "SCSCHOOLS\pritch logged in", with "logged in" highlighted by a red rectangle. To the right of this status is a "Logout" button. Below the status bar are two input fields: "Username:" containing "pritchj" and "Password:" containing masked characters. A "Login" button is positioned below the password field.

Log into Teams

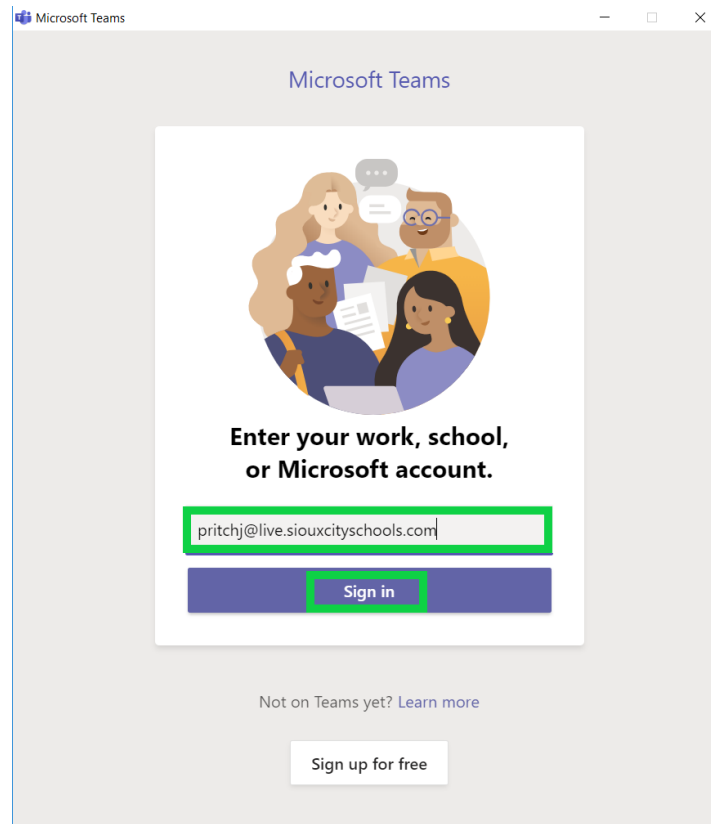
Microsoft Teams is the program you will use to attend remote classes. When your system is started up it MAY automatically start the Teams App and log you in – ready to go! If it does not, here is how you will log in.

NOTE: We have found that Teams can have login issues where you may have to log in more than once. We have also found a work-around for this issue. Please see the document “Fix Login Issues!” located in the FAQ documents on the help desk (<https://sccsd.freshdesk.com>).

The Teams App icon should be located on your desktop (see the highlighted icon below). Double click on it.



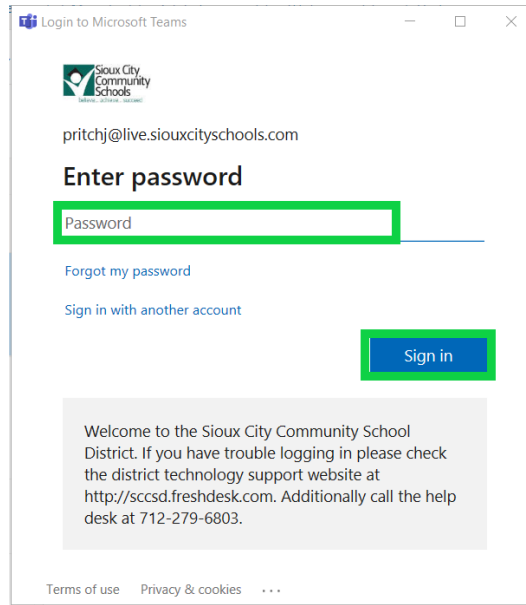
The Teams App login screen will look like this:




You must enter your entire email address (username@live.siouxcityschools.com) and click "Sign in". The "Sign in" button will only be bold/blue when a valid email address is entered.

NOTE: You may be asked to enter this same screen twice! It is not a problem, just the way the program works!

After successful entry of the username, you will see a screen like this:



Login to Microsoft Teams

 Sioux City Community Schools

pritchj@live.siouxcityschools.com

Enter password

Password

[Forgot my password](#)

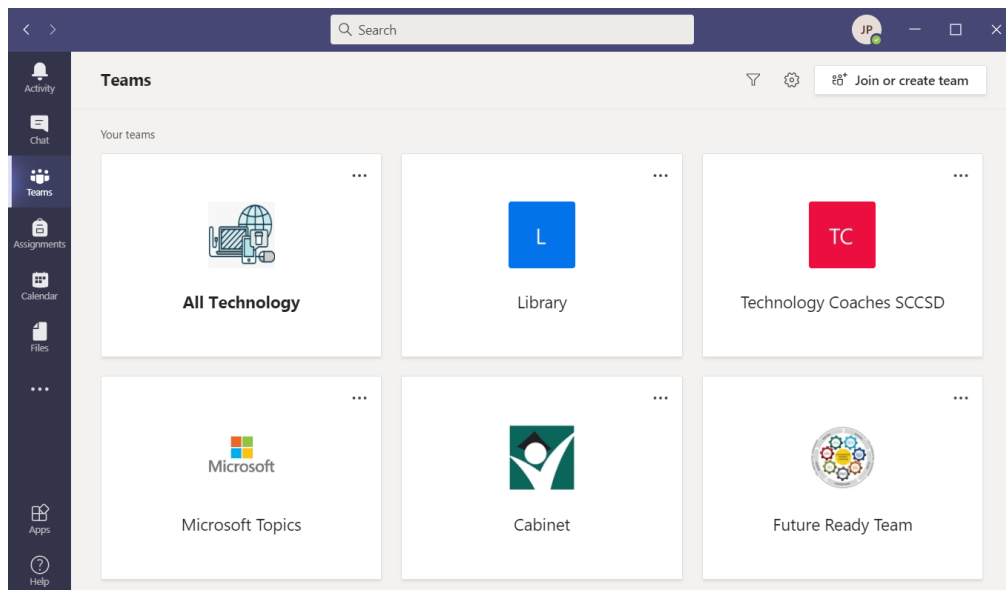
[Sign in with another account](#)

Sign in

Welcome to the Sioux City Community School District. If you have trouble logging in please check the district technology support website at <http://sccsd.freshdesk.com>. Additionally call the help desk at 712-279-6803.

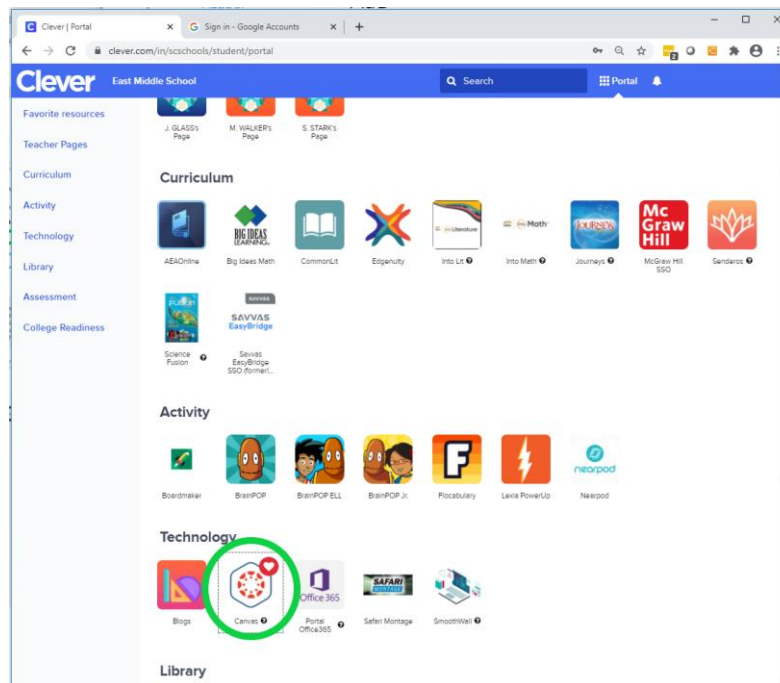
[Terms of use](#) [Privacy & cookies](#) ...

Enter your password and click "Sign in". If successful, you will be in the Teams App.

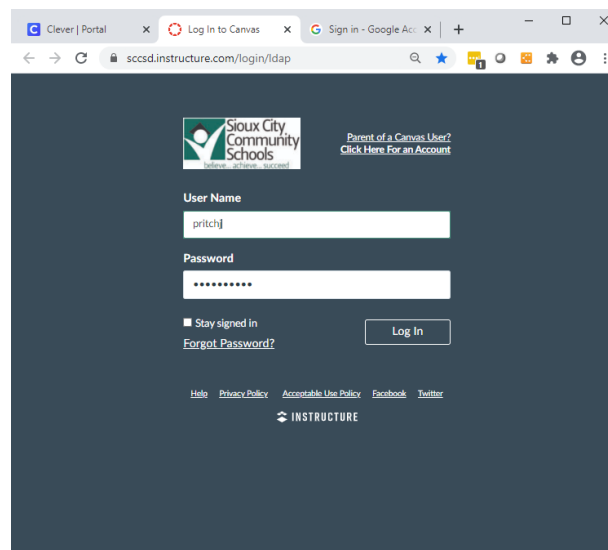


Log into Canvas (Grade 6-12 only!)

Canvas is used by students in grades 6-12. Canvas is where the action is! This is where your classes, assignments and class schedules can be accessed, including links to your online class access (Teams). To get logged into Canvas, you will do so through Clever (see earlier section on Clever!). When you get logged into Clever, scroll down to the Technology section and look for the icon that says “Canvas” under it.



When you click on the Canvas button, it will bring up a new window and prompt you to log into Canvas (unless you are already logged in!). The login screen looks like this:



Enter your username (not the whole email address) and password and click “Log In” and you should be logged into the Canvas portal!

Keep your System Up-to-date

Technology is continually changing and your system needs to keep up with those changes so it will run smoothly. At least once per month you should perform the following maintenance so that your system runs as efficiently as possible. Here are the recommended steps to take:

- Group Policy Update
- Windows Update
- Teams Update

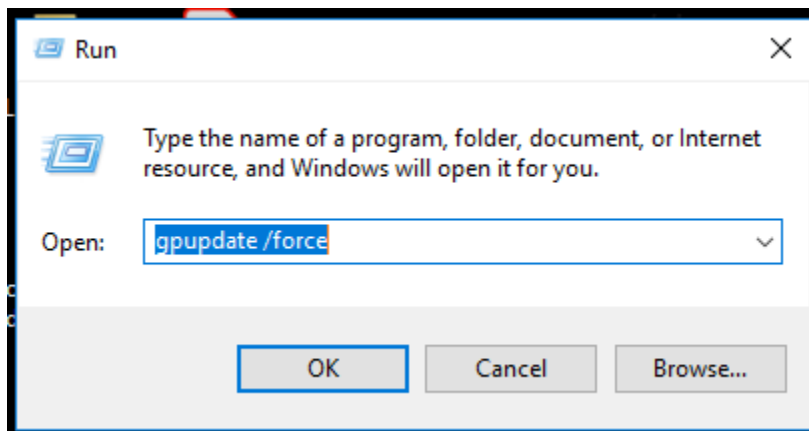
Group Policy Update

Group Policy has features that the Sioux City Community School District can enable. It is important as new features become available, that you receive the settings for these new features.

NOTE: At the time of writing this document, this feature **REQUIRES** that you be on the District network. In other words, you must be in a District building or in a parking lot of one of the schools that has parking lot wi-fi (West High, North High, East High, Liberty, Bryant or Irving Elementary).

When you are connected to SCSCHOOLS network, perform the following steps:

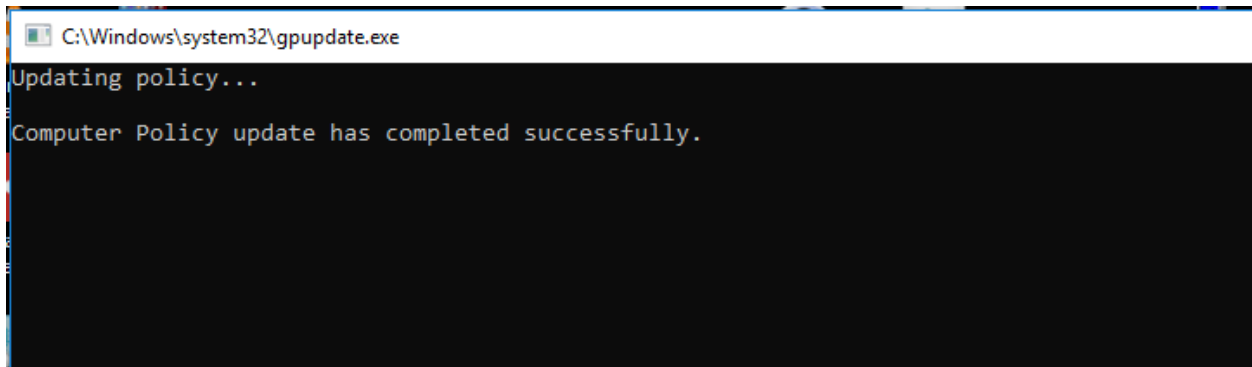
Press the Windows key and R at the same time or right-click on the Start Menu icon and select Run. You will be presented with the following screen:



Type 'gpupdate /force' in the Open windows and click OK

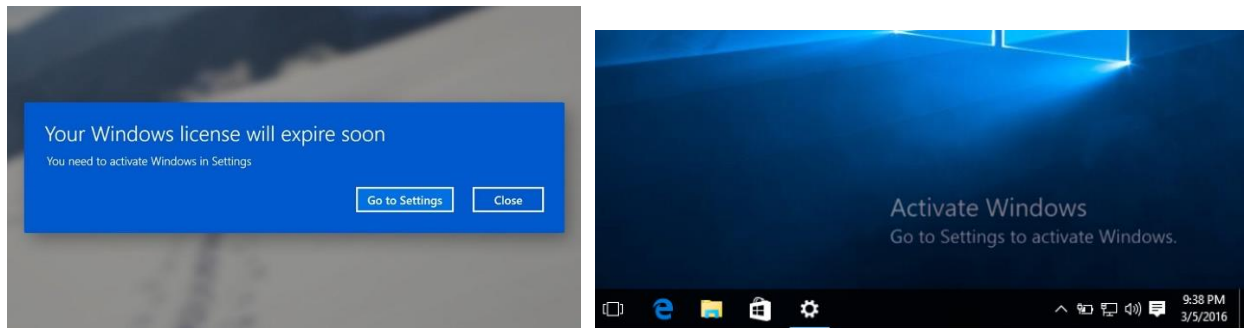


A screen similar to the following will pop up. You will only see “Updating policy...” After a while, the message “Computer Policy update has completed successfully.” will be presented which will indicate that your policy update has completed. The screen will disappear after this message.



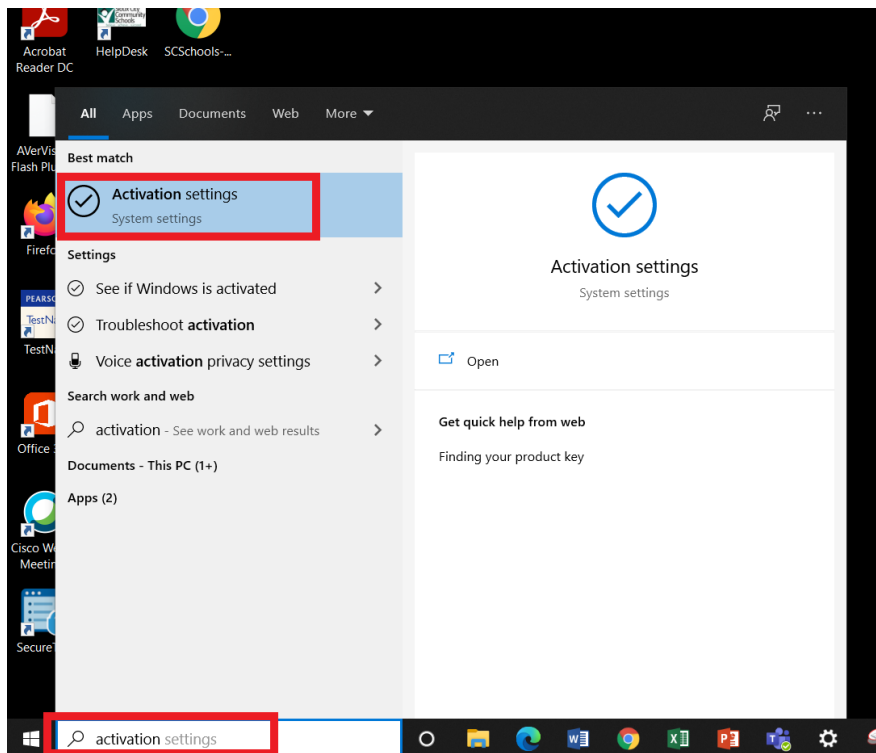
Windows Activation

The District purchases licenses so our devices can run the Microsoft operating system (Microsoft Windows 10 and Office 365). Microsoft requires that those licenses be confirmed at least every 180 days. If you receive the following pop-up message or message on your screen, you must perform the above **Group Policy Update** until that license has been 'activated'.

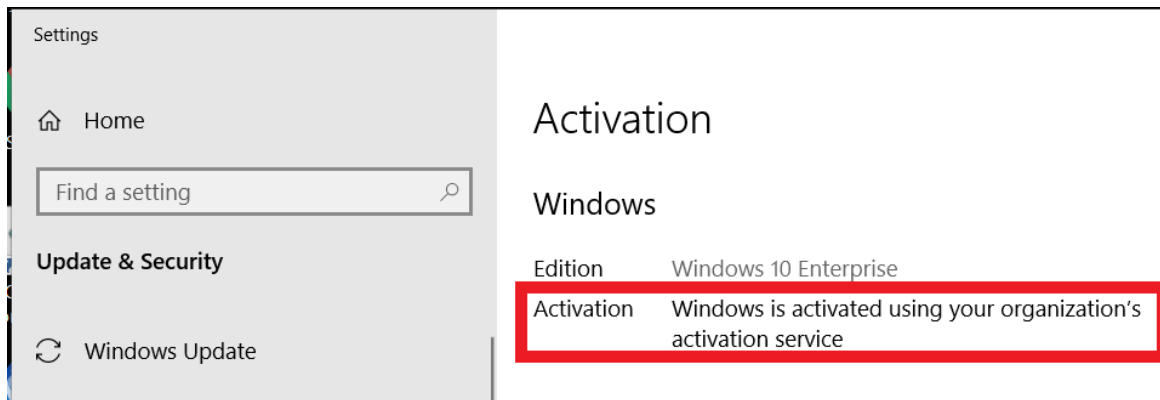


To confirm that your Windows license has been activated, please perform the following:

In the lower left corner of your Windows screen where it says "Type here to search", type in "activation". You will see either Activation or Activation Settings.



Click on the Activation or Activation Settings and you should see a screen that looks like the following:

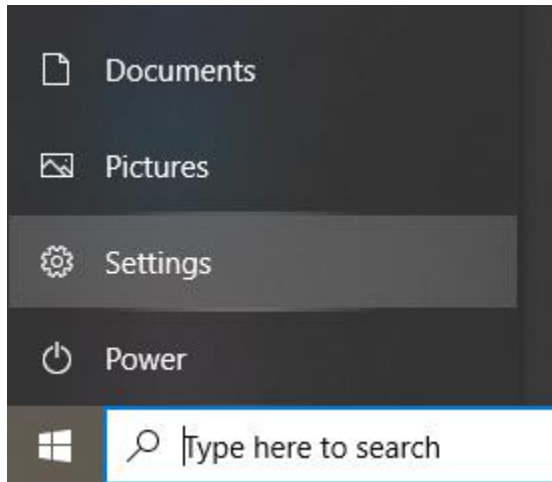


This screen shows that you have successfully activated Windows and you should not receive pop up windows reminding you for at least 180 days.

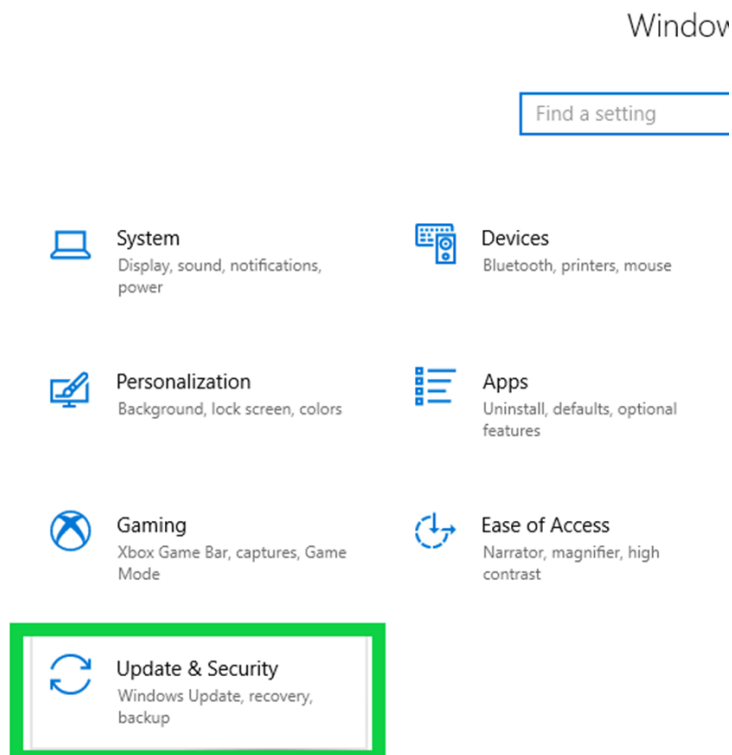
Windows Update

Microsoft is continually updating their system – fixing issues and improving security. Your system does do some updates automatically, but to get the most out of your system, you should do a Windows Update at least one time per month. To perform a Windows Update, complete the following steps (NOTE: unlike the gpupdate above, you do NOT need to be on the District network to perform the Windows Update):

Click on the start menu and click the gear icon (Settings)



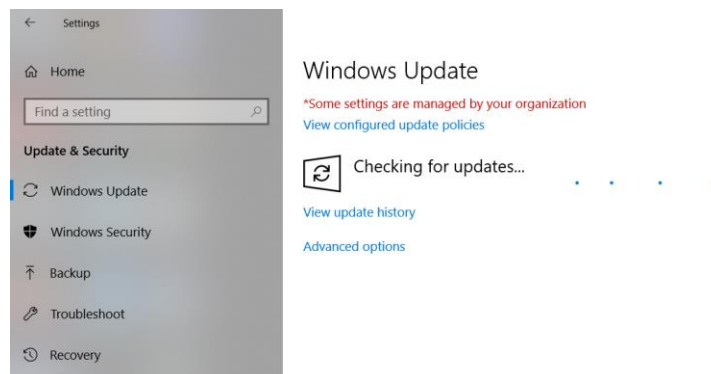
Click "Update & Security"



Click on Link for "Check Online for Updates from Microsoft Update"



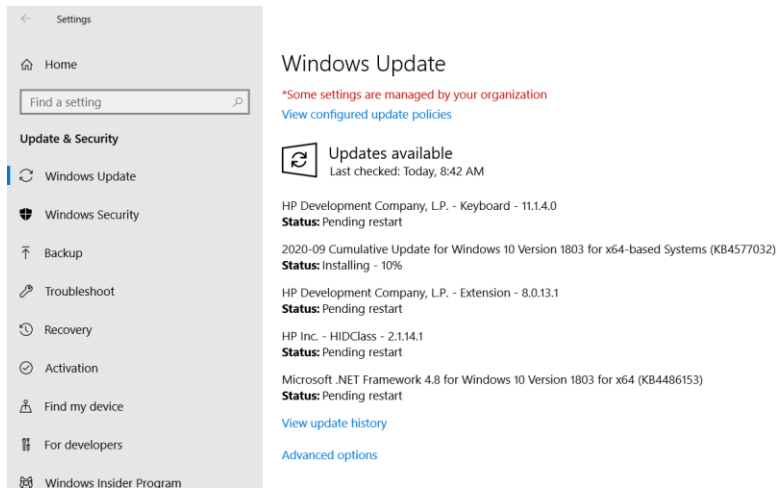
While the system goes out to the Microsoft site to see what is available for updates, you will see the following message:



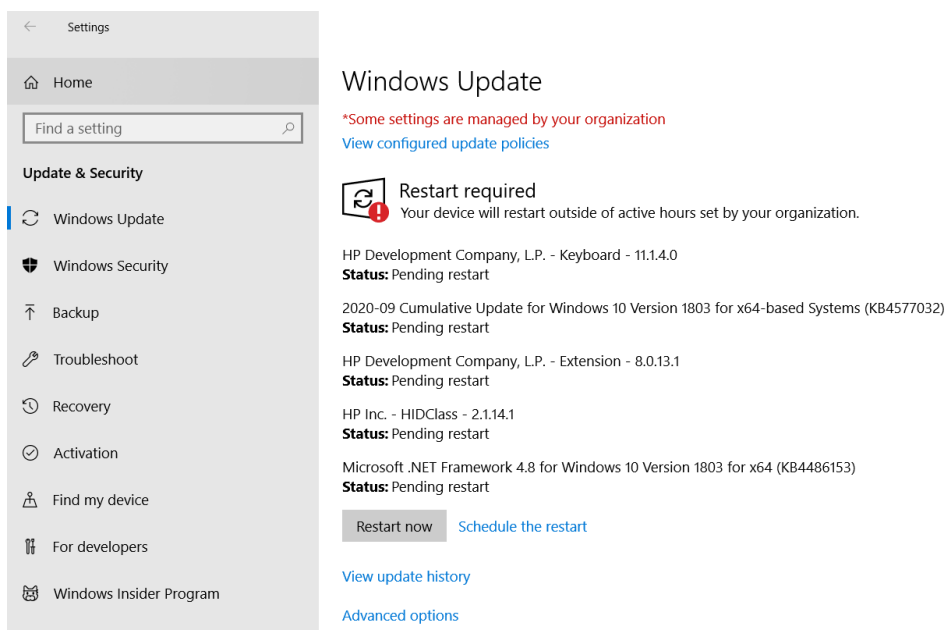
Wait for updates to install. You can continue to use your system. It may run slower due to the updates.



Check back to this screen to check on the status of the updates. Here is an example of what it might look like during the update process.

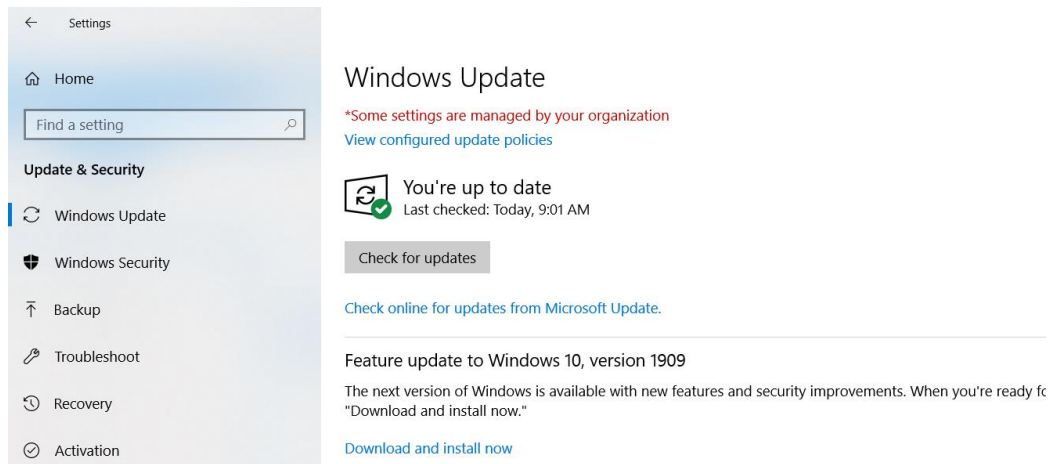


It is likely that you will be presented with a screen that prompts you to restart your system. Go ahead and click “Restart now”.





After restarting your system, check again for Windows Updates (see the first step). You may need to repeat this process a couple times. You have finished when you see the following after “Check online for updates from Microsoft update”

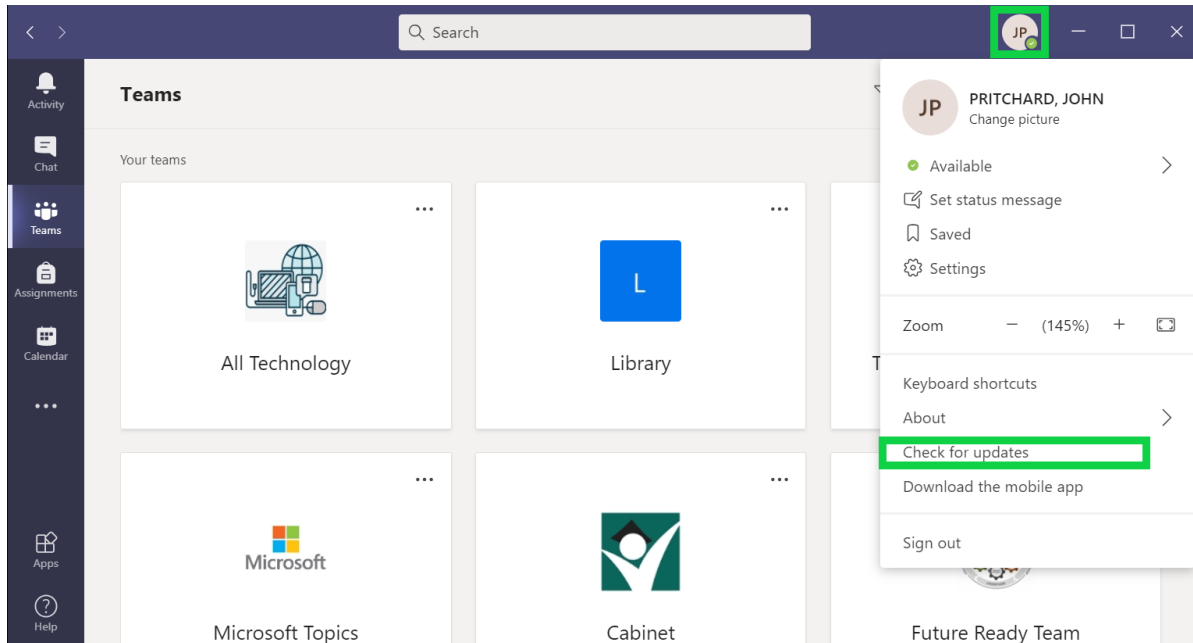


Congratulations! You are up to date!

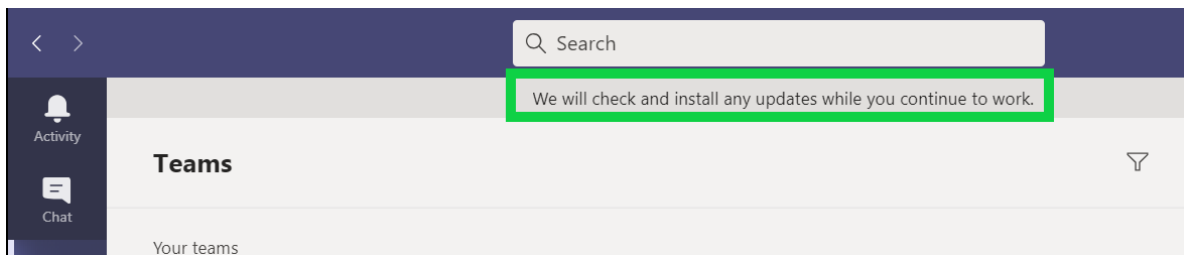
Teams Update and Settings

Microsoft is continually updating Teams and you should check for updates and confirm your settings. Here are the steps to perform a Teams update and confirm your settings.

Start the Teams App if you have not already. Click on the 'profile icon' in the upper right portion of the screen and then "Check for updates" menu item:

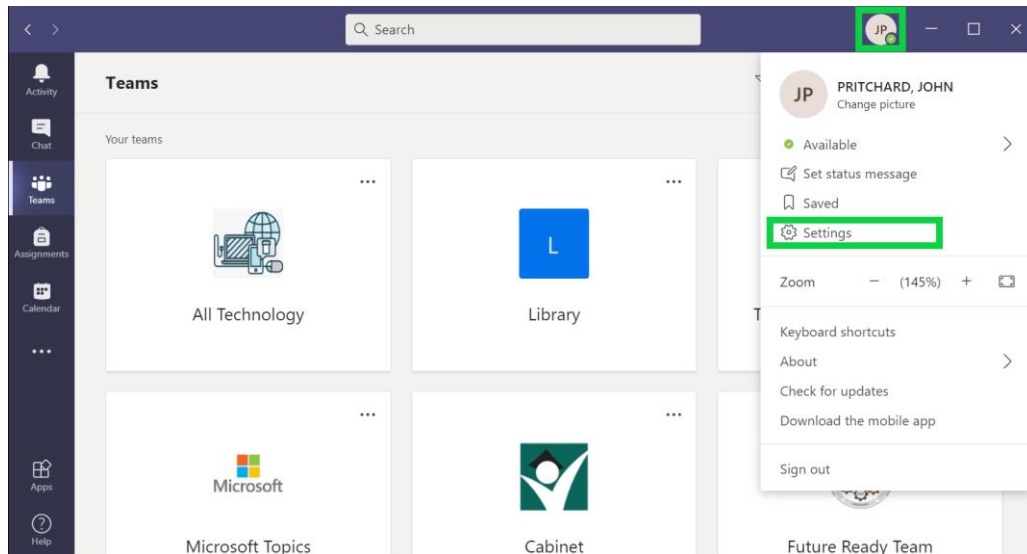


Teams will report that it is checking for an update while you continue to work:

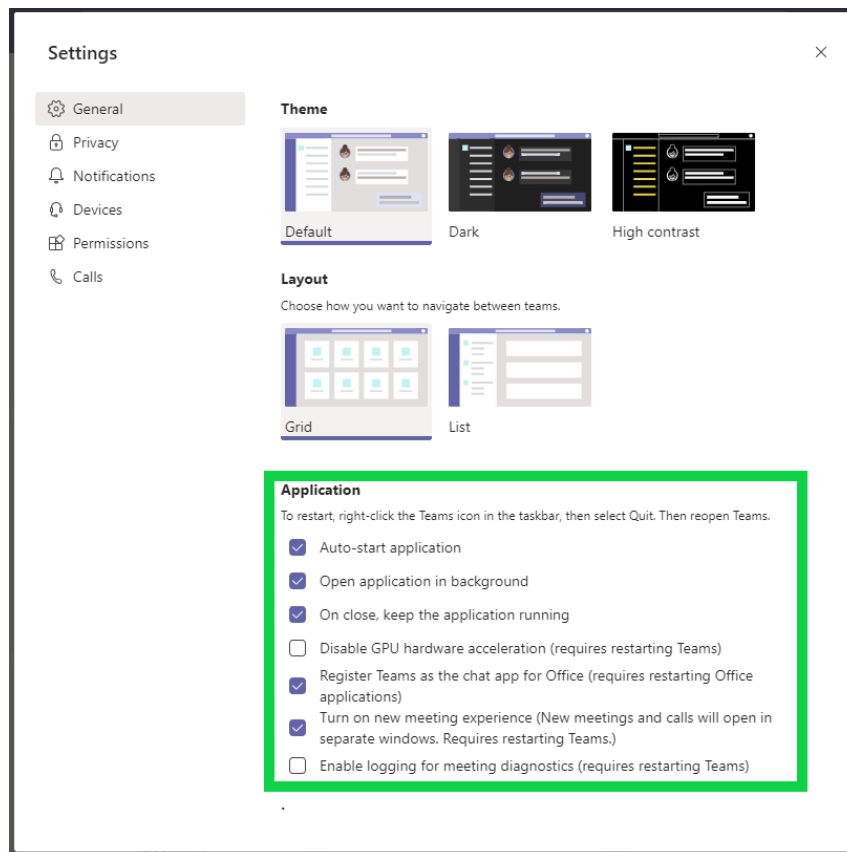


Teams will report in that same area whether you are up to date or instructions on how to complete the update.

After completing the update, check your settings to ensure you have the recommended settings. Do so by clicking on the profile icon again and then the “Settings” menu item.



Confirm that the following check boxes are selected:



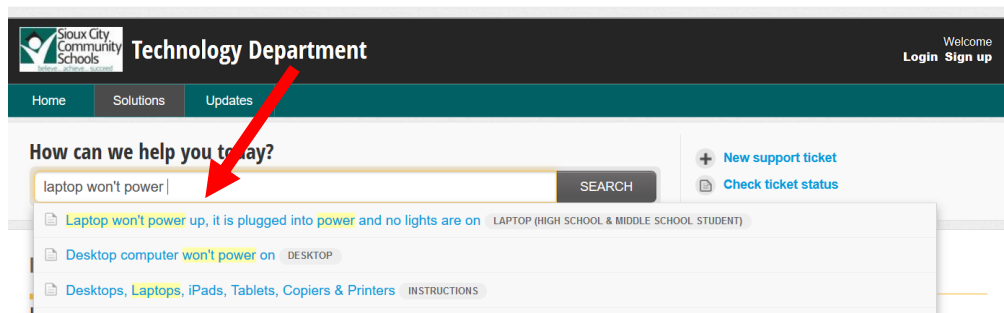
Where to get Help

Technology is technology and does not always work the way we want it to! So where do you go for help?

Look for a Solution in the Help Desk

First stop is our help desk web site where we have been collecting issues and solutions. You can search for a solution there.

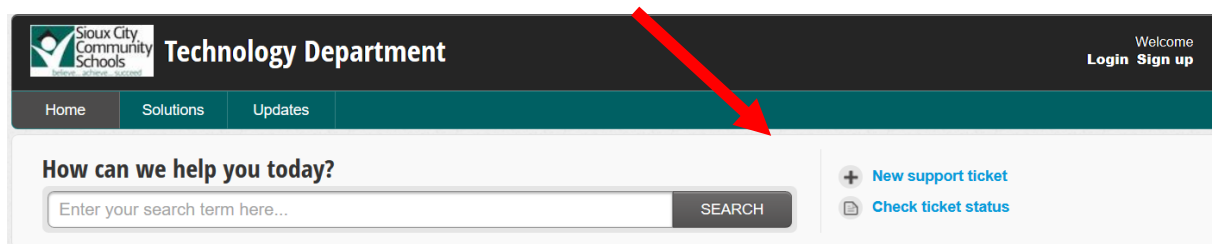
1. Go to <http://sccsd.freshdesk.com/support/home>
2. Click on the Solutions tab first to see if you can resolve the issue without creating a ticket. At "How can we help you today?" type the problem you are having and click Search. Look at the solutions. If you are unable to fix the problem create a ticket.



Enter a Help Desk Ticket

If you were not able to find a document that would help solve your problem you can enter a help desk ticket into our system. Tickets will be assigned to techs who will help you with a resolution. Here is how you create a help desk ticket.

1. Go to <http://sccsd.freshdesk.com/support/home>
2. Click New support ticket



3. At Requester, type your email address and your name on the second box.

Requester *

howardl2@live.siouxcityschools.com

Laura Howard



4. At Problem, type a brief description of the problem

Problem *

My laptop won't power on

5. Choose your school (even if you are learning online from home)

Building *

Loess Hills

6. At Room Number or Area (Staff & Teachers) type Home if you are learning online from home and a phone number where you can be reached.

Room Number or
Area (Staff &
Teachers)

Home 712-111-2222

7. At Customer, choose Student

Customer *

If the issue you
choose is Phone
(Desk) type your
phone extension

...

...

Parent

Staff

Student

Teacher

8. At Issue, choose an issue from the dropdown arrow

Issue *

Computer

9. At Description, type a detailed description of the problem and what you have done to troubleshoot.

Description *

B *I* U [List Bulleted] [List Numbered] [Link] [Image] [More]

My laptop won't power on. I pressed the power button but no lights turn on. The power adapter is plugged into a working outlet. I tried my power adapter on my brothers laptop and it charged his laptop.



10. Click Submit. Your ticket will be automatically assigned to a technician who will contact you.

Submit

Cancel

[Give us a Call](#)

Third stop is to call our help desk number (712)279-6803. We will try to help you out or direct your call. We have people answering that phone from 7AM to 7PM. If you do receive a message, please leave us a voice mail with your name, student ID and a description of your problem and we will get to it as soon as we can.