

Zanesville City Schools  
Technology Handbook  
2024-2025 School Year

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## Introduction

This technology handbook is meant to act as a guide for any tech need you may have for your classroom. Throughout the handbook, you will find information on the technology available in your classroom, district-purchased and approved websites and apps, a refresher on all things Google, and how to request support from our IT team.

This handbook will act as a reference and refresher for staff, so they can find answers to technology questions quickly. If accessing the handbook digitally, you can use the Table of Contents to help you find what you are looking for. You can also use CTRL-F to search the document for a certain word or phrase.

## Technology in the Classroom

We are fortunate enough in our district to be able to have 1 to 1 technology for our teachers and our students. In every classroom, we have a ViewBoard, a Juno speaker, and a Dell Latitude laptop. Students all have access to Chromebooks, many with touchscreen capabilities.

### Teacher Devices

Our teacher devices are the Dell Latitude 7320. These laptops have touchscreen capabilities and a stylus you can use to write on the screen. The keyboard is removable and turns your device into tablet mode when removed. The laptop has two USB-C ports, one on each side. One of the ports will be used to connect the device to the monitor and docking station set up on the teacher's desk. If you need to plug in a USB device into the laptop, reach out to the IT department and request a dongle.

If you need any more information on the docking station, you can check out the [USB-C One Pager here](#).

After your laptop and docking station, your ViewBoard will be your most used piece of technology in your classroom. Think of the Viewsonic ViewBoard as a 75" interactive tablet. You are able to use the ViewBoard on its own for tools like a web browser and whiteboard. When using just the board, we refer to this as the Android side. Using the Android side can be faster and more convenient, but it will not have as many tools available as when you are casting with your laptop. When casting, we refer to this as the Windows side. The Whiteboard app on the Windows side is more powerful than the app on the Android side. You will have more tools available while using the Windows side.

When using the ViewBoard, you have access to the Toolbar by selecting the arrow on either side of the screen. This toolbar is available while casting, or while just using the board on its own.

The two tools we see used the most are the “Writing Tool” which is a pen icon, and the “Recent” tool, shown with the green and blue layers icon. The Writing Tool allows you to write, erase, and save annotations or drawings you make on the ViewBoard. If you need to write a quick note, or solve a math problem, but do not want to open up a Whiteboard file, the Writing Tool is perfect. You can annotate websites while casting with this tool. Note that the annotations will remain static on the screen. If you scroll down, the writing you did will scroll down the screen as well.

The Recent icon allows you to view the recent apps you have opened. This allows you to quickly switch between two different apps. Note that if your ViewBoard is running slowly, or if vCastSender is not giving you a code, you should select the Recent icon and select “Clear All” in the upper right hand corner.

#### Toolbar

Toolbar trigger icons are on the edge of the ViewBoard launcher providing access to your tools.



To launch a tool:

1. Tap a Toolbar trigger icon.
2. Tap on your desired tool icon.



Icon	Description
 Back	Return to the previous operation screen. <b>NOTE:</b> Only for the Embedded Player source.
 Home	Return to the Home Screen of the Embedded Player.
 Recent	Display all embedded applications that are currently being used.
 App	View all installed applications.
 Whiteboard	Launch the Whiteboard software.
 Recorder	Record, view, and save the on-screen content.

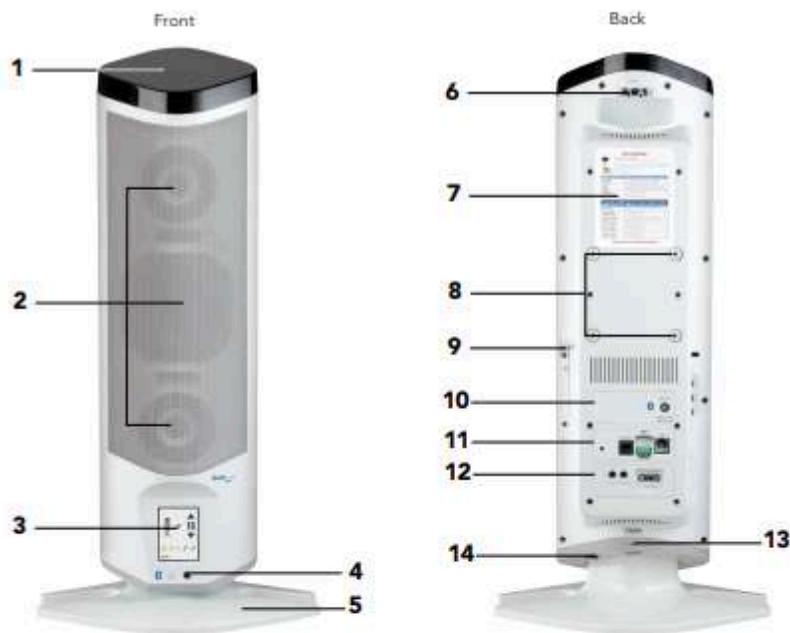
If you need any more information on the ViewBoard, you can explore the [ViewBoard Onboarding slides](#). If you want more information on the Whiteboard app, check out the [ViewBoard Training Help Sheet](#). Both of these resources are available on the Tech Integration Hub under Tools and Resources → ViewBoard.

The final piece of technology every classroom has is a Frontrow Juno Speaker and teacher microphone. Take a look at the Juno and make note of 3, 10, and 14. The LCD Touchscreen

(3) allows you to change the volume of the speaker. The Bluetooth Audio Receiver (10) allows you to connect to devices, such as your laptop or phone, to play audio. The Power Switch (14) allows you to turn off the Juno and restart it if you are having any issues with sound.

## Features

### ITR-02 Juno Tower Receiver



#### 1 Integrated Sensor

Integrated high sensitivity infrared diode array covers a typical classroom without the need for additional sensors.

#### 2 2.1 Speaker Array

Two mid-range/HF drivers and one woofer provide full, rich stereo sound. The array design ensures good room coverage even with just one Tower.

#### 3 LCD Touchscreen

Full-color touch screen puts daily system controls in one easy-to-find place.

#### 4 Stereo Quick Connect

Easily and quickly connect an MP3 player or other audio device.

#### 5 Table/shelf/desk Stand

Sturdy desk stand is easily removed for wall mounting.

#### 6 Additional Sensor Ports

Two ports for adding sensors for use in large or odd shaped rooms.

#### 7 Channel Expansion Module Bay (behind main cover)

Add the optional Channel Expansion Module to use up to five microphones with the Juno Tower.

#### 8 Wall Mount Screw Taps

100mm VESA mount compliant.

#### 9 Transmitter/USB Cable Hook

Neatly hang your transmitters while charging from the tower. When not charging, the USB cable hangs from the center of the hook.

#### 10 Bluetooth® Audio Receiver

Easily pair with phones, tablets, and computers to play audio wirelessly from anywhere in the room.

OR

#### Speaker Expansion Module Bay

Install the optional module to add additional speakers (up to six) for expanded audio coverage.

#### 11 Juno Connect Module Bay

Optional module for adding software and voice control of AV devices plus, in conjunction with Conductor, two-way communication between classroom and front office.

#### 12 Page Override Module Bay

Simply install the optional module to mute all audio whenever an announcement is made over the school's public address system.

#### 13 Power Jack

#### 14 Power Switch

If you are not able to connect your laptop to the speaker or are not getting any sound while casting, make sure your audio is set to Cast Audio, stop casting, then recast again.

When using the teacher microphone with the Juno, make sure you are not wearing anything that could interfere with the microphone. This includes bulky sweaters, jewelry, etc. The microphone does a good job of picking up your voice. Note that you are able to mute your microphone by clicking the device.

## Student Devices

In our school district, every student has access to a Chromebook. From our kindergarteners to our seniors, every student will be able to learn through technology. If you notice that a student is having trouble with their device, you can go through the basic troubleshooting tips to try to quickly fix the issue. If you do not know how to fix the Chromebook, please contact the IT department by filling out a [tech ticket](#) or emailing [ithelpdesk@zanesville.k12.oh.us](mailto:ithelpdesk@zanesville.k12.oh.us).

When students are using Chromebooks in your classroom, please make sure they are using them properly. Students should not have any food or drinks around their Chromebooks. Do not shut the Chromebook with anything between the screen and keyboard. This will cause screen damage. At the end of each period, Chromebooks should be returned to the Chromebook carts and should be plugged in and charging. It is the teacher's responsibility to ensure that all devices are accounted for and charging at the end of the school day.

## Security and Safety

Our network contains personal information of all of our students. It is everyone's job to ensure that we are doing everything possible to protect that data. Here are a few simple steps you can take to protect yourself and our students.

1. When creating passwords, make your password at least 8 characters long, using lowercase letters, uppercase letters, and special characters.
2. When leaving your laptop unattended, make sure that it is locked. You can quickly do this by shutting the laptop screen or by typing Ctrl-Alt-Del and selecting "Lock".
3. Do not respond to suspicious emails or click on suspicious links. Phishing emails are very common. If you come across suspicious emails or links sent to you, notify the IT department at your building, or email Jacob Fisher right away.
4. Use your school email for school related purposes only. Do not use your school email to sign up for shopping promotions, non-school related newsletters, or social media. This will help mitigate the opportunity for your email and data to get stolen.

## IT Helpdesk and Tech Integration Requests

If you have any problems with technology at any time, please reach out to the IT department. If your device is not working properly, you do not have internet access, you need an IT administrator password, or something else hardware related, you should reach out to your school's IT technician by filling out a [Helpdesk ticket](#) or emailing [ithelpdesk@zanesville.k12.oh.us](mailto:ithelpdesk@zanesville.k12.oh.us). Helpdesk tickets can be filled out by going to our district website, hovering over "Staff", then clicking IT Helpdesk Request. You can also scan the QR code.



If you are having trouble with any instructional apps, need advice on how to use technology more effectively, or want resources that you can use in your classroom, you can reach out to a [tech integration specialist](#). You can also access all of the resources provided for our teachers on the [Tech Integration Hub](#) at [bit.ly/ZCSTechHub](http://bit.ly/ZCSTechHub). You can also scan the QR code to the side.



## District Purchased and Approved Apps

As a district, we spend thousands of dollars each year on curriculum and supplementary websites so that we can give our students the best possible educational experience. The following websites and apps are district approved, and it is encouraged that teachers use these resources before they go looking for other resources on websites like Teachers Pay Teachers and Pinterest. The websites and content are split by grade level and will also mention the targeted content area.

### All Grades

- **INFOhio** – Available PreK–12 for all subjects. INFOhio is a virtual resource library that offers high-quality resources and lessons for students of all ages. Teachers have access to resources from all content areas to share with students and parents.
- **NWEA MAP Diagnostics** – Available K–12 for ELA, Math, and Science. NWEA MAP Diagnostic, or MAP, is a testing platform that allows teachers to gain data on student knowledge and progress throughout the school year. MAP is available for ELA, Math, and Science.
- **Pear Assessment (formerly Edulastic)** – Available K–12 for all subjects. Pear Assessment is an assessment platform that allows you to share assignments, quizzes, and assessments with students. Assessments can be easily created and shared among teacher teams, so everyone can use common assessments.
- **Edmentum**–Courseware is primarily used at the high school level.

- **IXL** – Available 1-12 for ELA, Math, and Science. IXL is a learning platform that provides targeted practice for topics that are finely scaffolded. IXL provides personalized action plans and guidance for each learner.

## Elementary

- **Reading Eggs** – Available K-6 for ELA. Reading Eggs is an online reading program that helps students learn to read by providing hundreds of online reading lessons, phonics games, and books.
- **RAZ Kids** – Available Special Education students. RAZ-Kids provides comprehensive leveled reading resources for students. RAZ-Kids offers hundreds of eBooks with 29 different levels of reading difficulty.
- **Zearn** – Available K-8 for Math. Zearn helps math make sense. Students explore math through pictures, visual models, and real-life examples.
- **Epic!** – Available K-6 for ELA. Epic! is a digital library and e-reader for books and videos for children.
- **Eureka Math** – Available K-6 for Math. Eureka Math is a curriculum that carefully sequences mathematical progressions in expertly crafted modules, making math a joy to teach and learn.
- **Reflex Math** – Available 2-6 for Math. Reflex Math is a web-based, educational program that is adaptive and individualized per student. Reflex Math is game-based to keep students engaged at all ability levels to develop fluency with their basic facts in addition, subtraction, multiplication and division.

## Secondary

- **Actively Learn** – Available 3-12 for ELA, Science, and Social Studies. Actively Learn provides articles and videos for ELA, Science, and Social Studies. Has customizable questions and allows for modifications for students with IEPs.
- **McGraw Hill/ALEKS** – Available 7-12 for Math. McGraw Hill is the math curriculum for grades 7-12. ALEKS is an online assessment system that determines each student's precise knowledge of a topic, then provides guided practice for what they are ready to learn.
- **StudySync** – Available 7-12 for ELA. StudySync is our secondary ELA curriculum that provides over 2,000 literary and informational texts, along with learning activities supported by high-quality resources.
- **Quill** – Available 7-12 for ELA. Quill is a writing and grammar program that provides literacy activities that build reading comprehension, writing, and language skills for middle and high school students.
- **SAVVAS** – Available 7-12 for social studies teachers. SAVVAS Realize is our social studies curriculum (adopted 2024). The platform offers teaching resources, student

activities and connections to current events. Use the Clever portal to access this platform.

## Google Apps for the Classroom

You will be using Google Apps everyday in your classroom. Whether you are using Gmail, sharing a Google Doc, or posting an assignment in Google Classroom, there is a Google tool that can help you teach and engage your students. Take a look at the list of Google apps you can use in your classroom. Make note of the apps you already use, and try to think of ways to incorporate others into your classroom.

- **Docs** – Google’s word processing tool.
- **Drawings** – A virtual board that allows users to create content by drawing, pasting images, linking videos and websites, and inserting text, shapes, tables, and other content onto a page in Google Drive. Users can create flow charts, diagrams, concept maps, visual storyboards, original art and more.
- **Drive** – Cloud-based storage system that allows users to access their files on any device. Share files with others quickly and easily to view, comment, or edit.
- **Forms** – Use forms to collect information through surveys, quizzes, and even assessments. You can analyze this data through Google Sheets.
- **Gmail** – Google’s email service. You are able to create filters, labels, and multiple inboxes to help keep you organized.
- **Sheets** – A spreadsheet program that allows you to collect and organize data quickly. Sheets, paired with Forms, can be a really powerful tool to organize and analyze data.
- **Sites** – Google’s easy-to-use website builder. Sites can be used to create a class website to share information with parents, for students to use as a digital portfolio to share their work, and more!
- **Slides** – An online presentation app that lets you create and format presentations and work with other people.

## AI in the Classroom

Artificial Intelligence is here and has already changed the way we use technology in schools. Like any new technology or tool, we need to be aware of the positives, the negatives, and how we might best utilize it in our classrooms. While there are hundreds of new AI tools being created and released, as a district, we need to find the balance of teaching with these helpful tools and protecting our data and privacy.

## Google Classroom

Google Classroom is a great tool that can be used to create assignments, share announcements, and communicate with parents. It is highly encouraged to use a Google Classroom for all grade levels at Zanesville City Schools.

If you are unfamiliar with Google Classroom, or have not used it before in the past, look at the [Google Classroom Onboarding](#) module available on the Tech Integration Hub under “Tools and Resources” → “Google”. If you have used Google Classroom consistently in the past, but want to make sure you are utilizing all of the features, we have a presentation called [“Underutilized Features in Google Classroom”](#) that shows how to use Guardian Summaries, rubrics, and the Originality Tracker to reduce plagiarism. This is also available on the Tech Integration Hub under “Tools and Resources”.

## PowerSchool

PowerSchool is a website you will go to every single day. This website should be added to your bookmarks for easy access. In PowerSchool, you are able to take attendance, create a seating chart, complete lunch count, and access your gradebook through PowerTeacher Pro. But there are many other features to PowerSchool that you may not know about. In PowerSchool, you are able to view contact information for a student, so you can reach out to parents or guardians, see their names, view if the student has an IEP, view if the student has any allergies or health notifications, as well as gain quick access to a students' grades for their different classes and see their schedule.

Take a look at the topics below for some reminders on how to use PowerSchool for attendance, taking lunch count, and using the “Quick Lookup” tool, and also how to create assignments in PowerTeacher Pro, how to transfer grades if a student moves classes, and how to finalize grades at the end of a quarter.

### PowerSchool Homepage

The PowerSchool Homepage allows the teacher to take attendance, view multi-day attendance, create a seating chart, take lunch count, and view student information. By selecting “Student Information”, you will be able to view Quick Lookup and Demographics information for your students. This allows you to see their schedule and grades, as well as other important information about the student.

Current Classes

Exp	Term	Enrollment	Attendance Status	Take Attendance	Multi-Day Attendance	Class Attendance	Seating Chart	Submit Lunch Counts	Student Information	Print Class Reports
1(A)	S2	14	✓	👤	👤	👤	👤	👤	👤	👤
2(A)	S2	15	⊘	👤	👤	👤	👤	👤	👤	👤
3(A)	S2	18	⊘	👤	👤	👤	👤	👤	👤	👤
4(A)	S2	15	⊘	👤	👤	👤	👤	👤	👤	👤
5B(A)	S2	15	⊘	👤	👤	👤	👤	👤	👤	👤
5B(A)	22-23	9	⊘	👤	👤	👤	👤	👤	👤	👤
7(A)	S2	13	⊘	👤	👤	👤	👤	👤	👤	👤
8(A)	22-23	9	⊘	👤	👤	👤	👤	👤	👤	👤
BDP(A)	S2	17	⊘	👤	👤	👤	👤	👤	👤	👤

### Quick Lookup and Demographics

When you select the icon for “Student Information”, you will be taken to a new screen with all of the students’ names listed on the left side of the screen. Select the student you want to view by clicking on their name. This will bring up “Quick Lookup” which allows you to see their schedule and current grades. At the top of the screen (beside Quick Lookup), you will see a red icon if there is a health notification, “IEP” if the student has an IEP, a clipboard if the student has a disability, and an exclamation point in a yellow triangle if there is any other warning. You can click on the icon with three people if you want to quickly access contact information. If you need to view the student’s IEP or 504 Plan, click on the IEP icon at the top of the page.

If you click on “Select Screens”, you will be given more options to view student information. Click on “Contacts” or “Demographics” to view guardian phone numbers and email addresses.

Quick Lookup 🔴 IEP 📋 ⚠️ 👤

Select Screens

Exp	Last Week	This Week	Course	Q1	Q2	Q3	Q4	Q5	Q6	Q7	Q8	Q9	Q10	Absences	Tardies
HR(A)			ZMS Honorsom ZMS, Staff - Rm.											2	5
1(A)			PLTV Medical Detectives North, Ten - Rm. 235											2	2
2(A)			Social Studies 7 Zone, Doug - Rm. 122	B	C	C+	D							2	5
3(A)			Science 7 Hanson, Stephanie - Rm. 119	A-	B-	B	A-							2	5
4(A)			Introduces Baker, James - Rm. Bunker 1											2	5
MR(A)			Lunch ZMS, Staff - Rm. Cafe											2	2
6(A)			Physical Education Bakula, Eric - Rm. Gym											2	2
7(A)			Lang Arts 7 Dancer, Danielle - Rm. 121	A	B+	A	D+							2	5
8(A)			Math 7 Tuchman, Valeria - Rm. 123	A	A	A	C							2	5
BDP(A)			Blue Devil Period Hanson, Stephanie - Rm. 119	D	D	D								2	5
Attendance Totals											20	41	9	6	

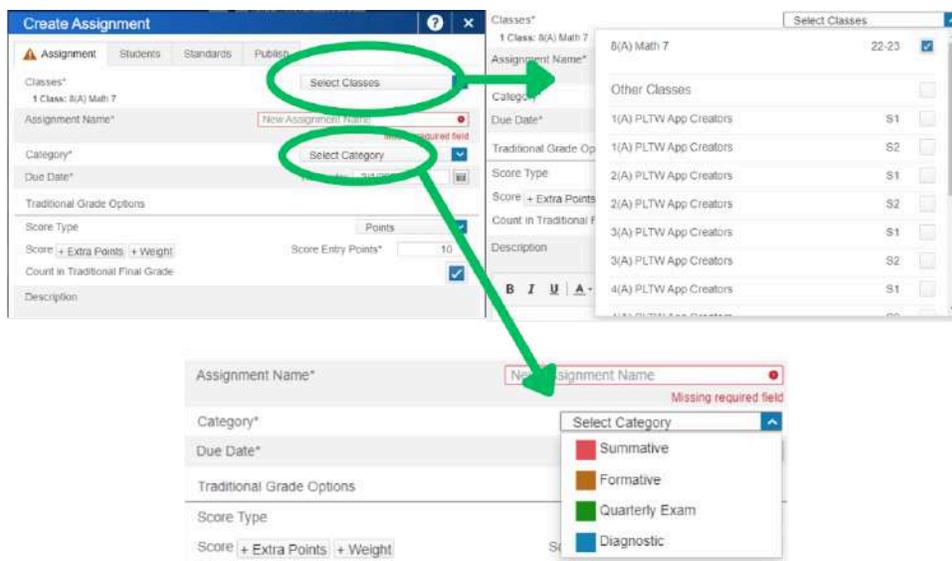
## PowerTeacher Pro

PowerTeacher Pro is the program our district uses for our class gradebook. In PowerTeacher Pro, you are able to create assignments, grade assignments, transfer grades from one class to another, and post comments. Remember to have at least one formative grade and one summative grade. Summative assessments are set to equal 70% of the final grade, whereas formative assessments are set to equal 30% of the final grade.

### Creating an Assignment

To create an assignment, follow the steps below. Remember, you can create an assignment for multiple classes at the same time. Press the “+” icon in the upper right corner to create a new assignment.

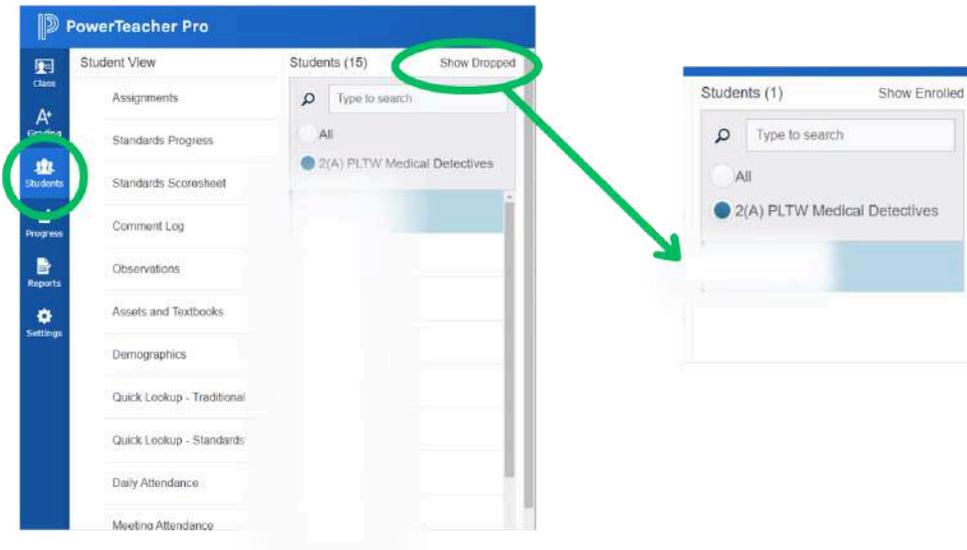
Select the classes you want to add the assignment for, then select the category for the assignment. After, select the amount of points for the assignment, the due date, and make sure “Count in Traditional Final Grade” is checked if the assignment is formative, but you want the assignment to be included in the grade. Once everything is ready, select “Save and Close” to add the assignment.



### Transferring Students' Grades

There will be times where a student's schedule will change during the middle of the quarter. When this happens, you are able to transfer a student's grade from one class period to another. Follow the instructions below to transfer student grades.

Open PowerTeacher Pro and select “Students”. You will see in the top right corner, “Show Dropped”. Select that, then click on the student’s name.



Once the student is selected, you will be able to choose which class you are transferring the grade from and select the destination for where you are transferring the grade to go. It is important to change the “From Class” to your class. Be sure to check that the assignments match and everything maps correctly from one class to the other.

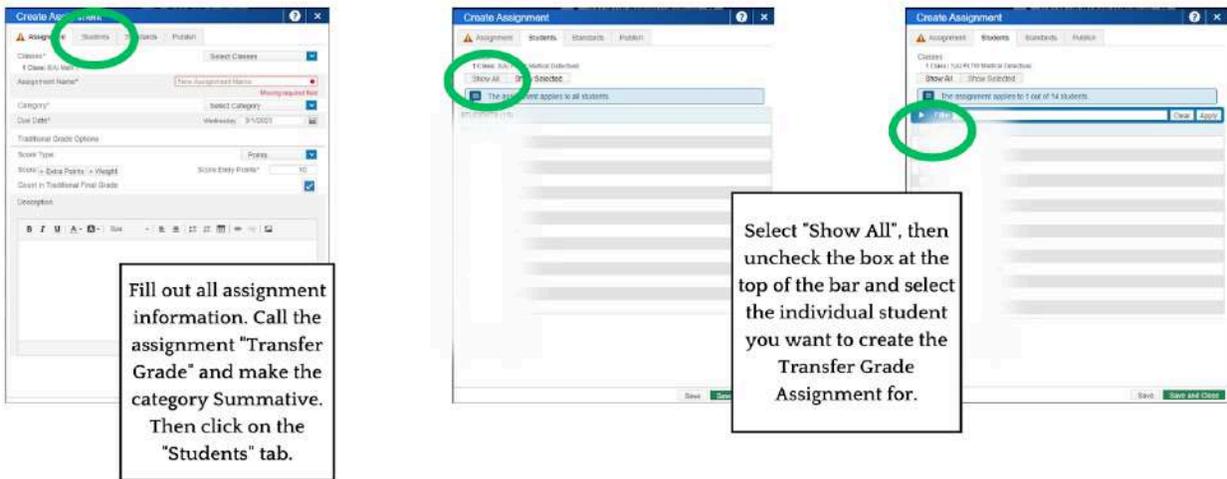


Confirm and save your changes, then you are finished. If you check your current gradebook, the students’ grades should have transferred over.

If a student transfers from in from a different teacher or school, you are able to create a single assignment and enter a grade for them. For example, if a student has second period ELA with one teacher, but gets switched to second period ELA with a different teacher, the assignments may not match up correctly. The first teacher can share the current grade of the student and the new teacher can create an assignment just for the student transferring.

Here is how to create a new assignment for an individual student.

Click on the plus sign to create an Assignment. Title the assignment “Transfer Grades (Student’s Name)”. Make the Category Summative. Click on the Students Tab. Click Show All and uncheck the box beside the Filter. Click the Student’s Name and click Save and Close.

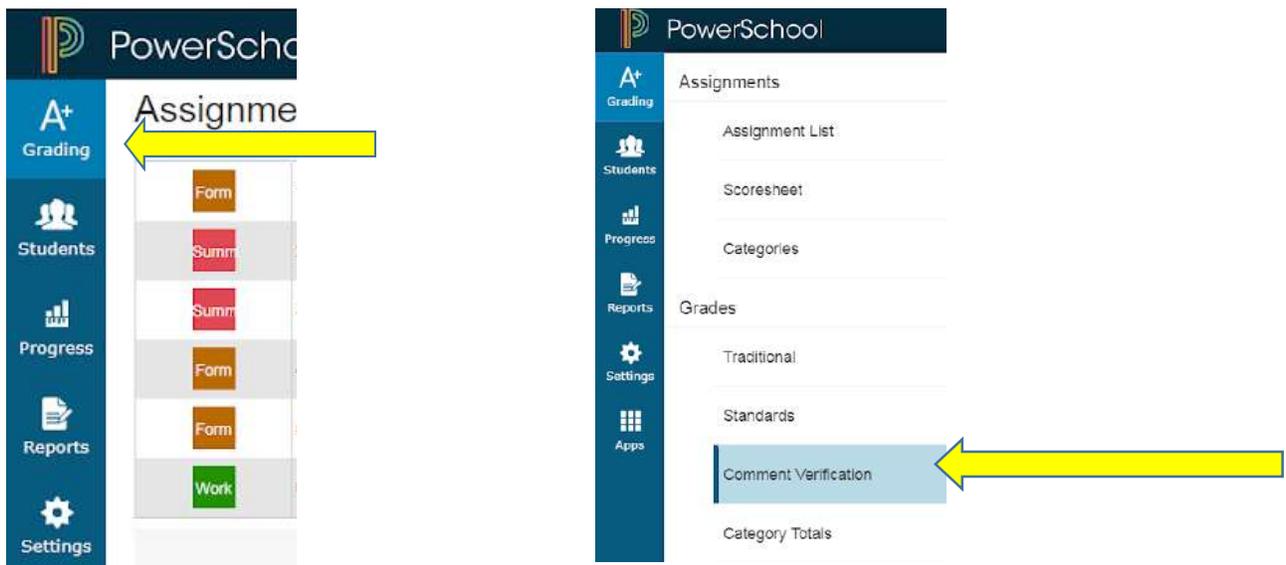


The student will now have a grade in the gradebook that is weighted correctly, and both teachers did not have to attempt to make assignments and points match for the student.

### Finalizing Your Gradebook

When the grading period is over, it is your responsibility to finalize your gradebook. Follow the steps below for a reminder on how to make your final grades complete.

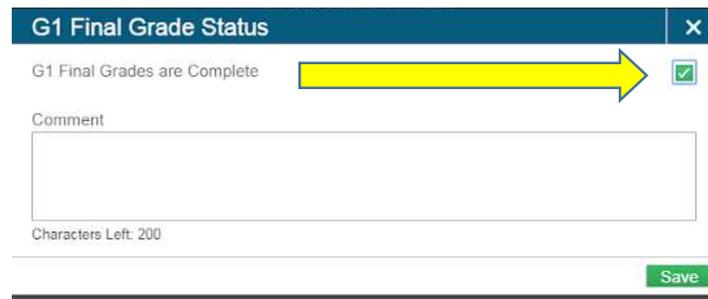
Click on the **A+** Grading on the left of your screen.  
Click on **Comment Verification**.



In the bottom right corner of the screen click on **Final Grade Status**.



Put a checkmark in the **box** and save.



If you saved it you will see a **green checkmark** beside the Final Grade Status!



## Classwize

Classwize is an online platform designed to help teachers manage and monitor their students' online activities in real-time. With Classwize, teachers can see which websites and applications their students are using, and can filter or block any that are deemed inappropriate or distracting. Additionally, teachers can use Classwize to track their students' progress and provide feedback on completed work. By using Classwize, teachers can create a safer, more productive online learning environment for their students, and can help ensure that their students are staying on-task and engaged during class time.

As with all technology and filters, students will try to find a way around the Classwize filter. Classwize can be a great tool, but should not replace adult supervision. Use Classwize to enhance your classroom management, not as your only management tool.

Additionally, be courteous of other teachers when using Classwize. If a student is not currently in your classroom or under your supervision, you should not be monitoring them on Classwize.

## Clever

Clever is a single sign-on program that allows students and teachers to access multiple digital learning resources with a single set of login credentials. With Clever, users can log in once and gain access to all of their digital learning tools, including learning management systems, educational apps, and other online resources.

One of the major benefits of Clever is its ease of use. Students and teachers no longer need to remember multiple login credentials for different online resources. Instead, they can log in to Clever once and gain access to all of their resources without the need for additional usernames or passwords.

Students in kindergarten to 4th grade are able to sign into their Chromebooks and Clever accounts by scanning a QR code with the camera on their Chromebook. This will give students access to all of their needed apps and websites, without having to type their email address and password in every time.

To download your classroom set of badges, go to Clever,

## Pass

Pass is a program used at the middle and high school to give students passes to go to the restroom or anywhere else in the building. Pass tracks when a student uses a pass, providing useful information on student behaviors in the hallway. Pass can limit the number of students permitted in a specific location, so restrooms do not get overcrowded and problems do not occur. This program also allows for certain rules to be placed on students, so they are not able to create a pass if another certain student is already using a pass. For more information on Pass, talk to your building principal or [view the training videos here](#). You can also find the videos through the Tech Integration Hub under “Tools and Resources” → “eHallpass”.

## Parent Square

ParentSquare is our district’s communication platform. Use the web version or the app to communicate with parents, students and community members. Teachers can request materials and volunteers and even schedule parent teacher conferences through the program. Access the QuickStart guide [HERE](#). Teacher Training 101 modules can be found [HERE](#).

## Swank K-12 Streaming

Swank is an online streaming platform available to our school district. To use Swank, bookmark this link:

<https://digitalcampus.swankmp.net/zcsd396735/login?returnUrl=%2Fzcsd396735>

You can also access the link by going to the Tech Hub and find the link under the Tools and Resources tab.

Swank has a database of movies to choose from. If you want to show a movie in your classroom, and it is not available through Swank's database, you can request the movie and it can be added by the IT department. Please request movies at least one week out from when you need it approved. As a district, we are able to request 400 movies over the course of the school year.

To show the movie in class, you are able to cast the movie, or play it directly through the Firefox browser on the ViewBoard. When casting the movie, you are able to use Google Chrome or Firefox, however, if you use Chrome, there is an extra step you need to complete the first time you use it.

To use Swank while casting with Google Chrome, first click on the three dots in the upper right corner of your browser window. Select "Settings", then in the search bar type "Hardware Acceleration" and toggle the blue bar off. Relaunch Chrome, then you are ready to show your movies through Google Chrome.

To use Swank on the ViewBoard directly, open the Firefox browser on the board. Go to the link provided above. You can access it through your email or through this document from your Google Drive. Once you have reached Swank, search for your movie, select "Share", then select "Copy direct link". Open a new tab, paste the link, then press play once the page loads.

Finally, you are able to share Swank movies directly to students, so they are able to watch movies at home or independently with headphones. To share the movies, select the movie you want to share, select "Share" → "Copy direct link" → then paste it in an email or Google Classroom. The students will only have access to the movie you share with them, not the entire library.

## Troubleshooting Tips

Here are some troubleshooting tips that can help you fix your technology issues in a pinch. We are aware about the difficulties that arise when technology does not work how it's supposed to, when it's supposed to. If an IT technician is not available right away, see if your issue is listed below and try the solution. However, when technology does not work the way you expect or need it to, it is best to follow the advice of the Hitchhiker's Guide to the Galaxy: Don't Panic!

### ***"My laptop screen is completely black"***

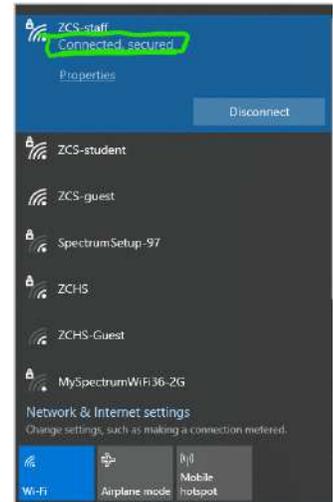
If your laptop screen is completely black, or it is black, but only your mouse is visible, you will need to do a hard restart on your laptop. To do this, find the power button on the top

of the laptop. Hold down the power button for at least 10 seconds. A message will appear that says “Slide to shut down your PC.” Ignore this message and continue holding the power button. The screen will flash once. Continue holding the power button until the screen goes completely black, then release. Wait for at least 30 seconds before pressing the power button again. This should take you to your lock screen, where you will be able to sign in.

***“I do not have any sound when casting a video to the ViewBoard.”***

If you are trying to play a video while casting to the ViewBoard and you do not have any sound, it is most likely because you are connected to the wrong speaker. You will need to be connected to Cast Audio. To check this, click on the speaker icon in the bottom right hand corner of your screen. If “Speakers” is selected, then you will click on the carrot (^) and select Cast Audio. You might also have to stop casting, then recast again.

If this does not work, you can try connecting your laptop to the Juno speakers through Bluetooth. To do this, you will need to enable Bluetooth on the Juno speaker and on your computer. On the Juno, the Bluetooth button is on the [back of the device](#) (Image on page 6). Hold the button down until you hear a beep. Next, go to your computer’s settings by clicking the Windows icon in the bottom left corner and clicking Settings. Select “Devices” → “Add Bluetooth or other device” → “Bluetooth” → “Hub Feature Controller”.



***“My internet is not working.” or “It says I am connected, but I have no internet.”***

The easiest way to fix internet connectivity issues is to perform a hard restart on your computer. To do this, find the power button on the top of the laptop. Hold down the power button for at least 10 seconds. A message will appear that says “Slide to shut down your PC.” Ignore this message and continue holding the power button. The screen will flash once. Continue holding the power button until the screen goes completely black, then release. Wait for at least 30 seconds before pressing the power button again. This should take you to your lock screen, where you will be able to sign in. Once you have signed in, open a web browser and see if the internet connection is working. Make sure the internet icon appears and says, “Connected, secured”. At this point, you should have internet connectivity.

***“When trying to cast, I am only getting dashes from vCastSender on the ViewBoard.”***

First, check to make sure you are connected to the internet. You are not able to cast if you have no internet connection.



A possible solution for only getting dashes instead of characters is to open up the “Recent” tool that is accessible by clicking the arrows on the side of the ViewBoard. The “Recent” tool looks like the green box layered over the blue box. Select Recent, then select Clear All in the upper right hand corner of the screen.

If this does not work, then you should restart the ViewBoard by turning the board completely off, then back on again. To do this, locate the power switch. The power switch for the ViewBoard is located on the back panel of the left side of the board. You can access this by reaching behind the left side of the board, or reaching under from the front side of the board. To reset the ViewBoard, flip the switch to the off position, then flip the switch again to turn it back on. You will need to press the red Power button on the front of the ViewBoard to turn the board on again.



***“My ViewBoard is acting funny. How do I restart it?”***

Refer to the solution in the previous FAQ. Access “Recent” and clear all. If that does not work, power off the ViewBoard.

***“How do I get rid of the black bars on the side of the ViewBoard when casting?”***

When you cast your laptop screen to the ViewBoard for the first time, you will notice black bars on the side of the screen. To remove these, you will need to go to your desktop, right click, then select “Display settings.” Scroll down to “Display resolution” and change the resolution to 1920 x 1080. Note that this will change the resolution on your laptop screen and give you a bar across the top of the screen.

The other option to remove the black bars is to change your main display to your computer monitor. To do this, right click on your desktop and select “Display settings” once again. Scroll down to the bottom of the screen and select “Extend desktop” from the drop-down menu. To change which display is your main display, click on the “1” or “2” screen at the top of the page, then scroll down and select the box “Make this my main display.”

***“My laptop is running really slowly. Is there anything I can do to improve it?”***

The Dell Latitude 7320s are powerful laptops, but unfortunately, they are not meant to be left on all the time. If you notice the laptop is running slowly, check to see if there are any

updates you can install. We know that updates can be annoying and tend to happen at the worst possible times, but the updates still need to happen.

To check for updates, click on the "Start" menu located on the taskbar. Then click on the "Settings" gear icon in the Start menu. In the Settings window, click on "Update and Security." Click on the "Check for updates" button. If updates are available, click on the "Download and install" button to start the installation process. Follow the on-screen instructions to complete the update installation.

Another solution could be to shut down your computer at the end of each school day. To do this, select the Windows icon, then select "Shut Down."

### ***"How do I get my monitor and computer screen to be two different screens?"***

To extend the screen to multiple monitors, right click on your desktop and select "**Display Settings.**" In the "**Display settings**" window, scroll down to the "Multiple displays" section and select "**Extend desktop**" from the drop-down menu.

You should now see each of your displays represented in the settings window. To arrange them, click and drag the displays in the order you want them to appear. You can also adjust the resolution and orientation for each display individually.

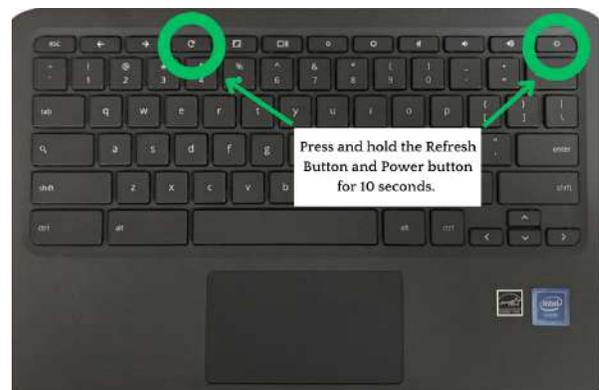
Once you have arranged the displays to your liking, click "**Apply**" to save the changes.

Your laptop screen should now be extended to the additional displays. You can drag windows and applications between displays as needed.

### ***"My student's Chromebook has no power or will not turn on."***

When a student's Chromebook has no power, or is not functioning as normal, often pressing the power button and refresh button will fix the issue. Pressing the power button and refresh button will trigger a hard restart of the Chromebook.

Refer to the picture to the right to see the location of those buttons. Hold the two down for at least 10 seconds to trigger a hard restart.



### ***"My student's Chromebook screen is flipped or rotated"***

If a student's Chromebook screen is rotated or does not look right, it is a very easy fix. Press the Ctrl+Alt+refresh buttons to rotate the screen 90°.

***“My student's Chromebook is reading everything on their screen aloud.”***

If a Chromebook is talking to you, you are not crazy. Well, you might be, but that is normal on a Friday afternoon with a room full of screaming students and talking Chromebooks and a child just got sick and is it the weekend yet?!? We have no solutions to make the day end faster, but there is an easy fix to the Chromebook issue!

ChromeVox is the Chromebook accessible reading feature, and can easily get turned on at times. To turn it off, press Ctrl+Alt+Z. This will turn off the text-to-speech option on any page.