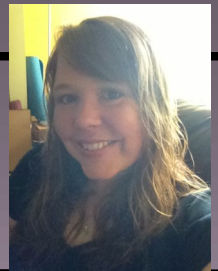




Quick FAQs



Scheduling

My schedule:

Wednesday - Tuesday, alternating weeks.

View my schedule on the SharePoint Master Calendar for each school:

[General Stanford](#)
[Lee Hall](#)

Schedule a lab time:

Visit SharePoint and sign up for a time using the lab calendar.

[LHES](#) [STES](#)

Schedule a laptop cart:

Visit SharePoint and sign up for a time using the lab calendar. Please specify the cart you are reserving.

How do you schedule an appointment with your ITC? E-mail me!!!

tiffany.boscana@nn.k12.va.us

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	

What can I do at

helpdesk.nn.k12.va.us ?



- ◆ Submit an online work order
- ◆ Install/upgrade certain software
- ◆ Find an email link to the SIS helpdesk

Where can I find technology equipment?

- ◆ Digital cameras, FLIP cameras, SMART Response systems may be found in the media center.



- ◆ Laptop carts will be housed in classrooms throughout the building. Specific locations will be listed on the Laptop Cart Calendar found on SharePoint.

“Sometimes the questions are complicated and the answers are simple.”

- Dr. Seuss

How Do I?

How do I find digital cameras, document cameras, SMART Response systems, etc?

These items are housed in the media center.

How do I get software updates on my computer?

Any available updates can be found at software.nn.k12.va.us

Who should I contact first if I have trouble with Synergy, report cards, interims and/or the Grade Book?

You should contact your ITC first to see if your problem is easily solved. If the problem is more complicated, you will need to put a work order in at <http://helpdesk.nn.k12.va.us/>

What's the difference between SharePoint and the Shared (S:) drive?

Both are designed to share documents, pictures, and videos; however, neither is designed for long term storage. Once you have shared with your colleagues, your item should be removed. SharePoint may be accessed from the internet. The Shared Drive can only be accessed at school!

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.

Email me to...



- Set up a model or co-teaching lesson
- Set up a planning appointment
- Observe a lesson
- Set up a training session

My e-mail is: tiffany.boscana@nn.k12.va.us