THE DIGITAL DISPATCH

CAMPBELL RIVER
School District 72

SUMMER TECH REMINDERS

Staff Laptop Updates

We anticipate continued software updates for staff laptops throughout the summer. To prevent disruptions in September, please power on your laptop periodically to allow these updates to install. This will ensure your device is ready for the new school year.

Point of Instruction Hardware

As a friendly reminder, please do not move point-of-instruction hardware (including docks and projectors) to different locations within your school without first consulting with the IT department. Uncoordinated relocation of equipment makes it challenging for IT to accurately track and manage hardware across the district.

New IT Helpdesk System & Email

Exciting news! Starting in September, IT will be transitioning to a new ticketing system. As part of this upgrade, our Helpdesk email address will also change. Please update your contacts to reflect the new address: **servicedesk@sd72.bc.ca**. We'll provide more details on the new ticketing system closer to the start of the school year.

WiFi Password Remains the Same

The WiFi password for the upcoming school year will remain "sunshine". No need to remember a new one!

MAJOR STUDENT LAPTOP REFRESH COMING NEXT YEAR

We're excited to share that funding has been secured to replace a significant number of the student laptops in carts across the district for the upcoming school year.
For student laptops that are not replaced, we have two options:

1. The district can pay a small fee per device to continue using Windows 10 as they are currently.
2. Optionally, we have prepared a lightweight version of Linux that can replace Windows on a laptop cart. The Linux upgrade will make the machines faster and more responsive, but they will be limited to functioning as online-only devices.

These Linux-based laptops will still support essential functions, such as:

- Access to the web version of Microsoft Office (Word, PowerPoint, Teams, etc.)
- Web Browse for research and online tools

BRENNAN HAGEN

My Educational Technology Coordinator role contract is ending at the end of this year. Tylere Couture will be the sole Educational Technology Coordinator going forward.

brennan.hagen@sd72.bc.ca

TYLERE COUTURE

The continuing Educational Technology Coordinator. Please reach out to me if you have any questions or ideas about technology in the classroom.

tylere.couture@sd72.bc.ca

TEACHER SUMMER CHECKLIST

☐ **Laptop Returns:** If you are finishing a temporary contract and don't yet have a placement for September, please return your district device to the IT Office at Robron before the summer break.

☐ **MyEd Password:**
Make note of your MyEd password somewhere safe—it may be a while before you log in again. If you forget your password over the summer, follow these instructions to reset it. You'll likely need to update your password when you return in September.

☐ **Class Teams (GRP Teams):**
- Archiving: In August, IT staff will archive your GRP Teams. Team names will be prefixed with the year and moved to your "Archived Teams" list. How to Archive or Restore Teams here.
- Deletion: Teams are deleted after being archived for two years. If you want to reuse a previous team, be sure to restore when you get back in September.
- Student removal: Students will be removed from GRP class Teams in the first week of July. This helps prevent unmonitored summer activity, including potential online bullying.

☐ **Open Helpdesk Tickets:**
If you've submitted a Helpdesk ticket, please respond to any follow-up emails. If there's no reply within two weeks, the ticket will be closed automatically. You can reopen a ticket anytime by replying to the original email.

☐ **Student Carts:**
Please return student laptop carts to your school's library or learning commons and ensure they're plugged in. Admin or teacher-librarians may come looking for them.

☐ **Out of Office Replies:**
Set up your Out of Office reply in Outlook before the break. Here's how to do it.