

Spring 2011



BITS & BYTES

Technology @ Cheltenham

Saving the district some green with technology...

TECHNOLOGY FOLLOWS YOU AROUND

No, it's not Big Brother watching you. Instead, it is technology that will help save the district a significant amount of money in toner costs, printer repairs, and printer support. Since printers involve a lot of moving parts and consumable products, they require a lot of attention. In the past year, printer issues have accounted for over 20 percent of the technology requests (see pie chart below).

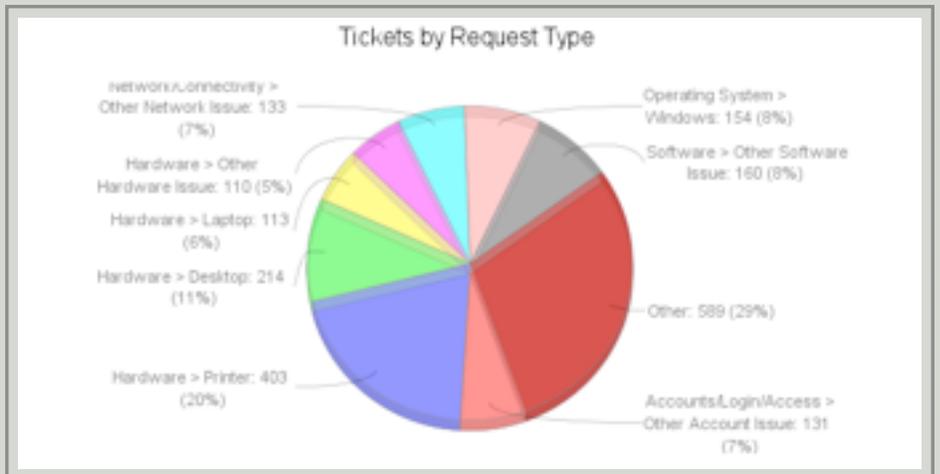
In order to reduce these costs, we are implementing a system known as "Follow-You Printing". This system will allow anyone to securely print from his/her computer to almost any Ricoh copier in the district. When you use Follow-You Printing, your documents will be held on a secure server and will only print out when you login to a Ricoh copier with your employee ID.

We will be initially rolling out Follow-You Printing to both Elkins Park and Glenside Elementary schools on Tuesday, April 5. All other

buildings will be implemented by mid-April. We encourage you to use this system, especially for large print jobs. Please read the rest of Bits & Bytes for detailed instructions on how to use Follow-You Printing and answers to some questions you may have.



Follow-You Printing works with the district's Ricoh copiers



USING FOLLOW-YOU PRINTING

Starting at your computer...

In order to securely print to a Ricoh copier from your Windows computer, select the "FollowYouPrint" printer when you are printing a document (see *Figure 1* on the left). Specify the number of copies you want to print. If you want to utilize copier features such as duplex printing, hole punching, or stapling, click on the "Preferences" button on the print screen to set these options. Click "Print" when you are ready and your document will be stored on the server for up to 24 hours. You can print multiple documents and each one will be added to your secure print queue on the server.

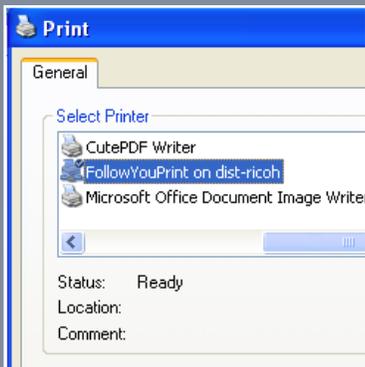


Figure 1: Selecting the "FollowYouPrint" printer

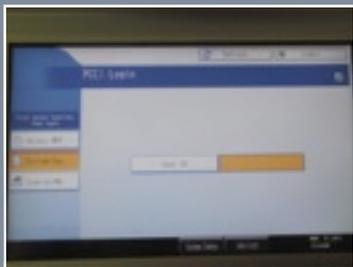


Figure 2: Ricoh copier login screen

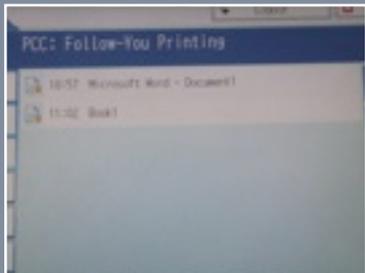


Figure 3: Documents waiting to be printed



Figure 4: Scan-To-Me screen

Ask yourself: Do I really need to print this?



Function" button and then the "Logout" button at the top of the screen to logout.

Scan-To-Me document scanning

In addition to Follow-Me Printing, the new system also offers something called "Scan-To-Me". Scan-To-Me allows you to scan a document from the scanner and e-mail it to yourself. To do so, select the "Scan-To-Me" option on the login screen before logging in. Once logged in, you will see a screen similar to the one shown in *Figure 4*.

To scan a document, simply put the pages in the automatic document feeder on the copier and press the green "Start" button. The copier will scan the pages and automatically create a PDF file and e-mail it to you as an attachment. If the originals are double-sided, make sure you select the "2-sided original" option. You

may also set other options, such as file name, file format, as well as specifying additional e-mail addresses that will be carbon copied.

Please note that if you are scanning a lot of pages, you may need to split the pages up into multiple scans. The e-mail system will automatically reject any e-mails over 10mb in size. Also, if you scan a lot of documents, the attachments will quickly use up your available mailbox space. Please save your scanned documents to your computer and delete the original e-mail to save space in your mailbox.

It's all black and white

While we would love to allow you to print and copy in color, it is too cost prohibitive. Anything you print or copy with the Ricoh copiers will only print out in black and white. The district is charged only \$0.0039 for each black and white page, but is charged \$0.30 for any color page (even if only a small amount of color is used). This amounts to almost 100 times as much to print in color versus black and white.

Copying still works too!

If you simply want to make copies with the copier, login as described already and then press the "Copy" button on the copier. You will be able to copy documents as you have in the past. When you are finished, press the "Other

QUESTIONS/CONCERNS YOU MAY HAVE

Are you getting rid of my printer?

Not yet. You may still use your printer, but we encourage you to help us save costs by printing to the copier as much as possible. It costs about \$0.08 per page from an inkjet printer, about \$0.04 per page from a laser printer, but only \$0.0039 per page from the copier! The district will be reducing the amount of ink and toner that is purchased and will no longer be repairing or replacing printers if they break.

My documents are confidential!

Please be assured that none of your documents will print out until you release them from the copier. Your print jobs are securely stored on a server and are only accessible by logging into the copier with your employee ID.

It's not as convenient!

We realize that using the copier is not as convenient as using a printer in your room. However, we are unfortunately unable to continue supporting local printers due to the

high costs involved. We will be moving and adding copiers to make them more accessible.

What if the copier breaks down?

We spent a lot of time looking for a simple, but yet reliable system. With the Follow-You Printing system, you are not tied to a specific copier. If one copier breaks down, you can print your documents from another copier. This system also enables you to print even if you are in a different building.

Can I print from my Mac?

We will be setting up the Macs to print once all of the Windows computers are up and running. If you have an immediate need, please let us know and we'll try to help you out.

How do I find out my employee ID?

Log into the employee portal via the link under the Staff tab on the district web site. Your employee ID is listed under the "My Information" section. If you do not know your password to login, please use the option to have it e-mailed to you.

BLOCKED?

As a technology department, we walk a fine line between abiding by federal regulations regarding Internet filtering and providing relevant content for education. Some tips:

If you're getting blocked when trying to go to a web site, click the "login" link, enter your Cheltenham username and password, and click "Login". If you still are blocked, make sure that you typed the address correctly. Otherwise, click on the "submit it for review" link, type in your e-mail address and the reason why the site should be unblocked, then click "Submit for Review." We will review the site and unblock it if the content is of educational value.

We also allow you to override the content filter for certain categories of sites, such as

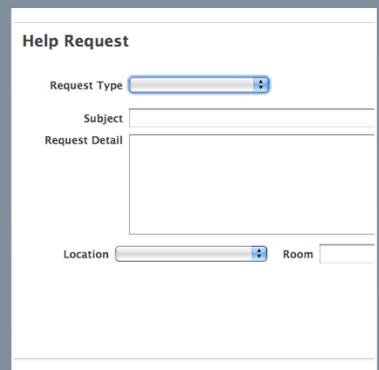
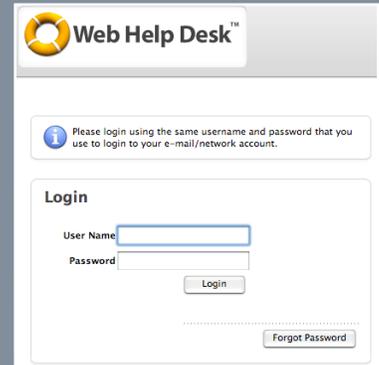
blogs and audio/video sites. For these sites, you will see an override option on the block page.

After you click on this option, enter your Cheltenham username and password and select the amount of time you need for the override.

Please note: All overrides are logged and reviewed on a daily basis and are intended to be used for legitimate educational purposes.

If you have a YouTube video that you would like to have available, you may request that an individual YouTube video be unblocked by using the Educational Video Library (EVL). You can access the EVL by selecting it from the Staff menu on the district web site. You will need the exact URL of the YouTube video. Once submitted, we will review the video and unblock it, if it is of value. All unblocked videos are available to both staff and students through the EVL link on the web site.

NEED HELP?



If you're having a problem with technology, help is only a web browser away! We kindly ask that you use the Technology Helpdesk to notify us of your issue. Our technicians work exclusively from this system to ensure that issues are dealt with in a timely manner. If you stop one of the technicians in the hall, chances are that you will be asked to submit a helpdesk ticket. To access the helpdesk, use the quick link on the district web site or go to:

<http://helpdesk.cheltenham.org>

Log in with your Cheltenham username and password.

Thank you for your cooperation!

THINGS DONE; THINGS TO COME

A recap on what's been accomplished and what we still have up our sleeves...



**What's
in store for the
future?**

We've been busy this school year with upgrading technology. Now that much of the infrastructure upgrades have been completed, we can focus more on improving the technology available in the classrooms. Here are some highlights:

Things That Are Done

- While we had some hiccups initially, the district has full wireless connectivity in each building, providing both secure and guest access to the network.
- The new telephone system has been serving the district well since it was installed over the summer and we've tweaked some things to increase its reliability.
- Our server infrastructure was upgraded from Windows 2003 to Windows 2008 Server. This means very little to the average Joe, but it helps us keep things running smoothly!
- A new mail server was installed and we upgraded to Exchange 2010, providing a more reliable system and better web access to email from any web browser.
- New MacBook carts were installed at Cheltenham, Glenside, Wyncote, and Elkins Park schools.
- Smartboards and projectors continue to be installed throughout the district.
- In preparation for opening the new Glenside Elementary School, networking has been set up in the building.

Things That Are To Come

- This summer, we will undertake the huge task of setting up all of the technology at the new Glenside Elementary in time for the new school year. At the same time, all of the technology from Cheltenham Elementary will be need to be moved to the modular building.
- Additional technology will be purchased for the classrooms
- A new PowerSchool server will be installed over the summer to improve performance and reliability.
- The district web site will be redesigned this summer to be more user friendly.
- As part of combining our HR system into our financial system, this summer the employee portal will be changing. Once we have more details, we'll let you know!
- Secure, network-based storage will be implemented for all staff over the summer.
- We will be implementing a collaborative system for teachers and students this summer, known as MyBigCampus. It will enable teachers to share online resources as well as assign and collect student work electronically. Students will also have the ability to access the system from home as well as store their documents online. See <http://mybigcampus.com> for more details.

ACCOUNT ISSUE?

If you have an issue with your e-mail, network, PowerSchool, or other district account, Lisa Saverio is the person you want to talk to. She can help with resetting your password or fixing an issue with access. She can also assist with any questions you may have about PowerSchool.

Here's how to get in touch with her:

Email: lisasaverio@cheltenham.org

Telephone: 215-886-9500, ext. 6334

Our Technology Staff

Christopher Barone
Director of Technology
cbarone@cheltenham.org

Timothy McCleary
Supervisor of Technology
tmccleary@cheltenham.org

Technicians:

Earle Bourne
Michael Lange
John Little
David Reim

Data Systems Specialist:

Lisa Saverio

Technology Requests

<http://helpdesk.cheltenham.org>

Login using your Cheltenham username and password.