

Fall 2011



# BITS & BYTES

Technology @ Cheltenham

The importance of  
keeping backup  
copies of  
your data



## KEEPING YOUR FILES SAFE AND SOUND

For the past several years, many of you have been saving your documents and files to the hard drive in your computer. This is the case if you save to either the Desktop or to "My Documents". If you are not making backup copies of these files, you risk losing all of them if the hard drive stops working. This hard drive is the most mechanical part of a computer and will eventually fail. Once this happens, there is nothing that we can do to recover your files. Another problem with saving in this location is that you must be using this computer in order to access your files. If you go to another computer, your files won't be there.

In order to help you with both of these issues, we have provided a place for each of you to save your files on one of the district's servers. This file storage is specific to you and accessible only by you. Since it is on a server, you can access it from any computer in the district and backups are made nightly. We

encourage you to use this storage space. However, while we are pretty confident about being able to keep your files safe here, we are **not responsible** if your documents get deleted or corrupted. We highly recommend that you keep backup copies of any important files. The easiest way to do this is by keeping copies on a flash drive.

To use this network file storage, look for a "Z:" drive under My Computer (Windows) or a Staff icon on your desktop (Mac). Any files saved here will be available from any other computer when you log into it. (Other users will **not** have access to your files when they are logged in.)

Every staff user is allotted two gigabytes of storage on the network. For most users, this is more than enough to store most of the files that you use on a regular basis. If you work with a lot of large files, you'll use this space up quickly. Unfortunately, we cannot provide additional

### Network Drives



yourusername on  
'dist-shares-01\staff' (Z)

**Personal network drive as it appears on a Windows PC.**

space at this time. The cost for this storage is very high, so we are limited in what we can allot to each person. In the future, we may increase the amount of storage available if possible.

Again, we recommend having at least one backup copy (having more than one copy is even better) of your important files. If you need help with getting your documents backed up to your Z: drive and to a flash drive, please use the helpdesk and submit a ticket. We can also give you recommendations on what to purchase to have your own backup of your documents on a flash drive or external hard drive.

## A BIG WELCOME!

We would like to welcome Lisa Rock and Dana Walker to the technology staff! Many of you already know either Lisa or Dana as both had worked as technology aides at Myers and Glenside. While Lisa and Dana have been busy the past two months taking care of issues at Glenside, Myers, and the Admin building (and will continue to do so), they have also been busy working on training materials, technology documentation for our IT staff, and on a new technology web site (see below). Now that the school year is well under way, they are available to come to your classroom and help you learn how to use the technology that's available to you. We have a lot of great technology in our district and we want to provide training to those who need it. If you are interested in setting up training, please submit a helpdesk ticket using the Technology Training category.

## COMING SOON!

- Bits & Bytes web site: Be on the lookout for a new technology web site full of useful information, training materials, videos, and links to useful sites.
- Brown Bag Bits & Bytes: Mini technology trainings over lunch at your school. If you and a few other teachers are interested in getting trained on things like SMART Boards, Office 2010, or other topics, Dana and Lisa would be glad to come to your school and provide training.

## FOLLOW YOU PRINTING (AND MORE!)

Last spring, we introduced Follow You Printing, a secure way to print to any copier in the district from your computer. Many of you have been making use of this new feature and are helping us as a district to reduce printing costs. If you're not familiar with Follow You Printing, please see the Spring 2011 edition of the *Bits & Bytes* newsletter for more information.

If you have documents and/or photos that you need to scan, this same system can help! On any copier, you should see a "Scan-to-Me" option. Select this option before logging in and you'll see options for scanning. Since our system is pretty smart, it already knows your e-mail address. You can name the file that it will create. When you're ready, load up your document, hit scan, and in a few moments you'll

have an e-mail with your scan attached.

If you have a Mac and are feeling left out from all the fun, fear not — we haven't forgotten you! Unfortunately, getting you Follow You Printing working on the Macs is not as straightforward as we'd like it to be. However, if you're really desperate to get up-to-speed on your teacher computer, put in a helpdesk ticket and we'll help you get connected. Please be patient — if your Mac isn't running the latest system updates, it can be a time consuming process to get everything working properly.

Student Macs will be updated to allow Follow You Printing next summer. If you have a specific reason for needing it for your students before then, let us know and we can see if something can be arranged.

## SAVING BOATLOADS ON NETBOOKS

This fall, we've been rolling out a total of fourteen carts of Asus netbooks throughout the district. With the need to be budget-conscious, we opted to purchase these netbooks over traditional notebooks. Other district have had great success in using netbooks and have saved a bundle of money. We evaluated several models from a few vendors and settled on Asus

netbooks, which had the best balance of price and durability. Instead of spending at least \$35,000 on a cart full of traditional notebook computers, we were able to purchase netbook carts for less than \$10,000 or about 1/4 of the price. Each netbook is loaded with Windows 7 and Office 2010 and has enough battery life to last an entire school day on a full charge.



# THAT ANNOYING BLOCK PAGE!

Overrides...  
now with  
YouTube  
goodness!

## NEED HELP?

We've recently changed the infamous block page that rears its ugly head whenever you try to go to a web site that is blocked by our content filter. Our goal is to make it easier for you to understand why a site is blocked and be able to access sites that are educationally relevant.

If you're getting the block page when going to a site that you've been to before, check the bottom of the page. If it "knows" who you are, your username should be displayed. If it isn't, use the "login" link, enter your Cheltenham username and password, and log in. If it can't figure out who you are on its own, it will assume you are a student (as a teacher, you have fewer Internet restrictions), so you may just need to let it know who you are.

We also allow teachers to override the content filter for certain categories of sites, such as blogs and audio/video sites (now including YouTube!). For these categories, you will see an override option on the block page. Click on this option and use your Cheltenham account to bypass the filter for up to an hour. *Please note: all overrides are logged, reviewed on a daily basis, and are intended to be used for legitimate educational purposes.* Please don't use this feature to watch March Madness during your free time or to soothe your class with your easy listening favorites — doing so will slow down the Internet for everyone else. We ask that you use your best judgment when using the override feature.

If you want to have YouTube videos unblocked for everyone (including students) or don't want to deal with the override feature to show a YouTube clip, you can use the Educational Video Library (EVL) to unblock a specific video. There is a link to the EVL on the block page when you try to access YouTube and on the Staff tab on the district web site.

A common misconception is that we're sitting in a back room somewhere plotting to block all of the good content on the Internet. In reality, our content filter receives updates automatically from our vendor who handles the tough job of trying to categorize the vast majority of sites on the Internet. With the fluid nature of the Internet, they inevitably get some things wrong. That's where the "submit for review" option comes in handy — it's a great way for you to let us know that something should be allowed that currently isn't.

However, please take notice of the category that the site is listed in. If it is in the "parked" category, more than likely you've mistyped the address. If a site is in the "adult" category or something else decidedly off limits, more than likely there is a really good reason why it is blocked. The site may have a really great video about photosynthesis but perhaps it also has a questionable video right next to it. As a technology department, we walk a fine line between abiding by federal regulations for Internet filtering and providing relevant content for education.

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!

### youtube.com is categorized as audio-video-YouTube

The requested page has been blocked by the content filter because it is in violation of the internet acceptable usage policy set by the administration.

- If you need to access this website you may [override the content filter](#).
- If you feel this website should be allowed you may [submit it for review](#).
- If you feel this video should be allowed you may request that it be added to the [Education Video Library](#).

Your username and computer name should be listed below along with the current time. If your username does not appear, please try using the **login** option above.

admin2\mheadroom

adm-video.admin2.org

10/25/2011 7:33:01 PM

# WHAT HAVE WE BEEN UP TO?

## A recap on what's been accomplished over the past several months...

We were busy over the summer and continue to be busy with setting up new technology throughout the district. Here are some of the highlights from the past few months:

- In July, the district's datacenter was relocated from the Administration building to the new Glenside Elementary School. This was a very involved process as it required the entire network to be shutdown, all of the servers to be moved, network connections to be rerouted, and everything to be rewired correctly. A lot of planning was done ahead of this process and we were able to complete the move in one evening.
- Over the summer, we prepared for both Glenside and Cheltenham to move into their current locations. This involved a lot of behind-the-scenes work, but also a lot of grunt work of moving computers, phones, and other equipment.
- All of the classrooms at Glenside Elementary School were equipped with Smartboards, projectors, and sound systems.
- While the computers were backordered until the end of August, refurbished computers were installed throughout Glenside, in the high school library, and at Cedarbrook.
- A total of fourteen netbook carts have been deployed throughout the district for classroom use.
- A new server for PowerSchool was installed at the IU and we upgraded to version 7.0.
- In September, we unveiled a whole new look for the district web site and eliminated the use of Flash so that it is fully accessible from any mobile device.
- We have purchased licensing for the district for Windows 7, Office 2010 for Windows, and Office 2011 for the Mac. As we deploy new Windows computers, they will have Windows 7 and Office 2010 installed. Existing computers will be upgraded to the latest version of Office over time.
- An additional server was added to run our virtualized server environment and all three servers were upgraded to the latest virtual server system. This allows us to increase the reliability of our servers.
- We are working with Support Services to install additional Smartboards in the coming months at the high school, Myers, and Wyncote.
- The district's human resources system was migrated and merged with the financial system to make the management of information easier and more reliable.
- Secure, network-based storage is now available for all staff.
- iPad carts will be deployed soon for use by Special Education in each building.



Keeping those bits flowing as fast as we can...

## ACCOUNT ISSUE?

If you have an issue with your e-mail, network, PowerSchool, employee portal 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](mailto:lisasaverio@cheltenham.org)

Telephone: 215-886-9500, ext. 6334

### Our Technology Staff

**Christopher Barone**  
Director of Technology  
[cbarone@cheltenham.org](mailto:cbarone@cheltenham.org)

**Timothy McCleary**  
Supervisor of Technology  
[tmccleary@cheltenham.org](mailto:tmccleary@cheltenham.org)

### Technicians:

Earle Bourne & Michael Lange (CHS)  
John Little (EP/CE)  
David Reim (CBK/WE)  
Lisa Rock & Dana Walker  
(GE/ME/Admin/District-wide Tech Training)

### Data Systems Specialist:

Lisa Saverio

### Technology Requests

<http://helpdesk.cheltenham.org>

Login using your Cheltenham username and password.