



Balby Carr
Community Academy

School Network & ICT Services User Guide 2017






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This User Guide has been designed to help new staff at Balby Carr navigate through the school's various IT systems as well as to understand the services and support available to them through the IT Technicians.

The Welcome Pack

The welcome pack has been designed to provide users of the network with a definitive guide to the IT systems and services within the school. The pack will be handed to staff members upon induction. The pack consists of:

-  Request for New User Account form
-  School Network & ICT Services User Guide
-  ICT Acceptable Use Policy
-  How to Encrypt – a step by step guide to encrypting sensitive documents
-  Sims Quick Reference Sheet – Lesson Monitoring

A Request for New User Account form MUST be completed and signed before a member of staff can be assigned a log in and password to any of the schools IT systems. Staff members must read through the Welcome Pack and agree to all terms and conditions contained within to be accepted onto the system. We will issue a staff ID card once this form has been completed.

Introduction to the system

The term 'System' in this case can be defined as any network, program or hardware used and operated by the school. This includes, amongst other things, the computer network, peripherals, the network drives (The N: Drive, Staff Common, Pupil Common, Media), Sims, email, and the EPortal. The system has been designed to aid in the teaching of the student population and to create an advanced learning environment using recent innovations in IT. The system in school is ever-evolving, and this guide may not reflect the most up-to-date functions of the system.

System Log in and password

A new staff system log in and password is created once a Request for New User Account form has been completed and returned to the Technicians. Your account log in details follows the format of 'initial'.surname' For example, Bob Smith would have an account name of b.smith. This will be confirmed once your account has been set up. **Remember to never write your password down or let anyone else know it. You should never let other members of staff or students use a computer logged on as you.**

Student usernames differ slightly in that they use the format 'initial"surname"year of entry'. For example Joe Bloggs who started year 7 in 2014 would have the username jbloggs14.

The EPortal

The EPortal has many uses for staff and students. It contains staff and student timetables, attendance information, the Academy's Calendar, staff bulletin and briefing notes, and links to various resources. The EPortal has links to Staff and Pupil Common and the N: drive (My Documents) which allows staff and students to access files from home. A cloud storage area is available which works just like Dropbox. The EPortal is also a vast resource for knowledge about both the school and the subjects taught. A noticeboard allows staff to post notes and reminders to

other staff members. The EPortal has many 'mini sites' including revision, exams, careers, pathways and many more.



To access the portal...

The portal can be accessed directly from the school website – www.balbycarr.org.uk or via the direct link – <https://portal.balbycarr.org.uk>. Your username would usually be in the format initial.surname (j.bloggs for example).

The Portal homepage includes:-

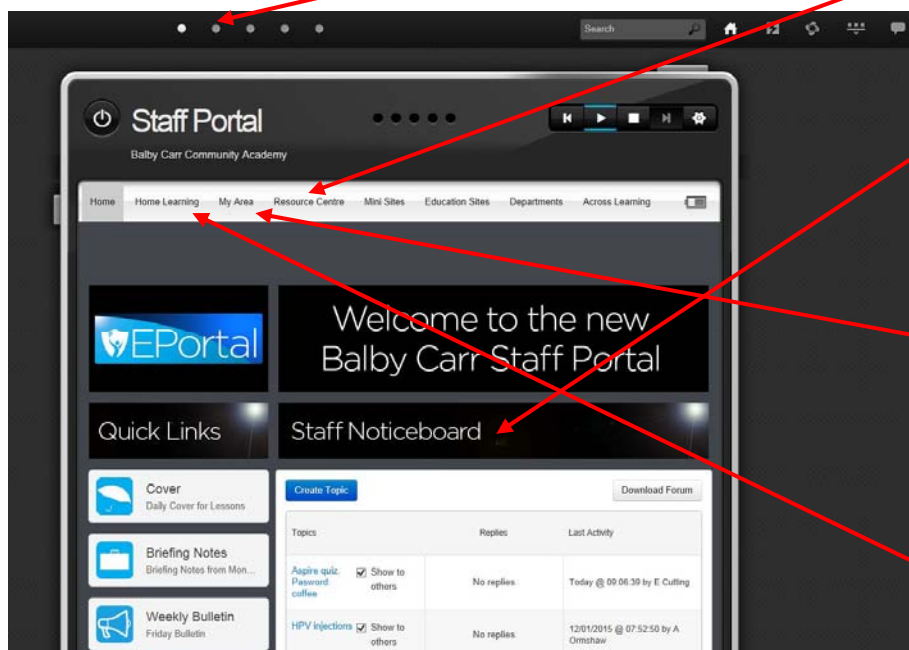
Student Portal
Accessed via the 'dots' here.

Resource Centre
Access your departments
Teaching & Learning
Resources

Staff Noticeboard
Use this space to post
appropriate messages to
staff. Attachments can also
be placed below the board.

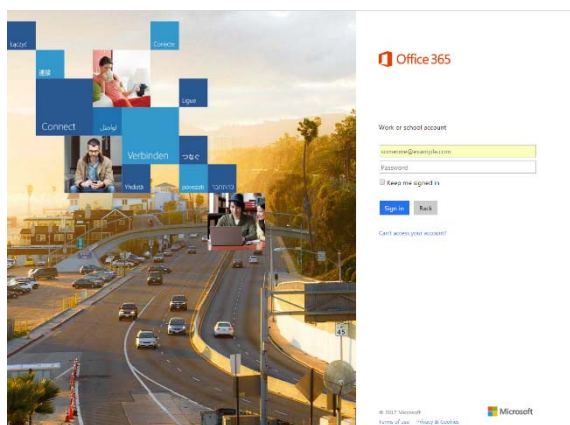
My Area
Timetable, Calendar and
Cloud are accessed from
here. Also access your My
Documents, Staff and Pupil
Common from home.

Home Learning
Set and managed Home
Learning from here.



Email Account

A new staff email account is created once a Request for New User Account form has been completed and returned to the Technicians. Your email address is usually in the same format as the account log in, followed by @balbycarr.org. For example Bob Smith would have an email of b.smith@balbycarr.org. We would usually assign the same password for the network as the password for new email accounts.



You can change your password at any time, with an alert being sent to the ICT Technicians Department requesting a password change

To log in to your emails, you can either access them through the portal, through the website or via the direct link – Portal.office.com.

On the email log in screen (above), enter your username and password. Never tick 'Stay signed in' if you are on a public or shared computer.

To compose a new message, click on 'Compose Mail' just under the Balby logo. Other folders shown on the menu include 'Starred' (mail marked as favourites, handy for long term saved emails), 'Sent Mail' (keeps every email sent) and 'Drafts' (any composed emails not sent are automatically stored here).

Search

Search your mail by key word or contact name.

New

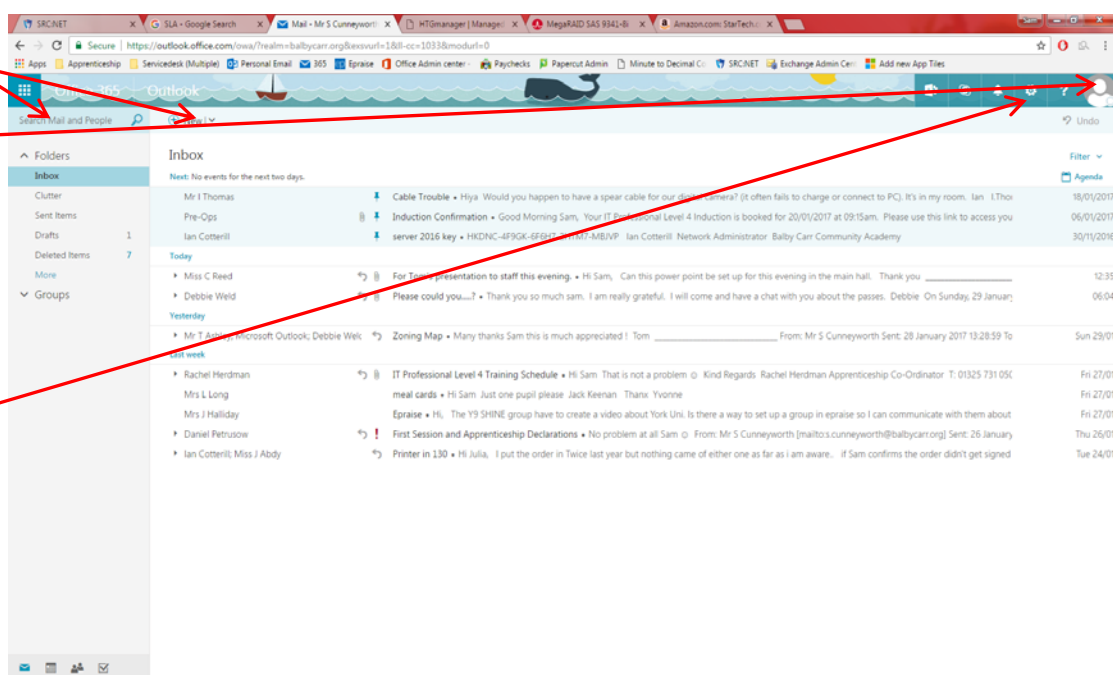
Create new email.

Account settings

Access account settings and change password from here.

Cog

Access email settings such as background, out of office reply, signature etc.



As you are on the schools email system, you will have access to the address book featuring the email addresses of all staff members. When you are composing a new message, in the 'To:' field, as you start to type the name (forename or surname) of the person you wish to correspond, a list of possible recipients will appear, meaning you don't necessarily need to know the email address of the person to email them. For recipients outside of Balby Carr, enter the email address in the usual way. Once you have emailed them once, the address will save in your Contacts.

It is possible to add a 'signature' to the footer of every email that you send, which many staff use to include job titles and contact numbers. To access this option, click on the cog (see above image) and then select 'Settings'.

We use a free email system within school, which is provided by Microsoft. Microsoft may from time to time change or introduce new features beyond the control of Balby Carr.

Sims

Sims can be accessed through the start menu at Start > Programs > Sims Applications > SIMS.net. The SIMS login screen appears (pictured right). Enter the username and password you have been provided with into the boxes and click 'OK'. Your username and password will usually be the same as your network and email login details. SIMS functions available to you will vary depending on your job role. Included in the Welcome Pack is a Sims Quick Reference Sheet on lesson monitoring.



Network Drives

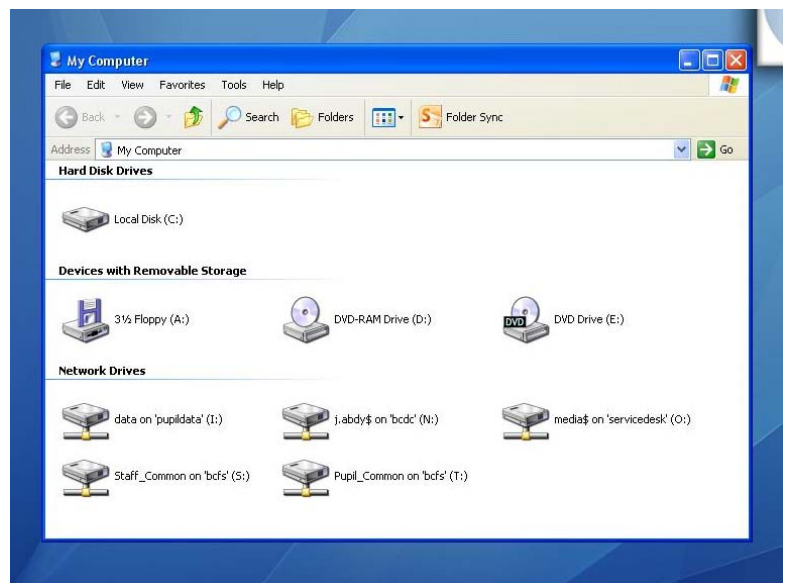
The network drives available to you can be found by accessing 'My Computer' from the desktop.

data on 'pupildata' (I:)

Mainly used for holding the SIMS.net data and shouldn't be needed by most staff. You will **NEED** to have an active connection to this drive to be able to use SIMS

b.smith on 'bcdc' (N:)

Your main storage area. When you access your 'My Documents' on any computer, this is the area you are actually accessing. The N: drive will be labelled with the user's name.



media on 'bcbu' (O:)

Also known as the Media Server. This is where all media (videos and photos) is stored. Each department has their own section within the drive. This drive is no longer accessible and is stored in a read-only format.

Staff_Common on 'bcfs' (S:)

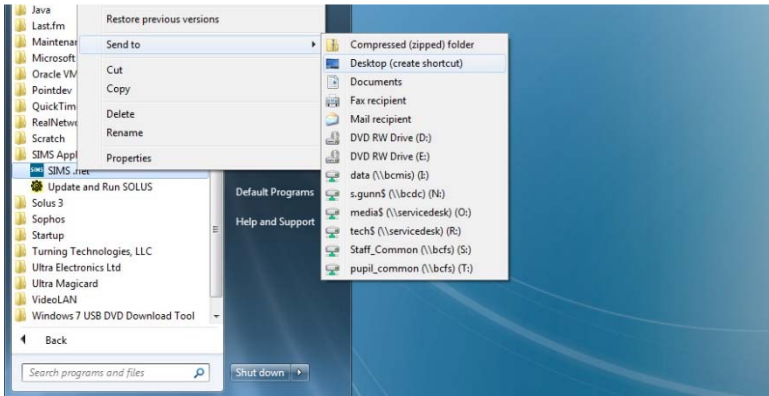
Where all shared staff documents, files and information is stored. Within Staff Common labelled '2. Departments' are folders for each subject, where each department keeps its own shared resources. Most users can only save items in limited areas of Staff Common.

Pupil_Common on 'bcfs' (T:)

Student version of Staff Common, containing shared resources for students to use. Staff members can use this area to share work with students. **Content in this area is viewable by students.**

Storage is limited on the servers so please remember to delete old and unwanted files. Personal files should not be stored on the school network.

The Desktop

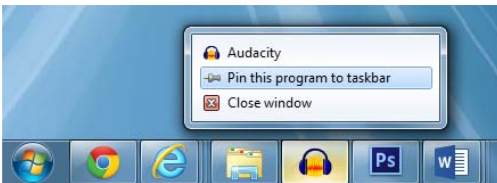


The desktop is the background screen of the computer once the user has logged on. This consists of a blue background with the Balby Carr logo, and the name of the user logged in and admin PC number of the computer in the bottom right of the screen. The desktop is used to store shortcuts to the most often used programs and files that a user may need.

The Desktop IS NOT BACKED UP and so important files should **NOT** be saved here. The desktop should only be used for shortcuts.

To place a shortcut to an item on the desktop, right click the item (be it software or file), select 'Send To' and then choose 'Desktop (create shortcut)'. In the example above we are choosing to send the SIMS.net application to the desktop for easy access.

Windows 7 Taskbar



On Windows 7 PCs, the taskbar can be used to 'pin' often used programs for easy access. To do this, open the software you wish to pin, right click on its icon on the taskbar and select 'Pin this program to taskbar'.

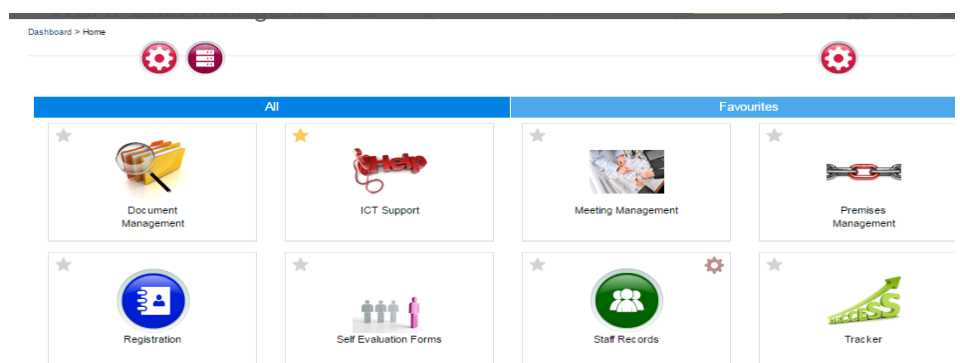
How to Request Technical Support

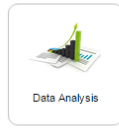
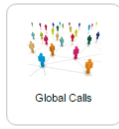
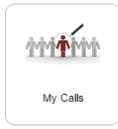
Enter all technical support and support required by Site Staff **MUST** through MiSBiS/HTG. This can be accessed via htgmanager.org. By default, your username will be in the format of "b smith", your password will be "staff" and the site code is 8060. Your username can be changed upon first log in, and so can your password.

To submit a Service Call

In order to submit a service call on HTG, use the appropriate support team first – either ICT Support or Premises Management.

From here, you will see a screen similar to the one below.





Select “Log A Call” and follow the information on screen to log a call.

You will be emailed when the call has been updated, and receive information based on the update and what progress has been made.

If work needs to be completed urgently, please use one of the relevant numbers listed below to contact the relevant staff.

MiSBiS is managed and maintained by HTG.

Contacts

ICT Development Manager
Lee Elvin – 340

IT Network Administrator
Ian Cotterill – 281 & 404

IT Technician / Creative Developer
Sam Cunneyworth – 280 & 404

Cleaning Supervisor
Sharon Slaven – 215

Site Manager
Mark Ladley – 290