Welcome Back To School
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Introduction
Summary of 2012 Summer Updates

Investment in Technology

The Union City Board of Education made significant investments in technology during the summer of 2012. Each purchase was evaluated carefully to maximize the impact of funding on the educational process. Some of these investments included:

Construction of a new District Wide Data Center at the High School
A new Data Center was built at the High School to service the entire school district. This Data Center includes significant improvements in network infrastructure, 100TB of High Speed Files Storage, A Server cluster to support applications and activities around the district including redundancy and backup system, video conferencing Infrastructure and virtual desktop servers for deploying special applications and labs.

Private Fiber
Construction of a new private fiber network to provide more reliable higher speed connection between the buildings and the internet. Construction has begun on this network with a targeted completion of Spring 2013.

Increased Internet Bandwidth
New circuits are being installed to double the bandwidth available for internet access in the district. Planned completion is early October 2012.

Video Conferencing
The district has installed new Video Conferencing equipment for internal use and enhanced video field trips and distance learning opportunities. Professional development will be beginning soon.

Desktop/Laptop Refresh
Desktop and Laptop Computers were refreshed at schools throughout the district as part of a plan to keep technology fresh and optimize trade in value.

Improved Performance

Several Changes were made to the network infrastructure of the district to optimize network performance. This included re-addressing of all devices on the network to a new IP structure to optimize routing tables, support the drastic growth in supported devices, and allow for continued growth.
This required reconfiguration of each computer, printer and other network device.

**Empowering the Teacher**

**Operating System Updates**
Computers across the district were updated to Mac OS X Lion. Standardization on a single platform ensures that all students and faculty have access to the same features, and significantly reduces support resources. Since Apple does not support running older operating systems on new hardware these regular updates are important to allow hardware to continue to be added to the district.

**Simplified Policy Enforcement and Software Management**
We have reduced management controls on the operating system, software installs and content filtering for teachers in order to empower you to explore new ways of using technology.

**User Based Internet Content Filtering**
To provide more comprehensive options and flexibility in wireless network configuration the district has moved to a user based internet content filtering system. Content restrictions are applied based on the user signed into the computer rather than network port, or wireless network the computer is connected to.

**Streamlined Wireless Connectivity**
Based on User based Content Filtering the district was able to simplify Wireless network Connectivity. The following Wireless Networks exist in the district.

*UC_Wireless*
This network is for all district owned laptops and workstations. If you need assistance joining your device to this wireless network, please contact the help desk.

*UC_Tablet*
This network is for all district owned ipads and ipod touches. If you need assistance joining your device to this network, please contact the help desk.

*UC_Mobile*
This network is intended for individually owned phones, tablets and mobile devices. The password is E@glesOnl!ne.

Please note due to limited internet bandwidth in the district, priority is given to UC_Wireless and UC_Tablet. UC_Mobile is bandwidth restricted.
Setup Status

An update on the progress of Building Configuration

Building Setup Support

Various projects at each of the buildings including, painting, waxing, construction as well as the reconfiguration of all devices for network restructuring and vendor delivery issues have impacted preparations for the school year. In many cases we just received access to buildings to setup computers and printers last week.

We are still confident we will have all key technology setup and available for the start of school on Thursday and be fully prepared for technology use by Monday.

Our team is currently working overtime and at full speed to complete these tasks. When they are at your building, we ask that you allow them to do their job without interruption. Please do not contact any technician directly with issues. Please submit a help desk ticket. Our dispatch team will prioritize all requests and address issues as soon as possible.

Thank you for your support in this matter.

Printer Setup

This year, we are endeavoring to empower teachers to be more self sufficient in supporting technology. We are finalizing the installation of a self service tool for setting up printers. Due to building access issues and the network re-addressing of the district, not all printers are yet available in every building.

We are working to complete configuration of all printers in the district. While this is in progress, we are endeavoring to provide each user with somewher to print by completing Main Office, Media Center, and Lab Printers first. As we complete those we will be adding the rest of the printers in each building. Please be patient as we work through completion of this project.

For directions on setting up printers, please refer to the section on Installing Printers
Signing Into the Computer
Connecting to the new Active Directory

One of the new improvements in the Union City school district that was implemented this summer was moving to a new centralized Active Directory Structure which will allow single ID sign on to many services. This guide will provide step-by-step instructions on making sure your computer is bound to the correct directory server. Being connected to the correct directory server ensures you will be able to log on and access all of your files. This process will be necessary if you did not bring your laptop in for an appointment this summer or if you did not use your desktop during the summer.
If your computer is still connected to the old directory you will see a message just like this at your login window. If you do not see this message and your login window is blank try rebooting your machine.

Once this message is displayed on your login window allow it 10-15 minutes for the policy to run, the system will reboot automatically.

Note: This example is on a 10.7 machine, if your machine is still on 10.6.8 you will get the same message but on a different looking login window.
After the system reboots you may see this screen.

Click the restart button.
1. If you see UCAD in the login window message you are now connected to the Active Directory.
2. Before signing in allow the yellow dot to disappear.
When your login window looks like this, you are ready to sign-in.
If you have not signed into a desktop or laptop connected to the new Union City Active Directory since June 19th, your password will be the default password. All Faculty Accounts created in the Active Directory were created with a password of password. If you have not yet reset your password, you will be prompted to change your password when you first log in.

1. Enter your username (your email address, not including @unioncity.k12.nj.us)
2. Enter your password (password unless you have already reset your password)
3. Click on the arrow.
Changing Your Password on First Login

1. Enter what you want to set your password
2. Re-enter your new password
3. Enter a hint to help you remember your password (optional)
4. Enter your password

Your computer is now connected to the new Active Directory.
Resetting Your Password

Follow these steps to change the password you use to sign into your computer.

Open System Preferences through the Apple Menu

1. Click on the in the top left corner
2. Click on System Preferences
Open the Users & Groups preference

Click on the Users & Groups icon
Click on 'Change Password' in the Users & Groups preference pane
Change your password

1. Type in your old or current password
2. Enter your new password
3. Verify your password by re-typing the new password
4. A password hint is optional but here you can enter anything that may help you remember your password
5. Click on Change Password
1. Click on **System Preferences** in the menu bar
2. Click **Quit System Preferences** or you can use the keyboard shortcut ⌘ + Q
Student Passwords

Students 5th grade and above will be forced to change their password

Students sign in to the computer with uc followed by there student number eg: uc2576
The default password for students is their student number eg: 2576

As a result of students tampering with other students work. All Student 5th grade and up will be required to change their password on first login. Teachers should coach their students on good password policies.
Printing
Printer Naming Convention

This Lesson Describes the Naming Convention for Printers

**Naming Convention**

Printers in the Union City School District are named as follows:

AAA-BBBBB-CCD

AAA Represents the Building Code (see Building Code Below)
BBB Represents the Room Number or Code (see Room Information Below)
CC Represents the class of Printer (see Printer Class Below)
D Represents whether it is Black and White or Color (P for Black and White, and C for Color)

**A. Building Codes**

BOE Central Office
HS Union City High School
AEA Academy of Academic Enrichment
ADA Alternative Design Academy
EMS Emerson Middle School
UMS Union Hill Middle School
JOS Jose Marti Freshman Academy
ECC Early Childhood Center
GIL Gilmore
VET Veterans
EDI Edison
ROB Robert Waters
WAS Washington
JEF Jefferson
HUD Hudson
ROS Roosevelt
WIL Wilson
ALC Adult Learning Center
CCS Christopher Columbus School
35S 35th Street Day Care
34S Library 34th Street
CRE Central Registration
B. Room Numbers or Codes

If the room has a numeric room number, this should be used for the room number. In the event of no room numbers, or special purpose rooms a code will be used. Examples are below:

- MOFF    Main Office
- NURSE   Nurses Office
- GYM     Gym
- GUID    Guidance Office

C. Printer Classes

There are four printer classes

- DT - Desktop Printers (typical classroom printer)
- MF - Multifunction Printer (typically in Offices includes scanner, or fax)
- WG - Work Group Printers (larger work group size printers, typically in labs or media centers)
- LS - Savin Large Scale Printer/Copier/Scanner

D. Color or Black and White

Use
P for Black and White Printers
C for Color Printers

Examples

- ROS-210-DTP (desktop printer)
- ROS-210-DTC (desktop color)
- ROS-NURSE-MFP (multifunction printer)
- ROS-NURSE-MFC (multifunction color)
- ROS-MEDIA-WGP (workgroup printer)
- ROS-MEDIA-WGC (workgroup color)
- ROS-MAIN-LSP (Savin large-scale multifunction printer)
- ROS-MAIN-LSC (Savin large-scale color multifunction)
Adding A Printer at School

You can use the Self Service Application to add a printer at school

**Go to the Application folder**

1. From the Finder Menubar, select Go
2. Click on Applications
Open Self Service

Double Click on Self Service

Enter your Username and Password

1. Enter the same username you use to sign into your computer
2. Enter the same password you use to sign into your computer
3. Click Login
Select the Printers Category for the building you are at

Select the Printers Category for the building you are in. Note you must be in the building to install the printer for the building

Click on Install for the appropriate Printer

Refer to the Printer Naming Information earlier in this Document to select the Printer
Click on Install
Wait for the indicator to indicate the install is Complete

When the install is Completed, you may install additional printers, or Click on Quit Self Service.

Quit Self Service

From the Self Service Menu
Select Quit Self Service
Email
Setting up Gaggle in Apple Mail

While the district Gaggle Mail is available through a web browser, you might want to configure your computer to allow access through the Apple Mail Application. This guid will assist you in configuring Gaggle Mail.

Launch Apple Mail

Enter the following information

1. Type in your full name the way you would like to have it displayed
2. Type in your full email address
3. Type in your email password
4. Click Continue
1. **Account Type**: POP  
2. **Description**: Blank  
3. **Incoming Mail Server**: pop3.gaggle.net  
4. **User Name**: Full email address  
5. **Password**: Email password  
6. Click **Continue**
1. **Description**: Blank
2. **Outgoing Mail Server**: smtp.gaggle.net
3. **Use only this server**: Checked
4. **Use Authentication**: Checked
5. **User Name and Password**: Enter your full email address and email password
6. Click **Continue**
1. Uncheck **Take Account Online**
2. Click **Create**
Go to Mail Preferences
1. Click **Accounts**
2. Click the **Advanced** tab
3. Uncheck **Use SSL**
1. Click **Account Information**
2. Click the **Outgoing Mail Server** drop down menu
3. Click **Edit SMTP Server List**
Disable SSL for the Outgoing Server

1. Click Advanced
2. Uncheck Use Secure Sockets Layer (SSL)
3. Click OK
Click **Save** to save your changes.
Click the **Get Mail** button to take the account online. All of your emails will start to download from the Gaggle server.
Installing Additional Applications
Installing District Provided Applications

The District May Provide Additional Optional Applications to be Installed
You can use Self Service to Install those Applications

Connect to the wired Network

In order to insure the install is fastest and uninterupted, it is recommended you use an ethernet cable to connect to the network.

Go to the Application folder

1. From the Finder Menubar, select Go
2. Click on Applications
Open Self Service

Double Click on Self Service

Enter your Username and Password

1. Enter the same username you use to sign into your computer
2. Enter the same password you use to sign into your computer
3. Click Login
Select Applications

Click on Applications to bring up a list of available applications

Click on Install for the Application

Click on Install for the correct Application
Wait for the install to show Completed

Quit Self Service

From the Self Service Menu
Select Quit Self Service
Teacher: Granting Yourself Admin Privileges on Your Laptop

Teachers are automatically administrative Users on their laptop when they are on the district network. This procedure will grant them administrative procedures when they are not on the Admin network.

**Introduction**

When you sign into your laptop, and you are on Campus, you are automatically an administrator of your computer. However, you may not have administrator privileges to your laptop when you are off campus. In order to insure you have administrator access to your computer when you are off campus, you must run a self service procedure to grant those privileges. **You must be on the district network in order to run this process.**

**Open the Application Folder**

From the finder, access the GO Menu and Click on Applications
Find and Double Click the Self Service Application

Log in anonymously

You do not need to login, you may click on log in anonymously.
Install Set Admin Rights Faculty Laptops

Click on the Install icon.

**Completion**

When the Completed shows up, you may close the Self Service Window. You will now have administrative rights both on and off campus.
Shared Folders and DropBoxes
A New Type of DropBox

The District has switched to a Shared Volume and Folders method to provide a way for teachers to distribute and collect files from Students.

The appropriate School Folder is on the dock for each School

On each users dock is a folder for their school. Clicking on this folder will bring up all of the teacher folders available. The user can click on the appropriate Teacher Folder.
Open the Teachers Drop Box in Finder

Click on Open in Finder

Students Have Read Access to the Folder

Access

Drop Box and Shared Folders are no longer part of the teachers home folder. Students do not have access to the Public folder in the teachers home folder any more. Access to the Shared and DropBox folder is available from the dock.

This change was made to stop a large number of synching problems with teacher home folders, and to prepare the way for internet based access to the drop box from home.

At this time, the Teachers Shared and DropBox folders are only accessible from home. Teachers must copy files from the dropbox before leaving Campus if they need access from home. We are currently configuring a webdav server which will allow both teachers and students access to these folders from home. We expect this to be completed by mid October.
Internet Content Filtering
User Based Content Filtering

In order to provide increased security and flexibility in content filtering the district has switched to user based content filtering.

User Based Content Filtering Explained

In previous years, the school district has enforced internet content filtering based on the wireless network the computer was joined to, or weather the computer was connected to a port that was flagged as Student or Admin on the network.

This made it difficult to insure that teachers were receiving teacher content filtering and students were receiving the appropriate content filtering for their grade level.

The district has switched to User based content filtering, which filters the content based on the user signed into the computer. In most cases, especially for students, this process will be transparent. When the user signs into the computer and opens an internet browser they will see a brief redirect while the system identifies the user, and then proceeds to the destination.

Teachers and Students who do not logout and login when they arrive on campus,, do not access the internet with 45 minutes of loggin in, or have 45 minutes of idle time in accessing the internet will be prompted to authenticate to the content filter.

Other factors may also require the user to authenticate.
Country: 2
Region: 3
Device: 4

1. Enter your username (This is the same username you use to sign into your computer)
2. Enter your password (This is the same password you use to sign into your computer)
3. Select UNIONCITYBOE
4. Enter the number of minutes you expect to be using this computer
   For example, if you are on your own laptop or desktop computer and will be staying logged in, enter 360 for 6 hours.
   If you are using a media center or student computer enter 25 or 30 minutes.
   Your session will time out after the allocated time and content filtering will reset.
5. Click authenticate.... you will be directed to your original website.
Windows Applications and Internet Browsing
Server Based Windows Virtual Desktops Coming Soon to a Server near you

Boot Camp and Parallels Replaced by a Server Based Virtual Desktop Environment

VMWARE View

The district is finalizing configuration of various Windows virtual desktops allowing windows specific applications, or web sites that do not perform well outside of Internet Explorer. This includes the AutoCad Labs and Windows Based Microsoft Office Labs.

These configuration are being finalized, We expect to have the Windows functionality available within 2 weeks.
PowerPC and Rosetta Based Software
What is Rosetta and Why Do I care?

Why don't some Applications work on Lion

Several years ago Apple switched from using PowerPC processors to using a more standard Intel Processor in their computers. This required all Software Publishers to recode and recompile their applications to run properly on the new architecture.

As a stop gap measure to keep software running on Intel based computers, Apple developed a program called Rosetta which emulated Power PC computers allowing software written for the PowerPC to run on intel based Computers.

Having provided several years for software publishers to rework their software for the Intel platform, Apple discontinued support of Rosetta with the release of MAC OS X 10.7 Lion Operating System.

In order to allow for the purchase of new hardware, and to provide up to date tools to Teachers, the district upgraded to Mac OS X 10.7 over the summer. This ended support of Rosetta Software.

Although apple provided years of time, several educational publishers have chosen not to update their software to run on the Mac Intel platform, meaning that there software is not being further developed and will not run on Lion.

The district has a few applications that are affected by this issue. These applications can no longer be supported in the district.
Wiggleworks

Wiggleworks is a Power PC based Application

Wiggleworks is a Power PC based application and is not able to run on Mac OS X Lion. Do to the significant use of this application we are working to build a Windows Virtual Desktop to support Wiggleworks.

We expect to have this ready by September 19th.
Fluency Coach

Fluency Coach is a Power PC Based Application

Fluency Coach is a Power PC based application and is not able to run on Mac OS X Lion. Due to the significant use of this application we are working to build a Windows Virtual Desktop to support Fluency Coach.

We expect to have this ready by September 19th.
Getting Help
Submitting a Request On Line

The Best Way to Request Support is by entering a ticket online

Goto http://techhelp@union-city.k12.nj.us in your web browser

1. Enter the same username you use to sign in to your computer
2. Enter the same password you use to sign in to your computer
3. Click on Login
Select the Request type and enter pertinent information

1. Select an appropriate Request Type based on your need

Fill In the Appropriate Information

The questions will change based on the request type you select. Please Provide all information requested, with as much detail as possible to allow us to better address your need.
Click Save
You will receive an email confirming receipt of your request.
Emailing the Help Desk

You may email the help desk at techhelp@union-city.k12.nj.us

A ticket is created automatically by your email. You will receive an automated response to confirm receipt of the ticket.
Contacting the Help Desk by Phone

You may reach the help desk by phone by dialing BOE extension 1123, or dialing direct at 973-837-6908.
Should you receive voice mail, please leave as detailed information as possible. Be sure to include your email, phone number, and a description of the problem. A ticket is created with your voice mail attached.