

**Your laptop backpack contains:**

- 1 Laptop (wireless capable)
- 1 Power supply
- 1 Extra battery – remove the DVD drive and place the battery in this slot if needed. The battery is not charged, if you anticipate the need, charge it up ahead of time. Your internal batteries have some charge and can be viewed on the bottom right side of the taskbar. Batteries (when fully charged) may last approximately 2 hours.

Your network accounts have been created to allow access to network resources.

**To login** -> your *username* is your last name, first initial, i.e. Jane Doe is doej. Your username is not case sensitive, however your password is case sensitive.

Your initial login password is the default password.....P@ssw0rd.....you must be accurate or you will not login. Notice the 0 in P@ssw0rd is a zero not the letter o.

**Your initial login should look like this**

User name:     lastnamefirst initial (example: doej)  
Password:     P@ssw0rd  
Log on to:     Techhigh (if this block says your computer name, example: C412-T01,  
(this computer) you will not be able to login, switch to Techhigh

You will be forced to change your password at this point. You must select a new password and it must be considered complex:

- minimum 7 characters
- contain at least one capital letter and number or special character
- cannot contain any part of your username (first or last name)

**Software on your laptop:** Office 2003, Adobe, Gradekeeper, SynchronEyes and Symantec Anti-Virus  
You are considered a local admin on your laptop and can add authorized software pertinent to your area of teaching.

**Document Storage:** Worcester Tech students and teachers have *My Documents* storage on school servers. The laptops are set-up to store your documents automatically to those servers. It is HIGHLY RECOMMENDED that, if you want to save valuable information; grades, lesson plans, documents etc... that you also save the information to your hard drive (C:) or to a flash/thumb drive (not provided by the school). We cannot guarantee we will not have equipment failures.

**E-mail accounts have been set-up.** Click on E-mail from your Start button or desktop and Outlook will load. Your e-mail address: [username@techhigh.us](mailto:username@techhigh.us)

**Wireless:** Every area in the school is accessible through wireless. In order to access network resources; printers, My Documents etc... you must be on the Admin\_wireless network (automatically configured on your laptop). The Guest network will allow you access to sites blocked by WPS but will not allow access to our local Techhigh network. To check this out, scroll over the right corner of the task bar until you find the wireless adapter, right-click, Open Wireless Zero Configuration, Wireless Networks, View

Wireless Networks – you should be connected to Admin\_wireless. If not, click on the network you want and select the Connect button at the bottom of the page.

**If you are having trouble accessing the local Techhigh network** and have verified you are on the Admin\_wireless network, plug a network cable into your laptop from a jack located under your phone or a wall jack. If the wireless network is down, the wired LAN will still be active.

**Printing:** Once in your classroom, you may be able to print to the printer located there. Ensure the printer is plugged in to power and a network connection. Your laptop does not have to be plugged in to the printer, it is available through the wireless network, but your printer must be plugged in. If you cannot print, we ask you to put in a ticket through our trouble reporting system and we'll get to you as soon as possible; instructions below.....

**Trouble Reporting:**

Laptops' home pages are set to access our Portal site at Worcester Tech when you open Internet Explorer <http://portal.techhigh.us/Pages/default.aspx> ; from here you can open up a trouble ticket with us to resolve any IT problems. Telecommunications students and teachers assist customers after lunch each school day via the trouble ticket database. The first two weeks of school are dedicated to assisting customers with immediate needs. Following this time period, we work tickets after lunch between 12:15 through 1:40. If you don't have internet service, you can ask someone else to open a ticket on your behalf. Any faculty or staff member can report your problem. We have typically closed open tickets in a reasonable time.

**To open a ticket** – (please no e-mail, we cannot effectively track e-mail, our ticket system allows all Telecom teachers to monitor and respond more quickly to your requests)

- From the portal <http://portal.techhigh.us/Pages/default.aspx>
- Select Community Resources
- Select IT Help Desk
- From the middle of the page, select Tech High Customers
- From the login section, type your username, lastnamefirstinitial
- Password IS NOT REQUIRED, just hit enter
- You should see Create New Case, hit Go
- Your one-line description can be brief, identify the nature of your problem and give your room number. Be as specific as possible with your more detailed explanation as this will help us to solve your problem as quickly as possible.
- Select the submit button when complete

You can also check your e-mail from the IT Help Desk from any computer at Worcester Tech or a home computer.

- Go to the portal address <http://portal.techhigh.us/Pages/default.aspx>
- Select Community Resources
- Select IT Help Desk
- Select Tech Mail
- Click on Check Your E-Mail.....
- Login.....using your username and techhigh, for example..... `doej@techhigh....` If you don't use the `@techhigh` it will not accept your login. Password is whatever you have set for your network login.

**Phones:** All classrooms should have a phone and most teachers will have their own outside line phone numbers with voice mail. To speed up the process of assigning phone numbers to new teachers, if you put in a trouble ticket identifying your room number and the phone numbers that currently appear on the phone, your phone set-up can be done sooner. Also, if you don't have a phone in your classroom, it is important you put in a ticket letting us know.