

Technology

Student and Parent F.A.Q.

1. Who should I contact for support?

You can reach out to the Technology Department at: 1to1initiative@iroquoiscsd.org or by calling **716-652-3000 ext. 1413**

2. What do I do if my Laptop is in need of repair or a technician has to look at it?

Contact your buildings main office and they will arrange with our transportation department to pick it up.

3. My teacher sent me school work but I don't see it in OneNote.

This can be one of a couple things. First try force syncing your notebook. Right click on the notebook and select "Sync this Notebook Now" Depending on the size of the file it may take a few minutes. If that doesn't work give the tech department a call/email and someone would be glad to help!

4. How do I connect to my home Wifi?

Next to the time in the lower right of the computer screen you should see an icon of a globe. Click on that and you will be able to connect to your wifi.

5. Do I have to be on Schools Wi-Fi in order to submit work?



You do not have to be on the School Wi-Fi in order to submit work, you only need to have an internet connection.

6. My laptop won't turn on!

Make sure it is charged first! Press the power button for 30 seconds then let go. Then press the power button once. Wait approximately one minute and your laptop should power on.

7. How do I verify my OneDrive is connected?

Down by the clock in the lower right you will have a OneDrive Icon, if it is up to date and connected

it will look like this: . If it looks like this:  you might need to log in and sync it. OneDrive also pauses syncing if you have a low battery

8. How do I download Microsoft Teams?

We have step by step instructions on our website!

9. How do I access Office 365?

You can get to Microsoft Office 365 from any computer and browser that has an internet connection by going to <https://www.office.com/>

10. What happens to all my files if I need to get a new computer?

All your files should be saved on OneDrive, so in the event you need a Loaner you will not lose access to your files.

11. Does the school offer free downloads of Office?

Yes! Each student receives 5 free Office downloads. This includes the full Office suite.

12. Are the Microsoft Office licenses only for school related work?

The five free licenses can be used for personal use as well. The school does not track the licensing; it is a perk from Microsoft for being part of the Office 365 domain.

13. What kind of protection and/or security measures are on the laptops to prevent students from accessing inappropriate material?

Iroquois uses an Internet content filtering service that follows the student home. This means that any websites the students are blocked from while at Iroquois, they will also be blocked from accessing those sites while home on your wireless. All internet usage is first routed through Iroquois so that it can be monitored and filtered. Email is also monitored and filtered by blocking any email that is sent using certain key words and phrases. There are also several other security measures in place to ensure a safe learning environment for the student.

14. Can students work offline and fully utilize the laptops if their home does not have wireless?

Any work done in the Microsoft Office Suite (OneNote, Word, Excel, PowerPoint, Publisher) without an internet connection will sync back to the student's account when the computer is connected to the internet.

15. Will the students have the ability to share their work with other students, teachers, and parents?

Students will have the ability to share with both students and teachers.

16. Is Office 365 compatible with a Mac?

Yes. Office 365 is entirely web based and can be utilized on any device that has an internet connection.