Buffalo Public Schools Technology Handbook 2020-2021

Instructional Software Guide

BPS Instructional Technology Department
1515 South Park Ave.
Buffalo, NY 142
Phone 716.816.7100 • Fax

Dear Buffalo Public Schools Community,

We hope that you are safe and well. This letter contains important information regarding student care of district issued iPad/laptop devices. In preparation for fall reopening of school please make sure your device is in good working condition. If necessary, you should:

- **Contact the BPS IT Help Desk** at 716-816-7100 (option 1) for assistance troubleshooting any technical problems with your iPad/Laptop device.

- **Bring damaged or inoperable iPads/Laptop** devices to the BPS Center for Innovation, Technology and Training at 1515 South Park Avenue for repair. Students should never disassemble iPad/Laptop device and attempt their own repairs. Families should not take BPS devices to outside agencies/businesses for repair.

- **Return iPad/Laptop devices** to the BPS Center for Innovation, Technology and Training at 1515 South Park Avenue upon request or if leaving the district.

- **Report any loss, or theft** of your computing device immediately to the District. For theft, obtain a police report and provide to the District by emailing a copy, including student name and information to bpsinventory@buffaloschools.org within five (5) days.

Students can also use our TeamDynamix ticketing system to create a service ticket and attach a copy of the police report directly to the ticket.

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Buffalo Public Schools Handbook
Instructional Software Guide

Table of Contents

Overview

This manual contains troubleshooting techniques and support for each piece of instructional software we use in the district. Please know this will be an ever evolving document as we will continue to add resources and questions as they arise. We plan to update the document regularly so don't fret if an answer to your question isn't included quite yet. They are coming. Please try all troubleshooting methods related to your issue prior to contacting IT for additional support. Trying these problem solving techniques will help the IT staff diagnose the specific issue and be able to more rapidly apply a remedy. This document has live links and QR codes to take you directly to any supporting resources you may be in need of. Only have a printed copy and no QR scanner, No problem! Just type the URL's into any internet browser to access the same resources.

Important Contact Information:

BPS Help Desk 716.816.7100

Schoology

Schoology is the Learning Management System utilized in BPS. This is where students will be able to access their coursework and instructional materials. Schoology is also where students can gain access to their virtual classroom using links provided by their teacher. This learning management system is also used for delivering professional development to teachers.

Schoology Syncing:
Schoology pulls all of its information from Infinite Campus such as names, building assignments, rosters and courses. For changes to be made in Schoology, they must occur in Infinite Campus. Changes to course or rosters must be made in Infinite Campus for it to be reflected in Schoology. If building assignments are inaccurate in Schoology, please contact HR to update your employment assignment in IC. All teachers and students get Schoology accounts which will also appear on your Clever Dashboard in additional to other ways to access.

Getting Started

Use the videos and PowerPoint presentations below to learn about the various ways you can access to Schoology as well as how to get started with the learning platform. If you continue to experience issues with your remote learning experience, try the troubleshooting tips included below. If all else fails, tech support contact information is included for Schoology.

4 Ways to Login	Intro to Schoology for Parents & Families	Schoology Course Materials	Schoology Assignments
https://vimeo.com/448650709	https://bit.ly/3mf7P45	https://vimeo.com/448641919	https://vimeo.com/448878348

FAQ's

1. Unable to login to Clever to access Schoology
   a. How do I get my clever badge https://vimeo.com/397791457
   b. How to login with Clever https://vimeo.com/397823585
   c. Make sure you are using the BPS specific login to make it easier. https://bit.ly/35RIdF1
   d. Make sure you are finding the correct school if using AD login. Make sure the numbers are correct as well as school spelling. If you're having trouble reach out to your teacher or building administrator.

2. Unable to login to Schoology (but able to login to Clever)
   a. Make sure you are using http://schoology.buffaloschools.org
   b. Make sure you are entering the correct username/ password or using the correct QR code.

3. Don't see any courses.
   a. Make sure your schedule is accurate in Infinite Campus

4. How do I sync my grades with IC
   a. https://bit.ly/2RMYOkM
   b.
5. Need to talk to my teacher.
6. Wrong School: This may have been rectified, but multiple teachers were correct in IC but showing at the wrong school in Schoology.
7. Does anyone know why some students can see the "Submit Assignment" button on Schoology under an assignment, but others cannot?
8. The discussion board did not allow students to submit answers for two teachers
9. Did the duplicate courses get deleted yet?
   a. Provide directions to reorder courses in dashboard – complaints about seeing too many unrelated course tiles.
10. How do parents get a Schoology account?
11. How does a student know her email address?
12. Do Google assignment in Schoology require students to still sign into a gmail account? The only way my students have been able to see Google assignments is when they access their drive.
    a. Due to overwhelming response from families and staff for streamlining our applications, we do not support programs outside of Schoology and Microsoft (OneDrive)

Where to get Further Assistance

1. Submit a TeamDynamix Ticket
   a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
2. Call the ITHelpdesk 716.816.7100
3. Contact Schoology Support
   a.
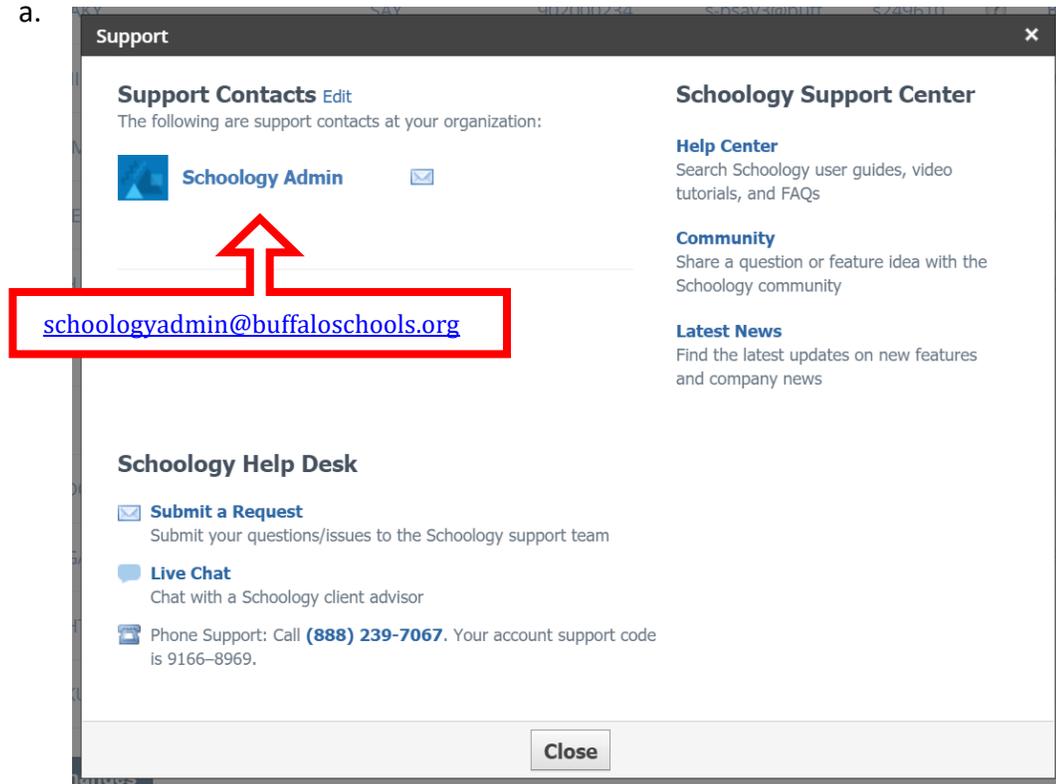
Microsoft Teams - Teacher

Teams is used for virtual teaching. We use teams to deliver instruction for students and professional development for teachers.

Getting Started

Your teacher will use your Schoology Course to share a Teams meeting link. Your Teams link is your ticket into class. When joining a Teams meeting make sure you are signed in and not just entered a guest. You will not be permitted to join a Teams meeting as a guest for security reasons. You will also have a wider array of features when signed in. Digital instruction has the same behavior expectations as in person learning and keep in mind the acceptable use guidelines you agreed to.

All students, teacher, coaches, and admin have Teams access.

Microsoft Teams 101 Presentation	Managing Teams Like a Pro	COMING SOON	COMING SOON
https://bit.ly/33GgJ2j	https://bit.ly/2EelTtI		

FAQ's

- How do I create a meeting for Class and share in Schoology? https://bit.ly/2RAHb7R

- Why can some students bypass the lobby?
  - Is there a way to set a chime when people are in the lobby?
  - If I am sharing my screen, I am unaware if people are entering.
  - When I am sharing my screen, I can't see students in the waiting room waiting to join. Is there are way to ensure that I'm not missing these students?
  - Why can some students bypass the lobby?
  - Do I have to make students wait in the lobby?
  - Is Microsoft going to enable more than one organizer so that co-teachers don't have to wait in the lobby?

- How to Turn on the New Teams Meeting Experience?

- Should I create a Team for Students?
  - No! There is no need to create a Teams with channels for students. Create a Teams Meeting in Outlook calendar, set the meeting options, and share the Join Link in your Schoology Course. This video will show you how to create and share the meeting link. https://youtu.be/TtruShLFCII Teams for students is not supported or recommended at this time.

- Will screen control work for Guests?
  - Yes in app but not in web browser
  -
- How do I Share a Video in a Teams Meeting and have the students hear the audio?

- How do you turn off chat notifications in Teams?

- How do you remove a student from a meeting?

- How to you make a student a presenter? (and back to attendee?)

- Teams and Activinspire

  - Does Activinspire in their classrooms, writing on them and having the students see the work in real time?
  - The whiteboard in Teams is not working correctly (delay, black screen). Will this be resolved?
  - For read alouds, how do we reverse our camera image (mirroring) so students can see the book and words correctly?

Teams Lobby:
· Is there a way to set a chime when people are in the lobby? If I am sharing my screen, I am unaware if people are entering.
· When I am sharing my screen, I can't see students in the waiting room waiting to join. Is there are way to ensure that I'm not missing these students?
· Why can some students bypass the lobby?
· Do I have to make students wait in the lobby?
· Is Microsoft going to enable more than one organizer so that co-teachers don't have to wait in the lobby?

Teams: Audio
· How do you get audio to work in Teams?
· The enable audio disappeared today…
· I keep getting these notices during classes while I screen share and try to share videos. Students can't hear audio (yes I have enabled sound) and videos are skipping. any ideas
·
Teams: Screen sharing:
· Some students cannot see what the teacher is sharing or only see her initials
· Teachers cannot see students when they screen share. What is best way to handle this?

Teams: Mute
· Is there a way to prevent students from muting each other in Teams?

Teams: translation
· Are there directions to convert Teams to Spanish?

Teams: Chat Feature
· How do I disable the chat feature? The chat is absolutely useful but it can also be distracting for students and they have been using it inappropriately. Many teachers have asked me about this so if you know how to disable the chat please share. Thanks!
Teams
Why are my students able to kick each other out of Teams meetings?

Updating iPads
Can students with iPads update their Teams app?
Many teachers are telling families to go sit in parking lots and connect; I thought this was for the license issue, not for apps

Where to get Further Assistance

1. Submit a TeamDynamix Ticket
   a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
2. Call the IThelpdesk
3. Contact instructionalsoftware@buffaloschools.org

Microsoft Teams - Student

Getting Started

Your teacher will use your Schoology Course to share a Teams meeting link. This link will be your ticket to your virtual class. When joining a Teams meeting make sure you are signed in and not just entered a guest. You will have a wider array of features when signed in. Make sure you are abiding by all acceptable use policy guidelines and behavior expectations are the same as they would be for an in-person class.

Getting Started for Students
https://bit.ly/2ZMywDG

FAQ's

- Teams guests
  - Why do some student show up as guests?
  - How do I get all my students to stop being guests.

- How do students login to teams?
  - On Windows Laptop without the App:
  - On a district laptop With the Teams app:
  - On a district iPad with the Teams app:

- How do students download the Teams app?

- Can a student stay in teams during a test?

- Can students with iPads update their Teams app?
    - On the iPad students can reinstall using the Self Service

Where to get Further Assistance

1. Submit a TeamDynamix Ticket
    a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
2. Call the IThelpdesk
3. Contact instructionalsoftware@buffaloschools.org

Nearpod

Getting Started

FAQ's
- Why am I not connected to my building? - Check your building assignment in Infinite Campus. Check HERE for what to do.

Where to get Further Assistance

1. Contact instructionalsoftware@buffaloschools.org
2. Submit a TeamDynamix Ticket
    a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
3. Call the IThelpdesk

Playposit

Getting Started

FAQ's

Where to get Further Assistance

1. Contact instructionalsoftware@buffaloschools.org
2. Submit a TeamDynamix Ticket
   a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
3. Call the IThelpdesk

Lexia

Lexia is our district ELA program. Lexia consists of Core5 for students in k-5 and PowerUp for students in 6-12.

Lexia Syncing:
All students will see their Lexia program on their Clever dashboard. Teachers attached to a roster will see the Lexia programs and mylexia, which is where you access the students data.

Getting Started

FAQ's

1. My grade 6 students are still enrolled in Core5
   a. Normally, 5th grade students are automatically enrolled in PowerUp upon the start of 6th grade. Due to the Spring closures, students were not automatically moved up to allowed for some extra remediation. The reading department will provide a switchover date in the near future. In the mean time, please begin to download or print all data associated with 6th grades as they will be reset when the transition commences.

2. Mylexia is not working.
   a. It is very hard to diagnose a problem with so few details. Please email instructionalsoftware@buffaloschools.org with details including is it missing from Clever? You can't login at mylexia.com? Your roster isn't appearing in clever? Did you get an error message?

Where to get Further Assistance

1. Contact instructionalsoftware@buffaloschools.org
2. Submit a TeamDynamix Ticket
   a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
3. Call the IThelpdesk

MyOn

Getting Started

FAQ's

Where to get Further Assistance

1. Contact instructionalsoftware@buffaloschools.org
2. Submit a TeamDynamix Ticket
    a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
3. Call the IThelpdesk

MobyMax

Getting Started

FAQ's

Moby
- Every time the principal at 18 enters a new student into IC, Moby freezes for that teacher and the students can't complete assignments.

Q: The assessments are not showing up in my Moby account.
A: please contact JaDawn Wagstaff

Q: Do the assessments in Moby need to be completed this week?
A: No, the assessment window is suggested for two weeks, but if teachers need to go into the third week, that is fine.

Where to get Further Assistance

1. Contact instructionalsoftware@buffaloschools.org
2. Submit a TeamDynamix Ticket
    a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
3. Call the IThelpdesk

Zearn

Getting Started

FAQ's

Zearn:
Q: I can't find Zearn in my Clever account. What do I do?
A: Only teachers of math will be able to find Zearn. To access Zearn, a teacher must also have a class roster in IC. The District is working to grant TOSAs access. If you have a roster in IC, type Zearn into the search bar. If this doesn't work ….

Where to get Further Assistance

1. Contact instructionalsoftware@buffaloschools.org
2. Submit a TeamDynamix Ticket
   a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
3. Call the IThelpdesk

Talking Points

Talking Points is a two-way communication application through Clever where teachers of ELLs can send a message in English to families of ELLs. The message is translated into the home language, and the parent receives the message in the language of their choice. Families can text a response in their native language and the teacher will receive the message in English. The messages are verified by both machine and human translation. Teachers can access Talking Point through their Clever account.

Getting Started

BPS & Talking Points
https://bit.ly/3c94Eqh

Clever

Getting Started

FAQ's

Clever

- Is anyone having issues with students trying to use their 900# on the iPads to log in to Clever? I have a few with error messages and a few are being asked to enter their email. We are finding a workaround may be to go through clever using the bps website but with the little ones it is difficult with so many steps. Can they no longer use the Clever icon on their home screen on district iPad?
- A teacher at #64 had a schedule in IC but nothing showed in Clever for her or her students.

- Need help with a student's AD login. I'm currently on hold on the phone, but I have a student who cannot use her 900# and password to access anything. I basically get a no user found when I try to log in as her. The only thing that worked was using her email address and password to get into Teams, but nothing else works for any BPS websites. I need to get this fixed so she can start doing more than just joining our class meeting. Thanks in advance!!

-

OneDrive

Getting Started

FAQ's

OneDrive:

My students are using iPads. When I post assignments in Schoology using the One drive assignments, most students cannot open anything. Some are being asked to sign in to Microsoft 365 or google accounts. When that happened I had them try 900#@buffaloschools.org using 365. Do they need to download something in Self Service for assignments to work?

Hi, I am in need of help. I downloaded the One Drive app here and now I am unable to load any assignments that are not written ones that I have created. How do I delete the One Drive App? I was trying to figure out how to assign a workpage and have the students be able to write then submit. It just won't do anything. Thank you

I am also not able to assign OneDrive assignments and was told to email SchoologyAdmin when I called IT. I have done so but have received no response and things are getting to the point where it's impacting my ability to do my job since students are less likely to download and then upload an assignment as opposed to just clicking on one.

- When students access their drive (What drive? Google? One drive?) they are able to work on an assignment, but are getting an error message when attempting to submit.

Infinite Campus

Infinite Campus is our main portal for student and staff information. This includes schedules, grades, parent communication and demographic and health data. All of our software systems pull data from here. If information is wrong in software such as being connected to the wrong building, it must be changed in Infinite Campus by contacting HR or emailing icsecondlevel@buffaloschools.org for support.

Infinite Campus Parent Portal

Parents have the right to access and monitor assignments, grades and attendance, as well as contact information, through the online Parent Portal. This resource helps parents stay informed and connected by providing day-to-day insight into their child's academic experience. If you need more information on how to access Parent Portal or how to request portal letter, click the link below, type the address into your internet browser or scan the QR code with your mobile device. https://www.buffaloschools.org/Page/2380

FAQ's
- Why am I not connected to my building? - Check your building assignment in Infinite Campus. Check HERE for what to do.

Where to get Further Assistance

1. Submit a TeamDynamix Ticket
    a. https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Home/
2. Call the IThelpdesk
3. Contact icsecondlevel@buffaloschools.org

APPENDIX

HOT SPOT INTERNET CONNECTION

If your home is still in need of a Hot Spot for Internet Connection, please use the LINK provided to submit a request, review the status of a previous request or directions for your Hot Spot use. You can also type the address in your browser or scan the QR code.

https://www.buffaloschools.org/hotspots

For additional assistance with a District-provided hotspot device, contact the BPS Helpline at 816-7100, option 1 for assistance.

GENERAL TROUBLESHOOTING

Support and Trouble Shooting

- For Internet connectivity issues on your device, it is recommended that you first restart the device. To do so, click the "windows" button in the lower left corner, select "power," then click "restart.".

- If Internet connectivity issues persist, contact your internet service provider (ISP).

- For device hardware or software functionality issues, first restart the device. Click the "windows" button in the lower left corner, select "power," then click "restart."

- If device hardware or software functionality issues persist, contact the BPS Helpline at 816-7100, option 1 for further instruction and support. Students can also submit a TeamDynamix ticket to report their issues by using the form link HERE, typing the web address below or scanning the QR code.

  https://buffaloschools.teamdynamix.com/TDClient/1896/Portal/Requests/TicketReques
  ts/NewForm?ID=9FX-FSd2CaQ

How to Power On/Shut Down

- Press the power button.

- After about a minute, you will be presented with the login screen.

- Login with student username and password.

- At the end of each work session or the end of the instructional day, close all applications, click the "windows" button in the lower left corner, select "power," then click "shut down."

At Home Computer Care

Traveling with the Computer
- Computers should stay in their sleeves or backpack when traveling.

Home Use Guidelines

- All school rules apply for home use of devices.

Student Online Safety

The parent/guardian must agree to monitor student use at home. The best way to keep students safe and on-task is to have a parent/guardian present and involved. The device has the same functionality at home as it does in the classroom. While every effort is made to filter undesirable content on the device, the system is not failsafe. For this reason, it is important for parents/guardians to monitor their students' online activity.

For schools and parents/guardians alike, student safety is always the highest priority. The precautions described in this section are intended to help students be safe on the path to and from school. Student safety always comes first.

- Users should never share personal information, including phone number, address, social security number, birthday, or financial information, over the Internet without adult permission.

- Users should recognize that communicating over the Internet brings anonymity and associated risks and should carefully safeguard the personal information of themselves and others.

- Users should never agree to meet someone who they meet online in real life. If you see a message, comment, image, or anything else online that makes you concerned for your personal safety, bring it to the attention of an adult (teacher or staff if you're at school; parent if you're using the device at home) immediately.

- Students may not post or otherwise disclose personal identifying information about themselves or others, including pictures, video-footage, descriptions or name(s).

- Students and families must be cautious to protect the safety of themselves and the identity of others.

- Student dress code should be appropriate when operating the device camera and/or webcam.

- Parents are to monitor the use of the computer at home to ensure that its primary function is academic and that students are completing assigned work.

ADDITIONAL RESOURCES FOR FAMILIES

Common Sense Media - www.commonsensemedia.org
Provides information and resources for families on how to best support your leaner(s) in a digital community. This is also where you can find materials related to the Digital Citizenship curriculum used in Buffalo Public Schools.

BPS Learning Resources for Home – https://www.buffaloschools.org/Page/88626
Helpful resources that provide support for students and parents on how to use many of the instructional programs utilized by teachers for instruction. These resources include the Schoology tutorial videos.

Parent Contact Information Update Form - **https://www.buffaloschools.org/contact**

Hot Spot Request Form - https://www.buffaloschools.org/HotSpotRequest

Connect Safely - www.connectsafely.org
The site has tips for teens and parents, as well as other resources for safe blogging and social networking.

Internet Keep Safe Coalition - http://www.iKeepSafe.org
A broad partnership of public health and educational professionals, law enforcement, and industry leaders working together for the health and safety of youth online.

OnGuard Online - http://www.onguardonline.gov
Practical tips from the federal government and technology industry to help you be on guard against Internet fraud, secure your computer, and protect your personal information. It features NetCetera, which includes tips to help parents talk to kids about being online.

Wired Safety - http://www.wiredsafety.org
Provides help, information and education to Internet and mobile device users of all ages. It also helps parents with issues, such as Facebook and cyberbullying.

Getting to Know Your iPad
Apps BPS Installs

Web Links

Take Online Assessments

STAR Math

Adaptive Math Game

prodigy

Buffalo Public Schools Website

Applications

Clever — Gateway to all instructional software programs used by students.

OneDrive — Cloud based file storage for students and staff.

Digital classroom for students to access course work.

App used for remote technical support.

Virtually connect with your teacher for instruction.

VMware Horizon — Access your BPS desktop and files using the virtual desktop.

Provides full access to the Microsoft suite (Word, PPT). Office 365

Settings
Access & modify any Device Settings (ie Wifi).

Self Service
BPS App Store to access additional programs.

Getting to Know Your Laptop
Apps BPS Installs

Desktop Application

Adobe reader allows easy interaction with PDF documents.

Interactive Whiteboard software.

Digital audio editing and recording software.

Graphing calculator program.

Access your BPS desktop and files using the virtual desktop.

Virtually connect with your teacher for instruction.

Provides full access to the Microsoft suite (Word).

Web Links

Quick access to eDoctrina to complete online assessments.

Star Math Link to Renaissance Learning assessments.

Digital classroom for students to access course work.

Gateway to all instructional software programs used by students.

Cloud based storage system for students and staff.

BPS Website

Learn how to turn frustration into fascination.
You will learn more by being fascinated by life
than you will be by being frustrated by it.
-    Jim Rohn