

Student Netbook Survival Guide



Note: For job aids and troubleshooting information regarding using ActivEngage/Expression Desktop and Promethean please see the separate ActivEngage/Expression Desktop User Guide



San Diego Unified
SCHOOL DISTRICT

Provided by the SDUSD Ed Tech Team

Version 04/11

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Year 1 Netbook Quick Start Guide

Netbook includes:

10.1" Screen

Intel Atom Processor

6 Cell (4 hour Battery)

160 GB hard drive

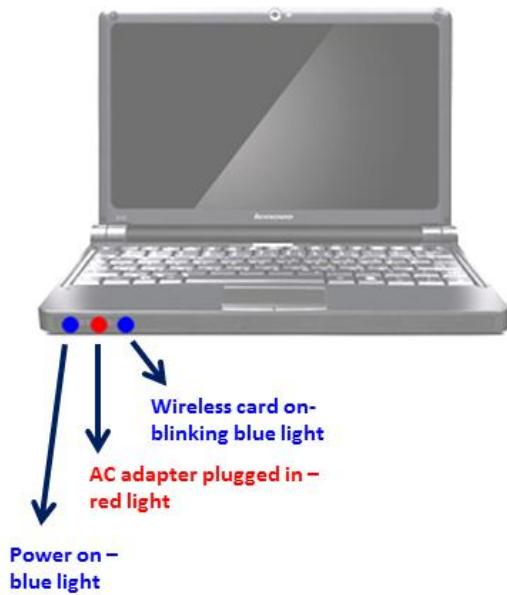
2 GB of Ram

Ethernet and Wireless

SD Memory Slot

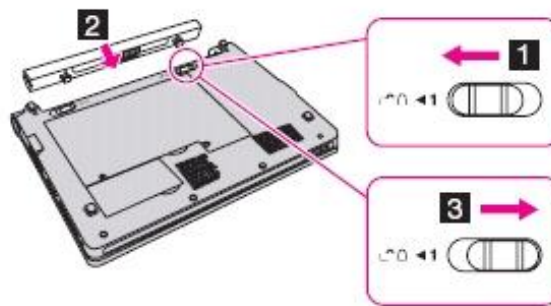
VGA, 2 USB Ports

Headphone and Microphone Ports

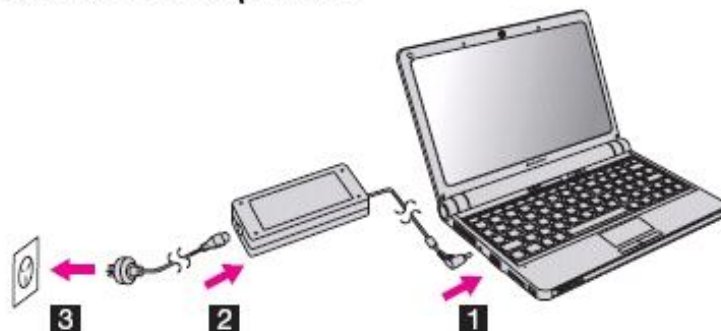


1 Install the battery pack:

Unlock the right latch and insert the battery pack. After inserting the battery pack, make sure that the latch is in the locked position.



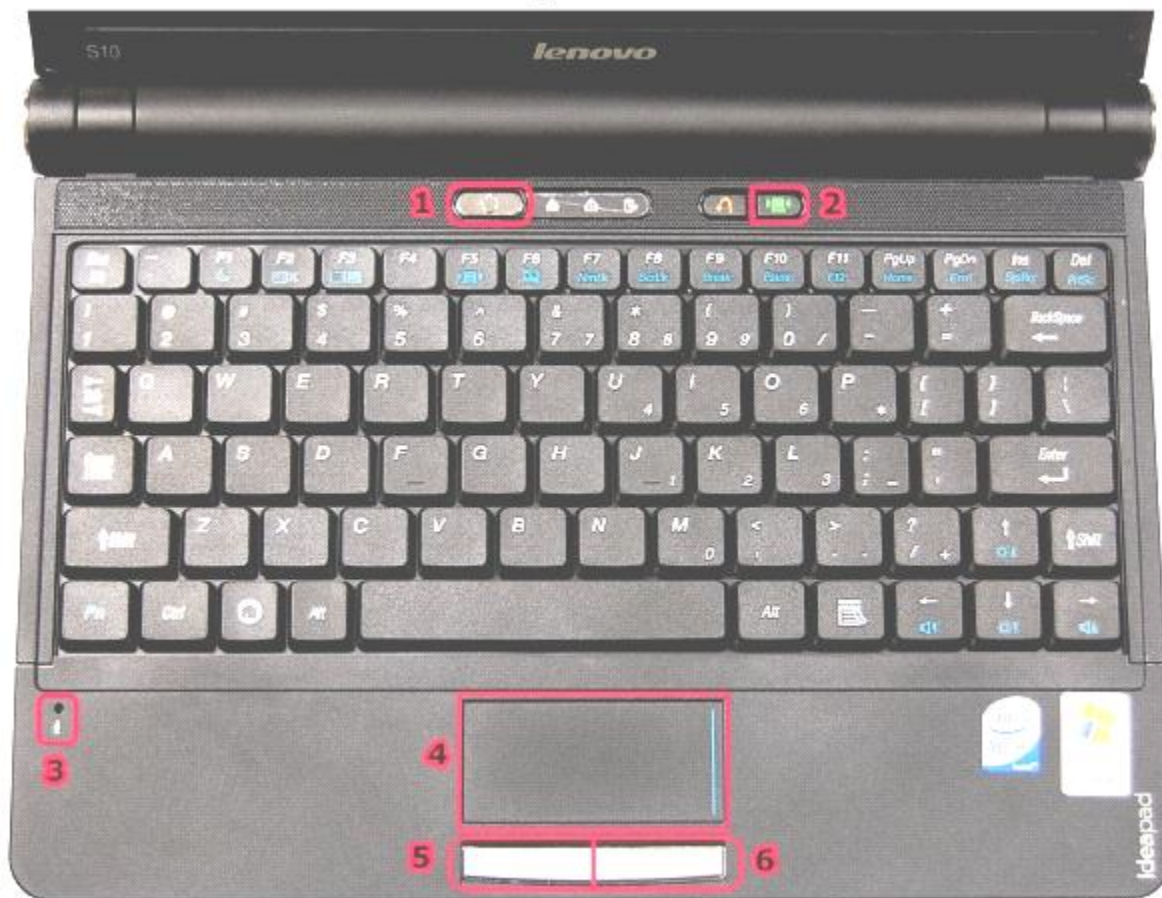
2 Connect to the power:



Getting to Know Your Lenovo S10 Netbook

Match the numbers with the pictures below. The name of the function is highlighted in bold.

1. Use the **Power Button** to turn your laptop on and off.
2. Use the **Wireless Network Switch** to turn your WiFi connectivity on and off. This is the # 1 trouble-shooting problem – so make sure the blue wireless light in front (see [page 3](#)) is always blinking.
3. The **Microphone** can be used to record your voice.
4. The **Trackpad** is used for moving the mouse around the screen. Use the Trackpad by moving your index finger around the surface. The blue line on Trackpad will allow you scroll.
5. The **Left Click mouse button** is used to select items on your desktop.
 - a. Single Click – Select an item
 - b. Double Click – Launch an application or open a file
6. The **Right Click mouse button** is used to display secondary menus or operations.
 - a. Single Click – Displays menu





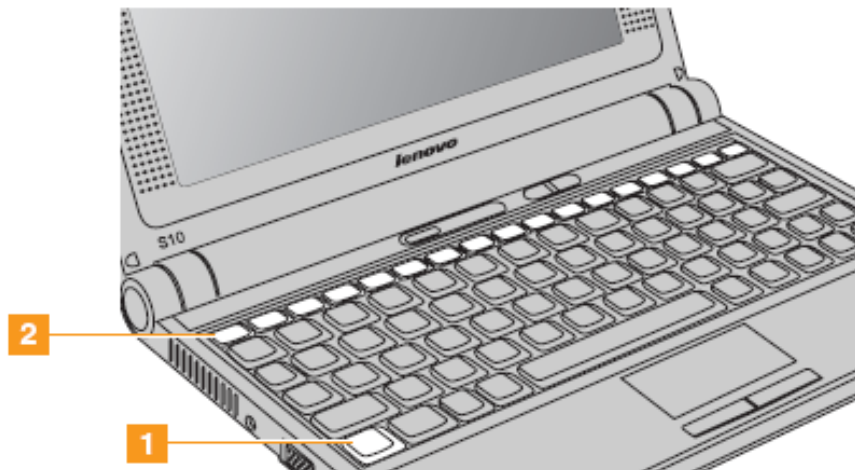
7. The Lenovo S10 has a battery life of 4 hours. Plug in your **Power Supply** to this port whenever possible.
8. The **VGA port** is used to connect your S10 to an external monitor or projector.
9. Insert **SD Memory Cards** into this slot with the metal connectors facing down.
10. The **USB port** can be used to connect devices such as a mouse, keyboard, or flash drive.



11. This is the **Mini PCI Express slot**. Students should ignore this slot and should not take off the cover plate.
12. Plug in your **headphones** to listen to lessons or music.
- 13. External microphone port**
14. The **USB port** can be used to connect devices such as a mouse, keyboard, or flash drive.
15. The **Ethernet port** will connect you to the network through a wire. This is your fastest and most reliable form of Internet connectivity.
16. You can lock down your computer to a desk with a **Kensington Lock**.

Function Key Combinations

Through the use of the function keys, you can change operational features instantly. To use this function, press and hold the Fn key **1** ; then press one of the function keys **2** .



The following describes the features of each function key.

Fn + F1:	Put your computer in standby mode.
Fn + F2:	Turn off/on the LCD screen.
Fn + F3:	Shift to other connected display devices.
Fn + F5:	Enable/disable the built-in wireless device feature.
Fn + F6:	Enable/disable the touch pad.

Note - Students will accidentally hit this Fn + F6 keystroke combination. You will want to show this one!

Fn + F7/NmLk:	Enable/disable the Numeric keypad.
Fn + F8/ScrLk:	Enable/disable Scroll Lock.
Fn + F9/Break:	Activate the Break function.
Fn + F10/Pause:	Activate the Pause function.
Fn + F11/F12:	Activate the F12 function.
Fn + PgUp/Home:	Activate the Home function.
Fn + PgDn/End:	Activate the End function.
Fn + Ins/SysRq:	Activate the System Request.
Fn + Del/PrtSc:	Activate the Print Screen.
Fn + up/down arrow:	Increase/decrease display brightness.
Fn + right/left arrow:	Increase/decrease computer volume.

Year 2 Netbook Quick Start Guide

Getting to Know Your Lenovo S10-3 Netbook

Netbook includes:

10.1" Display

1.3 mega pixel camera

Intel Atom Processor

6 Cell (4 hour Battery)

160 GB hard drive

2 GB of Ram

Ethernet and Wireless

SD Memory Slot

VGA, 2 USB Ports

Headphone and Microphone Ports

Genuine Windows® 7 Starter

Bluetooth version 2.1 + EDR



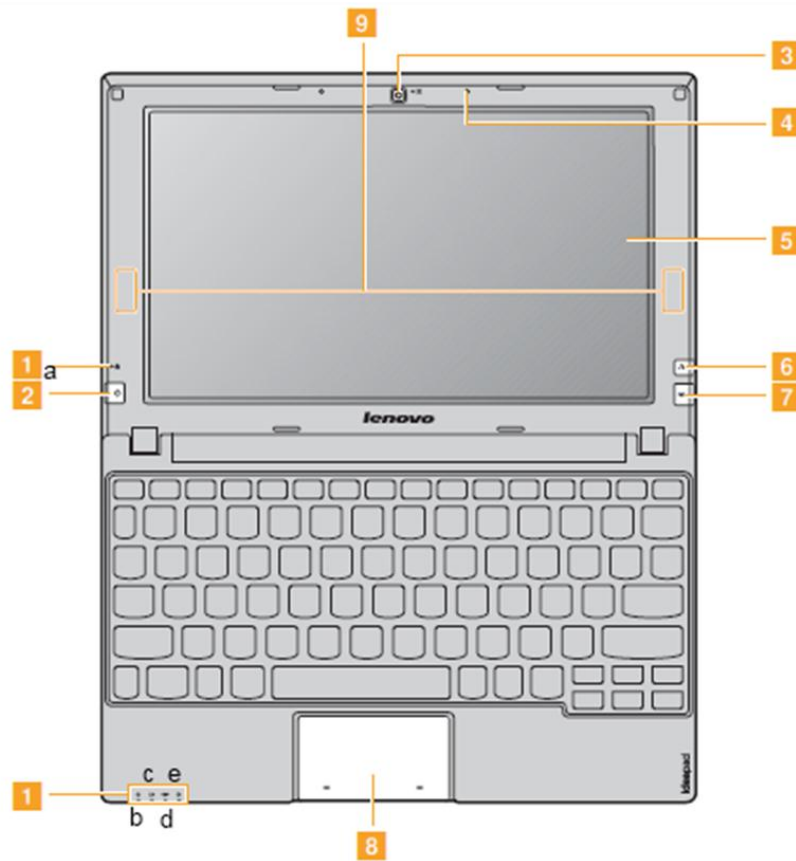
Using the one piece keypad on the S10-3








The S10-3 has a fully integrated one-piece keypad which has both right click and left click buttons built into the keypad.

1. **One-piece touchpad**— To move the cursor on the screen, slide your fingertip over the pad in the direction you want the cursor to move.
2. **Bottom left area**—This section of the touchpad corresponds to the same function as the left mouse button on a conventional mouse.
3. **Bottom right area**— This section of the touchpad corresponds to the same function as the right mouse button on a conventional mouse.

Top view

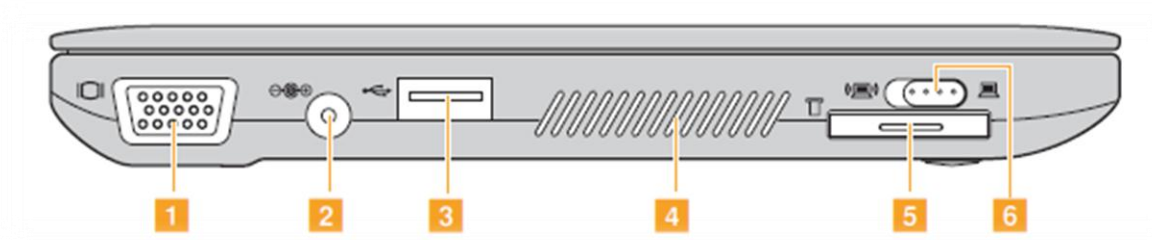


1. System status indicators:

- a. Caps lock indicator 
- b. Power indicator 
- c. Battery Indicator 
- d. Wireless indicator 
- e. Hard-drive indicator 

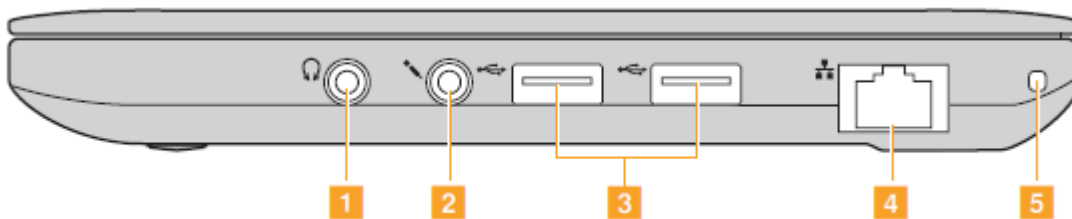
- 2. **Power button**—press this button to turn on the computer
- 3. **Integrated camera**—Use the camera for video communication and to take photos
- 4. **Built-in microphone array**— can be used for video conferencing, voice narration, and simple audio recordings
- 5. **Computer display**— LCD display provides brilliant visual output
- 6. **One Key Rescue system button**—This button opens the One Key Rescue system (if installed) when computer is powered off.
- 7. **Quick Start button**—when computer is powered off, press this button to enter Lenovo Quick Start if it is installed
- 8. **One-piece touchpad**—Functions as a conventional mouse with built-in left and right click buttons
- 9. **Wireless module antennas**— Built in antenna

Left-side view



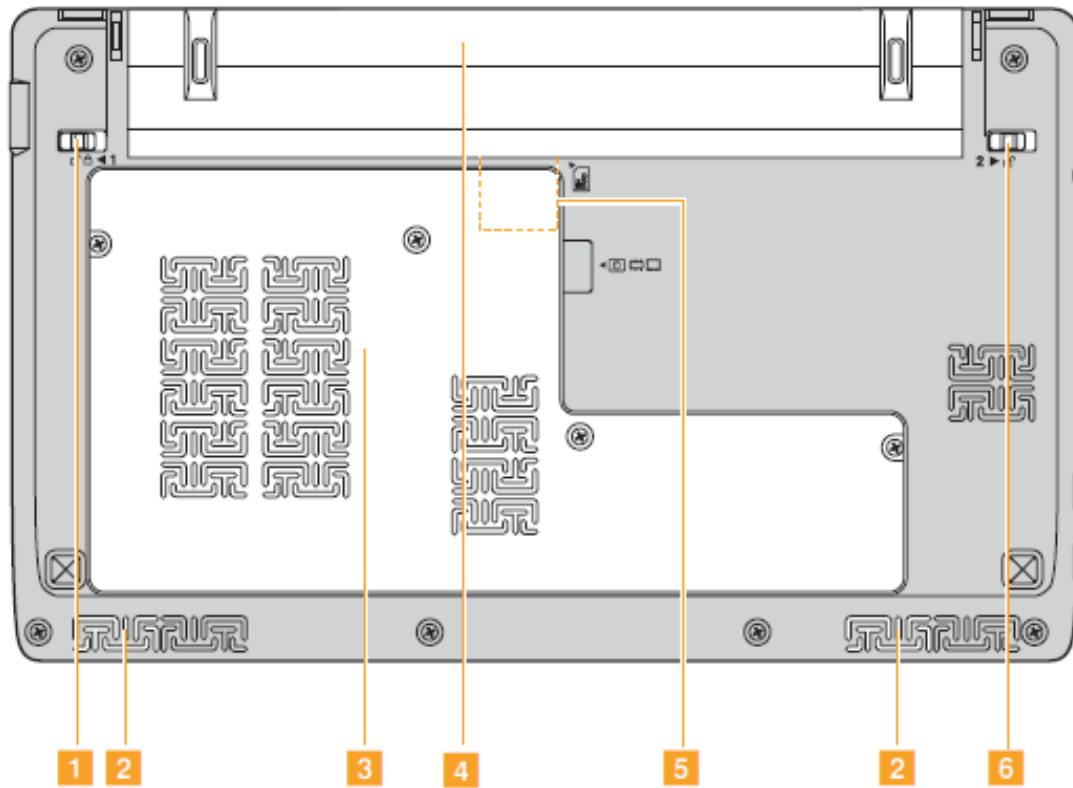
1. **VGA port** — connects to external display devices
2. **AC power adapter jack**— connect the AC adapter here
3. **USB port**— Connects USB devices
4. **Fan louvers**—dissipate internal heat (Make sure than the fan louvers are not blocked or else overheating of the computer may occur.)
5. **Memory card slot**— Insert memory cards here
6. **Integrated wireless switch**— this switch turns on and off the wireless to all wireless devices on your computer

Right side view



1. **Headphone jack**— connects to external headphones
2. **Microphone jack**— connects to external microphone
3. **USB port**— connects to USB devices
4. **RJ-45 port**—connects the computer to an Ethernet network
5. **Lanyard hole**—used for attaching lanyard

Bottom view



1. **Manual battery latch**— used to keep the battery pack secured in place
2. **Speakers**— provide sound
3. **Hard disk/Memory/Mini PCI express card slot compartment**
4. **Battery pack**—You can change or reset the battery here
5. **SIM card slot**— insert SIM card here for using mobile broadband
6. **Battery latch-spring loaded**—The spring-loaded battery latch keeps the battery pack secured in place

Using the keyboard

Your computer has function keys incorporated into the standard keyboard.

Function key combinations

Through the use of the function keys, you can change operational features instantly. To use this function, press and hold **Fn 1**; then press one of the function keys **2**.



- A. To adjust the **brightness** on on your computer press Fn + ↑↓
- B. To adjust the **sound** on your computer press Fn + ←→

Function Key Combinations

Function keys can quickly activate functions on your computer. Turning up the sound, increasing screen brightness and enabling and disabling the screen and touchpad can all be achieved with these commands.

The following describes the features of each function key.

Fn + Esc:	Turn on/off the integrated camera.
Fn + F1:	Enter sleep mode.
Fn + F2:	Turn on/off the LCD screen.
Fn + F3:	Open the interface for the display device switch to select notebook or external display.
Fn + F5:	Open the interface for integrated wireless devices settings (enable/disable).
Fn + F6:	Enable/Disable the touchpad.

Note - Fn + F6 and Fn + F2 keystroke combinations. Students will accidentally hit these. You will want to show these!

Fn + F7:	Start/Pause playback of Windows Media Player.
Fn + F8:	Stop playback of Windows Media Player.
Fn + F9:	Skip to the previous track.
Fn + F10:	Skip to the next track.
Fn + F11:	Activate the F12 function. * You can press Fn+F11 during computer startup to open the boot selection menu.
Fn + PrtSc:	Activate the system request.
Fn + Pause:	Activate the break function.
Fn + Delete:	Enable/Disable the Scroll Lock.
Fn + ↑ / ↓:	Increase/Decrease display brightness.
Fn + → / ←:	Increase/Decrease volume level.

Using the Taskbar

The Taskbar is a quick-start bar for frequently used applications. It appears at the screen by default. Both the year 1 and year 2 computers have a similar taskbar. These icons are representative of the icons that may appear and are not an exhaustive list. There may be differences based on preferences and use.

By clicking on any of the application icons, you can launch that application.



Applications



My computer/Start Menu - access to all documents and applications



Internet Explorer – internet browser



Firefox– internet browser



One Note –gather, organize and share notes



ActivInspire – Promethean interactive whiteboard software



Picasa – photo editing and organizing



Kurzweil 3000– text to speech software



Moviemaker-movie editing



Windows launcher – opens file locations on your computer



Word— word processing software

Computer controls



Office scan – Antivirus software



Bluetooth Devices – add or find devices



ActivManager – access control panel, virtual voting and calibrate ActivBoard



Graphics card – properties and options



LanSchool – software to control student netbooks



Action Center – review recent messages about your computer’s status



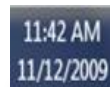
Battery life – adjust battery settings



Wireless signal indicator – connect to wireless networks



Sound level for computer –currently set to mute



Time and date

[To pin a program to the taskbar:](#)

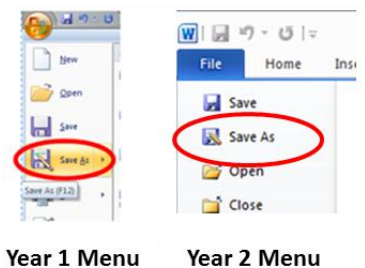
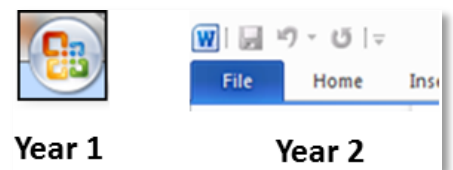
1. Open the program in the start menu
2. Once open, icon will appear on task bar
3. Right click on icon in taskbar
4. Click on “pin this program to the taskbar”
5. If you want to remove programs from the taskbar, right click and click “unpin”

Click [here](#) to watch video.

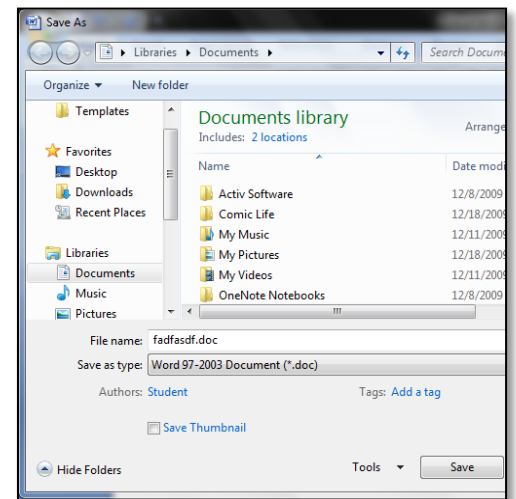
Saving Documents on the Netbook

Students should always save in their ‘My Documents’ folder which is located in the Libraries folder. Most applications will default to this location. Students need to save in this location because their information will then be saved on the district server and will always be available. Click [here](#) for the job aid.

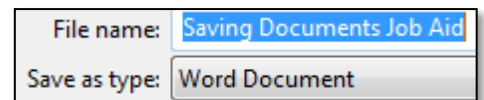
1. Click the ‘Office Button’ in the upper left hand corner on year 1 netbooks or choose ‘File’ from the main menu bar on year 2 netbooks.
2. Choose ‘Save As’ from the pull down menu



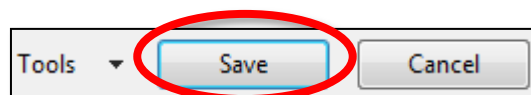
3. This screen will appear. Double click on the folder you want to save into. Create and save into folders in your ‘Documents library’ to keep your desktop manageable.



4. Type the name of your document in the ‘File name’ dialogue box



5. Click ‘Save’



Active Directory and Student Netbooks

What is Active Directory?

Active Directory is a way to manage a large number of computers over a network. San Diego Unified is using Active Directory to manage all of the i21 computers.

What does this mean for Students and Teachers?

The chart below outlines how student machines worked before Active Directory and how they will work now.

Student Computers Without Active Directory (Previous Way)	Student Computers With Active Directory (Currently)
All students use the exact same login.	All students have unique login information.
Student files are saved / stored on the computer.	Student files are saved / stored on a district server.
Students can see & modify each other's work.	Students can only see and modify their own work.
Students can only access their work when they log on to a specific computer.	Students can access their work from any computer that has Active Directory.
Desktops become cluttered with work/files from multiple students.	Desktops become cluttered with just one student's work.
If the computer is lost or damaged, all student work that was saved on that computer is lost.	If the computer is lost or damaged, student work is not lost because it is saved on the server.
Teachers or students have to do software updates.	IT sends out software updates so teachers/students are no longer responsible for doing this.
To troubleshoot common errors, a help desk ticket is required	IT sends out fixes and files to solve common problems.

Summary:

Student netbooks are managed using Active Directory. Students need to save their work in the 'My Documents' folder (see ['Saving Documents' job aid](#)). When students save in this location their work will be saved on the district server, and therefore if the computer they are using is lost or damaged they will not lose their work. They simply use their unique username and password to login to another computer that uses Active Directory to access their files.

Accessing Student Logins in Zangle

Note: If a student is new to the school, there may not be a username and password generated for them for between 24 and 48 hours. Wait until the next business day and try again. If after 48 hours the student still has no username/password, please contact the IT Help Desk at 619) 209-HELP

How do students know their passwords?

Students now need an Active Directory (AD) username and password in order to logon to laptops. These usernames and passwords can be accessed by teachers through ZangleConnection <<https://dwa.sis.sandi.net/zangleconnect/>>. There are two types of AD Username and Password reports that teachers can access. One will provide a handout for each student that you can pass out to students. The other is a quick reference for looking up passwords. These are described in more detail below. **It is the classroom teacher's responsibility to provide students with their AD login information.**

Important Note: Make sure that students use the AD username and password that is written in these reports. Although the student usernames are based on the student ID number that is listed in Zangle on attendance rosters and in other locations, for some students the username will not be an exact match. For example, a student whose ID number on an attendance roster is 023112345 would have an AD username of 23112345 with the leading zero left off.

Types of Reports

There are two types of reports that will provide the student AD username and password information.

Confidential Student AD Passwords by Class - This report will generate a PDF that lists the AD username and password for all students in each class. This can be used as a quick reference for looking up student usernames and passwords when students forget. **This report should not be printed out unless it is placed in a confidential location so that usernames and passwords are not compromised.**

Student Active Directory (AD) Passwords by Class			
This information should be kept CONFIDENTIAL at all times. Please do not post in the classroom or leave unattended as this information provides access to each student's account in Active Directory.			
School: Hoover High	Track: T 0338A 09/10		
Teacher: Ball, Iise	Date: 12/9/2009		
Course: ENGLISH 1 (P) [1540]	Period: 1		
Student Last	Student First	AD User ID	AD Password
Arellano	Cristian	506257	password9257
Barkmeyer	Maria	502890	password2890
Barragan	Daniel	509706	password9706
Berglund	Dulce	508412	password9412
Champion	Uziel	500808	password0808
Cruz	Antone	500930	password0930
Delgado	Hai	509126	password9126
Fish	Isabel	507832	password7832
Garca	Aaron	507125	password7125
Gonzalez	Walter	506251	password6251
Gullen	Kiana	508453	password8453
Hernandez Porfirio	Oscar	500912	password0912
Jordan	Hannah	500390	password0390
Lopez	Anthony	507747	password7747
Ly	Jesus	508541	password8541
Miranda	Paola	507687	password7687
Moreno	Jaqueline	507131	password7131
Munoz-Ramirez	Damaris	507634	password7634
Nava Peralta	Thong	507039	password7039
Nguyen	Cristal	508317	password8317
Nguyen	Kevin	508807	password8807
Olguin	Daniel	507109	password7109
Ortega	Brett	508679	password8679
Riyes-Gonzalez	Lenore	504452	password4452
Riggs	Marsell	509718	password9718
Soto	Kayla	508799	password8799
Textor	Josephine	509727	password9727
Verduzco	Yaneli	508787	password8787

Number of students: 28

Confidential Student AD Password Handout – This report will generate a PDF with a separate page for each student in the class selected. These should be handed out to students on the first day they login. Students should keep this information in a confidential place and protect their login information. It includes not only student usernames and passwords but also important guidelines for computer use.

Student Active Directory (AD) Password Handout			
Student Last: Arellano	AD User ID: 506257		
Student First: Cristian	AD Password: password9257		
Course: ENGLISH 1 (P) [1540]	Period: 1		
School: Hoover High	Track: T 0338A 09/10		
Teacher: Ball, Iise	Date: 12/9/2009		

As a student in the San Diego Unified School District, you have been assigned the username and password above for use on district computers. The use of a district computer is for school work only and is a privilege and not a right. Please keep in mind the following guidelines below at all times.

1. Do not share usernames and passwords with other students so that your files will be protected and safe.
2. Logging in using another student's username and password is considered hacking and is prohibited at all times.
3. Using a computer that is not assigned to you is not allowed.
4. Teachers will have a list of student usernames and passwords and can monitor your work at any time as needed.
5. Always follow existing copyright laws. This includes not downloading or making illegal copies of software or files such as music and sound files.
6. Although the district has an Internet safety plan in place, you are expected to notify the teacher whenever you come across information or messages that are inappropriate, dangerous, threatening, or make you feel uncomfortable.
7. If you have identified or know about a security problem, you are expected to tell the details to the teacher without discussing it with other students.

I understand that if I misuse my computer, I will lose access to it for a period of time as determined by my teacher. Not having access to a computer does not excuse me from completing my assignments or projects.

For Teacher Reports see [page 17](#)

For Administrator/Counselor Reports see [page 18](#)

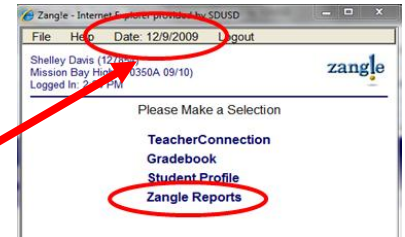
How teachers can run the student AD reports in Zangle Connection:

1. Open a web browser and visit the ZangleConnection login page:
<<https://dwa.sis.sandi.net/zangleconnect/>> (The link is also visible on the sandi.net web site from the Staff page <<http://www.sandi.net/staff/site/default.asp>> on the left-hand side)

2. Login with your employee ID and DWA password

3. Select your school/track

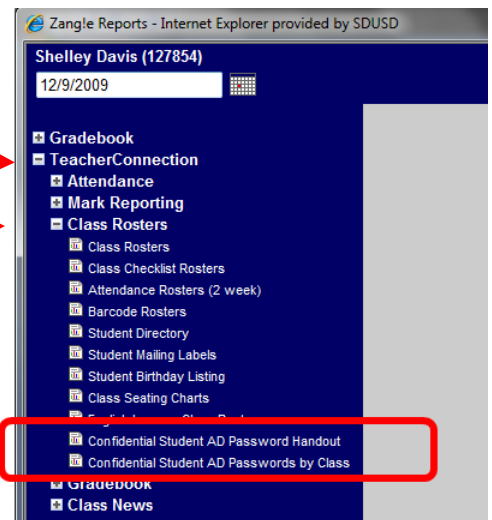
4. Make sure the date matches when students attend your class (i.e. A/B block schedule, etc.)



5. Select **Zangle Reports**

6. Expand the category for **Teacher Connection reports**, on the left-hand side of the page

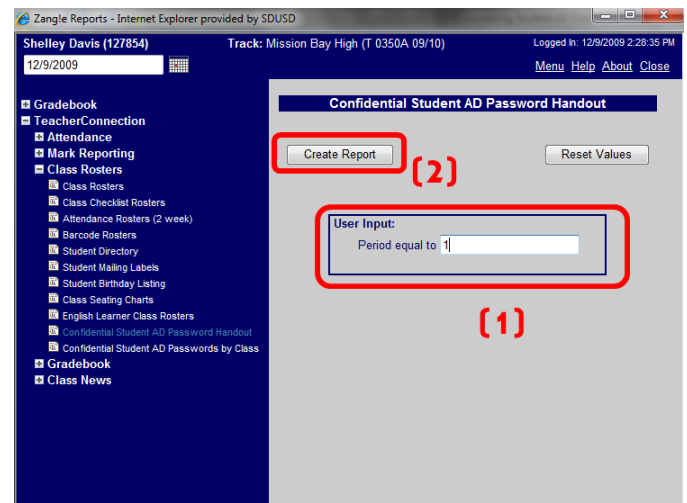
7. Expand the category for **Class Rosters**



8. Select the report named **Confidential Student AD Passwords by Class**. The report will automatically appear in a new window.

-OR-

9. Select the report named **Confidential Student AD Password Handout**. Enter the class period which should be included in the report (1) and click 'Create Report'. Continue to add each period to print a handout for each class (2). (For teachers who do not have multiple periods such as elementary teachers, enter '1'. The report will appear in a new window.



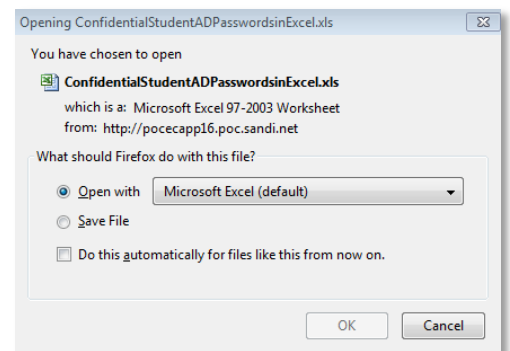
How Administrators/Counselors/Others can run the student AD reports in ZangleConnection:

1. Open a web browser and visit the ZangleConnection login page
<<https://dwa.sis.sandi.net/zangleconnect/>> (The link is also visible on the sandi.net web site from the Staff page
<<http://www.sandi.net/staff/site/default.asp>> , on the left-hand side)
2. Login with your employee ID and DWA password
3. Select your school/track
4. Select **Zangle Reports**
5. Expand the category for **Administrator reports**, on the left hand side of the page.
6. Expand the category for **General Student Reports**
7. Select the report named **Confidential Student AD Passwords**. The report will automatically appear in a new window and will contain a list of all students in the school.



-OR-

8. Select the report named **Confidential Student AD Passwords in Excel**. The report will be generated in the background and then prompt the user with window to the right. The user can either select "Open with Microsoft Excel" or "Save File" and then click the "OK" button. (If "Save File" was selected the user will locate the file on computer to open it.) The Microsoft Excel file generated will contain a list of all students in the school.

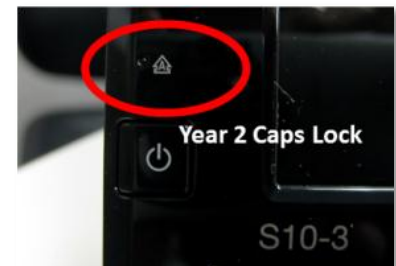


Troubleshooting Student Logins

If a student is unable to login, there are several error messages that will appear. The solution will be different depending on the error message.

Error Message: “The user name or password is incorrect”

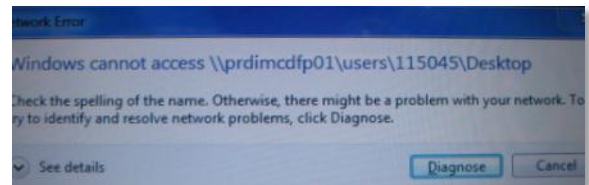
1. Teacher or student checks that caps lock is turned off
 - a) Look on the student netbook to see if the caps lock symbol is lighted (caps lock symbol is located right of power in year 1 or above power in year 2).
 - b) If the caps lock symbol is lighted, then caps lock is turned on. Turn caps lock off by hitting the ‘CapsLk’ button (located above the shift key) on the student’s keyboard.
 - c) Have the student re-enter their username and password.
2. Student types their username and password again very slowly. The keyboard on the netbook is smaller than a typical keyboard and it is easy to type something incorrectly.
3. Teacher enters in the student’s username and password.
4. Restart the computer and try again.
5. If the login doesn’t work at this point, the teacher calls the IT Help Desk: 619) 209-HELP



Error Message: “There are currently no logon servers available to service the specific logon request” or “Windows cannot access.....”

This means that the netbook is not connecting to the network wirelessly. Follow these steps:

1. Make sure that wireless is not disabled. (See the Troubleshooting Wireless Connection on the Netbook job aid Step 3 for details)
2. Connect the netbook to the Internet by using an Ethernet cable
3. Use the SDUSD Wireless Network Tool to connect the i21 Network (See the Troubleshooting Wireless Connection on [page 20](#) for details.)
4. Unplug the Ethernet cable and restart the computer
5. If this does not solve the problem, call the IT Help Desk: 619) 209-HELP



Error Message: “Your system is running low on resources. You cannot log on as a new user. Please use an account that has already been logged in.”

This means that previous students are still logged in, and there is not enough memory to support an additional user. Follow these steps:

1. Shutdown the computer by clicking the start menu and clicking ‘Shutdown.’
2. Power the computer back on and try again.
3. If you get the same error message, call the IT Help Desk: 619) 209-HELP

Error Message: “The Security Database on this server does not have a computer account for this workstation trust relationship.”

This means that there is a problem with how the computer is set up. If you get the same error message, call the IT Help Desk: 619) 209-HELP

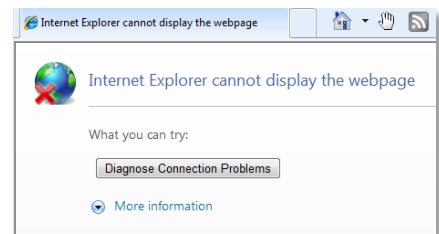
Error Message: “The local session manager service failed the logon. The group or resource is not in the correct state to perform the requested operation”

1. Shutdown the computer by clicking the start menu and clicking ‘Shutdown.’
2. Power the computer back on and try again.
3. If you get the same error message, call the IT Help Desk: 619) 209-HELP

Troubleshooting Wireless Connection on the Netbook

If a Student is Unable to Connect Wirelessly

Step 1: If the student is trying to access a website and receives the message ‘Internet Explorer cannot display the webpage,’ this could be either because the student didn’t type the website URL address correctly or because the computer is not connecting to wireless.



Double check the web address the student typed.

If it is typed correctly, proceed to Step 2

If the icon looks like #4 – The laptop is connected to the Internet.

Step 2: Check the ‘Internet Access’ icon. It is located in the taskbar at the bottom right of your screen.



If the icon looks like #1 – The laptop is not connected, continue to Step 3

If the icon looks like #2 – The laptop is trying to connect, wait a few moments, and check again.

If the icon looks like #3 – The laptop is not connected, continue to Step 3

If the icon looks like #4 – The laptop is connected to the internet



Step 3: Check the ‘Wireless Network Switch’ on the student computer.

There are three light indicators on the front left edge of both year 1 and year 2 computers. The third from the left is the Wireless Network Switch indicator.



a. If the light is on, the wireless is functioning properly

b. If the light is off, the ‘Wireless Network Switch’ is turned off. See below.



To turn the **'Wireless Network Switch'** back on, press the **'Wireless Network Switch'** button on the top row of the keyboard on *year 1 netbooks* or the left front side on the *year 2 netbooks*. Check to see if you can now connect to wireless by opening Internet Explorer or Firefox.



If this does not solve the problem, continue to **Step 4**.

Step 4: Hold down the blue **'Fn'** key (bottom left of the keyboard) and **'F5'** at the same time. A window will appear like either of those pictured below. Make sure that the **Status** of the Wireless Radio is **'On.'**

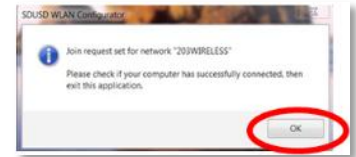


Step 5: Try to reconnect to wireless using the **'SDUSD Wireless Network Tool'**.

- Click the icon for the **SDUSD Wireless Network Tool** on your desktop.
- A window like the one to the right will appear. Type **'i21 Wireless Networks.'** *If this doesn't connect you to the Internet, try typing in your school name.*
- Click **'Connect to Network'**.



- d) A dialogue box will appear. Click 'OK.' The dialogue will close.
- e) Click the 'X' to close the SDUSD Wireless Network Tool window.
- f) Check the **Internet Access** icon that you checked at **Step 2** to see if the computer is connected. If it is not, continue to **Step 6**.



Step 6: Try restarting the student netbook and checking wireless connection after reboot.

Step 7: If none of the above steps connects the student netbook to wireless, call the IT Help Desk: 619) 209-HELP. Be prepared to provide the laptop's district asset tag and serial number. Both are located on the bottom of the computer. See [page 31](#) for more details.

Strategies for Conserving Power on the Netbook

The student netbooks have approximately a four-hour battery life. The three district pilots have shown that this is generally enough battery life to last the entire day even when the laptops are used bell-to-bell. However, over time the battery life will decrease. Eventually, if you use laptops all-day, bell-to-bell, you may need to implement some strategies to help conserve power.

Strategies

- Double check at the end of the day that all laptops are plugged in
- Plugin laptops during lunch and during prep periods - It is usually too time-consuming to plug computers in after each use during the day, but it is a good idea to plug them in during any long stretch of time where they are not being used in order to recharge the battery.
- Have students close the lids of laptops when not being used – This will put the laptops to sleep which will conserve battery power.
- You may open the back panel of your netbook cart and take the chargers out to use for student charging if your batteries are not holding enough charge to get through the day.



Back View of Year 2 Cart

Netbooks and Cart Student Use Agreement

Teacher Name _____ Rm # _____

Please keep in mind that using the **netbook** is a privilege, not a right. Treat it like it is your personal computer. Use common sense. **Remember** - a damaged netbook is worthless.

Expectations:

- All content including downloads, browser history, and hard drive can be reviewed at any time and contents must be entirely school related. I will use my netbook for school work ONLY.
- Although the district has an Internet safety plan in place, I am expected to notify my teacher whenever I come across information or messages that are inappropriate, dangerous, threatening, or make me feel uncomfortable.
- If I have identified or know about a security problem I am expected to convey the details to my teacher without discussing it with other students.
- I will follow existing copyright laws, and if I don't know the law(s), I will ask my teacher for clarification.

General Use:

- I understand if I misuse my netbook, I will lose access to it for a period of time as determined by my teacher. Not having access to a netbook does not excuse me from completing my assignments or projects.
- I must report any problems immediately to my teacher.
- I must immediately report any damage.
- I must stay on task and follow directions.
- I may be without a netbook while it is being repaired.
- Sound will be muted at all times unless I have permission from my teacher.
- I need to ask permission to use headphones/ear buds.
- I need to ask permission before printing.
- I will not use movies, games, and online game sites during the school day unless granted permission by my teacher.
- I will use verbal instructions rather than touching another student's netbook.
- At the end of the working period I need to:
 - o Log out and/or shut down the netbook properly.
 - o Assume responsibility for ensuring my computer is returned to the cart appropriately.

Unauthorized Access:

- Do not share usernames or passwords with other students.
- Do not use the computer to download or make unauthorized copies of software or files including music & sound files.

Computer Care:

- There will be no stickers, ink, or any decorative items added to my assigned netbook.
- Handle the equipment **carefully** and follow all rules. (**Vandalism** is not tolerated.)
- Never leave the netbook unattended.
- Keep all food, drinks, pencils, pens, **etc.** away from the netbook.
- Place the netbook on a flat surface when using it (no stacking).
- Carry the netbook with two hands or like a book & make sure the lid is closed.
- I understand that my family & I may be held financially liable to repair or replace the netbook at its current value (not to exceed \$480) if I have been involved in negligence or abuse.

Student Name: _____

Date: _____

Student Signature: _____

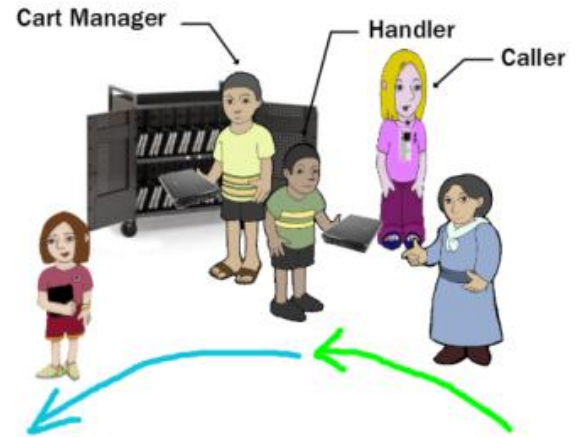
Parent Signature _____

*** This document can be found in the [i21 Netbook Moodle](#) course. Please see the directions on [page 28](#) for information on how to download the original.

Laptop Cart Procedures

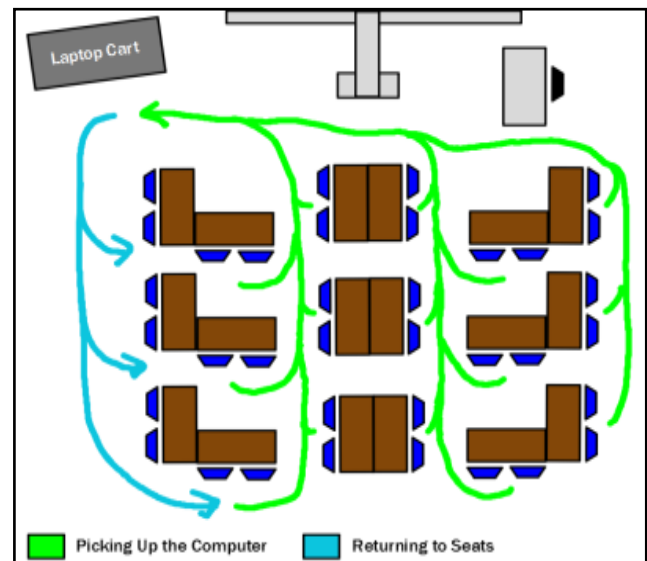
Assign monitors (Elementary teachers may need three monitors, middle and high school one or two):

1. **The Caller** – Calls out laptop numbers for students to either pick up or return laptops to the cart.
2. **The Cart Manager** – Unplugs all laptops at the beginning of the period, gives laptops to Handlers and ensures that all laptops are placed correctly in their slots at the end of the period.
3. **The Handlers** – Gives laptops to students and returns laptops to the cart manager at the end of the period. There is one handler for each row or table of students.



Pickup Procedures

1. The teacher unlocks the cart and re-locks the lock on the loop (**with the combination shifted!**).
2. Once the computer cart is open the teacher indicates to the monitors begin their jobs.
3. The **Caller** calls out laptop numbers in groups of five or more using the student microphone. Once the first two students in a group get their laptops, the next group is called.
4. Students walk in an established circular pattern to get the laptops and return to their seats (See image to the right).
5. Students line up in order as their laptop number is called. When they walk up to the cart, the students tell the monitors their laptop number.
6. The **Cart Manager** pulls out the laptop and hands it to the **Handler** who then hands it to the student.
7. Students carry the laptop with both hands as they return to their seats.
8. Students begin logging in immediately once they return to their desk.
9. Students have 5 minutes to check it and report any previous damage to their teacher.

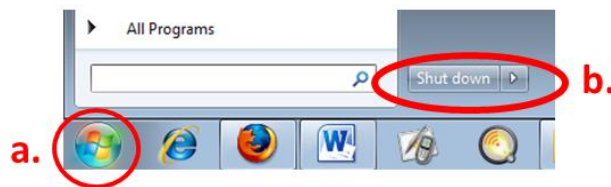


Return Procedures

1. The teacher directs to either logoff or shutdown their laptops depending on time until the next class uses them. If there is only a passing period, students will logoff; if laptops won't be used until the next day, students shutdown.

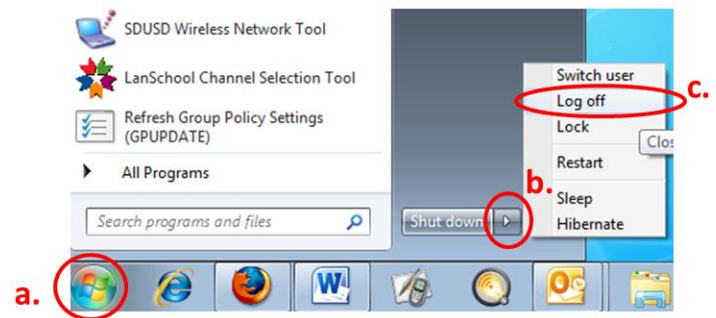
Correct shutdown procedures are:

- a. Click on 'Start' button
- b. Click on 'Shut down'
- c. Wait until the screen is completely dark and the indicator lights are out



Correct logoff procedures are:

- a. Click the 'Start' button
- b. Click the > arrow next to 'Shut down'
- c. Scroll up to 'Log off'
- d. Wait until screen says 'CTRL + ALT + DELETE' before students close screens



2. The teacher will determine whether the monitors will plug in computers when they are returned the cart. (If there is enough time for the laptops to charge, for instance during a prep period, have monitors plug in laptops.) The monitors get in position by the cart. The **Caller** calls out laptop numbers in groups of five or more using the microphone. Once the first two in the group return their computer, the monitor calls out the next set.
3. Students return their laptops using the same traffic pattern they used to pick them up.
4. When students arrive at the cart, they say the laptop number and hand it to the **Handler**. The **Handler** hands the computer to the **Cart Manager**.
5. Depending on the time of day (and teacher preference), the **Cart Manager** either plugs the laptops in to charge or leaves them unplugged for easy access next period.
6. If laptops are coming in faster than the **Cart Manager** can put them in the cart, the **Handler** places them neatly on top of the cart.
7. The **Cart Manager** makes sure all laptops have been returned.
8. The teacher double checks that all laptops are returned before the class leaves the room.

Managing Laptop Pickup and Return

1. Each seat is assigned a laptop. The **Handler** is in charge of a specific group of seats.
2. During the first few weeks of using the netbooks, it is a good idea to time students during pickup and return. Write the times for each class on the board and challenge students to improve.
3. The first day or two students go through the process of picking up and returning the laptops twice in a row before they log on to computers.
4. If students are too loud during pickup and return so that students can't hear the numbers being called, stop the process and make sure students are quiet before continuing. If students are too loud during pickup and return, privileges may be revoked.

*** This document can be found in the [i21 Netbook Moodle](#) course. Please see the directions on [page 28](#) for information on how to download the original.

Sample First and Second Day Lesson Plans

First Day – Preparing for Netbooks

Objective: Students help develop classroom expectations and procedures for handling laptops.

Engage: Pose these questions to students: Are you excited about using laptops in class? Why? What do you think will be different about learning? Do you think we will need to have specific guidelines for how to use the laptops? Why or why not?

Explore:

- Teacher displays the 'Day_1_Lesson_Plan' flipchart.
- Teacher pauses throughout the slideshow to ask students questions about laptop management in order to obtain student buy-in (see the 'Day_1_Lesson_Plan' for specific questions).
- Teacher charts student responses on slides and leads a discussion on the corresponding topic.
- Following the presentation, teacher distributes the Netbook Student Agreement forms & reviews each bullet with students.
- As each item is discussed, students check the corresponding checkbox to indicate they understand and agree to the specific component of the agreement.

Summary:

- Discuss the procedures for how students will pick up and return laptops to the cart each day.
- Practice the procedures with your students a couple of times. You may want to time your students to see how efficiently they can pick up and put away their laptops.

Homework: Students review the student agreement with their parent/guardian. The Parent/Guardian needs to sign the agreement and students must bring it back to school the next day. Students that don't return the agreement will not be able to use the laptops the next day.

*** This document can be found in the [i21 Netbook Moodle](#) course. Please see the directions on [page 28](#) for information on how to download the original.

Second Day – First Use of Netbooks

Objective: Students will become familiar with the procedures and use of netbooks

Warm Up:

- Teacher collects **Student Netbook Agreement** forms.
- The teacher then passes out student logins and student passwords.
- He/She stresses the importance of keeping this information private.

Engage:

- The teacher models along with the monitors how students should pick up and return their netbook. Teacher tells the caller, “Pretend I’m computer 15.” **The Caller** calls out the netbook number.
- The teacher demonstrates the proper pathway and procedure and poses questions to the class. For example, “Do I walk this way to pick up my netbook? Should I be talking? Can I carry it with one hand, etc.?”

Explore:

- Students follow the procedure to pick up and return the netbooks from the cart while the teacher times them and records their speed.
- After this practice run, students follow the procedure again to pick up their netbooks and are encouraged to improve their previous pick-up time.
- Once the students have returned to their seats with their netbooks, they log on to their laptop. As students successfully log on, there should be an activity for them to work on (i.e. Google Earth, or a content specific website). This frees up the teacher to allow him/her to help students who may be having a difficult time logging on.
- Once everyone has successfully logged on and completed their activity, students follow the procedures for returning the netbooks and are timed again. The times are written on the board and students are encouraged to improve their time each chance they get.
- Teacher may want to use the ‘Day_2_Elementary’ or ‘Day_2_Secondary’ to practice with ActivEngage with students

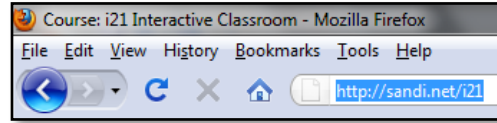
Summary:

- The teacher discusses with students the importance of following the procedures and compares the recorded times from different class periods.
- The teacher reminds students who have not turned in their agreement form that they do not get to use the laptops until they do.

Homework: Students who have not yet turned in their student agreement form need to have it signed by a parent or guardian and turn it in the next day.

Accessing Computer Management Resources and the ActivEngage User Guide

1. Open Internet Explorer or Firefox and go to <http://sandi.net/i21> to go to the i21 Interactive Classroom website.



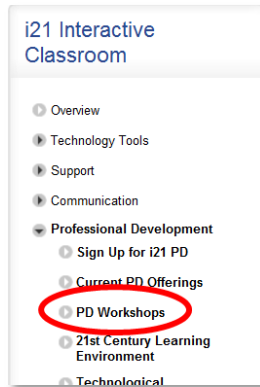
2. Click on 'Professional Development' on the left side.



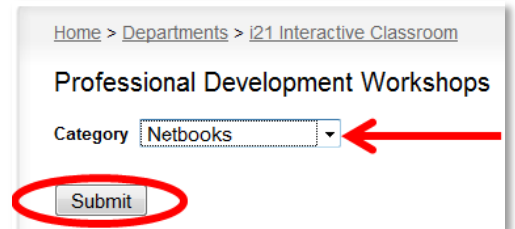
3. Enter your district ID # and Password



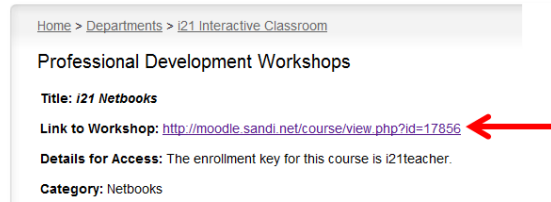
4. Click on PD workshops.



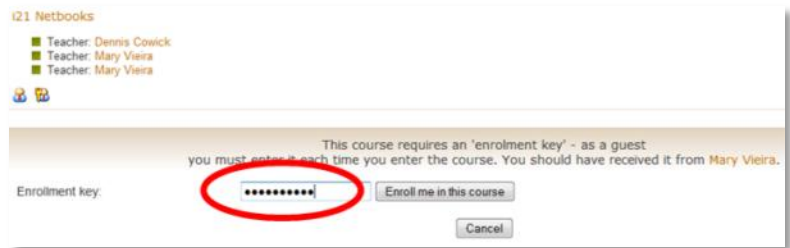
5. From the pull-down menu next to 'Category' choose Netbooks and click submit.



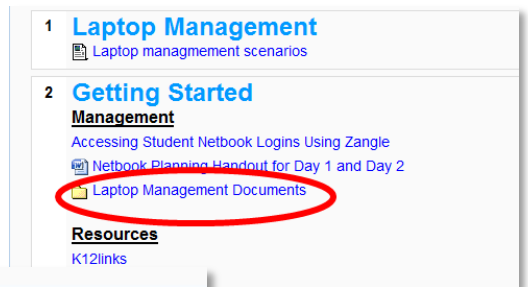
6. Click on the 'Link to Workshop' Moodle link.



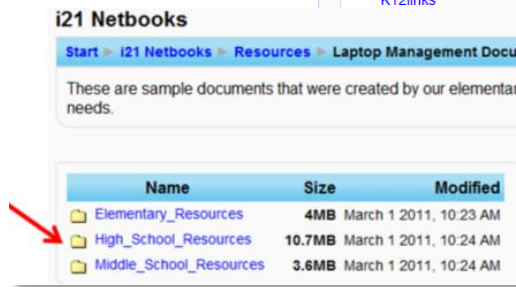
7. At the i21 Netbooks course you will be prompted to enter your enrollment key. Enter 'i21teacher' and click 'Enroll me in this course'.



8. **To Access Computer Management Documents:** Scroll down to Section 2 'Getting Started'. Click on 'Laptop Management Documents'.



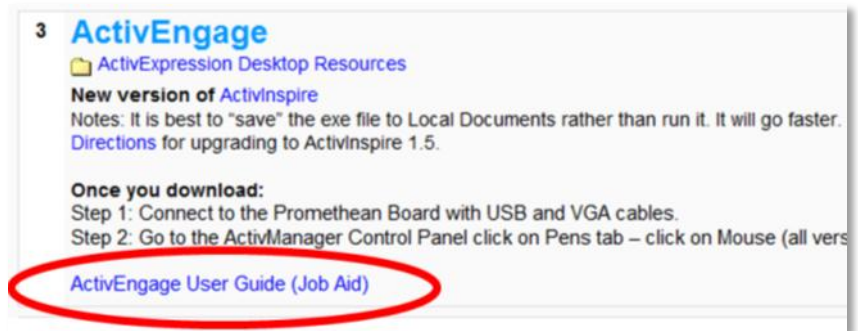
9. Double click on the folder level you need.



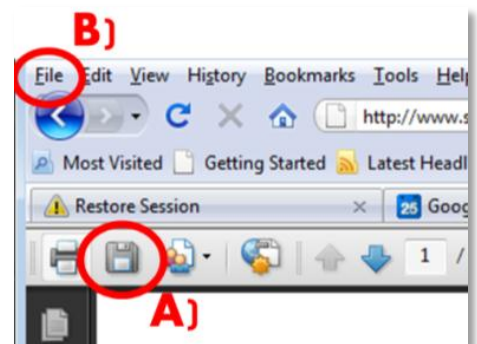
10. Double click on the resource you need. You will be prompted to either open or save the resource.



11. **To Access ActivEngage User Guide:** Scroll down to Section 3 'ActivEngage'. Double click on 'ActivEngage User Guide'. Depending on how your browser is set up, the document will either open as a pdf online, or you may choose to open or save the document.



12. **To save the pdf online version:** Click on the A) 'Save icon' in the upper left side your pdf page or B) 'File'>'Save Page As...'
 You will be prompted to choose a location for saving your file.



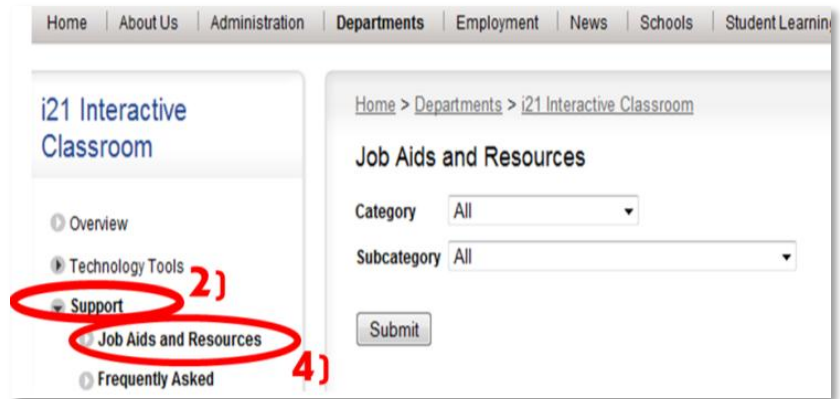
Accessing i21 Job Aids and Troubleshooting

There are job aids on the i21 resources page to help you with any i21 equipment and software issues that may come up. The job aids are categorized to help find them. If you can't find the job aid you are looking for, try another category to find it. If you still can't find it, contact your point of contact (POC) at Ed Tech www.sandi.net/i21. For more information on how to contact your POC see [page 32](#).

1. Go to www.sandi.net/i21

2. Click on Support

3. Type in your district ID and Password if requested



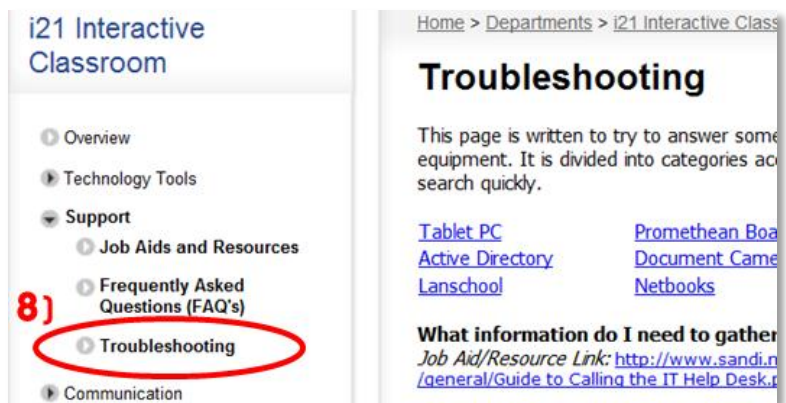
4. Click on Job Aids and Resources

5. Choose a Category and/or a Subcategory for a more narrow search

6. Click on the Job Aid/Resource link you are interested in.

7. For Troubleshooting, follow steps 1-3.

8. Click on 'Troubleshooting'.



9. Download the resource if needed. For more help on downloading resources, see [page 14](#).

Accessing Support

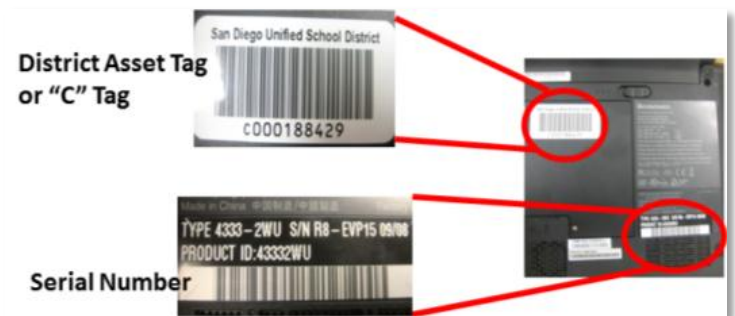
For Technical Help

- 1) **Ask experts at your school site** – You may have a tech support person at your site or another teacher with expertise using technology. These would be great people to ask for help as a next step, since they may be able to quickly and easily troubleshoot any problems
- 2) **Consult the Job Aids** – There are job aids on many standard features of your i21 classroom. These job aids are available both online at the i21 website <http://sandi.net/i21> and in a packet that is affixed to the back of your Promethean Activboard or to the right or left of the board on the wall. Please consult these documents first when you experience a problem. See [page 30](#) for more information.
- 3) **Consult the Troubleshooting i21 Website** – The district has created an i21 website at <http://sandi.net/i21> that provides information about your i21 classroom. At this website you will find tutorials and help documents as well as frequently asked questions (FAQs).
- 4) **Try a Google search** – Often you can find answers to problems you are having with your equipment or software by doing a web search. Try searching with different keywords to find answers to your questions.



Before calling for help, have the following information ready:

- Your **Employee ID Number**
- Your **school site**
- The **room number** where there is a problem
- Your **contact information** – phone number and/or email
- For any problem be prepared to **provide a relevant, detailed description of the problem**. You may be leaving a voice message, so make sure you include Name, Employee ID number, and Phone number where you can be reached).
- For a hardware problem (i.e. with a computer or Promethean board) have the following:
 - **Serial Number**
 - **District Asset Tag (C Tag)**
 - **Make and model of the equipment** (i.e. LenovoX200/201 Tablet)
- For software problems have the following:
 - The name of the software
 - The version of the software
- For Active Directory problems (i.e. problems with usernames/passwords) have the following:
 - The student or teacher name
 - The student or teacher username (ID number)



Who To Call for Help

Call the ITSS Help Desk for the following:

- Promethean Board or Promethean Projector
- Teacher Tablet
- Netbooks
- Document Camera
- Netbook Cart
- Printer

Contact Info:

- A Remedy Case reference number will be generated upon case creation

Contact Physical Plant Operations – A/V Crew will address the following:

- DVD/VCR
- Sound System

Contact Info:

- To create a Work Order for Physical Plant Operations (PPO) which the A/V Crew will address: <http://pposervices.sandi.net/> - Click on "Work Request" and follow the instructions, a Work Order reference number will be automatically generated when you submit the request.
- Or, a call can be placed to the PPO Work Order Desk: **858-627-7250**
- **Be sure to include that the issue is related to an "i21 Classroom"**
- Your BSS is familiar with this protocol as well and may perform the creation of the Work Order

Contact the school site BSS for the following (they may contact Physical Plant Operations):

- Presentation Table
- Stool

Contact Info:

- To create a Work Order for Physical Plant Operations (PPO): <http://pposervices.sandi.net/> - Click on "Work Request" and follow the instructions, a Work Order reference number will be automatically generated when you submit the request.
- Or, a call can be placed to the PPO Work Order Desk: **858-627-7250**

For Curriculum and Professional Development Related Help

Consult the your School/Curriculum Point of Contact – If you have a question about professional development or curriculum integration, contact your point of contact (please see the i21 Professional Development Team - Point of Contact at <http://sandi.net/i21> and click on Communication).



Laptop Problems Log

Room _____

Teacher _____

Click [here](#) for the document in Moodle Netbooks course.

Date	Computer Number	Student Information		Description of the Problem
		Name	ID #	
				Please describe what happened in as much detail as possible

Troubleshooting Login Quick Reference

For the complete job aid see [page 19](#)

If a student is having trouble logging in...

1. Check that the computer is connected to wireless (see the **Troubleshooting Wireless Quick Reference** below)
2. Check to see that caps-lock is turned off
3. Have the student type their username and password again very carefully
4. Have the student try their login one more time
5. The teacher attempts to enter the login
6. If the login is still not working, contact the IT Help Desk at (619) 209-HELP. Be prepared to provide the following information to the Help Desk:
 - Student Name
 - Student Username
 - Laptop's Serial Number
 - Laptop's District Asset Tag

Troubleshooting Wireless Quick Reference

For the complete job aid see [page 20](#)

If a student netbook is not connecting to wireless...

1. If the student is using a web browser, check that the web address is entered correctly.
2. Check to the **'Internet Access Icon'** in the taskbar to see if it indicates a problem.
3. Check the indicator light (third from the left) on the front edge of the computer to see if it indicates a connection to wireless.
4. If the indicator light is off, press the **'Wireless Network Switch'** button on the top edge of the keyboard.
5. Restart the computer to see if that fixes the problem.
6. If the laptop is still not connecting to wireless, contact the **IT Help Desk at (619) 209-HELP**. Be prepared to provide the following information to the Help Desk:
 - a. Laptop's Serial Number
 - b. Laptop's District Asset Tag

