Eduhero - www.eduhero.net
"Eduhero is a fully customized website built by Region 6 Education Service Center in Huntsville Texas, aiming to help school districts and businesses learn material through engaging online courses. Eduhero strives to provide activities, videos, and questions that you would never see in another online course or face-to-face training. Eduhero also pushes the boundaries for online Professional Development by giving you the ability to take this all from the comfort of your own home. There are also tools provided for administrators and managers to see completion reports based on user data, making it easy to get a real-time analysis of how your users are doing overall."
Create a new account and you are ready to go. All of the training is FREE (Caldwell ISD has already paid for this).

Google Classroom - If you are considering using Google Apps for Education with your students then you should really take a look at this!
This is free and VERY easy to set up. Google has really outdone themselves with this one.
http://www.google.com/edu/classroom/

Eduphoria Help Desk – If you need help from the Technology Department you need to submit an Eduphoria Help Desk ticket.
From the Caldwell ISD Home page, click Resources, then Symbaloo, then select the Staff Resources tab and click on Eduphoria.
Log onto Eduphoria. (New staff, use the same temporary password you were given for your email. Returning staff, contact the Technology office if you need your password reset.)
You are welcomed to call or email us about any problems you are having, but if you need help with a problem, we need a help desk ticket. Our work is managed and assigned using these tickets. We have a lot of requests coming in every day and the help desk is the tool we use to organize, track, and complete our services to you.
Reminder that when someone from Technology is on your campus, they are there working the tickets other staff have submitted and have been waiting for us. Asking us to do something on the spot is similar to cutting in line to those who have already been waiting.

Different web browsers – The internet has changed over the past few years. If you are having trouble using a program that runs in a web browser, try using a different web browser. The three choices are Chrome, Firefox, and Internet Explorer. They are not all created equally and some things will work better in one browser than another. Google Apps & email work best in Chrome.

Log onto the computer – Use your username and password. Most usernames are your first initial and last name (Steve Jones is sjones). If you forget your password contact the Technology office and we will reset it. When you log in, you will be prompted to change your password. We cannot lookup your password.

Student logins start with an **a**, graduation **year, first name, last initial**...a23jamesf.
The HS and MS Librarians can reset the passwords for STAFF and STUDENTS on their campus.

Saving files to the network folders – When you click on START and then COMPUTER you will see that you have a C: drive and a D: drive (your DVD drive). You will also see a U: drive and the Z: drive, and some people may see additional drives.
The U: drive is your personal disk storage on the network. You can access these files from any computer in the district you are logged in to. We backup these files every night.
If YOU CHOOSE to store your files on your local computer (the C: drive, My Documents folder, Desktop, etc) and your hard drive crashes, YOU WILL LOSE ALL OF YOUR FILES.
We DO NOT backup files stored on the local computer hard drive.
The Z: drive is a shared folder that staff and students can use. This is a temporary place to store files.
REMEMBER that students can read and write to this drive. They can delete your files or change your files, or delete ALL of the files. We have had some of these things happen in the past.
- Do not put the only copy of a file here.
- Do not put any student info or confidential files here.
- Do not put any tests on this drive.
Remember that this drive can be wiped clean without any notice.

Google Apps for Education – All staff and students have a GAFE account. **Students do not have email accounts**, however, they use their email address to log into GAFE. Example: a23jamesf@caldwellisd.net

Sharing files with students – This is the purpose of the S: drive. You can also use the Google Drive to share and collect papers.

Student Google and computer logon passwords can be changed at the HS or MS Library.

CISD Website –
Each campus has a web team to update the website. If you need something on the website updated, please check with your campus web team. https://www.caldwellschools.net/

Teacher Websites – If you want to create and maintain a teacher website, you may do so using Google Sites. https://support.google.com/sites/?hl=en#topic=1689606 . The Technology Department does not support the Google Sites web pages so your best options for help when creating websites is either online or finding someone who has already learned how to do it.

Phones - CISD has many new phone numbers.
Everyone has voicemail. Your phone pin is 9999 and you can (and should) change it.
There are no direct incoming calls from 7:45-3:30 but it will go to your voicemail. You can dial any number in the District using the last four numbers, and it will ring!

Phone tutorial links - If you want to learn the basics of your Cisco phone, watch these very short videos.
http://www.cisco.com/E-Learning/bulk/public/celc/7940_Tutorial/index.html
Go to the bottom of the page where it says START HERE.

relay@caldwellisd.net - When you receive an email with a voicemail message OR a file you scanned into the computer, these are sent to you by the user named Relay. Relay only sends the scan and voice mail messages to you. Do not reply to these messages because they all go to Keith and Lynn!

Wireless and BYOD -
There are THREE wireless radios in our District.
- Hornet, for CISD owned devices. Hornet allows for full access to the internet, home directories, printers, server apps, etc..
- CISD Guest, for non-CISD visitors.
- BYOD, for staff and students doing the BYOD pilot program. To access this system you will be prompted to enter the same username and password you use to log into your computer. BYOD provides internet access only. You cannot access the home directories, printers, server programs, etc.. This is for internet only, and it is filtered and recorded.

To use the BYOD radio it is REQUIRED that you know how to setup your device on a wireless network (such as McDonalds, Starbucks, BYOD, etc.). When you connect to the radio you should be prompted to enter your CISD login credentials (this is depending on how your device works). There are over 1000 types of devices out there (Apple, Android, Windows, others) and we do not know how to set them up. Since this is your personal device, the expectation is that you will know how to use it. I'm sure it came with a user manual!