

STAFF WELCOME GUIDE

2023-24 SCHOOL YEAR



DESTINATION TOP 5

Updated August 4, 2023

WELCOME TO SOUTH KITSAP!



South Kitsap is such a great place to work, and on behalf of the Information Technology Services department, I welcome you. We are here to help make YOU successful in your work with our students and staff.

Each district is a little different, so I'd like to highlight some areas below to help get you oriented on your journey to Top 5 in SK! All of our tools, standards and decisions have history behind them, so hopefully this Welcome Guide will help you get up to speed and transition smoothly.

Derry Lyons
Director, Information Technology Services

STATUS UPDATES

If you are wondering about system availability, please check out the Status Page at <https://status.skschools.org/>

- See any reported outages (internet, phone, Skyward, etc.)
- See upcoming scheduled maintenance

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ON-RAMP TO TOP 5

There is a LOT of technology items to consider when you become a new South Kitsap employee, and hopefully this on-ramp section will be a good map to help you find your way!

Once you have your network account, there are a few things you'll want to take action on:

- Choosing a network password
- Updating your email signature
- Adding email on your mobile phone (optional)
- Adding your SMS/Text number in Skyward to keep in touch (optional)

If you have questions or get lost, your building Tech Liaison or Office Coordinator can help, or feel free to give us a call at x7045 (360-874-7045 if outside the district)

TOOLBOX – Throughout this Welcome Guide you'll see reference to the **Toolbox**, which can be found at <https://toolbox.skschools.org> and contains a wealth of tools to help you as an SK staff member!

SKYWARD EMPLOYEE ACCESS

Skyward Link: <http://skyward.skschools.org>

Skyward Help: <http://www.skschools.org/skyward>

Student and Fiscal/HR records are kept in the Skyward system. Employees can also access the system for payroll statements and entering leave requests.

- For HR or Finance questions, please contact Christine Nystrom
- For Student questions, please contact Kate Pleskun or Amanda Donn

Note that your SKYWARD login and password are DIFFERENT from your SK NETWORK ACCOUNT! It typically has your first initial and a number at the end (jdoe01).

Skyward also has a mobile app, which is great for approving leave requests and entering daily COVID attestations. Visit your favorite app store (iTunes or Google Play) and search for **Skyward**.

Skyward maintenance is performed throughout the year, typically a Saturday/Sunday once per quarter, and is available again once the maintenance is completed. This year, Skyward will be down for maintenance on:

November 4 2023

March 2 2024

August 3 2024

GETTING YOUR SK NETWORK ACCOUNT

Your SK Network account and email address are automatically created after these steps:

- 1) Your administrator has completed the hiring paperwork and forwarded to Human Resources
- 2) You have met with an HR Specialist and provided them with a copy of your Social Security card

Once these steps are completed, your account will be created overnight (including necessary security groups and mailing lists) and your Office Coordinator will then get an automated email with your Welcome Letter.

IMPORTANT – it can take a couple of days for your accounts to get created across ALL systems, and the process isn't able to be forced or rushed. We appreciate your patience!

WELCOME LETTER

Once your SK Network account is created, your Office Coordinator will provide you with your Welcome Letter with your initial set of credentials.

SOUTH KITSAP SCHOOL DISTRICT <small>Nurturing Growth • Inspiring Achievement • Building Community</small>		INFORMATION TECHNOLOGY SERVICES Account Information
^ Confidential ^		
Welcome Sally Brown Teacher - OSE		
Account Type	Login/Code	Default Password
Copier Code	74978	
<i>If your school uses copier codes, this number will give you access to make copies and release your print jobs</i>		
Account Type	Login/Code	Default Password
E-Mail Address	brownsal@skschools.org	
<i>This is your district e-mail address; use your Network Account to log in and check your email.</i>		
Account Type	Login/Code	Default Password
Employee ID	10	
<i>This unique number will be used as your employee ID throughout district systems.</i>		
Account Type	Login/Code	Default Password
Network	brownsal	skitsap1
<i>This account is used when you log in to your computer, and to access certain district web applications. ** You must use a district computer at school to log in for the first time, and you will be asked to choose a new password.</i>		
Account Type	Login/Code	Default Password
Skyward	sbrown011	
<i>This account is used to access Skyward services such as Employee Access for paycheck and leave balances, Educator Access for taking attendance and entering grades, Fiscal Services for purchasing and accounting, and/or Family Access for your student's information. If you have previously used Skyward, your username may have changed, however your password was not changed.</i>		
Account Type	Login/Code	Default Password
Voicemail	2942	(see separate email)
<i>Your voicemail account can be accessed by pressing the Voicemail button on your phone, or dialing x6400 inside the district, or (360) 874-6400 outside the district. You will be prompted to record your name and change your password the first time you access your mailbox.</i>		

Some of the credentials will take a few days to be added (ie. voicemail, copier code), but you can always reprint your letter with all of your credentials by visiting the **Toolbox – My Account – Welcome Letter**

CHOOSING A NETWORK PASSWORD

On your first login to a district Windows computer or Chromebook, you'll be asked to choose a new password. In addition, staff are required to reset their password annually.

It will need to be at least 8 characters – the more characters, and complex characters the better!

If you forget your password, please contact ITS at x7045 and choose Option 1 for help getting it reset.

E-MAIL

Our district uses e-mail as the primary mode of communications, so please check your email box regularly. Your email address will be your SK Network account and **@skschools.org** (ie. doej@skschools.org). Microsoft Outlook is available in several versions:

- Outlook Computer App – installed on all SK computers – log in with your email account
- Outlook Web Access – <https://elink.skschools.org>
- Mobile – Visit FreshService solutions and search for iPhone or Android

To update your email signature:

- In Outlook: File – Mail – Options – Signature
- In Outlook Web Access: Gear (upper-right) – Options – Mail – Layout – Email signature

Multi-Factor
Authentication
Coming Soon!

PUBLIC RECORDS REQUESTS – be advised that (most) ANY emails you send or receive with your work account are discoverable to anyone with a Public Records request. In addition, emails about students (even if it's just their initials) become part of the student's permanent record and need to be retained.

MULTI-FACTOR AUTHENTICATION

Just like with banks and many online services, we are implementing Multi-Factor Authentication (MFA) across our publicly available systems.

To set up MFA for your account, please see this FreshService article:

<https://southkitsap.freshservice.com/support/solutions/articles/21001359270>



SPAM MESSAGES - MIMECAST

Our e-mail spam filter blocks most unwanted email messages, but occasionally valid messages do get stuck. Periodically throughout the day you'll get a summary email (from SKSD Mimecast) of messages that are being held for suspicious reasons.

For any emails you want unblocked, simply click **Permit** under the message and it will be forwarded to your Outlook inbox. If nothing is relevant, you can simply delete the "You have held messages" email.

If you would like to view your history of blocked messages, follow these steps:

- <https://skschools.login-usb.mimecast.com/>
(Requires Multi-Factor Authentication outside the district network)



- Click **Personal On Hold** to preview the messages previously , and click an email message to safely review the contents

If you RECEIVE an email that you believe to be spam, please FORWARD the email to **spamupload** and then just delete the message. This forwards it to our spam filter and helps prevents others from receiving it.

This is a good place to remind you to NOT click on any emails unless you are SURE who they are from. Many staff fall prey to phishing emails which compromises their security, starts sending spam messages to friends and colleagues, and requires locking the account for several days. When in doubt, simply call the sender and ask!

SECURE FILE ATTACHMENTS

When sending secure files (such as student records), we have the LiquidFiles service available. LiquidFiles helps validate the email recipient before they can access the sensitive file.



To send a secure attachment:

- In Outlook, create a **New Email** and look for the LiquidFiles **Secure Attach** button in the toolbar
- Choose the file to attach ~ you may need to log in the first time you attach a file

When the recipient opens the email, they will be given a secure link to the attachment.

STAFF PHOTOS

We use your staff photo for some internal systems as part of your employee record. The picture is not shown to the public except for the staff directory on the web site. (For instance, while your picture shows inside of the Outlook email system, it's not visible to parents when you send external emails).

Photos are automatically updated when you get a new ID badge photo taken **or** when the school photographers visit as part of their annual picture campaign. Unfortunately, we aren't able to load non-school photos.

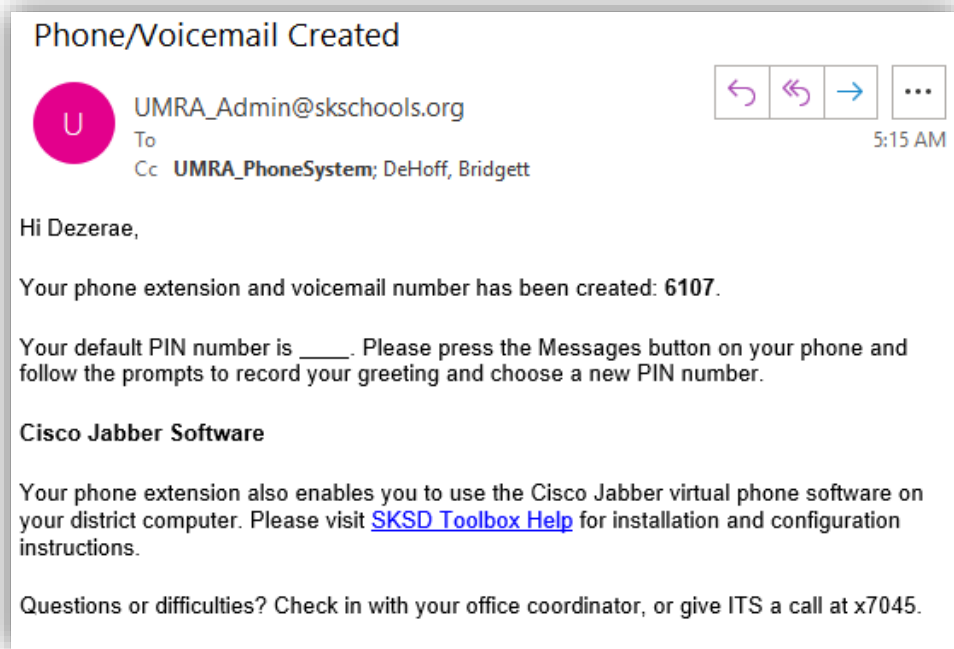
SMS TEXT MESSAGING

The district, schools and departments often use SMS messaging through our ParentSquare service for communications to staff and families. Staff SMS numbers are not automatically enrolled, but you can easily add your cell phone number to receive SMS messages by logging in to Skyward Employee Access and following the path below.

- Log in to **Skyward Employee Access** (<https://skyward.skschools.org>)
- In the left menu, click **Demographic - Employee Info**
- Click the **Request Changes** button
- Type into the **Cell/SMS** fields your area code and cell number
Note: any updated fields will turn green
- Click **Save**

TELEPHONE

After your SK Network account is created, your building Office Coordinator will assign you a telephone extension and voicemail box. The next morning, you'll receive a confirmation email with instructions and your voicemail PIN.



- To access your voicemail box, dial 6400 (or (360) 874-6400 from outside the district)
- To make a local call, dial a 9 before the number
- To make a long distance call, dial 81 before the number

We also use the Cisco Jabber softphone software so you can use a PC or laptop to take and make telephone calls. You can find some help resources on the Toolbox Help site - <https://sites.google.com/skschools.org/toolbox/cisco-jabber>

GOOGLE

You can access Google Drive and all of the other GSuite apps with your SK Network login and password. Some other tips include:

- In Google Drive, notice the **Shared Drive** icon in the upper left. These files and folders are shared with your colleagues
- Google Gmail isn't able to receive staff email – please use **Microsoft Outlook** instead
- Google Meet is our new district standard for videoconferencing

In Google Drive, there are SHARED DRIVES different from SHARED FOLDERS

- A SHARED DRIVE appears in the upper left corner and is set up at the district level for certain groups
- A SHARED FOLDER appears in the **Shared With Me** link and is set up by any other user in a peer-to-peer relationship. When the owner's account is deleted, the files also go away!

To easily access all of the GSuite tools, we recommend using the Chrome browser and signing in by clicking the small gray person icon in the upper right corner of Chrome.

GOOGLE MEET (FORMERLY ZOOM)

For the 2023-24 school year, most users will be transitioning to Google Meet for videoconferencing. (Reducing our Zoom licensing will be a significant cost savings!) To access Google Meet:

- <https://meet.google.com>
- Click **New Meeting** to start hosting a new meeting and choose the appropriate options
- To **Join** a meeting, type the code or nickname

The SK Digital Resources web site has some great tips to get started with Google Meet

<https://sites.google.com/skschools.org/sk-digital-learning/sk-digital-tools/google-workspace-for-education/meet>

FILE SERVERS / DRIVES

While at school, your Windows computer will automatically map to several shared network drives:

- L: - Files for your Location that are shared among the building staff
- S: - Files that are Shared across the district
- U: - Personal folder for "U" to use

Please note that these drives are only accessible **while on the SKSD** network. Many people find Google Drive is easy to use as well, since you are able to access it from home or school. *(Do be careful, though, uploading Microsoft Office files into Google Drive, as it tries to convert them into Google Apps files.)*

Files on the district L; S; U: drives are backed up centrally by the district.

Files in Office365 and Google are backed up in the case of system failure.

Files on local computers are NOT backed up.

PUBLIC / GUEST WI-FI

To connect a personal device to the district wi-fi network, look for the **SKGuest** network ID. Even while on the guest network, the web filter will block any inappropriate traffic.

PRINTING / COPYING

Please check with your Office Coordinator on how printing and copying is handled in your building. A series of copiers and default printers are automatically added for your Windows computers.

Your copier code will be included in your Welcome Letter (see above). Staff only have one copy code to be used throughout the district.

Note: Only district Windows computers connect to use district copiers and printers. Personal equipment. Chromebooks and iPads should transfer documents to be printed from a district Windows computer.

HELLOID / PORTAL

After reading all of the above systems and links, you're probably wondering how to keep it all straight! Your one-stop dashboard for most all district systems is provided in the HelloID portal.

- <https://helloid.skschools.org>

HelloID is also the default dashboard for students when using Chromebooks, and can be accessed anywhere (home or school). For most systems, your login and password are automatically pre-populated, making single sign-on a cinch!

SAFESCHOOLS

Each year, staff need to complete online training on important safety and HR related topics. This training is hosted through SafeSchools at the link below (or via HelloID)

- <https://skitsap-wa.safeschools.com/login>
- Use your network username and password to log in

IMPORTANT! Many "phishing" emails are disguised as you needing to complete HR training. DO NOT click those links – always go through the SafeSchools link above! For any questions about the SafeSchools training, please contact Human Resources.

GETTING HELP

Information in this guide (and much more!) can be found in our new FreshService Knowledgebase, where you can also enter work orders for more specific help.

- <https://southkitsap.freshservice.com> – click **Sign In** in the upper right corner
- Click **Sign in with Google** and use your @skschools.org Google account

Once you're at school, your Tech Liaison or Office Coordinator can help with any initial questions, or you can enter a work order for support from the ITS department.

- To enter a work order, send an email to **XX Support** (where XX is your school/department initials)

We don't have a traditional telephone help desk, but if you need to speak with someone in person you can call x7045 to choose the option that best describes your question. If it's an emergency during business hours, you can call our main department number at x7047.

UP TO SPEED

Once you're up to speed on the Path to Top 5, other questions may come up that you're curious about. Below are a few things that we are often asked.

PARENTSQUARE

ParentSquare is our comprehensive communications tool for all district, school, athletic, transportation and classroom messaging. This replaces our SchoolMessenger system and brings many more features to many more people! Parents can choose how they want to receive messages (email, SMS/text, mobile app or voice) and also have automatic translation!

- Visit <https://www.parentsquare.com>
- Click **Sign In** and then click **Sign in with Google**
- In the upper right corner, you will see a drop-down menu of **My Schools, Classes And Groups**
- When you choose a class or group, there are a couple of basic options to explore
 - **Communicate – Posts** is where you can send a new message to your students and/or parents
 - When making a post,
 - **Directory** will show you the members of your class and group
 - Classes are automatically loaded from Google Classroom
 - Athletic Rosters are automatically loaded from FinalForms
 - Phone and Email are automatically loaded from Skyward

For more help, ParentSquare has some GREAT online resource articles and “how-to” videos. Once you are logged in to ParentSquare, in the upper right corner click the ? and choose **Help Articles**. Be sure to check with your building tech liaison or office coordinator for links to custom SK training resources.

PURCHASING TECHNOLOGY ITEMS

To help maintain bid compliance and standards for repair, we have a predefined list of Technology Purchasing Standards in a Google Slides deck. If you have specific questions, please let us know.

https://docs.google.com/presentation/d/1jpneZiSbTd61rh1mb_d9pNwN0MbbKWw5yEXv1eluMWM/edit

If purchasing software tools, please check with Teaching & Learning for their requirements (which may include Instructional Materials Committee [IMC] approval). For any online tools used with students, we need to have a completed Student Data Privacy Agreement. More info can be found in the Digital Resources web site.

STAFF AND STUDENT ACCOUNTS

We have a streamlined and ruthlessly automated process to create new accounts across all of our productivity and instructional systems (SKSD Network, Skyward, Google, Office365, SafeSchools...)

For STAFF, once the administrator completes the hiring paperwork and the candidate takes their Social Security card to Human Resources, the staff member's account will be created the following day. (Again, some systems such as voicemail or copier codes do take a couple more days).

Staff on a leave of absence still have active network accounts, but are removed from all email and security groups.

When staff leave employment, their accounts are held for 40 days and then deleted.

For STUDENTS, once they are enrolled in your school, they are identified the next day (for automated notifications, lunch, Destiny library, email for secondary students, etc.) Once they are scheduled, then they are added to teacher rosters in the various curriculum systems.

When students unenroll, their accounts are limited and they can continue to use Google Apps (including email for secondary students) for up to a year. Students should move their files off of their U: drive and Google Drive before the year grace period ends.

ELECTRONIC KEY FOBS

Our schools are equipped with electronic access control, which provides extra security during a building lockdown and. You may be assigned an electronic key fob (a plastic disc the size of a quarter) that will grant you access to exterior building doors. (Bus drivers have fobs attached to their bus key rings). The doors you have access to is determined by your HR assignment and the building principal. Fobs are assigned to a PERSON, so using someone else's fob is discouraged (and may not access the doors you need).

To review which doors you have access to, please visit the **Toolbox – My Account – My Doors**

After-hours building access should be discussed with your Office Coordinator, as there are additional steps for the building security alarms that need to be followed.

THE TEACHER PATH

Some tools are specifically targeted for teaching and instructional staff as outlined below.

SKYWARD EDUCATOR ACCESS

All employees have access to Skyward for employee information, and many employees use Skyward for leave reporting. Student tools (such as Educator Access) are configured separately for teachers, and classes are added by your school registrar / office coordinator.

- <https://www.skschools.org/work-sk/skyward> - **Skyward Training** for training guides

CLASSROOM EQUIPMENT

We strive to keep technology equipment consistent across all of our classrooms, which typically contain:

- Teacher laptop (for presentation and teacher use)
- Wall-mounted interactive projector
- Document camera
- Wireless network capacity
- Telephone handset
- RedCat voice amplification system

Your building tech liaison is the best contact for the specifics of each school/classroom.

DIGITAL LEARNING

Instructional Technology resources and training is a cornerstone of our technology initiatives, and an overview of resources can be found on our Digital Learning web site.

- <https://sites.google.com/skschools.org/sk-digital-learning/home>

STUDENT EMAIL

Students in grades 6-12 have individual Gmail accounts to send and receive email with their network account and the domain of @skstudent.org (ie. smit1234@skstudent.org). Rules are in place to only send emails among students and teachers.

Teachers do not need to access Gmail – all email messages will be delivered to your Outlook mailbox.

STUDENT ROSTERS

Teachers can access their student rosters via Skyward Educator Access. Sometimes teachers just need a quick lookup or to export as a .CSV file, which be easily accessed via **Toolbox – Student Rosters**. (The Toolbox rosters process overnight, so there is a slight delay ~ however Skyward is always up-to-date!)

TEACHER WEB SITES

In past years, we have used a variety of tools for teachers to create web sites. Most teachers have moved to Google Classroom and post their classroom materials there.

STUDENT DATA PRIVACY AGREEMENTS

In accordance with Board Policy 3235, all online tools used by students must have a completed Student Data Privacy Agreement. A full list of completed agreements can be reviewed online at the link below.

https://sdpc.a4l.org/district_search.php?districtID=4498&state=WA

CLASSROOM DEVICE MONITORING

The effectiveness of classroom device management relies on establishing technology norms and a teacher's physical presence with students. Lightspeed Classroom (LSC) is an optional tool available to SK teachers to help support classroom management.

Lightspeed Classroom allows teachers to increase instructional time in the classroom by giving them insight into student activity and managing the use of Chromebooks in the classroom.

Pair the use of LSC with other classroom management strategies like using proximity and physically checking in with students.

For more information, visit the SK Digital Learning web site at <https://sites.google.com/skschools.org/sk-digital-learning>

THE OFFICE PATH

Office coordinators have some specialized tools to help with building operations, many of which are in the Toolbox (<https://toolbox.skschools.org>). The notes below are an overview of some of the tools available.

PHONE ASSIGNMENT

Telephone extensions (including Jabber and Voicemail) are assigned in Toolbox.

- **Toolbox – Phones**

Next to an extension number, choose the staff member to assign. If they already have a voicemail account, it will be immediately moved. If they are a new staff member without a voicemail account, it will be processed overnight and they will receive an email confirmation the following morning.

KEY MANAGEMENT

Assigning key fobs is also found in Toolbox.

- **Toolbox – Keys**

You will see a listing of your staff members. Enter the key fob number next to the staff member's name and click the Assign Key button. To get more key fobs, please contact ITS at x7047.

There are other features including blocking staff (to hide from weekly email reports), building/hall pass keys, reviewing door schedules, looking up alarm schedules and much more. Refer to the [Guide To Electronic Door Access Control](#) guidebook for more detailed information.

TANDEM CAL

TandemCal is the official district calendar for events for school events, athletics and district activities.

- <https://skitsap.tandemcal.com>
- Click **Sign In** and then **Sign In With Google**

Please contact Community Relations at x7005 for more detailed training materials.

LOCKDOWN ALERTS

The primary method for activating a building-wide lockdown alert is from your desk phone:

- Press **###** then **Call** and enter **999#** as the access code. Repeat this step to turn off the alert.

In addition, school offices have blue buttons in a prominent location. Administrators also have access to trigger a lockdown from the SKGO mobile app.

For more information on the overall process (including drills), please refer to the Lockdown Process sheet from ITS.

PAPERCUT COPIERS

The Sharp copier fleet uses a software package called PaperCut to track copier codes and accounting activity. There is no automated billing currently configured, but you can access the PaperCut web tool to generate activity reports.

- <http://papercut/admin> (on SKSD network)
- Log in with your network account and password

Please contact Information Technology Services at x7047 for more detailed training materials.

Staff will soon be able to look up their own copier codes in Toolbox (more information coming soon)

THE TECH LIAISON / LIBRARIAN PATH

Given the level of technical detail of the tasks performed by tech liaisons / librarians, we'll direct you to the separate [Tech Liaison Guide](#). Tech liaisons can find the guide in **Google Drive – Shared Drive – Tech Liaisons – Tech Liaison Handbook**.

THE ADMINISTRATOR PATH

Administrators have additional resources to help them with planning, communication and building management.

LEAVE CALENDARS

For your staff that use the Skyward Time Off system, we have a dynamic calendar feed that will automatically show those events in Outlook, on your phone, etc.

- **Toolbox – My Account – Leave Calendar**

DIGITAL SIGNAGE

Some schools and departments have large displays for signage. For cost and simplicity, we have standardized on using Chromebits/Chromeboxes and Google Slides as the software platform. Let us know if you'd be interested.

SCHOOL/DEPT PHYSICAL UPGRADES

We don't have anyone on staff for network wiring or physically mounting things (projectors, displays, etc.), which means contracting things out. While it may *seem* simple, state law requires public works/prevaling wage for these types of projects. Again, let us know how we can help.

NOTES