TECHNOLOGY DEPARTMENT UPDATE
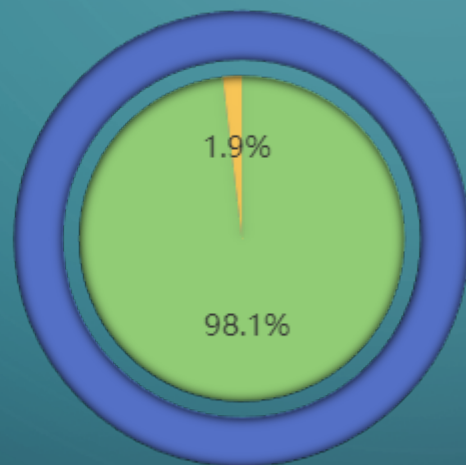
DECEMBER, 2023

TICKETS

11/1/23 – 11/30/23
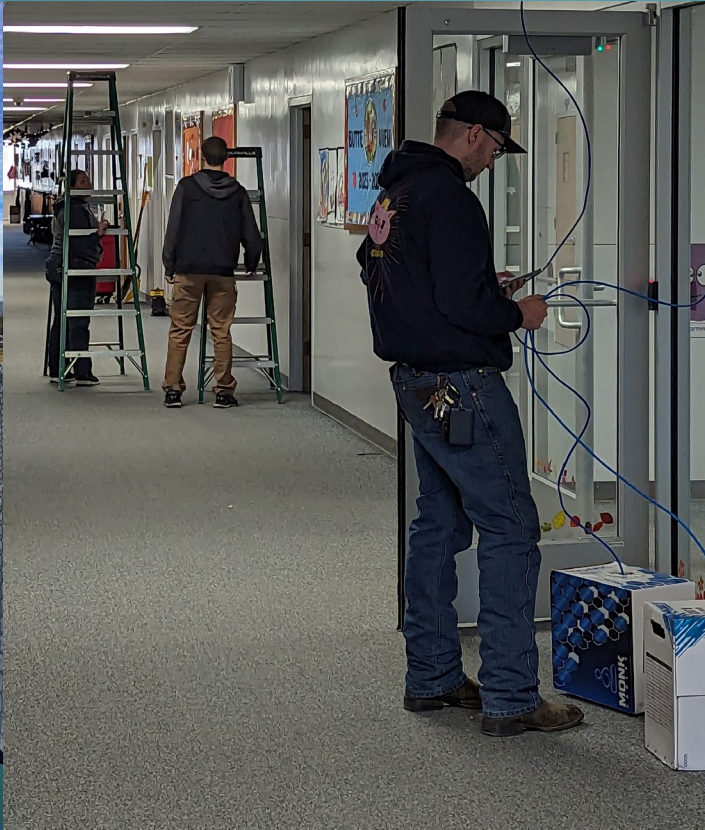

Total

- 210 - Tickets created
- 206 - Of them closed
- 4 - Still open

1.9%

98.1%

SOF CAMERA UPDATE

- Within this last month we have installed or upgraded 9 cameras purchased with the SOF grant. We have 10 left to install and 9 of them our outside.
  - We have installed two at Emmett High school
  - We have installed one at Carberry.
  - We have installed six at Butte View Complex.

CAMERA INSTALL PICTURES

REMINDERS

- We can be reached at extension 2003. That will ring all of our phones in the office.

- Please put a ticket in when you are having an issue. We cant fix it if we don't know its broken. If you don't know how to put a ticket in call us and we will show you how.

- All district devices are filtered and we get notified when inappropriate words are found. This is on staff and student devices.

TIPS & TRICKS

- Zooming and rotating a Chromebook's screen: It happens pretty often, we'll get a help desk ticket for a Chromebook that has either flipped or rotated its screen or everything is so huge on screen that you can't use it. Luckily, these are just keyboard shortcuts that students just happen upon or they pressed control-alt.

- Page Zoom will zoom in and out on a web page, while everything else outside of the window stays the same size. To zoom in and out on a web page you can use Control-- (minus) or Control-+ (plus). Those are great and all, but you want to fix the issue. That's where you press Control-0 (zero) to reset the zoom level.

- Screen resolution affects everything on the screen, making them bigger or smaller. If the bar at the bottom is huge or small, then the screen resolution has changed. Shift-Control-- (minus) and Shift-Control-+ (plus) will change the screen resolution, with Shift-Control-0 (zero) resetting it to the default.

- On screen magnification is a part of the accessibility features, allowing you to zoom and move around on the screen. Control-Search-m will toggle magnification on and off. However, if only part of your screen is magnified, then you will need to use Control-Search-d. When the screen is magnified, Control-Alt-Brightness up & down will adjust the zoom level. I use screen magnification a lot when I'm teaching in front of a class. It makes it really easy to highlight a specific portion of the screen.

- Screen Rotation is along for the ride with all of this zooming. To rotate the screen you'll use Shift-Control-Rotate (the refresh button on the top row). Press it several times until the screen rotates back to normal.

- Bonus tip only for you: Alt-Search is the Caps Lock. I don't know how often you use Caps Lock, but I find myself needing it every couple of months.