Technology Times: October 2021

CYBERSECURITY AWARENESS MONTH

This is the 18th year of Cyber Security Awareness Month being celebrated during the month of October. Raising the awareness of ways to keep your data safe is the main way to ensure that bad actors aren't able to gain access to your personally identifiable information.

One of the most damaging and popular methods that these "bad actors/hackers" access your information and compromise access to others information is by using SOCIAL ENGINEERING and PHISHING.

Social engineering is the act of deceptively manipulating people into performing actions or divulging login information or confidential information contrary to their or their organization's best interests. Social engineering can be performed in person, using a paper-based delivery method (like the postal service), over a phone, or digitally/online.

Phishing is a type of social engineering which typically refers to digital and online methods, including: email, websites, instant messaging, and Short Messaging Service (SMS) text messages, but it can also include voice calls (i.e., vishing). The most common methods involve sending fraudulent emails to potential victims or tricking website visitors into divulging login information or into running Trojan Horse malware programs.

In schools, the most widely used is a SPOOF email from the Principal. Hackers/Bad Actors will send an email that looks like it is from the principal asking for assistance with the purchase of a gift card. Please note: *Your administration will never ask you to purchase something for them via email. And no one will ever ask you for your user name and password in an email. Not even Technology Services. (FYI.. We already have that information.)*

The threat of social engineering and phishing is a significant problem in every country and organization. There are some RED FLAGS to watch for that are common signs of phishing and social engineering. *Social Engineering Red Flags PDF document*

INSTRUCTIONAL TECHNOLOGY

TECHNOLOGY GRANTS AVAILABLE

DO YOU HAVE A CLASSROOM PROJECT IDEA THAT WOULD INTEGRATE TECHNOLOGY INTO STUDENT LEARNING?

These instructional technology grants are designed to encourage, facilitate, recognize and reward innovative and creative instructional approaches through the use of technology. Grants must enhance student academic performance and support the objectives, goals and initiatives of the Campus Improvement and/or District Improvement Plan.

Application Available: Wednesday, October 20, 2021
Applications due Friday, January 21, 2022

Need tips on preparing your grant application? Want to see what type of projects have won in the past? www.esc12.net/tech

Region 12
Education Service Center
TECHNOLOGY FOUNDATION

9-21/CMS

REGION 12 – TECHNOLOGY FOUNDATION GRANT

Application opens: Wednesday, October 20, 2021
Application closes: Friday, January 21, 2022 at 4 p.m.
If mailing, applicants should leave ample time for receipt.

The Foundation will award grants of up to $5,000 for individual teacher-initiated programs or projects and up to $10,000 to campus teams, departments and for district/charter-initiated programs or projects

These instructional technology grants are designed to encourage, facilitate, recognize and reward innovative and creative instructional approaches through the use of technology. To be considered, the grants must enhance student academic performance and support the objectives, goals and initiatives of the Campus Improvement Plan and/or District Improvement Plan.

2019-2020 Technology Grant Recap

APPLYING FOR THE GRANT

[Grant Proposal Scoring Matrix(opens PDF document)](#)
[Technology Grant Award Selection Process(opens external link in new window)](#)

Grant applications are accepted through the fall with a due date in January, and funding is awarded in the spring. Applications should be mailed in - please do not fax or email. Electronic applications will not be accepted. The official application form is required and only Adobe Acrobat (free) is needed to complete the form. Downloading the application and then opening with Adobe to fill out may help, otherwise you may run into browser issues.

Tech Grant Application Zoom Webinar

OPERATIONAL TECHNOLOGY

Faculty & Staff Helpdesk

Please make sure sure you are putting in a work order for all issues that may arise with your device. By creating a work order you are submitting information to a knowledge base for our technicians to be able research and to help resolve your issues faster and with more reliability.

Technical Support Hotline

"Your operating system was installed on April 25th, which makes your computer a Taurus. As a Pisces, you're bound to have conflicts."

Not only is this how you request technical assistance, but it is also how you can get district approved software. Just go to the work order system as you would normally, then click on the "Want software?" button. We are building our repository of district approved software that you can install without a work order being submitted or an technician being there to assist. For example, Zoom, Airtame, Mitel Connect, Google Back up and Sync, etc.

We have brought online a number of new software programs this year, and we understand that learning these new program can be difficult and frustrating. We thank you for your grace and patience as we evolve into the premier technology utilized district in the state of Texas.

Please remember that if you need assistance with your technology, the helpdesk is here to assist you.

1. navigate to https://helpdesk.wacoisd.org/
2. Sign in with your Waco ISD username and password.
3. Click on Have a problem? Report it.. or the Want Software? (This is for all district approved software)
4. **Or you can: call 254-755-9599 Monday - Friday 7:30AM - 5:00PM or email** helpdesk@wacoisd.org

WACO ISD HELPDESK

Click here to be taken directly to the Helpdesk work order system.

Student Helpdesk

Waco ISD is committed to providing you with assistance with your technology questions by phone, email, and help desk ticket.

Before contacting Student Technical Support please have the following information:
1. Please make sure you have contacted your campus to ensure your enrollment status.
2. Your Student ID#
3. Your password. (If you are having password issues please here is a helpful guide to resetting your password.)

4. Please log into your students device prior to leaving campus with the device.
5. You may need to go back to the campus and log in for the 1st time.

Please contact the campus first.
Contact our Waco ISD Student Technical Support Team
Phone: 254.284.1072
8:00AM - 6:00PM

Please complete a technical support request by clicking on the link below and completing the information required. Make sure to completely describe the issue you are currently having, and be sure to leave your contact information.
Student Helpdesk Request

A representative of Technology Services will contact you as soon as possible to assist you with resolution. This could take up to 24 hours depending on call and request volume. Thank you for your patience.

For self assistance the following resource guide for students and parents is available:
Student/Parent Resource Guide

To reset your password or for initial password reset please follow these instructions

[Password Reset and 1st Time set up](#)

STUDENT TECHNOLOGY SUPPORT

Click here to be taken directly to the Helpdesk work order system.

WACO ISD TECHNOLOGY SERVICES

🐦 **@jerrynallen_**

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