



RICHLAND ONE

Start of School Year Reminders

July 17, 2024

1. Review [IT Standard Operating Procedures](#) for updated technology information.
 - There are some important additions that **ALL** staff need to be aware of. They are listed below.
 1. **Student Devices**
 - There are new processes that all Principals, School Laptop Manager, Back-up Laptop Managers, Librarians, and Teachers need to be aware of.
 - **NO LAPTOPS can be distributed to students until the mandatory Laptop Manger meeting and until after students have arrived the first day of school.**
 2. **District-Issued Staff Devices**
 - There are new processes that all Principals, School Laptop Manager, Back-up Laptop Managers, Librarians, and ALL staff that are issued and/or have a district-issued device need to be aware of.
2. **Mandatory Laptop and Back-Up Laptop Manager Training**
 - **August 2nd from 10:00 am – 11:00 am @ WA Perry**
 - Each school should have 3 attendees unless the Back-Up Laptop Manager is also the School Librarian.
 - This is **not** an optional meeting.
3. **[Technology in Richland One](#)**
 - Staff are asked to review the important information provided on this document. The items are listed below.
 1. The [R1 Portal \(ClassLink\)](#)
 2. [One to One Plus](#) (The district's IT ticketing system.)
 - Responses to tickets **must** be put in the note's sections.
 - View the [Submitting and Updating your One to One Plus Tickets](#) video if you need assistance using the ticket system.
 - Tickets that have not been responded to by the date indicated in the ticket **will be closed**.
 3. Instructional Technology
 4. Multi-factor Authentication (MFA)
 5. District-Issued Cell Phones
 6. Microsoft 365
 7. Printers
 8. [Wireless Network Protocols](#)
 - [Richland One Visitor Wireless Internet Protocols](#)
4. Smartboards/Panels
 - 24-25 funding is limited to 3 replacements per school.
 - Tickets submitted for replacements submitted prior to July 1, 2024, will be prioritized.
 - Tickets need to provide detailed information in the description regarding room number and the location of the room.
5. Password Resets
 - Any staff member locked out of their accounts because their password reset over the summer, must come back to a Richland One site, and manually reset their password.
 - They **cannot** call the Customer Care Center as staff **will not** reset passwords over the phone.
6. **PowerSchool Reminder**
 - PowerSchool related questions/issues are to be directed to AARE.

Should you have any questions regarding these topics, please submit them in the [IT Start of Year 24-25 Questions Microsoft Form](#).