

Technology in Richland One

Users are expected to review the district's [Information Technology Standard Operating Procedures](#) (IT SOPs) for detailed and additional information regarding Technology in Richland One. This document is only intended to provide a brief overview of technology. Additional information can be found in the [Information Technology Department's](#) webpage.

Computer/Email Accounts

- If hired through the Frontline process, Richland One employees' accounts are created automatically through an automated process.
 - The account will be generated once all forms have been completed by the employee and routed through the system (HR, Payroll, and provisioning).
 - This process cannot be overridden; therefore, accounts cannot be manually created.
 - Supervisors can use the [How to Locate New Users in Email](#) directions to check if their new employees' accounts have been created and how they can obtain their password.
- This process is outlined in the district's [IT SOPs](#), in the section titled "Requesting Email Access and Special Accounts".
 - Those that qualify for these types of accounts in addition to Richland One Employees are:
 - Contractors
 - Student Teachers
 - Business Partners
 - There are two types of accounts that are requested.
 - Office 365 Account Only
 - Required to have access to Wi-Fi in Richland One
 - Provides access to Microsoft suite.
 - Office 365 Account and Network
 - Required to have access to Wi-Fi in Richland One
 - Provides access to additional district resources.

PowerSchool Teacher/Admin Accounts

- These accounts will not be created until an employee has an activated Munis ID and Richland One email.
- Please see the [PowerSchool Account Information](#) webpage, including the required forms which must be completed.
 - Incomplete forms will not be processed.
- Power School is handled in the AARE department.

R1 Portal

- The district has a portal ([ClassLink](#)). All staff and students must log into the portal to access applications.
- To access the portal, staff and students should go to the district's main webpage and select the link for [R1 Portal](#).
 - Username: first name.last name
 - Password: district password

One to One Plus

- The district has a ticketing system for logging and reporting all technology issues.
- Please review the [One to One Plus Tips](#) webpage for information regarding documenting within the ticket system.
- Tickets must be submitted by the user. **Do not** have someone submit a ticket on your behalf.

Instructional Technology

- Teachers will work with the school's Assistant Principal of Instruction (API) and/or Curriculum Resource Teacher (CRT) for assistance with instructional applications/programs.
- All instructional applications will be accessed through the [R1Portal](#) (ClassLink)
- If an API/CRT is unable to assist, then the teacher, needs to submit a [One to One Plus](#) ticket. The specific software(s) should be selected for the issue.
 - Tickets must be submitted by the user. **Do not** have someone submit a ticket on your behalf.

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Multi-factor Authentication (MFA)

- Multi-factor authentication (MFA) is a method of verifying that an end user is who they say they are when logging into systems.
- MFA consists of two basic components:
 - Something you know (such as a password).
 - Something you have (such as a code provided by an MFA system).
- MFA is **required** for all staff for them to access to district resources, including but not limited to all Microsoft applications, will have to sign up for MFA. MFA **will not** be disabled for Work from Home or eLearning days.
- To request MFA, employees must submit a [One to One Plus](#) ticket and select MFA as the ticket type and provide the following information in the description: Employee Name, School, Position, and Personal Cell Phone with area code. Incorrect or incomplete tickets submitted will be closed.
- District employees who are issued a district cell phone have MFA automatically enabled on the district-issued cell phone.
- Additional information, including Multi-factor Authentication Directions can be found in the district's [IT SOPs](#).
- Once staff have their district credentials, they may access the [Multi-factor Authentication \(MFA\) document](#) for how to submit a ticket correctly.

Devices/Cell Phones

- Staff must review the district's [IT SOPs](#) to determine their eligibility of a cell phone, laptop, and/or desktop. Eligibility depends on job classification.
- Personal devices are not approved to connect to the district network.
- Charging a cell phone from a computer is prohibited to protect your personal data.

Printers

- The district does not provide and/or support printers in the classroom.
- All staff will send items to be printed to the Sharp Copiers/Printers.
 - Employees must have an active login to operate the Sharpe Copiers/Printers.
- Printers located in the office areas and printers for administrators are purchased by the school.

Microsoft 365

- Richland One is a Microsoft district, therefore all files should be saved in each employee's OneDrive folder.
- This drive has now been changed to the "blue cloud."
- Files should not be saved on the desktop, flash drives, Google Drives, and/or any other cloud storage.
- Google is blocked within the district, and links to the drives/files will not be opened.
 - Students and staff do have access to YouTube videos, however, they must be logged in. Please see the [IT SOPs](#) for more information.
- Staff can log into the [Microsoft Learn](#) portal for documentation, training, etc. on how to use Microsoft and/or contact the Office of Instructional Services for Professional Learning Opportunities.

Wireless Network Protocols

- All Richland One devices are to be connected to the RichlandOne Wi-Fi Network.
- For additional information on these protocols, please visit the [Richland One Wireless Internet Protocols](#) webpage.
- The R1_Visitors (School/Site Name) Wi-Fi network is for educational and instructional purposes only. This network has been established for those that are not affiliated with the district and do not have Richland One email accounts. All requests for access to the network must be made in advance to authenticate the use of the visitors.
- Please see the [Richland One Visitors Internet Protocols](#) webpage for details on this network.
- As a reminder, personal devices **are not** approved to connect to these networks.