



Collier County Public Schools

Technology Training for New Hires

Agenda:

1. System Log-In
2. Desktop Overview
3. File Management
4. Our Website
5. District E-mail (Outlook)
6. Security Awareness

Contacts

General Questions or Problems ...

Help Desk

(239) 377-0445

helpdesk@collierschools.com

Training Inquiries ...

Sheryl Priester, Technology Trainer

(239) 377-0417

priess@collierschools.com

Need Tutorials ...

Checkout our website at

<https://www.collierschools.com/training>

or visit the collierschools.com, click on the Staff icon, and select Training Resources

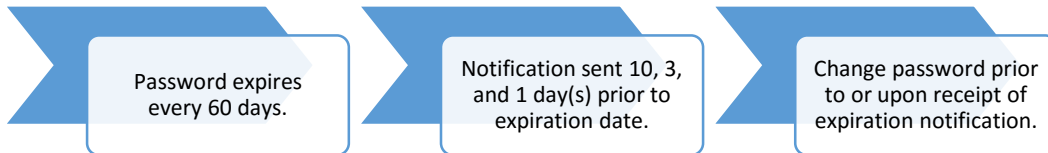


Password Management – Your Network Account

Our systems require the use of a username and password to access the various applications within the District (i.e. FOCUS, Data Warehouse, Web Access, AS-400 TERMS, CANVAS, CCPS Portal, etc.). You would use your network username and password for everything except for EZ-Stub. Your password is unique to you and should be kept secret. DO NOT share your username and password or login for others. All student and staff have their own login to access the network.

Changing Your Password:

You will need to access the Self-Service Password Reset application to change your password.



Reminders:

- Immediately change your password anytime it has been reset.
- You cannot reuse passwords (at least not the last 10).
- Your password is case-sensitive.

Accessing UserApp (Self-Service Password Reset):

While logged onto a CCPS Computer:

1. Double-click the Change Password icon (the yellow set of keys) on the desktop.

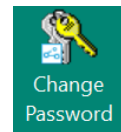
OR

From a personal computer:

1. Access the District website. www.collierschools.com
2. Click Staff tab (purple tab in the upper right corner).
3. Click the Change Password icon.
4. The Self-Service Password Reset login page will display.
5. Enter your current network username and password.

This would be the username and password you use to log-on to a CCPS computer.

6. Click Login.





Password Management – Your Network Account

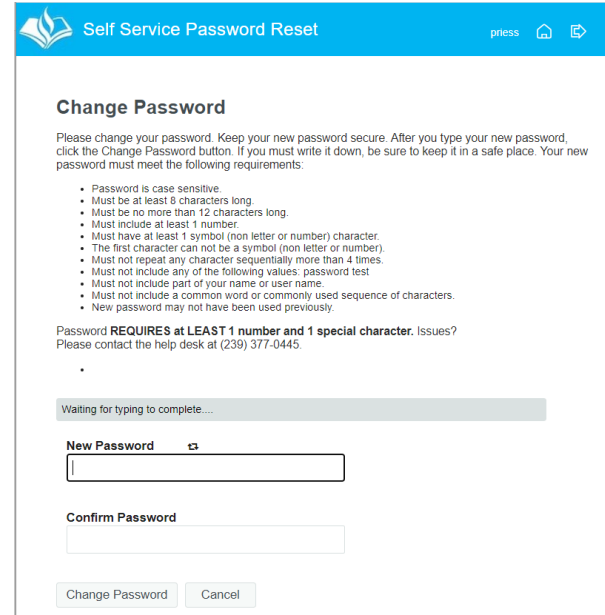
Changing your Password?

While logged into Self-Service Password Reset:

1. The change password screen will appear.
2. Enter your New Password in the 'New Password' field.
3. Confirm your password by retyping it in the 'Confirm Password' field.
4. Click Change Password.

Password Criteria:

Minimum:	8 characters
Maximum:	12 characters
Required:	• One number (cannot be the first character of your password). • One special character ((! @ # \$ % ^ & * () + - / _ ~)); cannot be the first character of your password.
History:	New password may not have been used previously.
Must Not:	• Repeat any character sequentially more than 4 times. • Include any of the following values: password test • Include part of your name or user name. • Include a common word or commonly used sequence of characters.



Self Service Password Reset

Change Password

Please change your password. Keep your new password secure. After you type your new password, click the Change Password button. If you must write it down, be sure to keep it in a safe place. Your new password must meet the following requirements:

- Password is case sensitive.
- Must be at least 8 characters long.
- Must be no more than 12 characters long.
- Must include at least 1 number.
- Must have at least 1 symbol (non letter or number) character.
- The first character can not be a symbol (non letter or number).
- Must not repeat any character sequentially more than 4 times.
- Must not include any of the following values: password test
- Must not include part of your name or user name.
- Must not include a common word or commonly used sequence of characters.
- New password may not have been used previously.

Password **REQUIRES at LEAST 1 number and 1 special character**. Issues?
Please contact the help desk at (239) 377-0445.

Waiting for typing to complete....

New Password

Confirm Password

Change Password Cancel

Forgot your Password?

Currently you are unable to reset your own password. Email helpdesk@collierschools.com to request a password reset. For verification purposes, please be prepared to provide your network username, employee ID number, and DOB.



Outlook Web Access (accessing your email offsite)

Outlook Web App is a way of accessing your email using a browser connection from offsite not logged onto one of our computer systems. Everything you do in Outlook Web App will be transferred to the native Outlook connection from your desktop in the office.



Logging in to Outlook Web Access

1. Launch Browser (e.g. Chrome or Internet Explorer).
2. Type <https://webmail.collierschools.com/owa>
3. Username: enter your current network username.
4. Password: enter your current password.
5. Click Sign In.

Note: You will receive a prompt to select a language and time zone (Eastern US Canada) the first time you log onto your webmail account. Once selections have been made, Click Save. You will not receive this prompt again.



View Messages

1. Select the email
2. The message content will display in the preview pane on the right.



Reply or Forward a Message

1. Select the message (email).
2. Click Reply, Reply to All, or Forward in the header of the preview pane.
Reply = Replies to the sender.
Reply to All = Sends the reply to all people that the email was sent to (To and CC fields only). Reply to All is not a place for a “personal” conversation or inquiry.
Forward = Does not include any of the original recipients or sender. You will select who you would like to send it to.
3. Click Send.



Create a new message

1. Click **+ New mail**.
2. Enter the **e-mail addresses** in the **To** field, or click the **To button** to use the address book.
3. Click the **Cc** button and select the email addresses for recipients to whom you want to send a copy of the message. (if applicable)
4. Enter the **subject** of the message in the Subject field.
5. Enter the **text** of your message in the text field.
6. Click **Send**.



Attach a File

1. Create a **New Message**.
2. Click Insert.
3. Select Attachments.
4. Locate and select the file in which you would like to attach.
5. Click Open.
6. The file is attached.



Outlook Web Access (accessing your email offsite)



Open an Attachment

1. Click the attachment at the top of the message window.
2. The file download will appear at the bottom left of the screen.
3. Select the file to open.



Create a Signature

1. Click Settings in the upper right corner of the screen.
2. Select Options.
3. Click Mail tab.
4. Click Signatures.
5. Click New and add your signature.
6. Click OK.



Out of Office Assistant

1. Click Settings icon in the upper right corner of the screen.
2. Select Set Automatic Replies.
3. Click Send Out of Office auto-replies.
4. On the Inside My Organization tab, type the response that you want to send while you are out of the office.
5. On the Outside My Organization tab, type the response that you want to send while you are out of the office.
6. Click OK.



Create a Distribution List

1. Click People.
2. Select + New button.
3. Select Create Contact or Create Group.
4. Enter Group name.
5. Search the Address book by entering the users name in the members field.
6. Select a name in the list.
7. Repeat for each name to be added.
8. Click Save.



View the Calendar

1. Click Calendar in the upper right corner.
2. Select the desired view in the upper right corner (day, work week, week, month).



Schedule an Appointment

1. Click Calendar.
2. Select + New Event.
3. Enter the Event name, Location, Start Time, Duration.
4. Select the Calendar in which you want to place the appointment on.
5. Select whether the appointment is a recurring or not. If so, select the repeat frequency (daily, weekly, monthly, yearly). If not a recurring appointment, select Never.
6. Add Notes/Comments if applicable in the text box at the bottom.
7. Click Save.



Outlook Web Access (accessing your email offsite)



Schedule a Meeting Request

1. Click Calendar.
2. Select + New Event.
3. Enter the Event name, Location, Start Time, Duration.
4. Place your cursor in the Attendees field. Search and select attendees you want to invite to the meeting.
5. Select the Calendar in which you want to place the appointment on.
6. Select whether the appointment is a recurring or not.
7. Add Notes/Comments if applicable in the text box at the bottom.
8. Click Send.



Create a Folder

1. Right-click where you would like to create a folder.
2. Select New Folder.
3. Enter a Folder name.
4. Click OK.

Move an Item to a Folder



1. Click and drag the item to the desired folder in the navigation pane.
- OR
1. Right-click on the email.
 2. Select Move.
 3. Select the folder you would like to move the email to.
 4. Click Move.



Move a Folder to another Location

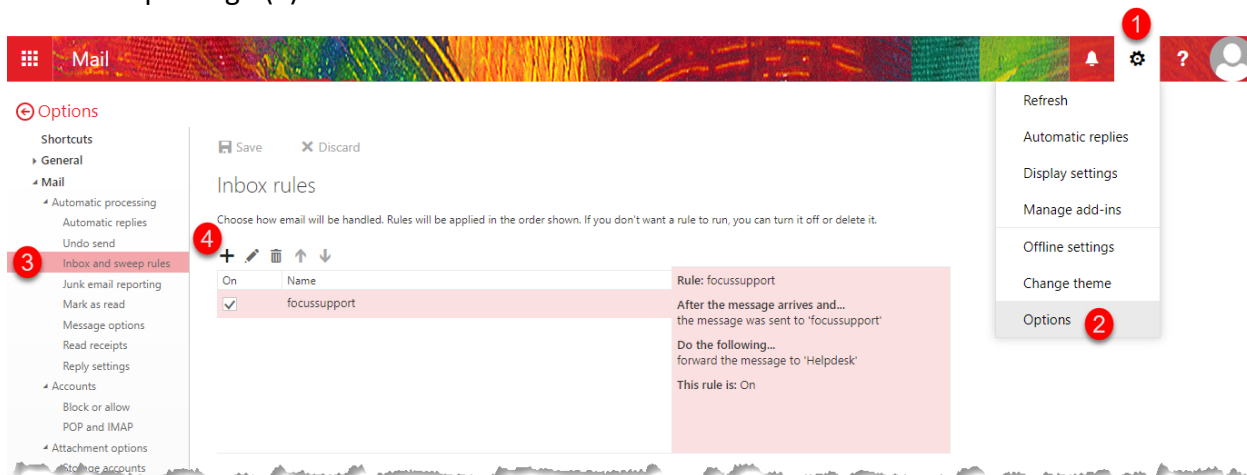
1. Click the folder you want to move.
2. Drag the folder to the new location in the Navigation Pane.



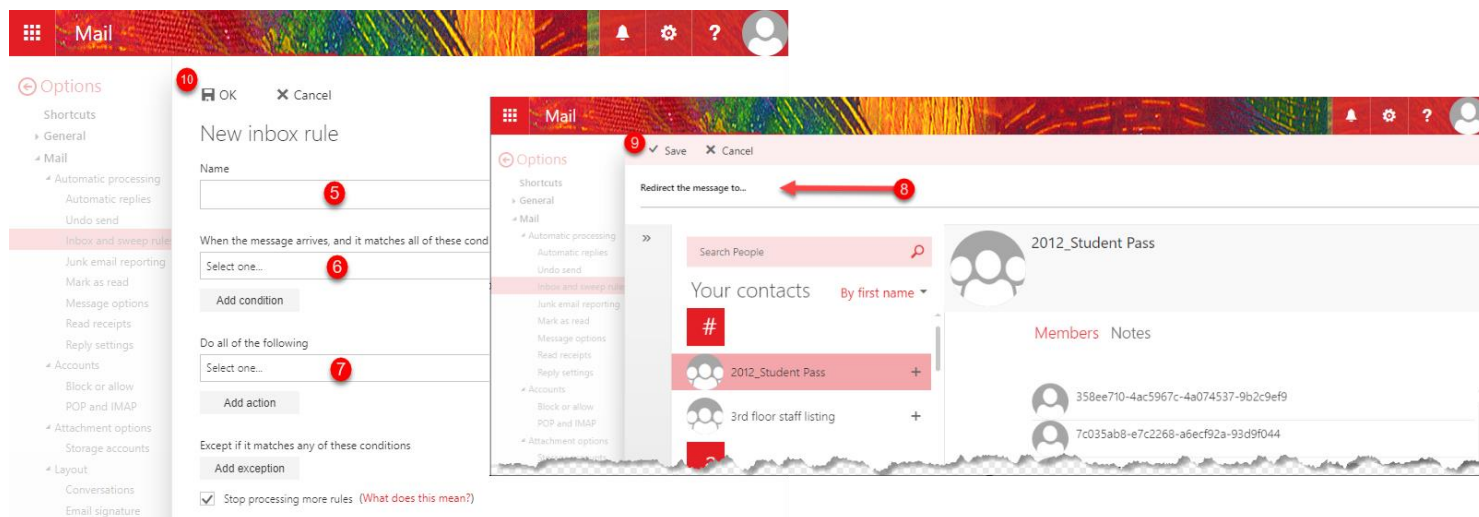
Outlook Web Access – Automatically Forward Message to Another Account

Forward or redirect your email messages by setting up Inbox rules in Outlook Web App. You can use inbox rules to automatically forward or redirect messages sent to your mailbox to another account. This is useful if you won't be checking your primary mailbox and want to be able to read and respond to messages from another account.

1. In the upper top right corner of the page, Select Settings.
2. Select Options.
3. Under the Automatic Processing section, Select Inbox and Sweep Rules.
4. Click the plus sign (+) to add a new rule.



5. Enter a Name for your rule in the name field.
6. Under When the Message Arrives, Select Apply to all Messages.
7. Under "Do all of the Following", Select Forward, redirect, or send > Redirect the message to
Note: Difference between redirecting and forwarding .. When you redirect an email, the "From" field doesn't change, so the original sender remains the same. If you forward, the sender now becomes you.
8. In the Redirect the message to ... field, enter the email address you would like your messages sent to or select the individual from your contacts.
9. Click Save.
10. Click OK.



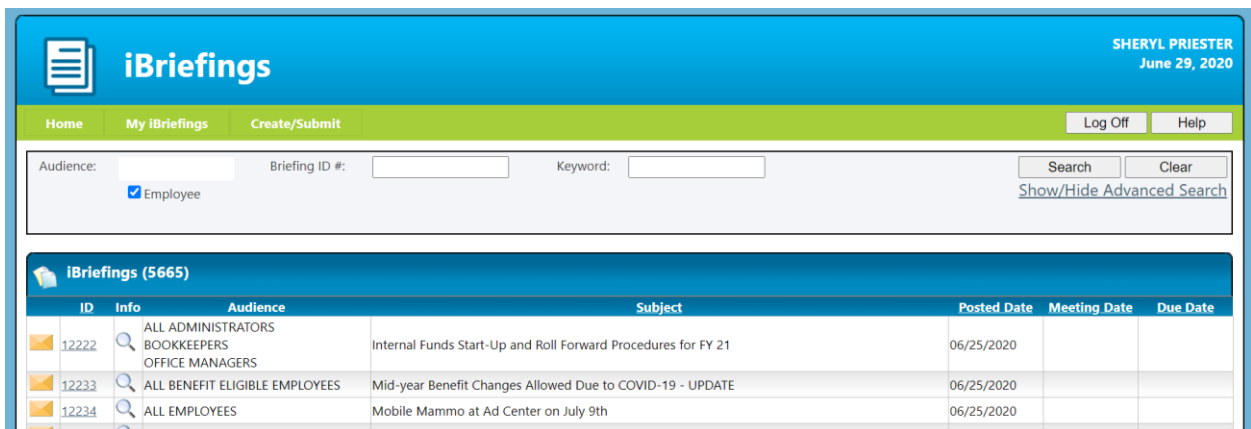
iBriefings

iBriefings is how the Administrative Center communicates with everyone at the outlying sites. iBriefings are not in email format, they post in the iBriefings portal every Thursday at 12pm. All iBriefings go through an approval process before being published. You will receive a weekly email notification from the SuperIntendant once iBriefings have posted.

The iBriefings which display in your portal is dependent upon the selected audience. For example, when creating the iBriefing if the selected audience was instructional, and you have a job title of "Data Entry", you would not see this particular iBriefing when you log in.

Logging In

1. Visit the District website. www.collierschools.com
2. Click the Staff tab (purple tab) in the upper right corner.
3. Click the iBriefings icon.
4. If you are logged onto one of our computer systems, you will automatically be logged in via single-sign-on. If you accessing from a computer system not on the network, you will receive a prompt to enter your current network username and password.



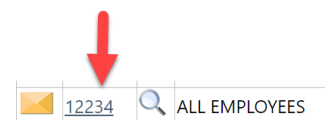
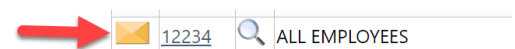
Viewing

There are several ways to view an iBriefing.

1. Click the yellow envelope to view the iBriefing.

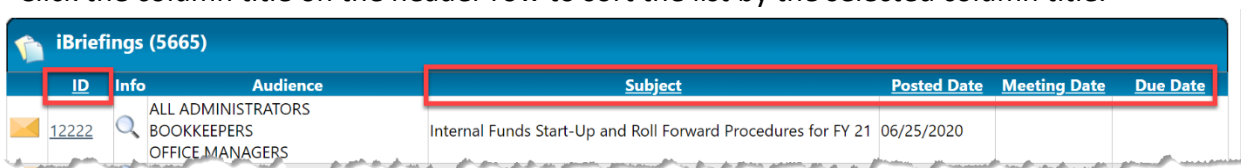
OR

1. Click the iBriefing ID number.
2. The iBriefing will display in a pop-up window.



Sorting

1. Click the column title on the header row to sort the list by the selected column title.



iBriefings

Searching

You can search by entering an iBriefing ID number OR by entering a keyword.

Note: Pay attention to the Posted Date to make sure you are viewing the most recent iBriefing.

1. Enter the iBriefing ID number in the iBriefing ID# field. **OR** 1. Enter a keyword in the keyword field.
2. Click Search.
2. Click Search.

Search form with fields for Briefing ID # and Keyword. Buttons: Search, Clear, Show/Hide Advanced Search.

Advanced Search

1. Click Show/Hide Advanced Search button to access additional search features.

Advanced Search form with filters: Audience (Administrator, Employee), Briefing ID #, Keyword, Search, Clear, Show/Hide Advanced Search, Category (ALL), Contact Name, Subject, Cabinet (ALL), Body, Priority (ALL), Audiences (504 CONTACTS (EMPLOYEE), ACADEMIC COACHES (EMPLOYEE), ALL ADMINISTRATORS (ADMINISTRATOR)).

Save an iBriefing Externally

2. Click the yellow envelope to view the iBriefing.
3. The iBriefing will display in a pop-up window.
4. Click the "Save to Email" button to send a copy of the selected iBriefing to your current CCPS email address.

Pop-up window showing iBriefing details: BRIEFING ID# 12217, Audience: ALL EMPLOYEES, Subject: FREE Virtual Workshop - Student Loan Forgiveness - BACK BY POPULAR DEMAND!, Category: District Information, Priority: Normal.

Email inbox showing the received iBriefing email: no-reply-apps@collierschools.com, iBriefing # 12217: FREE Virtual Workshop - Stud..., 1:39 PM, BRIEFING ID#: 12217.

Bing Maps window showing the iBriefing details: BRIEFING ID#: 12217, Audience: ALL EMPLOYEES, Subject: FREE Virtual Workshop - Student Loan Forgiveness - BACK BY DEMAND!, Category: District Information.

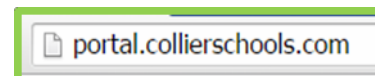
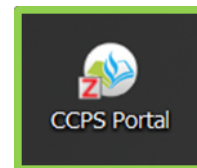
Logging Out

1. Click the Log Off button in the upper right portion of the screen.

User profile card for SHERYL PRIESTER, June 29, 2020. Buttons: Log Off, Help.



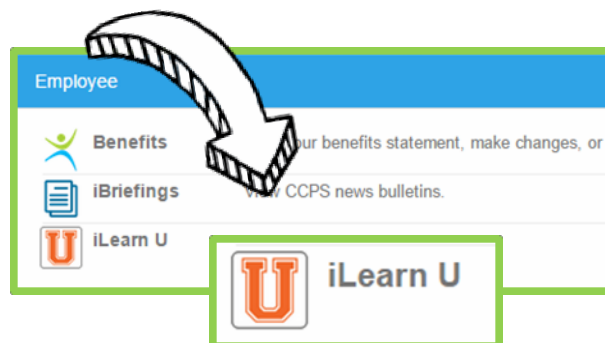
Used to register for any Staff Development or Technology Training courses.



- To login to iLearnU, please click on the CCPS Portal icon that is located on your desktop. If you do not have the icon, please visit: portal.collierschools.com using Google Chrome.
- Verify that you have successfully logged into the portal. To do this you will simply check to see that your name and picture (as it appears on your name badge) is in the upper right corner.
- Under the 'Employee' section, click on the iLearnU icon.

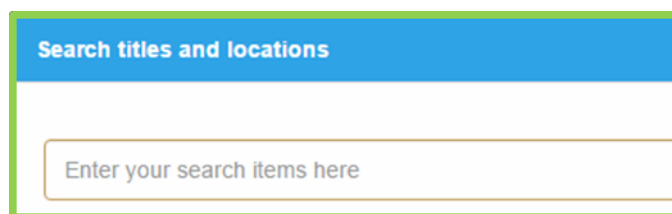


- Once you have clicked on the [iLearnU](#) icon, you will be directed to the registration system and will not need to login again.



- Search for the training that you have been directed to register for. You can do this by entering ANY of the following criteria in the 'Search' text box:

- Name of Training
- Coordinator or Instructor's FIRST or LAST name
- Curriculum category (example: "Math")



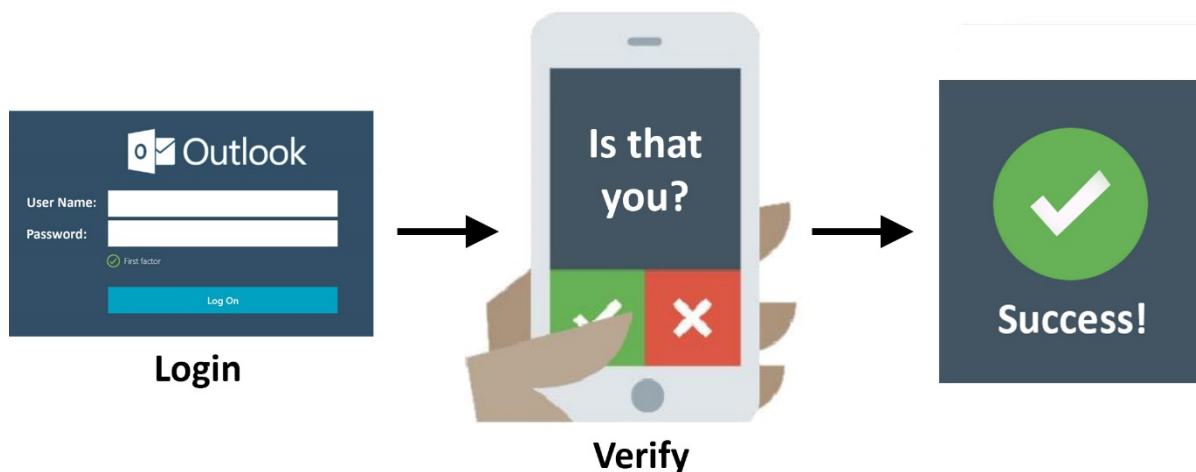
- ⇒ **Forgot your network username and password?** Please call the HelpDesk @ 7-0445
- ⇒ **Having issues locating the training once you are logged into iLearnU?** Please call the curriculum coordinator that is responsible for the training.
- ⇒ **Can't get into iLearnU after following the steps above?** Please call Clarissa Langston @ 7-0021



2FA (Two-Factor Authentication)

Two-factor authentication (2FA) is an extra layer of security to protect your CCPS account from unauthorized access. This is accomplished by verifying two items when logging into your account:

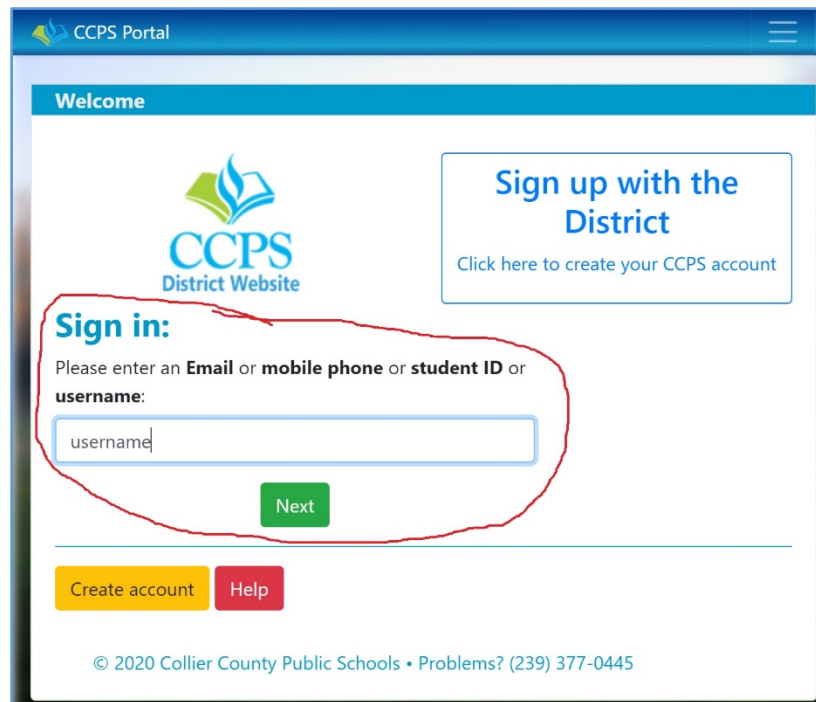
1. Your CCPS Username/Password
2. Second factor of authentication (Can be any of the following):
 - o Duo Mobile App installed on your smartphone
 - o SMS passcode sent to your telephone number
 - o Call placed to your telephone number



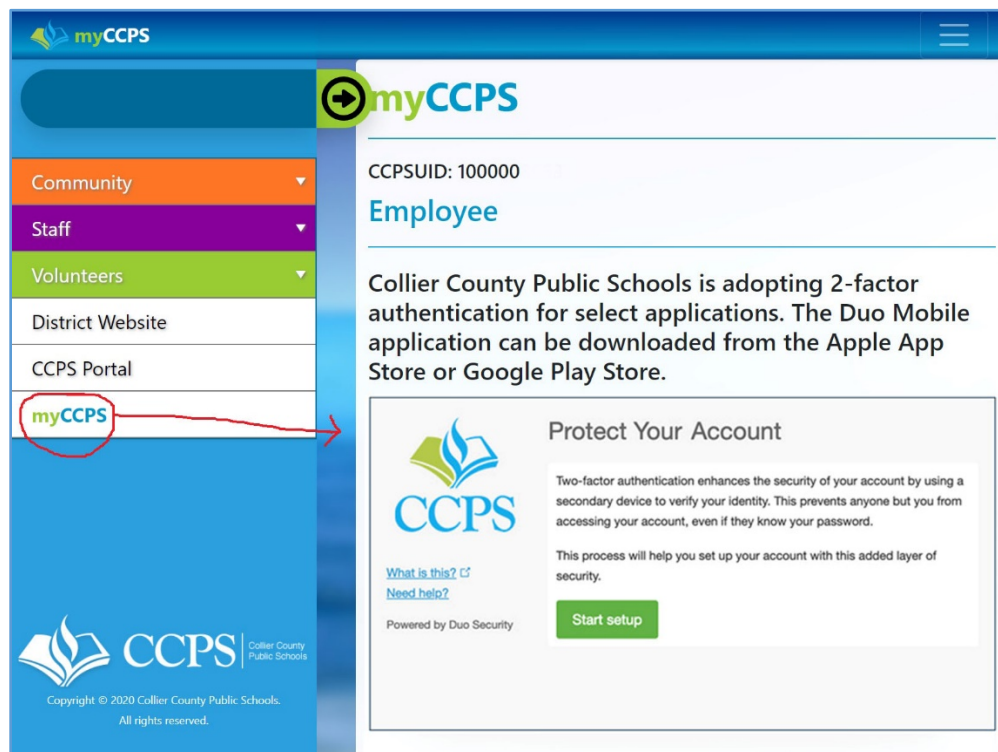
This is very similar to the process for accessing your personal bank account online. You are typically required to enter your username and password, and then receive an SMS passcode (second factor) or telephone call to your smartphone before logging in.

CCPS Setup Instructions for 2FA

1. Open your web browser and visit the following URL: <https://origin1.collierschools.com/>
2. Type in your username (or CCPS e-mail address) and click Next to login.



3. After logging in, click on the “myCCPS” navigation link. You should see a screen similar to what is shown in the image below where you can begin your Duo (2FA) Enrollment process.

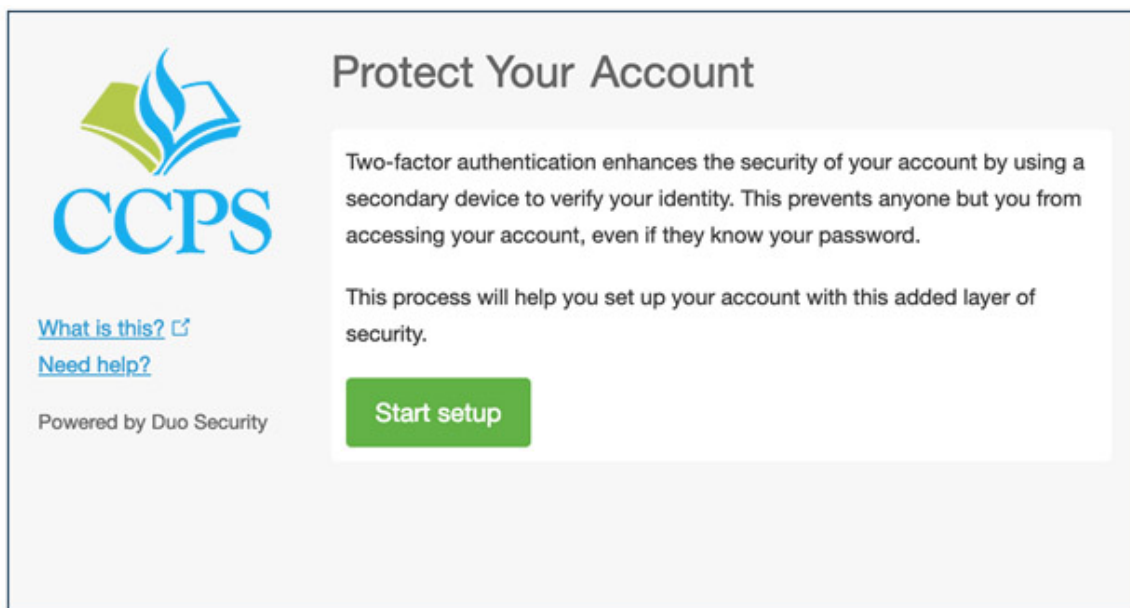


CCPS 2FA Device Enrollment

Follow the steps below to complete your 2FA device enrollment:

- **Welcome Screen**

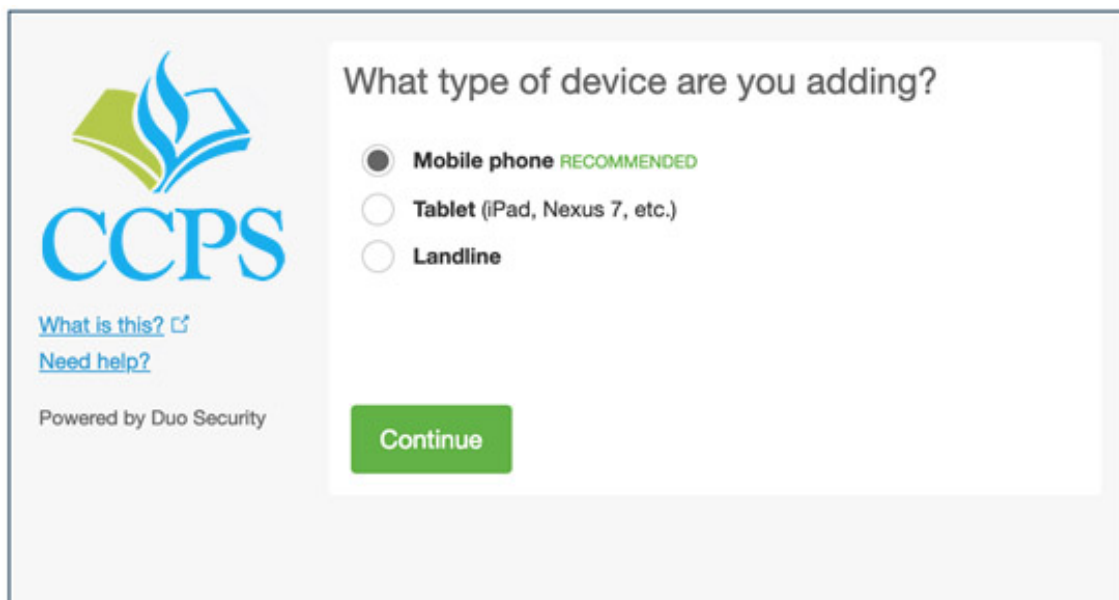
Click “**Start setup**” to begin enrolling your device.



The screenshot shows the 'Welcome Screen' for CCPS 2FA enrollment. On the left is the CCPS logo (a stylized blue and green flame/book icon above the text 'CCPS') and links for 'What is this?' and 'Need help?'. Below these links is the text 'Powered by Duo Security'. On the right, the heading 'Protect Your Account' is followed by a text box explaining that two-factor authentication enhances security by using a secondary device. Below this text is a green button labeled 'Start setup'.

- **Choose Your Authentication Device Type**

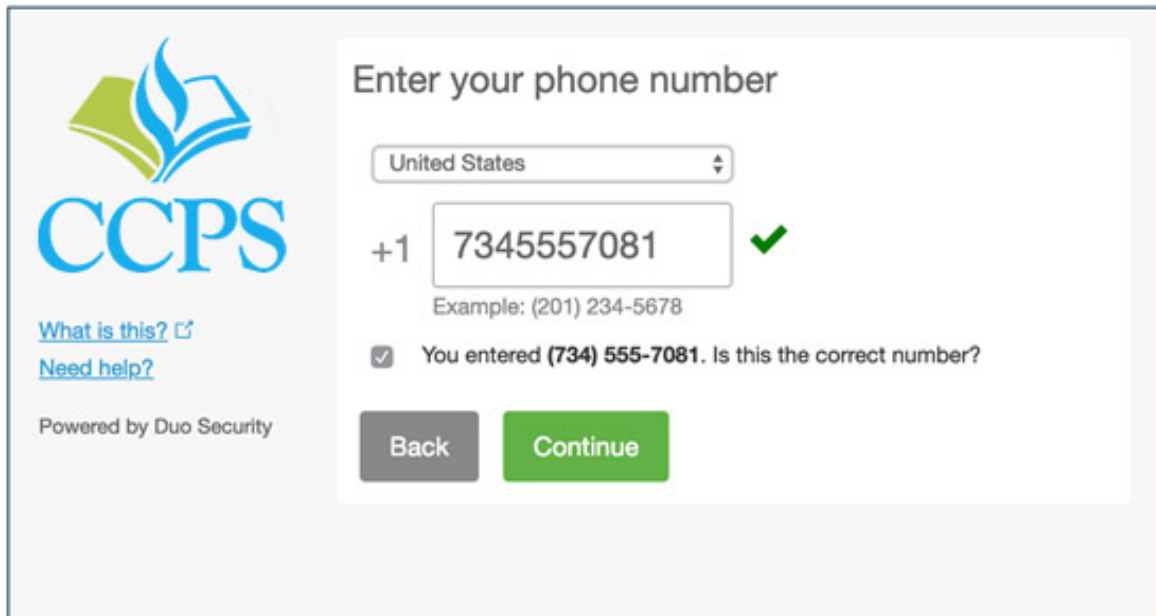
Select the type of device you want to enroll and click Continue. CCPS recommends using a smartphone for the best experience, but you can also enroll a landline (such as your 239-377-XXXX Cisco desk phone)



The screenshot shows the 'Choose Your Authentication Device Type' screen. On the left is the CCPS logo and the same links as the previous screen. On the right, the heading 'What type of device are you adding?' is followed by three radio button options: 'Mobile phone' (which is selected and has the word 'RECOMMENDED' in green next to it), 'Tablet (iPad, Nexus 7, etc.)', and 'Landline'. At the bottom right is a green button labeled 'Continue'.

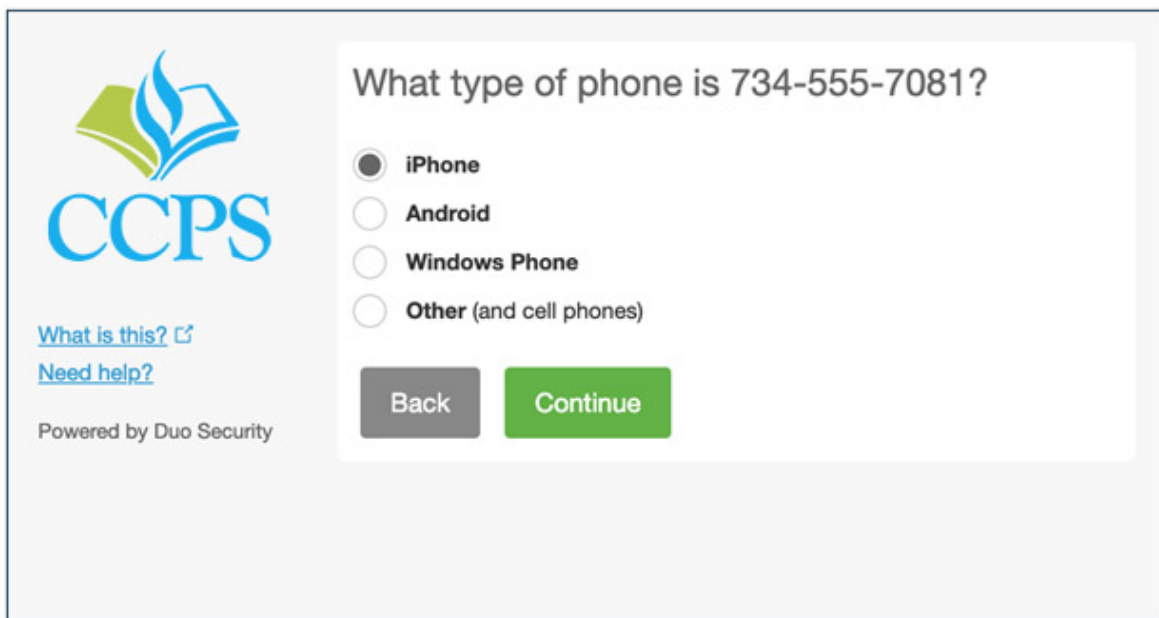
- **Enter your phone number**

Type in your phone number – Use the number of your smartphone, landline, or cell phone that you will use when logging into a service that requires 2FA. (note: if enrolling a tablet you will not be prompted to enter a phone number).



- **Choose Your Device Platform**

Choose your device's operating system and click "**Continue**"



● Install Duo Mobile

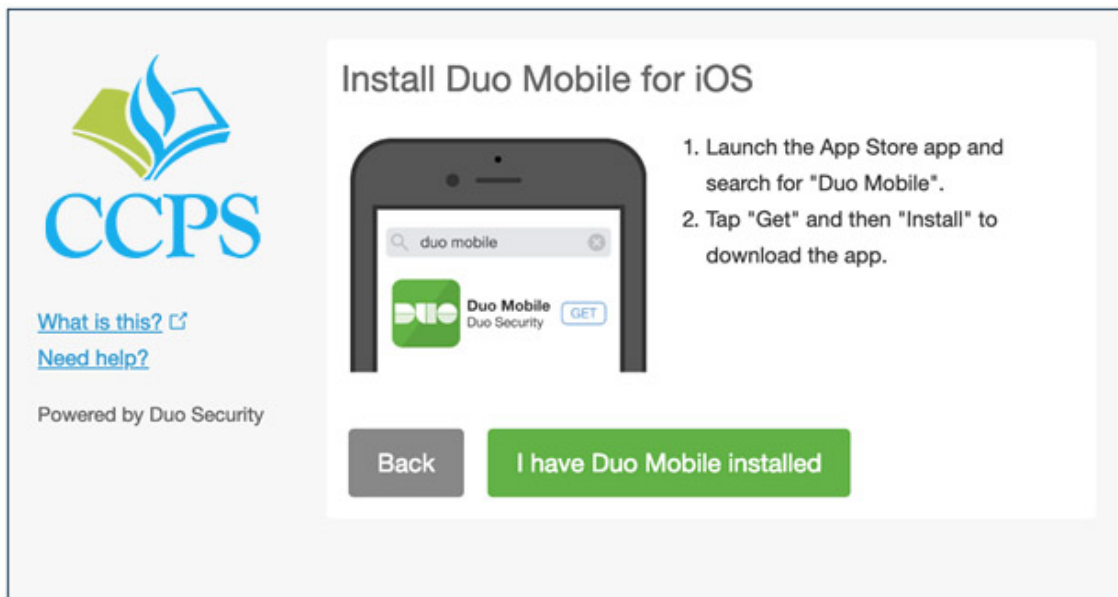
If you have a smartphone or tablet, Duo Mobile is an app that runs on your device which helps you to authenticate quickly using a single button. Without Duo Mobile you can still login using a phone call or text message, but for the best experience CCPS recommends using Duo Mobile for the following reasons:

- Fast and Easy (one button to approve login requests)
- Works from anywhere that you have a Wi-Fi connection (no cell service required)

Duo Mobile can be downloaded from the App Store for your device type:

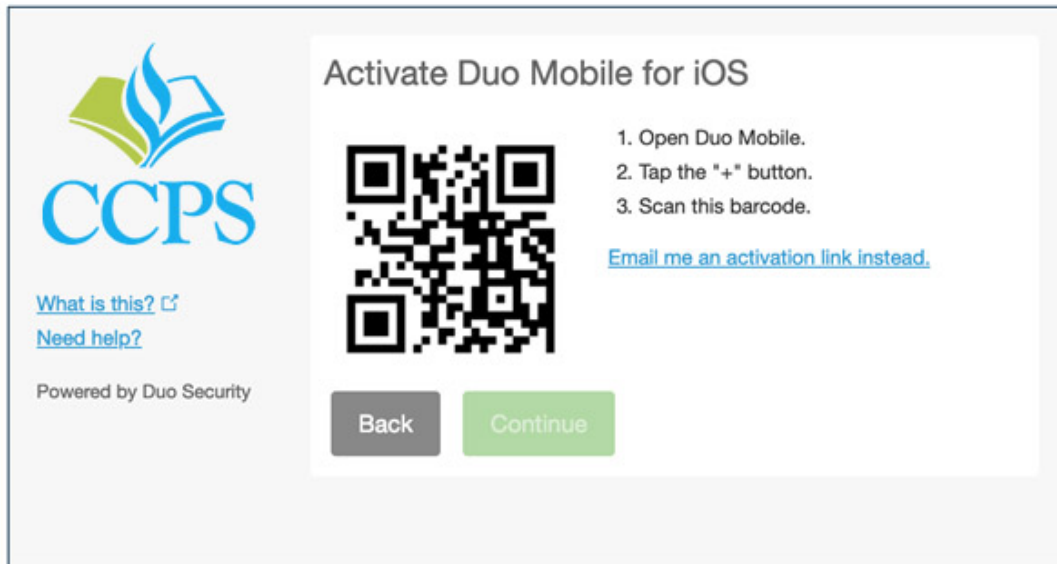
- **iPhone/iPad:** Download “Duo Mobile” from the Apple Store
- **Android:** Download “Duo Mobile” from the Google Play Store

After installing the Duo Mobile app on your device, click “**I have Duo Mobile installed**” on the enrollment screen.

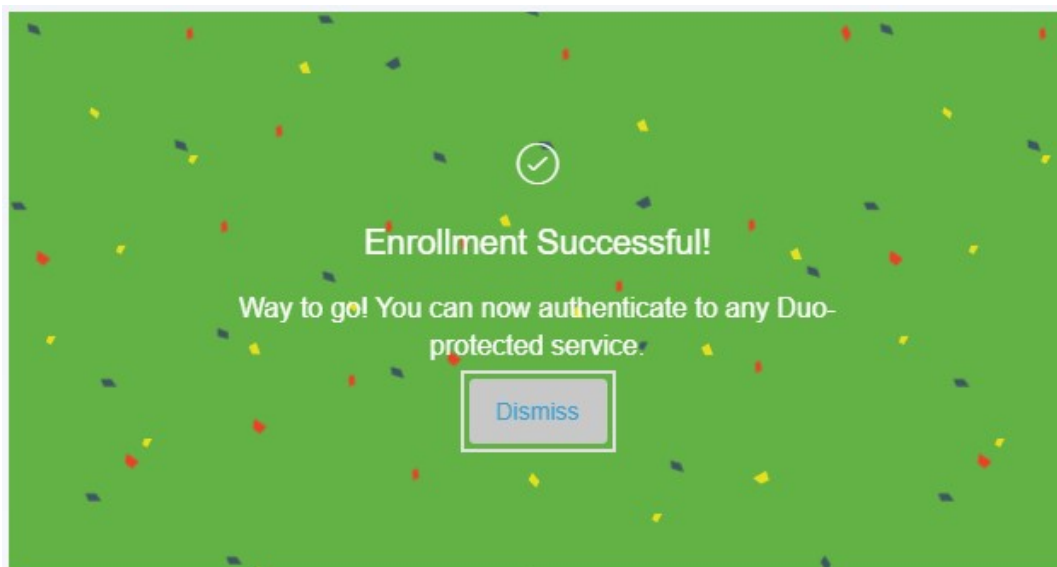


- **Activate Duo Mobile**

Activating Duo Mobile will link your smartphone to your CCPS account. When using iPhone, iPad, and Android devices you can activate Duo Mobile by scanning the barcode with the app's build-in barcode scanner (example shown below).

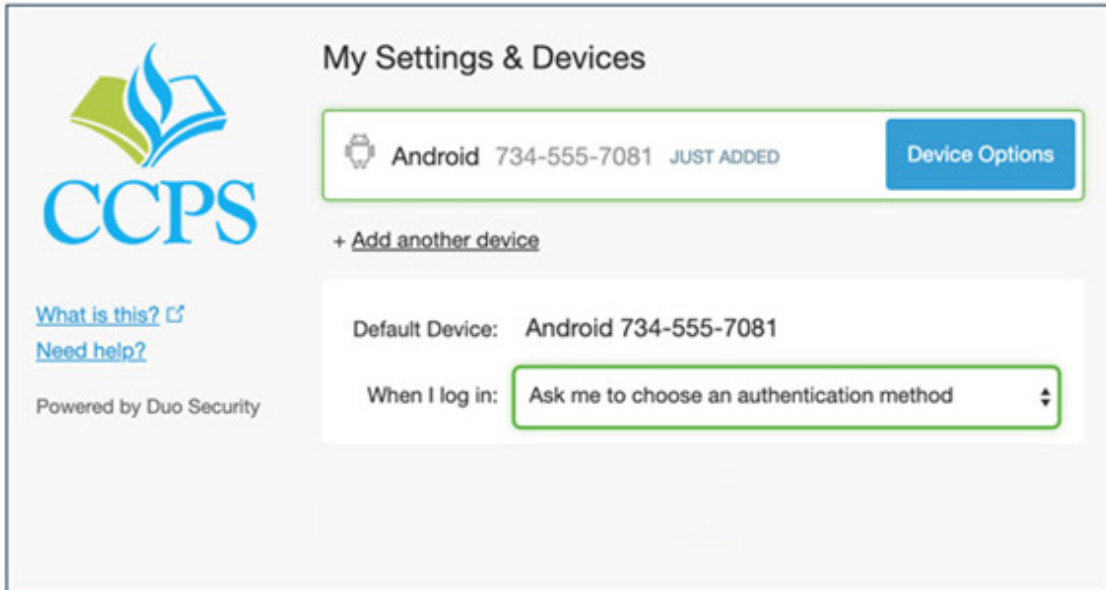


After scanning the barcode, click “**Continue**” to complete your device enrollment. You should see an “Enrollment Successful” confirmation screen, indicating that you have completed the enrollment process:



- **Configure Device options (optional)**

You can use Device Options to give your phone a more descriptive name, or you can click “**Add another device**” to add a second phone or another device. CCPS recommends adding a second device such as your CCPS provided telephone number (239-377-XXXX), so that you are not locked out of your account if your primary device is unavailable or damaged.



My Settings & Devices

 [What is this?](#) [Need help?](#)
Powered by Duo Security

Android 734-555-7081 JUST ADDED [Device Options](#)

+ [Add another device](#)

Default Device: Android 734-555-7081

When I log in: Ask me to choose an authentication method