

Bristol Warren Regional School District

Technology Orientation Handbook for Employees

2026–2027 School Year



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Welcome

Welcome to the Bristol Warren Regional School District (BWRSD)!

This handbook provides essential information to help you access and effectively use district technology resources. Please review it carefully to ensure a smooth transition into your new role.

BWRSD Account Setup

Once Human Resources (HR) finalizes your paperwork, your account will be created overnight.

-  You will receive a message at the personal email you provided to HR.
- This email will include:
 -  Your BWRSD email address
 -  Username
 -  Temporary password
 -  A digital copy of this handbook

 **Important:** Your account is active only while employed by BWRSD. Once you leave the district, access will be disabled immediately.

District Devices

Chromebooks

- Issued to teachers and teaching assistants.
- Distributed by HR and Technology, typically on Tuesdays or Thursdays.
- On first login, you must update your temporary password.
- The BWRSD-Clever portal opens automatically at first login.

Support: Email ithelpdesk@bwrsg.org or call x5200.

Windows Devices

- Log in using your BWRSD email address and password.
- Your first login must occur on a personal device or Chromebook to complete password setup and DUO enrollment.
- Format:
 -  Username: firstname.lastname@bwrsg.org
 -  Password: The password you created during DUO enrollment

BWRSD-Clever Portal

BWRSD-Clever is the district's single sign-on (SSO) portal.

- On Chromebooks: Opens automatically.
- On Windows/macOS: Log into Chrome with your BWRSD credentials.
- Offsite Access: clever.com/in/bwrsd or via the Staff page at bwrsd.org.

 **Tip:** Always sign out when using public or shared computers.

Email & Google Workspace

Google Workspace for Education includes Gmail, Drive, and collaborative tools.

Gmail

- Access via Clever.

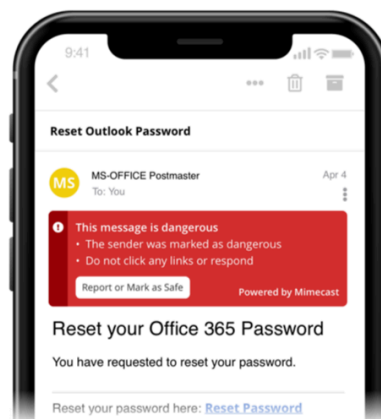
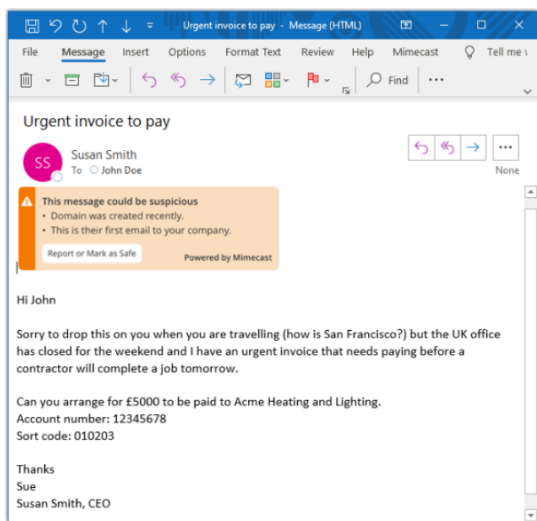
If expected mail hasn't arrived: -  Check your Spam folder. -  If not found, submit a tech request with details (sender email, time sent, etc.).

Mimecast Email Security

Our district uses Mimecast CyberGraph to detect suspicious emails and prevent cyber threats.

 **Banner Alerts** - Color-coded banners flag suspicious messages. Mimecast learns normal activity over time to display fewer warnings.

Examples of banners you might see



Email Safety Banners (MessageControl)

 Taking Action Click the banner inside any flagged email to choose an action:

- **Safe:** Stops future warning banners for the sender.
- **Spam:** Blocks future messages from the sender.
- **Dangerous:** Blocks the sender and alerts District IT immediately.

This message needs your attention



supremacy-guides@substack.com

Subject: Genspark's Stunning AI Pivot - Search to Super Agent

To: marindras@mimcast.com

What do you want to do with this message?



Report as dangerous to my security team and block sender



Report as spam to my security team and block sender



Mark as safe and hide warnings

[Submit](#)

Email Encryption

Use encryption for confidential records or sensitive data. - To encrypt, type **Encrypt:** or **Secure:** in the subject line or body.

Google Drive

- Save and access files from anywhere.
- Share documents or folders with individuals or groups.

- Only files in Google Drive are backed up.

 **Warning:** Do not save data outside Google Drive. Files stored elsewhere are not backed up and cannot be recovered.

Student Data Privacy

BWRSD follows a Written Information Security Policy (WISP).

-  Only use approved resources (listed in Clever).
 -  Do not use unapproved tools requiring account creation.
-

Technology Requests (Incident IQ)

Incident IQ manages IT requests.

How to Submit a Request: 1.  Use Clever → Help Desk icon. 2.  Email ithelpdesk@bwrsg.org with details (name, date, building, location, issue). 3.  Call x5200 and leave a voicemail (automatically creates a ticket).

Check Status: Clever → Help Desk → Tickets.

Facilities Requests: Clever → Ticketing → Facilities → + New Ticket.

Copy Machines & Printing

District multifunction copiers allow you to: -  Print (from any district device) -  Copy -  Scan to email or Google Drive

Setup: - The first time you use a printer, [link your badge to the printing system](#). - Follow [these instructions to release print jobs or make copies](#).

Cloud Printing: - Send jobs to *BWRSD-BW* or *BWRSD-Color* queues remotely, then release onsite.

 **Students (K–12):** Printing requires a username and password.

District Wi-Fi Networks

- District devices connect automatically.
- Personal devices: Use **BWRSD-Public** or **BWRSD-Staff** (password available from front office or Library Media Specialist).



Frontline Absence Management (AESOP)

AESOP manages attendance and substitutes.

- Access via Staff page at bwrsd.org or directly at AESOP.
- Contact HR for details.



Aspen Student Information System

Aspen is the district's student information system.

-  Teachers: Manage gradebook, attendance, and student records.
- Access via Clever Aspen icon.



Parents/Students: Contact portal@bwrsd.org for help.



Support Contacts

-  **IT Help Desk:** ithelpdesk@bwrsd.org | ext. 5200
-  **Facilities:** Submit via Clever Help Desk
-  **Aspen Parent/Student Portal:** portal@bwrsd.org
-  **Human Resources:** For AESOP and onboarding



Tips for Success

-  Bookmark Clever and Gmail for quick access.
-  Always back up your work in Google Drive.
-  Log out of shared computers.
-  Submit tech requests early for faster resolutions.