



Technology Support Options at the District Level

Hancock County Schools
Lou Casini, Technology Coordinator

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1

WVEIS DATA CONFERENCE

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New Cumberland, WV 26047
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Hancock County Schools Technology Staff

- Technology Coordinator
- Network Consultant/Assistant to the Coordinator
- School Technology Representatives
 - Building Technology Contacts in Each School (Stipend Provided)
 - Elementary School Computer Lab Resource Teachers
- WVEIS Technician
 - Larry Green, RESA 6
- RESA 6 WVEIS Support
 - David Palmer, Ronda Kouski,
- RESA 6 Network Support
 - Eric Petrucci (state), Eric Schoenian
- State Support Resources



Hardware/Software Support

- **Support via our website**
http://www.hancockschools.org/tech_support.html
- Options include:
 - PDF Online Support Request Form to email or print
 - Email Request Form
 - Live Support Link via **GoToAssist**
 - from Citrix Systems
- **GoToMyPC**
 - Accounts installed for select users
- **Server Management via Microsoft Terminal Services & Remote Desktop**



Live Remote Support

The screenshot shows the Hancock County Schools website. On the left side, there is a vertical navigation menu with several links, each preceded by a yellow star icon. A red arrow points to the 'LIVE REMOTE SUPPORT' link. The main content area of the website is visible, featuring the school's logo and a list of various links and information.

- ★ [TECHNOLOGY PLAN](#)
- ★ [ACCEPTABLE USE POLICY](#)
- ★ [PRESENTATIONS](#)
- ★ [WVEIS Data Collections](#)
- ★ [TECHNOLOGY ASSISTANCE](#)
- ★ [LIVE REMOTE SUPPORT](#)

Hancock County Schools
PO Box 1300
New Cumberland, WV 26047
Voice - 304.564.5411 FAX - 304.564.3990

"To afford all students the academic and social skills necessary to become productive members of society"
Mission of the Hancock County Schools
Current time is 11:50:25 PM

- ★ CONTACT INFORMATION
- ★ BOARD OF EDUCATION
- ★ SCHOOL BOARD MEETINGS
- ★ SERVICEMEMBERS
- ★ SCHOOL CALENDAR
- ★ CALENDAR - FULL YEAR
- ★ 2007 Calendar
Pending Board Adoption
- ★ SCHOOLS
- ★ BUS RENS
- ★ GRADING SCALE
- ★ HS PROGRAMS OF STUDY
- ★ LIBRARY PROGRAM
- ★ EBSCO Database Search
- ★ SPECIAL EDUCATION
- ★ ATTENDANCE
- ★ FOOD SERVICE
- ★ OPERATIONS/MAINTENANCE
- ★ EMPLOYEE INFORMATION
- ★ FORMS
- ★ STAFF DEVELOPMENT
- ★ Secondary Enrollment Info
- ★ TECHNOLOGY PLAN
- ★ ACCEPTABLE USE POLICY
- ★ PRESENTATIONS
- ★ WVEIS Data Collections
- ★ TECHNOLOGY ASSISTANCE

- ★ HANCOCK COUNTY SCHOOLS JOB POSTINGS
- ★ BOARD POLICIES FOR COMMENT
- ★ BOARD AGENDAS
- ★ BOARD MINUTES
- ★ Technology Opportunity Center (TOC) **NEW!**
- ★ AEOEP ONLINE
- ★ FEELSE
- ★ SAS in School
- ★ I KNOW
- ★ BRIDGES.COM (Career Information)
- ★ WVDE School Closings
- ★ CANCELLATIONS.COM
- ★ WVDE WebMail
- ★ West Virginia Department of Education
- ★ WV State Report Cards for Hancock County
- ★ WVDOE Content Standard (CS21)
- ★ WVDOE Office of Student Assessment
- ★ WVDOE Policy 2460(Internet)
- ★ WVDOE Policy 2470(Technology)
- ★ WVDOE Policy 2520 (Assuring Quality of Education)
- ★ WV State Police Missing Children Site
- ★ WV State Police Sex Offenders Registry Search

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Live Remote Assistance

Do you need a quick solution to a technical problem? With our live remote-assistance tool, a member of our support team can view your desktop and share control of your mouse and keyboard to get you on your way to a solution.

How to Get Support:

A member of our support team will talk with you first to determine the nature of the problem.

You will find the answers to security questions and system configuration requirements on our [FAQ page](#). You can also view a [demonstration](#) of a screen-sharing session.

How It Works:

Step 1: Once you are on the phone with a member of our support team, you will be directed back to this page to initiate the screen-sharing session. Complete the fields below, select your support representative from the drop-down menu and click the **Click Here** button.

Step 2: You are prompted to download a small virus-free plug-in.

Step 3: With your permission, your support representative can view your screen and share control of your mouse and keyboard.

Step 4: You are in full control of your computer at all times. You always have overriding control of your mouse and keyboard, and you can end the screen-sharing session at any time.

1. Required Field

Name:

Email:

Problem:

Please fill out the fields above, choose your representative from the list below and click the button to proceed.

Choose a representative

Choose a representative
 Support 1
 Support 3

POWERED BY GoToAssist™

5

- Support Client selects Live Remote Support from our website and is directed to the page above. Instructions tell the client to call us first. If unable to do so, we provide a space for their email address to follow up.
- Client chooses a support representative. (1 and 2 are available for general support and 3 is limited to finance office support)
- Client clicks on the button labeled CLICK HERE and is prompted to download a chat client.
- Upon agreement to share screen, the client screen is available to the support representative.
- Upon completion of the session, the downloaded application is removed automatically and the client is given the opportunity to rate the success of the session.

GoToAssist: waiting to connect - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Refresh Print

Address https://broker.gotoassist.com/ds/queryResponse.tpl?_sid=100E Go Links AESOP Amazon Hancock County Schools Calendar eBay EDLI


Google Search 49 blocked Check AutoLink AutoFill Options

skype US Search for: Yahoo Web Search

Hancock County Schools

Contacting your representative

In a few moments you'll meet a live representative on your screen.



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6



You want to talk to me?

- Communication with support client essential
- Never enough phone lines available.
- Utilize available free resources
 - Google Talk
 - (requires gmail account)
 - SKYPE (www.skype.com)
 - Both require microphone and speakers or headset



Software in Use

- **Administrative**

- [Jackson Software GradeQuick v.10](#)
- [Edline](#)
- Coursewhere Staff Development Management
(from [Solutionwhere, Inc](#))
- Adobe Acrobat Professional (v.6.0 and v.7.0)
- Microsoft Office Suite
- IBM Client Access for WVEIS
- [AESOP Substitute Callout System](#)
- [Edulog Transportation Management Software](#)
- ActSoft Comet Tracker GPS Bus Tracking (Nextel)



Software in Use

- **Curriculum**
 - Compass Software/Odyssey
 - Microsoft Office Suite
 - Adobe Photoshop
 - Macromedia Studio MX Suite
 - Autocad
 - Course related software
 - Bridges
 - Follett Library Management



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9



Hancock County Schools Technology Office

[Lou Casini](#), Technology Coordinator

[Lucas Flati](#), Network Consultant

www.hancockschools.org

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10

Software Recommendations

GoToAssist – www.gotoassist.com

GoToMyPC – www.gotomypc.com

GoToMeeting – www.gotomeeting.com

SKYPE – www.skype.com

Google Talk – www.google.com/talk

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SKYPE – LAC29001