GDOE LAPTOP TIPS FOR TEACHERS
Financial Student & Administrative Information System (F.S.A.I.S.) Support

Teacher Credentials

Please note that these are four different services that may have different credentials. This is commonly mistaken to have the same username/password.

- Network Connection
  (Laptop & Wi-Fi)
- Email
- PowerSchool
- Employee SelfService

Personal Devices

The only support that FSAIS offers is for software installation of GDOE related matters such as the Promethean Board or Wi-Fi Connection (good for 90 days) using the GUDOE Staff connection. Call 475-0479 to renew password. FSAIS <u>does not</u> install Microsoft Office in your personal device.

Submitting a TROUBLESHOOT TICKET

- You do not need to be connected to the GDOE Network.
- You will need to know your Network Credentials.
- You will submit the ticket by visiting https://helpdesk.gdoe.net. This is a secured site so it needs to be entered exactly this way. Simply putting helpdesk.gdoe.net will not work.
- If you are submitting a ticket to regain access to the network, you can send an email to helpdesk@gdoe.net or you could have someone else submit the ticket on your behalf such as your computer operator, with your information.

Need a GDOE Laptop? Follow these steps:

1 Send an email to technologytraining@gdoe.net with the following information: NAME, EIN, DATE OF HIRE, SCHOOL, and a short message requesting for a laptop from GDOE.

2 Once you submit an email, you will receive an automated reply with instructions to follow.

3 Once the requirements have been met, FSAIS will receive a certificate with your name verifying that you have completed all the requirements.

4 You will then receive a call from FSAIS when your laptop is ready to be picked up.

Other Related

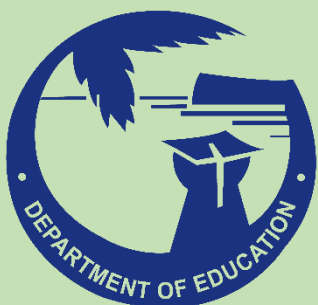- ☑ Your Google Drive can store up to 500 gigabytes of data.

- ☑ Reimaging - Updating Operating System (Ex: Windows 7 to Windows 10).

- ☑ Upgrades - Traditional Hard Drive to an SSD if not performed previously. This will help the laptop to perform much faster.

- ☑ How can I tell if my laptop needs to be serviced? One indicator is if you are still running Windows 7. You'll need to upgrade to Windows 10. Another indicator is if your laptop takes more than 5 minutes to load after turning on. You can always visit FSAIS if you are unsure.

- ☑ What about my data when I turn in my laptop for servicing? It is *highly recommended* that you back up the files on your computer before turning it in. However, if you need assistance FSAIS can back them up for you then transfer your files back into your computer once the service is complete. However, this will take additional time which will delay your ability to retrieve the laptop after servicing.

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Curriculum & Instructional Improvement

Division of Curriculum & Instruction