

Technology Support Procedures

New Device Support

Resetting Passwords

Technology Support Guide for Students

Essential Technology Skills

Canvas Tutorials

Other Technology Tutorials

C. Milton Wright High School

2022-2023

Essential Technology Skills for Students

Getting the Device
Service Plan

Creating Folders in
OneDrive

Making Google
Chrome the Default
Browser

Sending an E-mail
from HCPS
Account

Canvas Tutorials for Students

Setting Up Your
Dashboard

Exploring Course
Home Page

Submitting
Assignments

Posting to a
Discussion Board

Other Technology Tutorials for Students

Customizing Your
Task Bar

Installing Office on
non-HCPS Device

Uploading to Your
OneDrive

Troubleshooting
Issues with HAC

Using the Camera

Creating &
Formatting a Word
Document

Getting a Viewable
Link from OneDrive

Using the Snipping
Tool

Using PowerPoint
as Video Editing
Software

Technology Support Procedures

All students in need of technical support need to come to the Technology Support Office.

This office is located in the Media Center.

When arriving to the Technology Support Office, **everyone** (student or teacher) must complete the **Technology Support Queue Form** (electronic sign-in in the Media Center). Whichever one of us is on duty will get to everyone waiting as quickly as possible.

Students must have the specific **Student Pass for Technology Support**. Without that pass, they will be returned to class.

Technology Support Office Hours

Homeroom: 7:00 – 7:30am

A1/B1: CLOSED

A2/B2: 9:25am – 10:20am

A3/B3: 10:55am – 11:50am

A4/B4: 12:50pm – 1:45pm

Remember to purchase the Device Service Plan.

\$20.00 if purchased through October 31, 2022 OR

\$50.00 if purchased November 1 through January 31, 2023

Purchase the plan here: <https://harford.schoolcashonline.com>

Cost without the device service plan: **Repair - \$150**

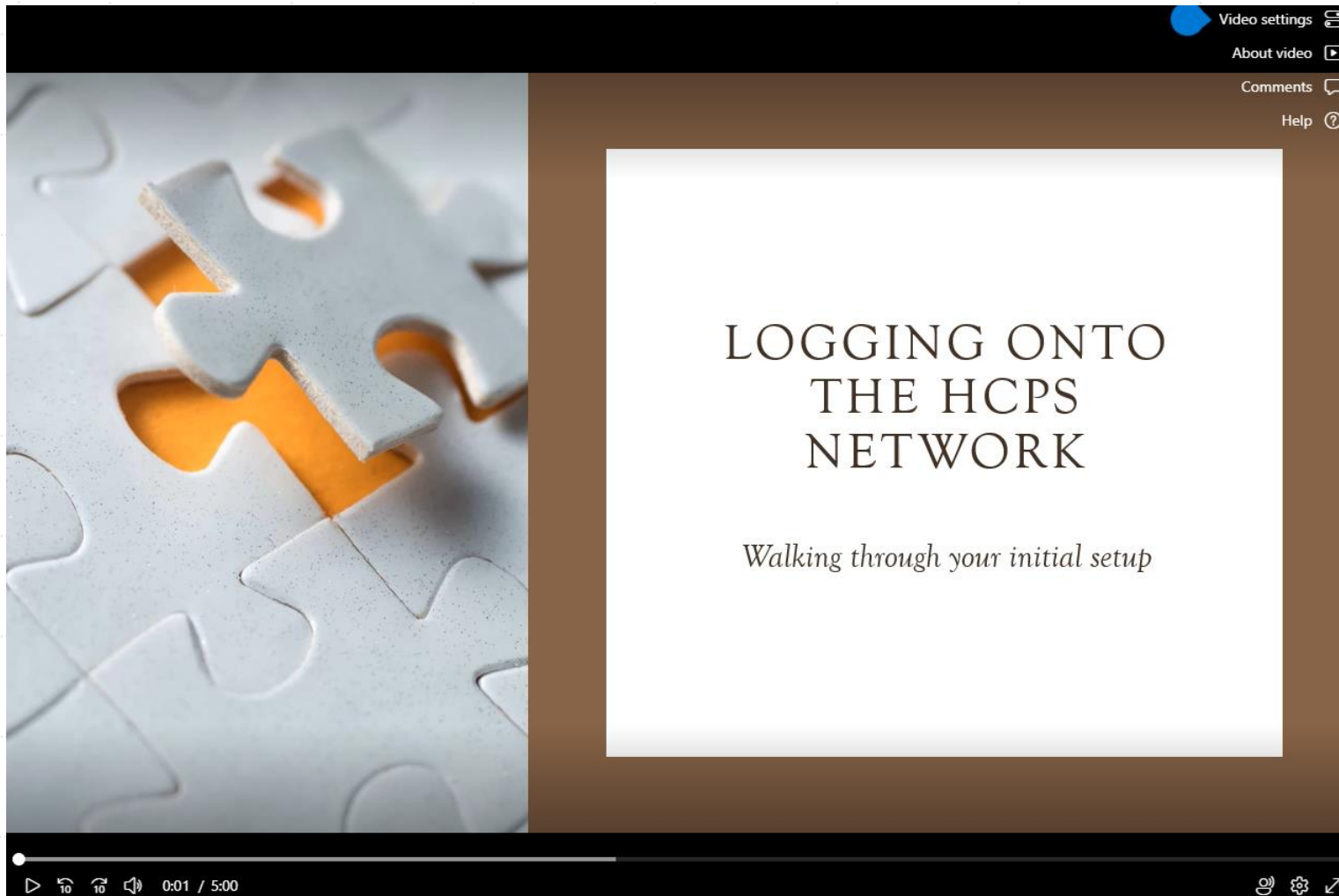
Please note: Lost or stolen items ARE NOT covered by the device protection plan.

Parent/guardians will be billed for the replacement cost for lost or stolen items as noted below:

- Charger - \$36
- Chromebook/laptop - \$300
- Dell Precision laptop - \$1,400
- Apple iPad - \$399

The student device must be returned at the conclusion of the school year with the service tag visible. Any device not returned will generate a replacement charge listed above.

New Device Support



If you end up logged in with **any Username other than "Student – Last, First,"** the device will need to be reimaged.

You need to come to the TSS Office during hours to get a new device.

Resetting Passwords

Password Rules

- a minimum of 8 characters
- an upper case letter
- a lower case letter
- a number or special character

Password **CANNOT** be at all similar to an old password.

If you can get on the computer but nothing else, check the Username on the device.

If it is **anything other than Username other than "Student - Last, First,"** the device will need to be reimaged.

You need to come to the TSS Office during hours to get a new device.