

Siuslaw Tech Guide



Siuslaw Technology Department

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updated 4/11/23

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Tech Help Ticket System

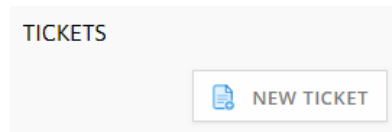
When you have a technology issue, please use our StepUP IT system rather than calling, emailing or texting Tech personnel directly. This helps us choose the appropriate response quickly, and allows us to track issues over time. With the frequent updates, sometimes the solution is to shut down your computer, wait 30 seconds, and start it back up again.

For requesting additional technology equipment or items in your classroom, please contact your building administrator.

1. To request tech help go to: [StepUP IT](#) -- Hint: add to Bookmarks

2. Your user name is your email

3. In the TICKETS box select NEW TICKET:



4. In the drop down menu select Request Type. Complete the required fields. Please include your **building** and **room number**. Scroll down and select one:

Save Ticket

Save & Attach File

Siuslaw Phone System

All Siuslaw School District phones are IP PolyCom phones from Noctel.


To view the guide for your phone, select a link below.

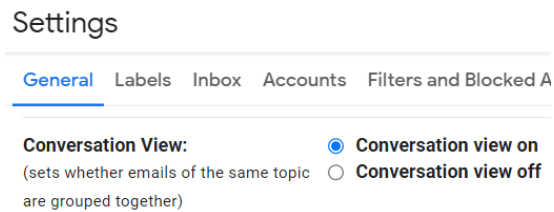
[Polycom - 250 Reference Guide](#) – small phones in most classrooms


[Polycom - 450 Reference Guide](#) – large phones in offices/administration

If you need your voicemail pin reset please complete a [StepUp](#) ticket.

Gmail Tips



1. If you would like to group/ungroup your emails by conversation, go into Gmail settings , select See all settings, under the General tab scroll down to Conversation View and make your selection.



2. When composing an email for anyone within the district, start typing their name and choices will auto populate. You do not need to add Siuslaw staff to your contacts manually.
3. Check your Spam folder frequently.
 - a. Google continues to evaluate what you identify as Spam. There might be some messages in your Spam folder that you want in your Inbox.
 - b. To check your Spam folder you may have to scroll down past all of your labels, select More and you will see additional labels.
 - c. There will be a button on the identified message that you can select that tells Google that the email isn't Spam.
4. Labels are Google's version of Folders. If you want to organize your emails you can create a Label by selecting More, then  Create new label . You can also add a label when you try moving an email.

Creating Email Groups in Contacts

To create a contact group, do not use Google Groups as that is designed to be a distribution list.

1. Select the Google apps menu  and find Contacts  Contacts
2. There are two ways to create a contact group:
 - 1 - Select Create Contact and it will bring up an option to create Multiple Contacts.
 - or
 - 2 - Select Create Label and then add the users you want to that list.
3. To use the contact group in Gmail, type the name of the label you gave it and it will automatically send to everyone in that list.



End of Day Sign Out

At the end of each work day please complete the following procedures.

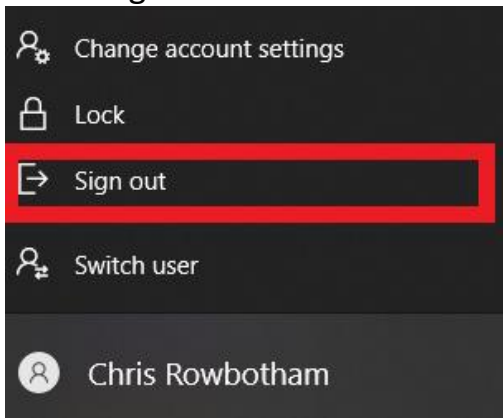
Windows devices are updated daily at 4a.

1. Sign out of each program in use - usually in the upper right. May also close tab but isn't necessary.
2. Sign out of your computer - Ctrl/Alt/Delete then Sign Out

or

Select Window icon  in lower left, select your profile name 

Select Sign out:



3. Leave laptop open and it will be updated and ready for use the next day.