



*think*LCPS

Service Desk Manual

July 2023

Technology Support Services

Karen M. Trujillo Administrative Complex

505 S. Main Street, Suite 249
Las Cruces, NM 88001

575-527-HELP (4357)
servicedesk@lcps.net



TECHNOLOGY DIVISION
Las Cruces Public Schools



My name is Charles Cotton and I'm a lead computer technician for our district. For twenty-one years, in two school districts, I have supported teachers and district staff with their technology needs. I am grateful for the opportunity to work with technicians on our technology team who are knowledgeable, prepared and eager to assist you with any computer issues you have. We will strive every day to make sure the technology you use to enhance student learning works efficiently. Please don't hesitate to reach out to your school technician with any issues you may have. Have a wonderful school year!

Charles Cotton
Lead Computer Technician



My name is Joseph Ragan and I am one of the Lead Computer Technician for the district. I currently oversee 10 technicians and 15 schools. I have worked for the district for three and a half years. My team of technicians and myself are here to serve the students and staff of LCPS with any of your technology needs. I really enjoy working in TSS and being part of this team. I hope everyone has an amazing school year and look forward to serving LCPS.

Thanks,

Joseph Ragan
Lead District Computer Technician



Technology Support Services Team

"We've Got Your Back!"

INFORMATION TECHNOLOGY

Matt Dawkins, Executive Director
Andres Chavira, Assistant Director
Amelia Apolonio
Brian Banegas
Scott Bustamante
Beth Cook
Charles Cotton
Ryan Cotton
Ernesto DeJesus
Christina Dupre
David Esqueda

Adam Garcia
Kris Gardea
Rick Geddes
Javier Guterrez
Jacob Lara
Kenny (James) Luna
Andre Maese
Dominic Maldonado
Christian Ortiz
Joseph Ragan

Irak Rodriguez
Robert Rodriguez
Antonio Serna-Perez
Pablo Solis Holguin
Jon Thomas
Marco Torres
German Vieczas
Juan Vigil
John Willis
Javier Zamora

CONTENTS

LCPS HARDWARE

Password Safety Checklist.....	4
Resetting LCPS Password.....	5
Computer Login.....	6
Student Computer Set Up.....	7
Staff Computer Set Up.....	8
Company Portal.....	9
2-Step Verification.....	10
Back Up Files from Online Drives.....	11
Clear History on Web Browsers.....	14
Phishing Resources.....	16

LCPS MICROSOFT O365

O365 One Drive Backup.....	17
O365 Group Management.....	18
O365 Free Office Download.....	20

CANVAS

Canvas Login.....	21
Student App.....	22
Parent Observer Account.....	23
Parent App.....	24
Phishing Resources.....	25

OTHER PROGRAMS

Frequently Used URL's.....	26
Google Login.....	27
Canva Login.....	28
Clever Login.....	29
Resource Manager.....	30
Zoom Cloud Back Up.....	31
Adobe Acrobat DC.....	32
Mimio.....	33





PASSWORD SAFETY CHECKLIST

1

MAKE YOUR PASSWORD LONG AND STRONG

- At least 12 characters
- Use a passphrase of random words
- Avoid using common words or phrases
- Mix uppercase and lowercase letters, numbers, and symbols

2

DON'T REUSE PASSWORDS

3

USE MULTI-FACTOR AUTHENTICATION

4

CONSIDER A RELIABLE PASSWORD MANAGER

5

PICK SECURITY QUESTIONS ONLY YOU KNOW THE ANSWER TO

6

CHANGE PASSWORDS QUICKLY IF THERE'S A BREACH



EMAIL PASSWORD RESET

Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.

1

Password Reset

LCPS staff users should update their LCPS password on a regular basis. You may also receive an email from Service Desk or the Information Security Officer asking to reset your password in some circumstances.

The average American email address has 130 accounts registered to it, and the number of accounts per user is doubling every five years. This massive rise in accounts also means users are accumulating more and more passwords, making it inevitable that they will forget one from time to time.

58% of users admit to forgetting their password frequently, and the average internet user receives roughly 37 “forgot password” emails a year.

2

LCPS Service Desk

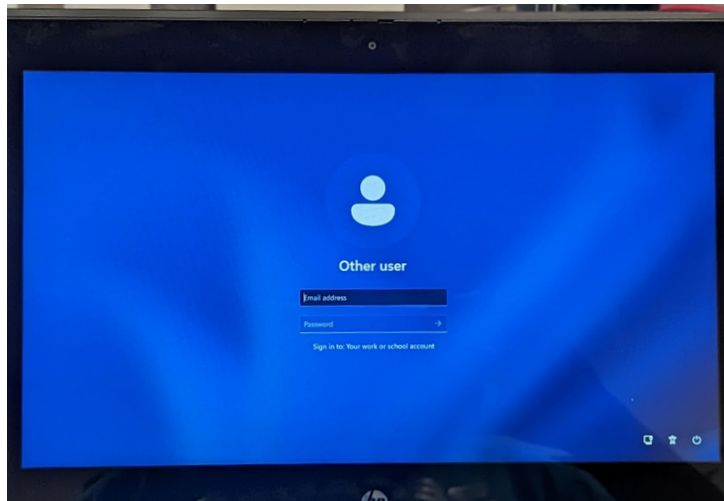
If you need assistance resetting your LCPS password, please contact LCPS Service Desk at 575-527-HELP or servicedesk@lcps.net. They will be able to assist you and work with you to ensure a safe and secure password update. *End of Instructions.*

LCPS COMPUTER LOGIN INSTRUCTIONS

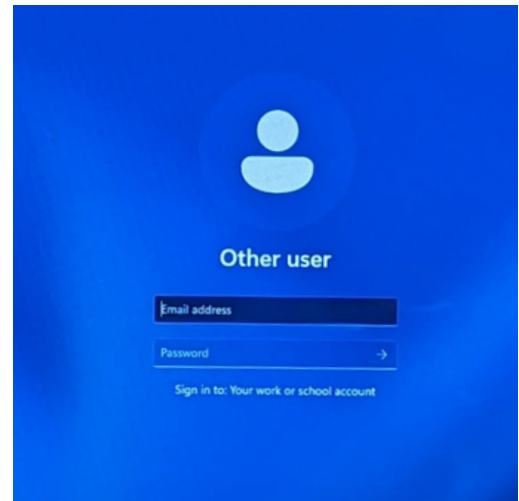
If you are using a computer checked out to you by LCPS, you will need to log into the computer. You should have your LCPS username and password ready. Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.

1

Turn on the Computer



→ Once you have turned on the computer, you will see a log in screen. This screen is where you will need to enter your student user name and password.



→ Username: Enter the username you received at registration.

Password: Enter the password you received at registration.

Click the arrow (or hit the enter key) to log on to the computer. You should now be able to use the computer as normal. *End of Instructions.*

LCPS STUDENT COMPUTER SET UP


If you need assistance, please reach out to your school. They will be able to assist or put you in touch with the school technician.

!

BEFORE YOU BEGIN, make sure you have:

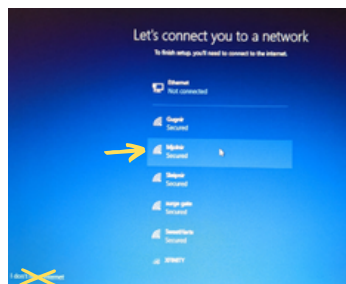
- LCPS Laptop
- Your Wi-Fi Network Name and Password
- Laptop Power Cable/Outlet
- About 1 hour

1

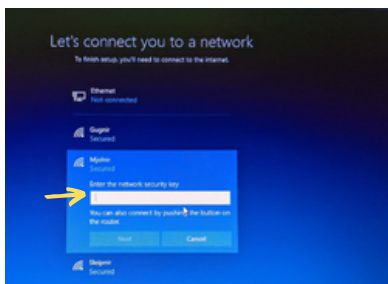
Make sure the laptop is plugged into power for this entire process. Turn on the laptop using the power button on the left side. 

2

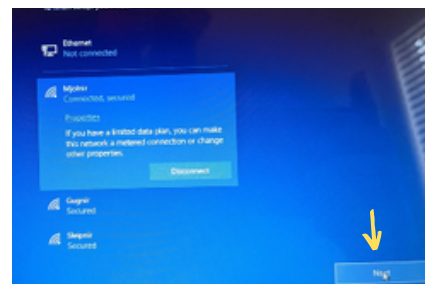
Connect to Wi-Fi. **DO NOT SKIP THIS STEP! DO NOT CLICK "I DON'T HAVE INTERNET"!** Without this step, setup will fail and the device will have to be brought back to your building to be fixed.



Select → Your Wi-Fi Network
→ Click "Connect"
Do not click "I don't have Internet"!



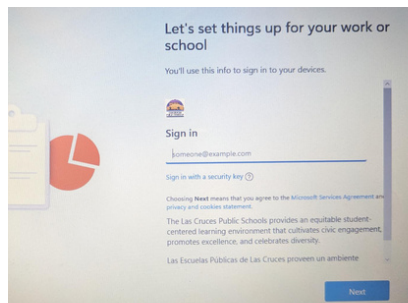
→ Enter Your Wi-Fi Password
→ Click "Next"



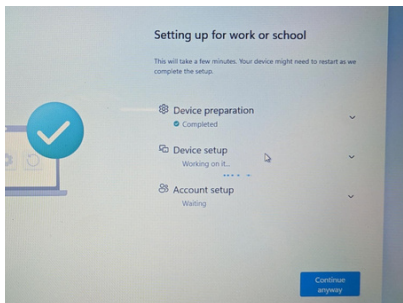
→ If connecting succeeds, click "Next"
→ If it fails, retry entering password.

3

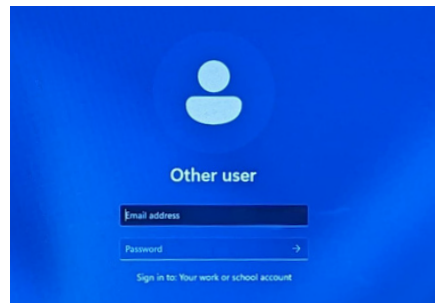
Wait several minutes for setup to complete. **SETUP MAY TAKE 30 MINUTES OR MORE! DO NOT TURN OFF, RESTART OR UNPLUG LAPTOP DURING THIS PROCESS!**



After Wi-Fi connects to management, sign into your account using your LCPS username, including @lcps.net, and password. Click "Next"



Wait for setup to finish.



Once enrollment is complete, you will see the login screen. Sign into your account using your LCPS username, including @lcps.net, and password. *End of instructions.*

LCPS STAFF NEW COMPUTER SET UP


If you need assistance, please reach out to your school. They will be able to assist or put you in touch with the school technician.

!

BEFORE YOU BEGIN, make sure you have:

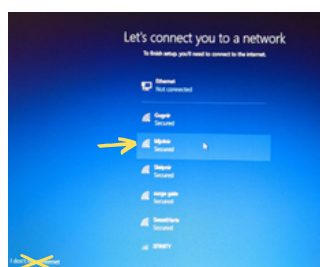
- LCPS Laptop
- Laptop Power Cable/Outlet
- Your Wi-Fi Network Name and Password
- About 1 hour

1

Make sure the laptop is plugged into power for this entire process. Turn on the laptop using the power button on the left side. 

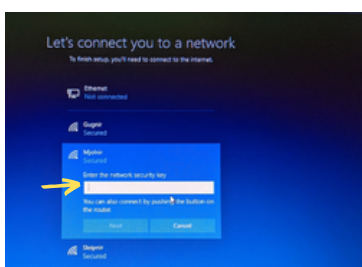
2

Connect to Wi-Fi. **DO NOT SKIP THIS STEP! DO NOT CLICK "I DON'T HAVE INTERNET"!** Without this step, setup will fail and the device will have to be brought back to your building to be fixed.

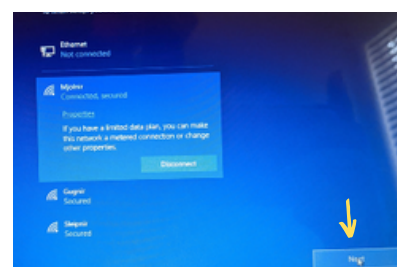


Select → Your Wi-Fi Network*
→ Click "Connect"

Do not click "I don't have Internet"!



→ Enter Your Wi-Fi Password
→ Click "Next"

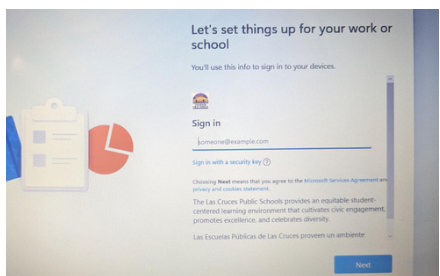


→ If connecting succeeds, click "Next"
→ If it fails, retry entering password.

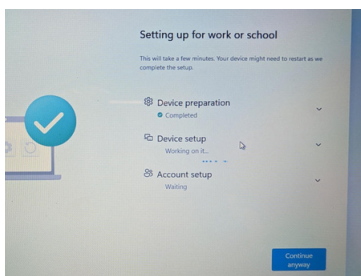
*If you are connecting at a school, you will need to initially connect to the Guest SSID and use your username without @lcps.net to access the Wi-Fi. Some schools will have thinkLCPsguest while others will have LCPS-Guest SSIDs.

3

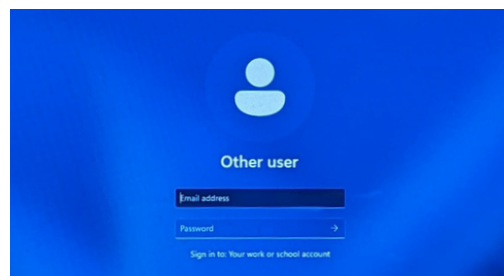
Wait several minutes for setup to complete. **SETUP MAY TAKE 30 MINUTES OR MORE! DO NOT TURN OFF, RESTART OR UNPLUG LAPTOP DURING THIS PROCESS!**



After Wi-Fi connects to management, sign into your account using your LCPS username, including @lcps.net, and password. Click "Next"

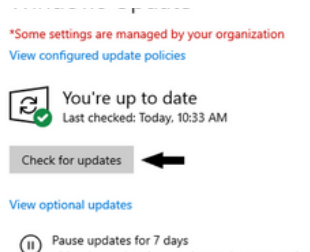
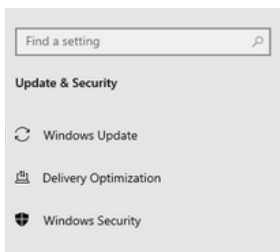
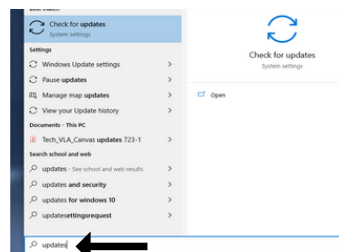


Wait for setup to finish.



Once enrollment is complete, you will see the login screen. Sign into your account using your LCPS username, including @lcps.net, and password. End of instructions.

4



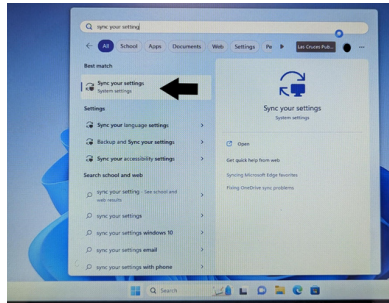
At times, updates will be pushed to the computers. A box will notify you when the system requires a restart. If the device is not restarted in 3 days, the device will restart on its own no matter what you are doing. Though updates will be pushed, you can check for updates at any time by searching for "Updates" and clicking on "Check for updates." *End of instructions.*

COMPANY PORTAL

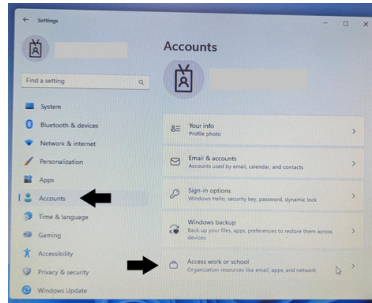
The Company Portal allows access to LCPS resources. Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.

1

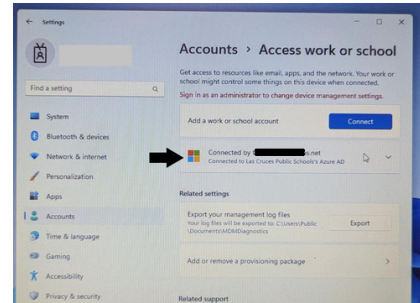
Sync computer to Intune server.



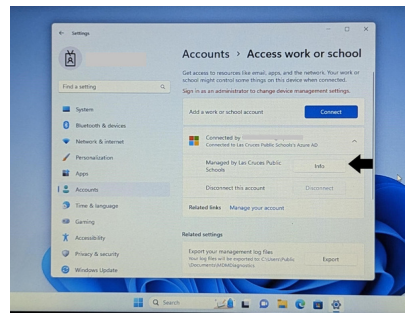
→ In the search bar (bottom center), type "sync your settings"
→ Click "Sync your Settings"



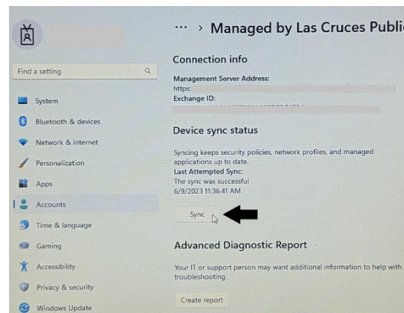
→ Click on "Accounts"
→ Click "Access work or school"



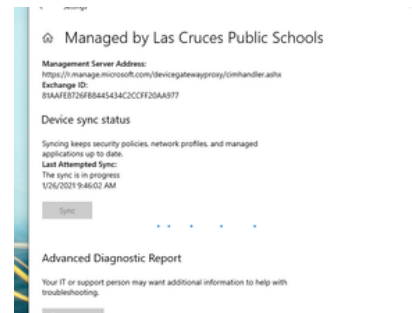
→ Click "Connected by [your LCSP username]"



→ Click "Info"



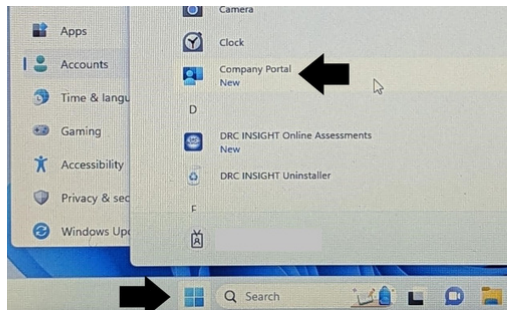
→ Click "Sync"



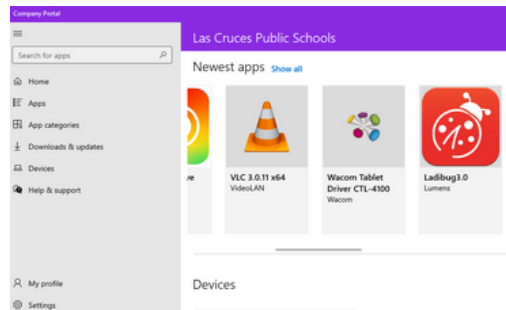
→ Wait for sync to finish showed by the blue dots moving across the page.

2

Open Company Portal



→ Click Start Menu (Blue Flag in bottom center)
→ Click "Company Portal"



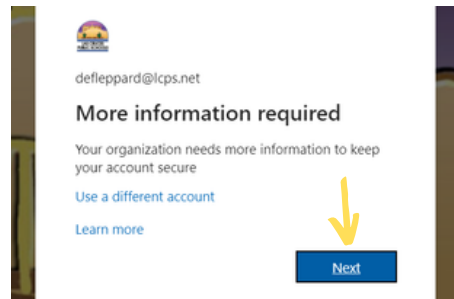
→ Once Company Portal opens, there should be Apps available to you. *End of Instructions.*

2-STEP VERIFICATION

When logging into LCPS email off-site you will periodically be required to complete a security challenge as a safety feature. Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.

1

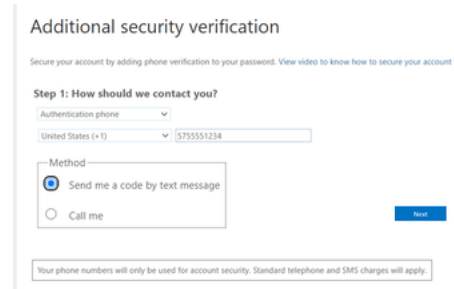
Sign into your LCPS email account.



→ Enter LCPS username/password and Sign In. If you see a "More Information Required Screen" click the "Next" button.
Click "Settings"

2

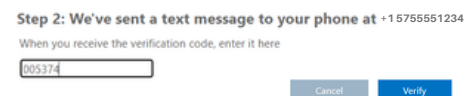
Choose Your Contact Method



→ Select Authentication phone.
→ Select United States (+1) and enter your phone number (use a phone that is physically present with you).
Select a method of contact (text message or call me).

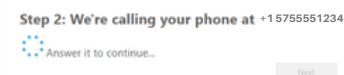
If you choose text message*:

- You will receive a text message with a verification code. Enter the code in the box and click the "Verify" button.



If you choose call me*:

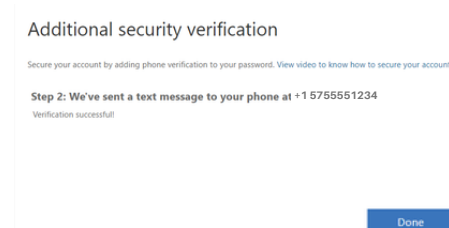
- You will receive a phone call. Answer it, follow the directions (press #) and click the "Next" button when completed.



*Standard telephone and text charges will apply.

3

Verification Successful!



→ Wait for your method to be verified.
→ Once the screen indicates the verification was successful, click "Done" and your LCPS email will load. *End of Instructions.*

Need to know what 2-Factor or 2-Step Verification is? Use the QR code to watch a video explanation or visit <https://www.youtube.com/watch?v=0mvCeNsTaIg>



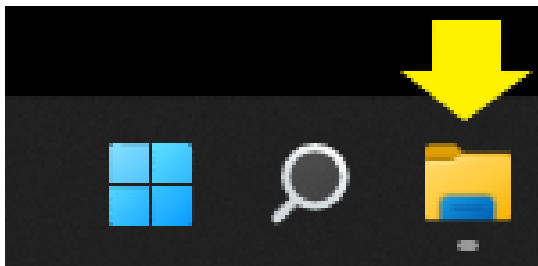
BACK UP FILES FROM ONLINE DRIVES

Instructions for how to backup files from the online drives Google, OneDrive and Canvas.
Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

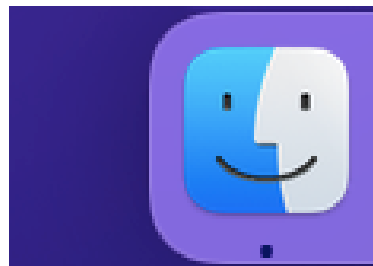
Have an external flash drive available to back-up files.

WINDOWS:



→ Open File Manager on Windows and open the Flash Drive folder.

APPLE:

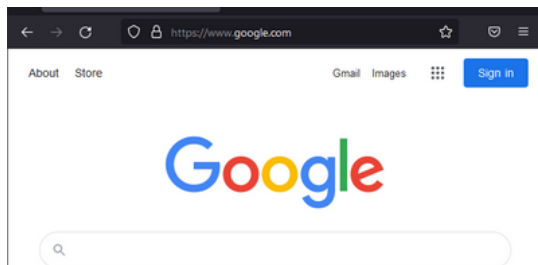


→ Open Finder on Apple and open the Flash Drive folder.

2

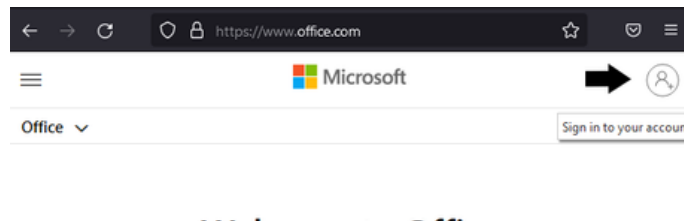
Using any browser, sign into:

Google:



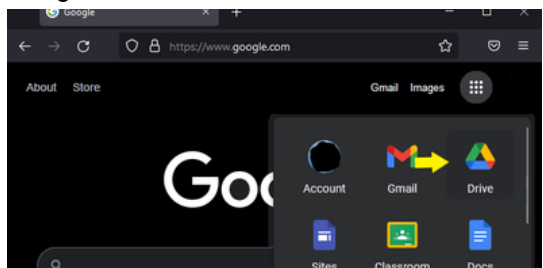
→ www.google.com with @lcpmail.org

Microsoft OneDrive:



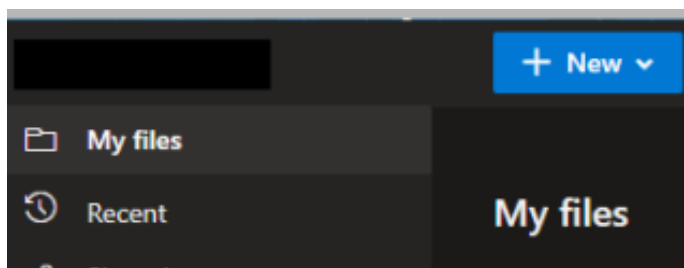
→ https://lcpstest-my.sharepoint.com with @lcp.net

Google:



→ Open: Google Drive from the nine dot Google App list

Microsoft OneDrive:



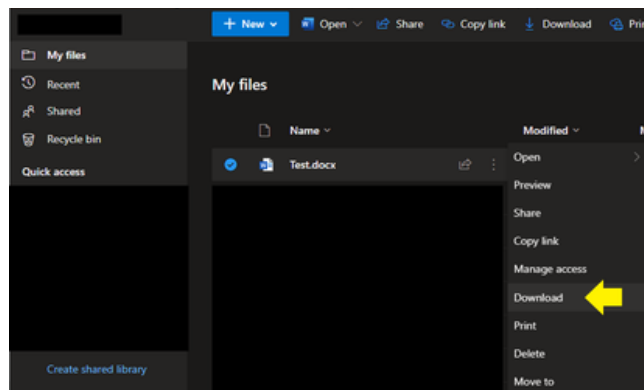
→ Open: OneDrive from My Files
Continue to Next Page.

BACK UP FILES FROM ONLINE DRIVES

Instructions for how to backup files from the online drives Google, OneDrive and Canvas.
Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

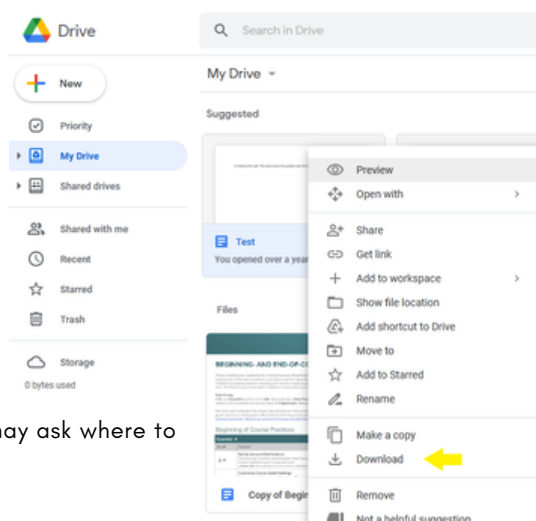
3

Google:



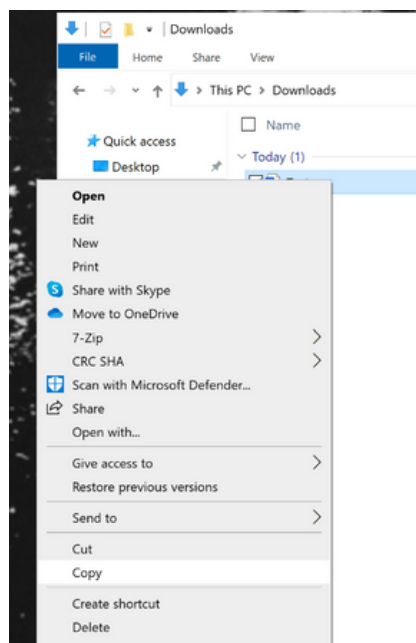
→ Right click the file and click Download. Some browsers may ask where to save the file, direct it to the Flash Drive folder.

Microsoft OneDrive

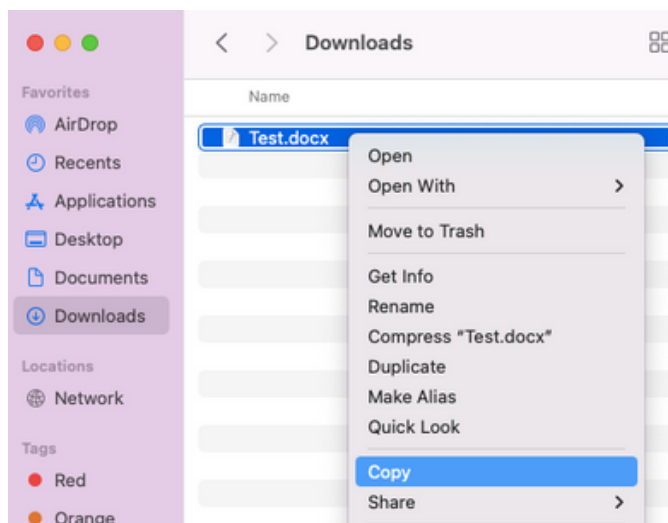


4

WINDOWS:



APPLE:



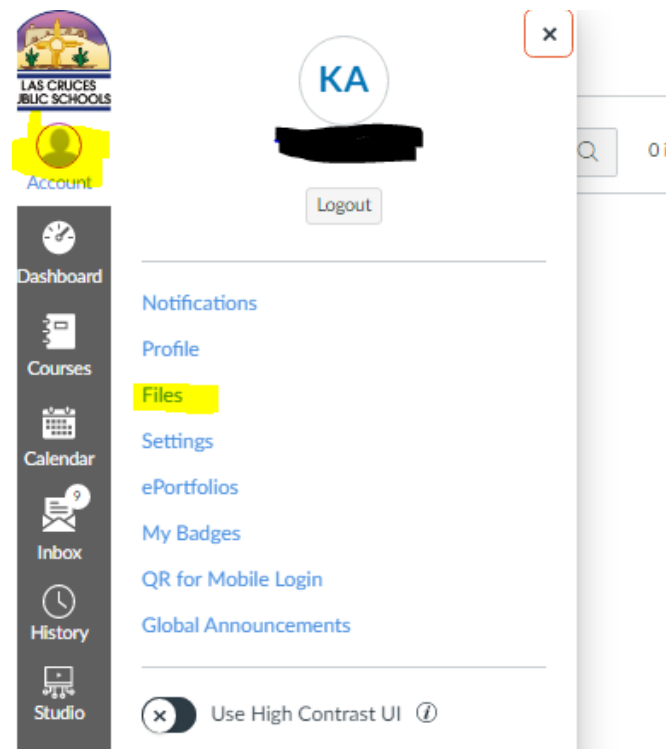
→ Check File Explorer or Finder for the Downloads folder. Right click the file and click Copy. Go to the Flash Drive folder and right click on an open space to paste the file. Another option is to have both folders open side by side and drag the file from Downloads folder to the Flash Drive folder. Make sure it saved the copy and not a shortcut.
Continue to Next Page.

BACK UP FILES FROM ONLINE DRIVES

Instructions for how to backup files from the online drives Google, OneDrive and Canvas.
Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.

1

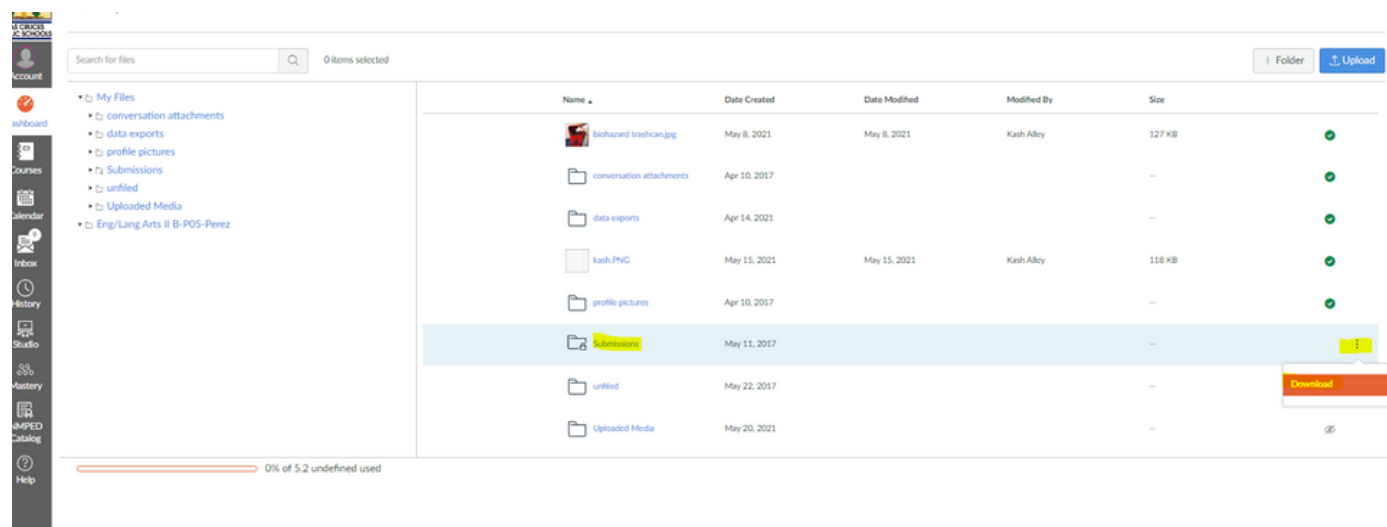
Canvas:



For Canvas, students can download a zip file that will include all submission history.

- Click on Account>Files>
- Hover to the left of Submissions and select Download.
- Save the zip file to a personal Google Drive or External Flash Drive.

End of Instructions.



CLEAR HISTORY ON WEB BROWSERS

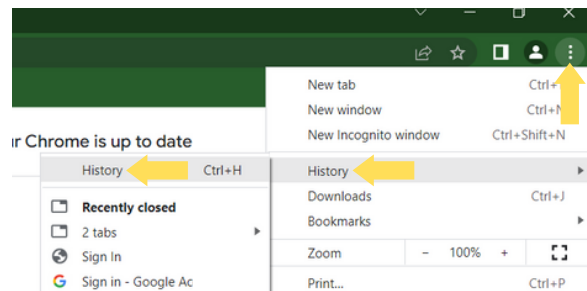
Clear your internet history on Google Chrome, Firefox and Microsoft Edge.
Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

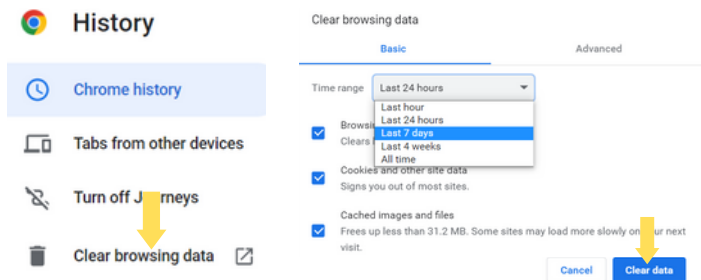
Google Chrome

Learn more about how to turn sync on or off in Chrome: <https://support.google.com/chrome/answer/185277>

TO SEE AND CLEAR HISTORY:



→ On the computer, open Chrome.
At the top right, click More.
Click History and then History.

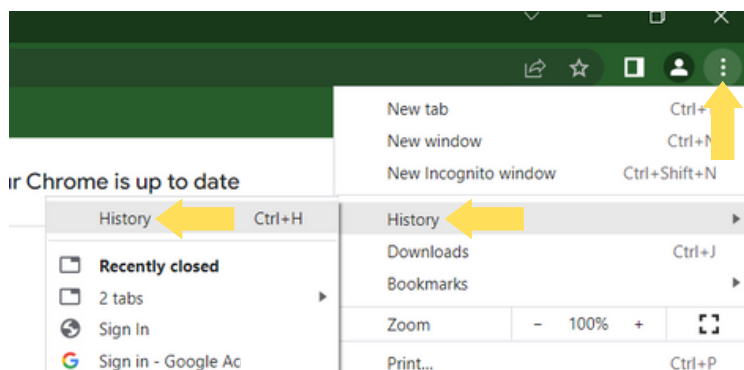


→ On the left, click Clear browsing data. A box will appear.

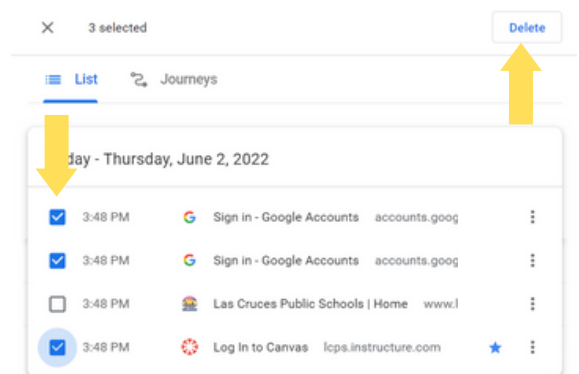
→ From the drop-down menu, select how much history is to be deleted. To clear everything, select All time. Check the boxes for the info for Chrome to clear, including "browsing history." Click Clear data.

2

TO DELETE AN ITEM FROM YOUR HISTORY:



→ On the computer, open Chrome.
At the top right, click More.
Click History and then History.



→ Check the box next to each item to be removed from History. At the top right, click Delete. *Continue to Next Page.*

Remove selected items

Are you sure you want to delete these pages from your history?

Cancel

Remove

→ Confirm by clicking Remove.

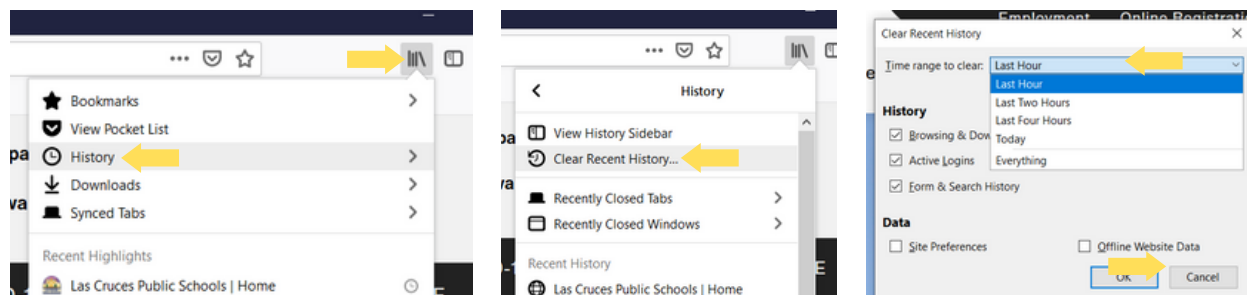
CLEAR HISTORY ON WEB BROWSERS


Clear your internet history on Google Chrome, Firefox and Microsoft Edge.
Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

Firefox

For more information: <https://support.mozilla.org/en-US/kb/delete-browsing-search-download-history-firefox>



→ Click on the menu button to open the menu panel. 
Click History.

→ Click Clear Recent History.

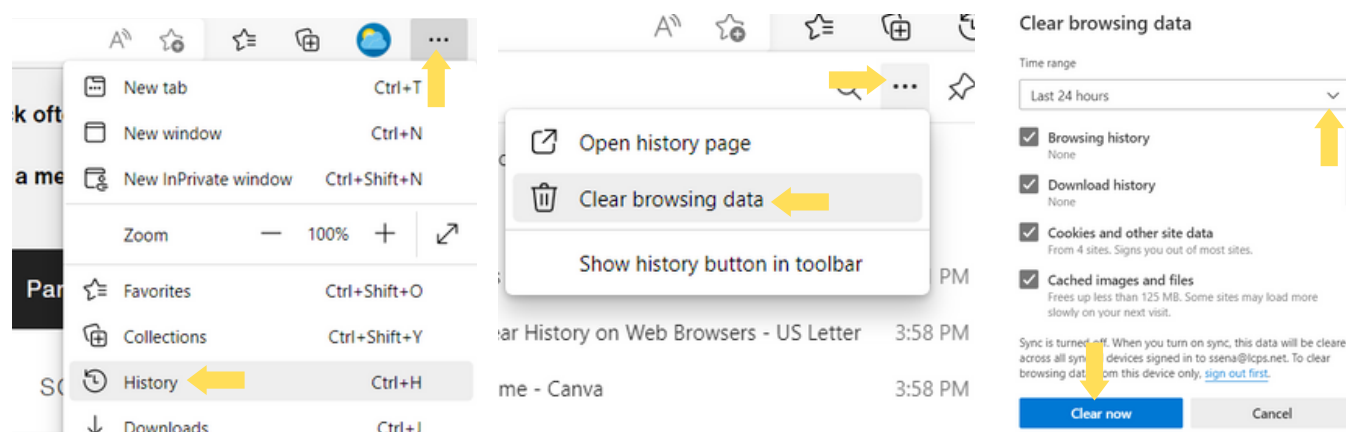
→ Click the drop-down menu next to "Time range to clear" and choose how much history Firefox will clear. Use the check boxes to select information to clear from history. Click the OK button. The window will close, and the items selected will be cleared from history.

2

Microsoft Edge

For more information: <https://support.microsoft.com/en-us/microsoft-edge/view-and-delete-browser-history-in-microsoft-edge-00cf7943-a9e1-975a-a33d-a010ce454ca4>

To clear browsing data on the computer, make sure sync is turned off. Otherwise, items that are synchronized will be cleared across all synced devices.



→ Click the three horizontal dots on the top right for Settings and more. Click on History.

→ In the new window, click the three dots for more options. Click clear browsing data.

→ From the drop-down menu, select how much history to delete (to clear everything, select All time). Check the boxes for the info for Microsoft Edge to clear, including "browsing history." Click Clear Now. *End of Instructions.*

DON'T TAKE THE BAIT!



While spam filters help keep phishing emails out of your inbox, scammers are always trying to outsmart them.

Here are 3 ways to add protection.

3 STEPS TO PROTECT YOURSELF FROM PHISHING

1

Security Software

Use security software on your computer and phone, and update automatically. LCPS uses security software and pushes out updates regularly!

2

Multi-Factor Authentication

Multi-factor authentication, also called 2-Step Verification, makes it harder for scammers to log in to your accounts if they do get your username and password. LCPS already uses 2-step verification when logging into LCPS email off-site!

3

Data Backups

Protect your data by backing it up. Copy your files to an external hard drive or cloud storage. Use the QR code for step-by-step directions to use your LCPS OneDrive!



<https://drive.google.com/file/d/1yG4-V2UPJ-gP3HsgBnU05sOIHFk6op1s/view>



WHAT TO DO

If you think you may have received a phishing email, do not not open the email. You should forward it to

phishing@lcps.net.

For a more information, visit <https://www.consumer.ftc.gov/articles/how-recognize-and-avoid-phishing-scams>

0365 ONEDRIVE BACKUP

It is of the upmost importance to back up files on a regular basis. Please take the time to transfer your files to OneDrive, and make it a goal to do so regularly. Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

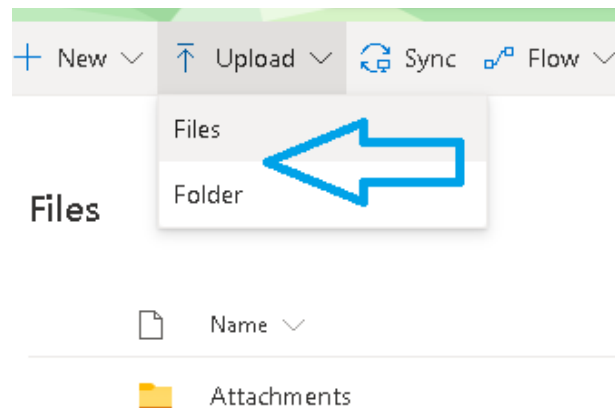
Open OneDrive in your Browser



→ Sign in to office.com (your district email account) and choose the App Launcher in the upper right corner (look for a grid of nine dots). Then select OneDrive from the drop-down menu.

2

Upload Files



→ Step Two: Upload Files

With Microsoft Edge or Google Chrome:

- Select Upload > Files or Upload > Folder. Select the files or folder you want to upload. Select Open or Select Folder.

With other browsers:

- Select Upload, select the files you want to upload, and select Open. If you don't see Upload > Folder, create a folder, and then upload the files to that folder.

?

Why should I backup files to OneDrive?

- OneDrive provides a safe place to store files that you can access quickly from any device, anywhere. You can watch a quick video with more information at https://support.office.com/en-us/article/why-use-onedrive-to-store-your-docs-e55c4fa8-1e03-4d75-956b-924620bdfa2d?wt.mc_id=otc_onedrive

What happens if I accidentally delete a file from my OneDrive?

- OneDrive files can easily be recovered! Go to <https://support.office.com/en-us/Search/results?query=restore+OneDrive>

Where can I get more information and help?

- Check out the OneDrive Training section of the website at <https://support.office.com/en-us/article/onedrive-video-training-1f608184-b7e6-43ca-8753-2ff679203132?ocmsassetID=1f608184-b7e6-43ca-8753-2ff679203132&ui=en-US&rs=en-US&ad=US>

End of Instructions.

Updated 5/22

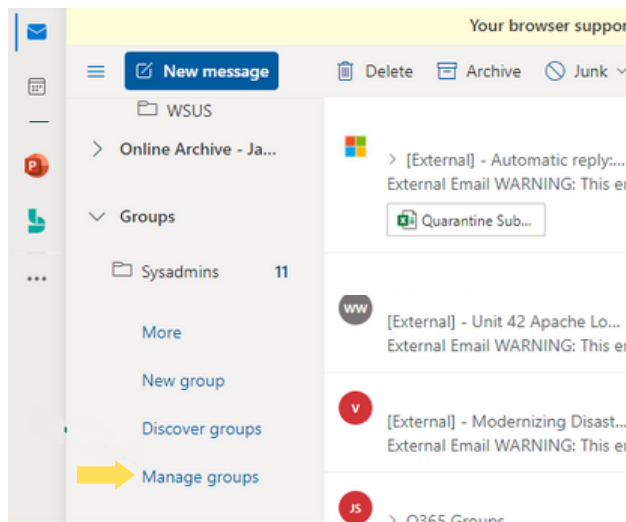
O365 GROUP MANAGEMENT WALKTHROUGH

Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

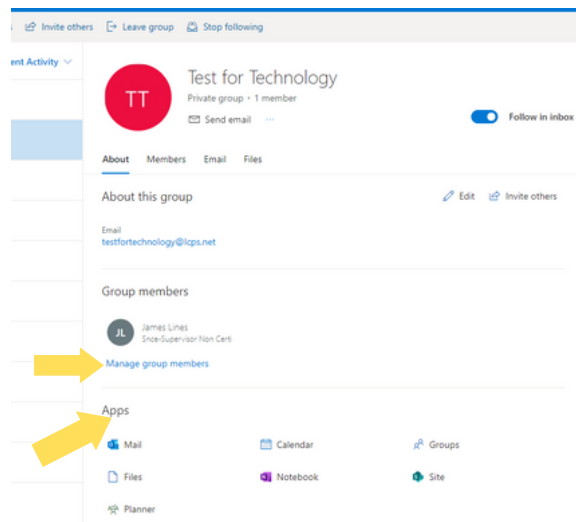
1

Access an O365 Group

There are a few ways to access an O365 group, but we'll just use one in this walkthrough. In your web browser, go to <https://outlook.office.com>. This will open your email; please log in using your LCPS credentials.



→ Scroll down on the left to the bottom and you will see the groups that you're a part of. Click on Manage Groups. This will open a new tab and show you the groups that you are an owner of.

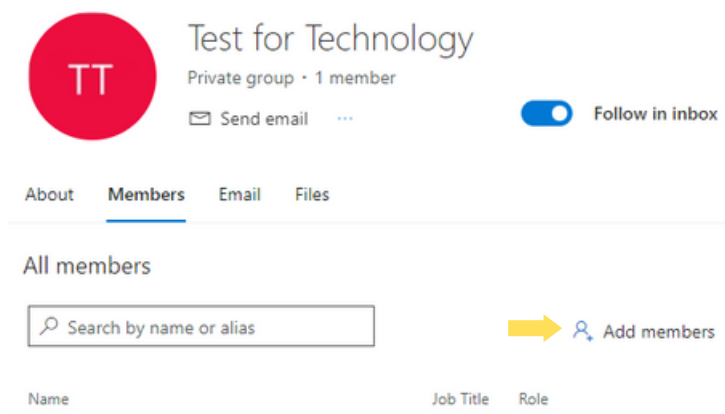


→ Here you can see the group members with a link to manage them and the apps that are available with the group.

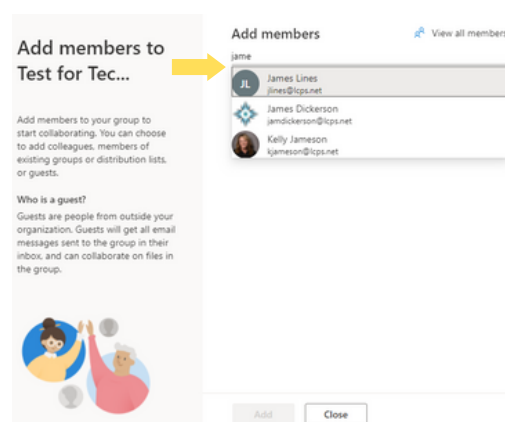
2

Add Members

Mostly, you will be working with the group member management and the "Files" app.



→ After clicking the "Manage Group Members" link, you will be taken to this page where you can click "Add members" on the right.



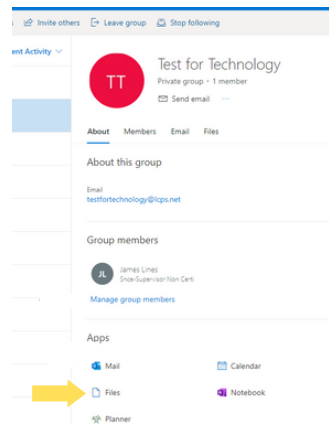
→ Begin entering a name, and they will appear in the drop-down list. *Continue to Next Page.*

O365 GROUP MANAGEMENT WALKTHROUGH

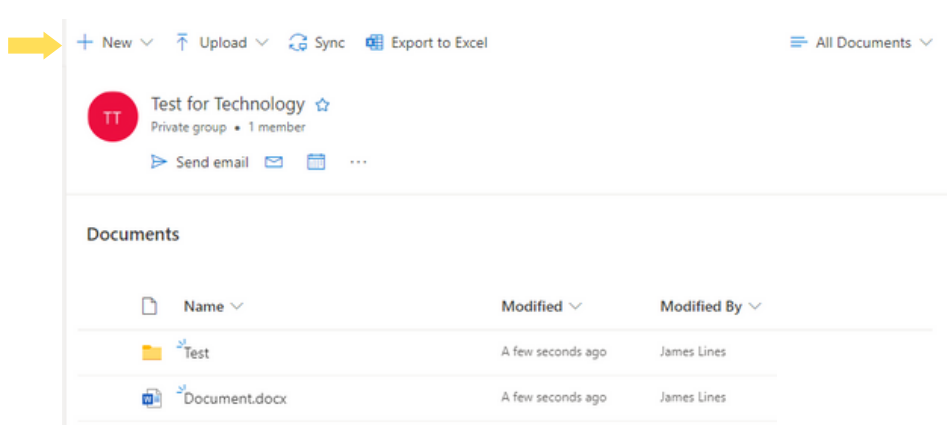
Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

3

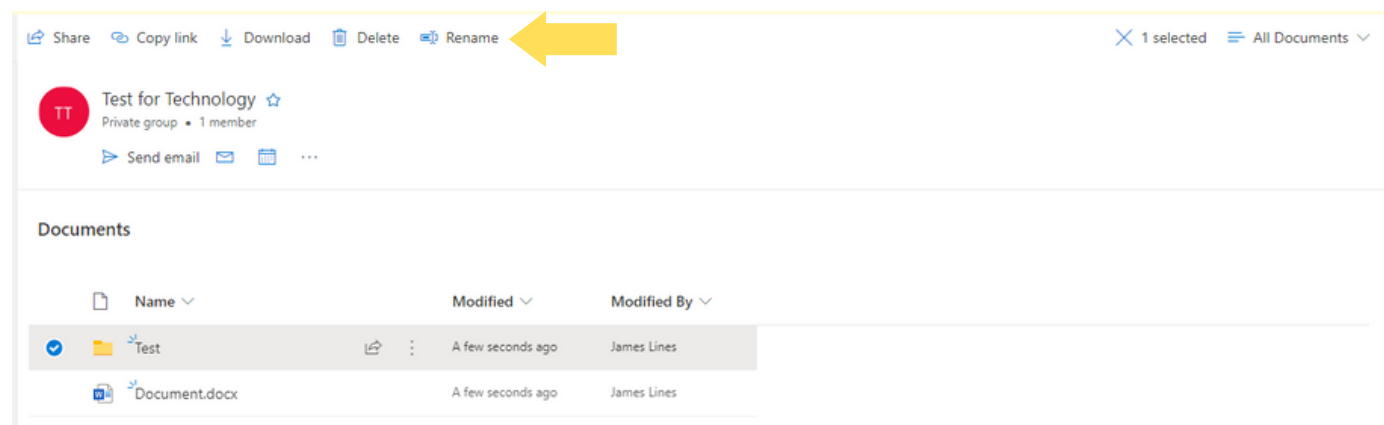
Files



→ To view your files, click on "Files" under "Apps." This will open a new tab and take you to your migrated shared data.



→ Here, you can open the files and work with them on the web, download them to work on them on your computer (remember to upload the changed document), create new files and folders, upload new files that you have created, or share a file/folder with someone who is not a member of the group. To see the "New" option, you must not have selected a file or folder.



→ When you have selected a document or folder, notice the change in the menu choices at the top. *End of Instructions.*

O365 FREE OFFICE DOWNLOAD

Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.



IT'S SIMPLE! JUST
FOLLOW THE STEPS
BELOW.

STEP ONE:

Log into your Microsoft
account:
<https://login.microsoftonline.com>

Use your LCPS login
information, same as when
you log into a computer at
school.

Example: student@lcps.net

FREE MICROSOFT OFFICE

Did you know you all district employees and students can
download Microsoft Office 365 for free?

Office 365 includes Word, Excel, Powerpoint, Outlook,
OneDrive and more!



Copyright free icons from iconfinder.com

STEP TWO:

Select "Install Office" in the
top right corner, and
choose the "Office 365
apps" option from the drop-
down menu.

STEP THREE:

Download and follow set-
up instructions for access
to Word, Excel, Powerpoint
and more!



CANVAS LOG IN

Canvas is the online learning system Las Cruces Public Schools uses. Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

Access Canvas



LAS CRUCES PUBLIC SCHOOLS

The Las Cruces Public Schools provides an equitable student-centered learning environment that cultivates civic engagement, promotes excellence, and celebrates diversity.

Las Escuelas Públicas de Las Cruces proveen un ambiente equitativo centrado en los estudiantes, que promueve la participación cívica, la excelencia y la celebración de la diversidad.

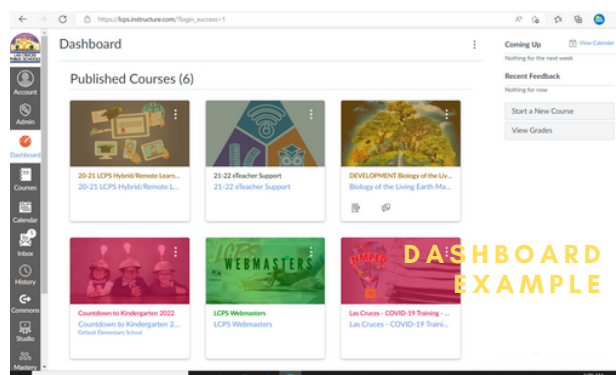
Las Cruces Public Schools User Login

Sign in with your organizational account

someone@example.com

Password

Sign in



→ Log into Canvas at <http://lcp.net/instructure.com/>
Log in with username and password (same as your LCPS computer)

Example:

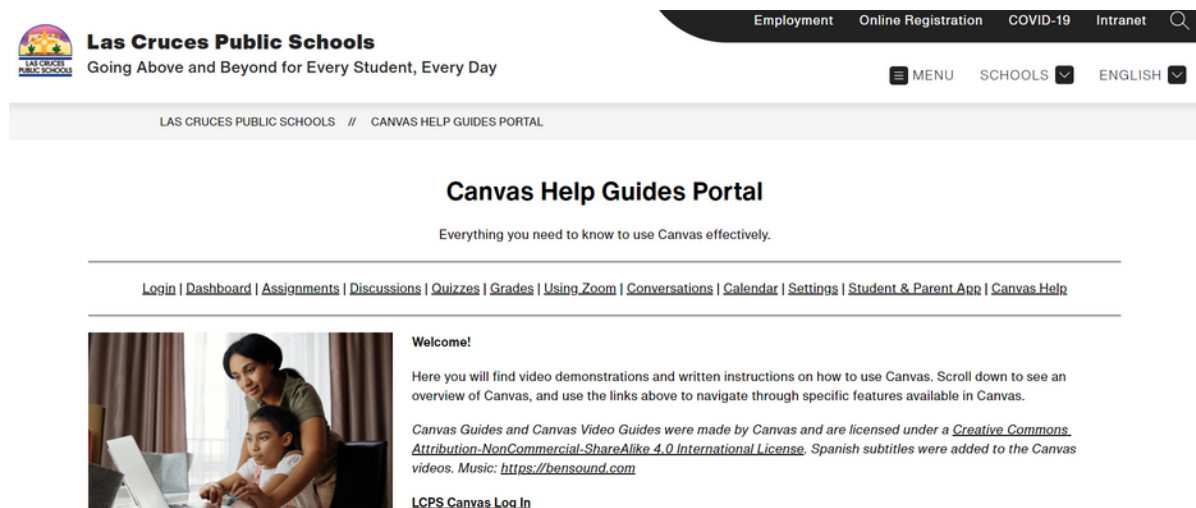
Username: doejohn@lcp.net

Password: same as your LCPS computer password

→ Once you are logged in, you should see the student dashboard with your courses.

2

Help for Canvas



→ LCPS has created a Canvas Help Guides Portal. Here you will find video demonstrations and written instructions on how to use Canvas.

Visit the Canvas Help Guides Portal at <https://www.lcp.net/page/canvas-help-guides-portal>

End of Instructions.

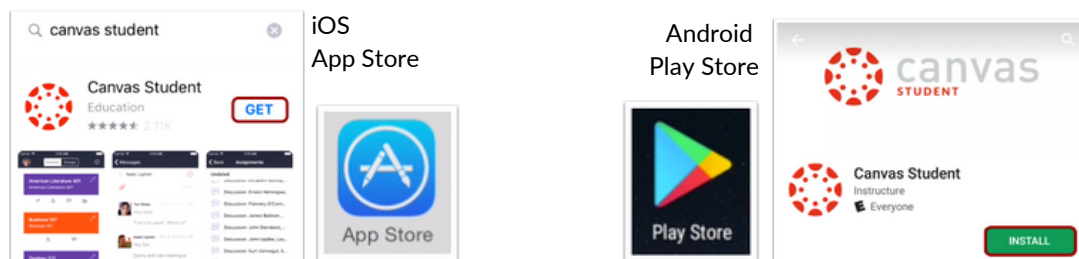
CANVAS STUDENT APP

Canvas Student lets you access your courses on your cell phone or tablet, anywhere! You can submit assignments, participate in discussions, as well as view grades, course materials, calendars, To-Do items, notifications, and Conversations. Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

Download the Canvas Student App

Canvas Student App is available on Android and iOS and requires you to already have a Canvas account.

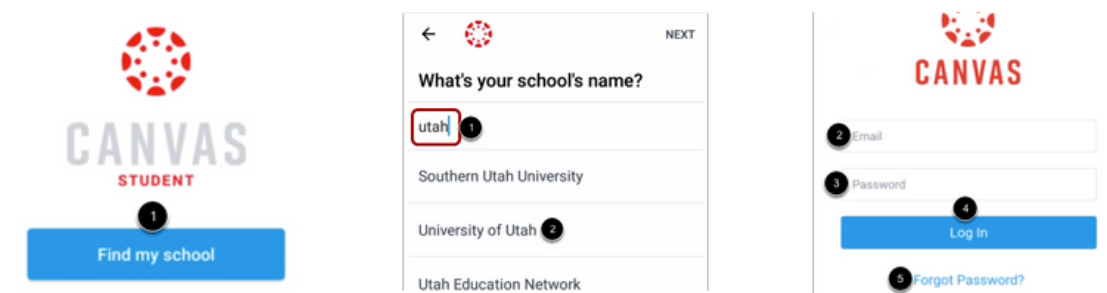


→ To download the app from the app store on your cell phone or tablet, search for Canvas Student in the search field. Tap the full name when it appears and install the app.

2

Logging into the Canvas Student App

Once you download the Canvas Student app, you can log in to your existing Canvas account.



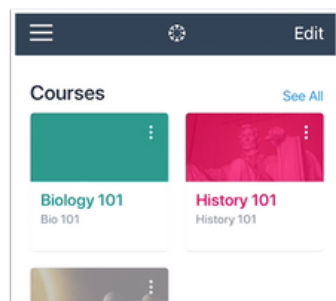
→ Open the Student Canvas app and tap the Find my school button.

→ Enter your school district's name. When the full name appears in on the list, tap the name.

→ After you've located your school's account, enter your email and password. Tap the Log In button. If you don't know your password, tap the Forgot Password link.

3

Using the Canvas Student App



→ When you log in to the Canvas Student app, the default landing page is the Dashboard. The Dashboard displays all your current courses and groups. The Dashboard can also display overall grades in each course. You can now open a course and work through it just as you would on the full desktop version of Canvas.

Where do I go for more information?

Canvas has great step-by-step guides for mobile users.

Canvas Student App Guides: <https://community.canvaslms.com/docs/DOC-4048>

End of Instructions.

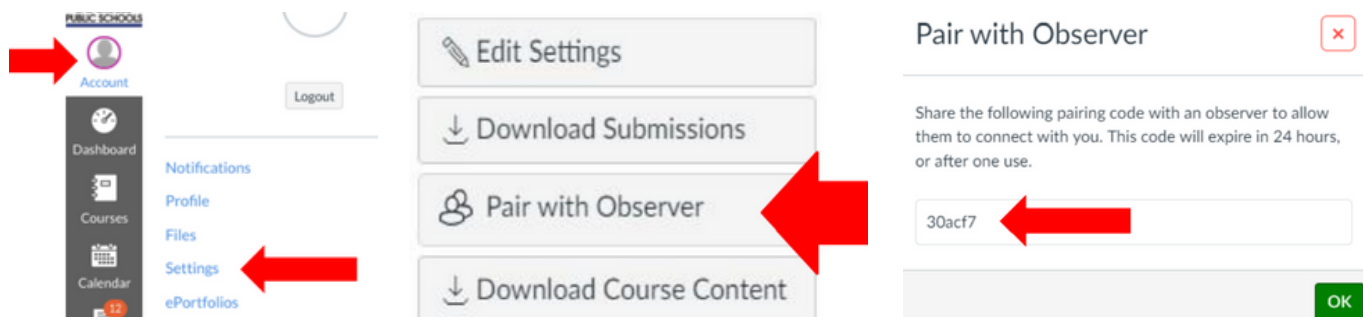
PARENT OBSERVER ACCOUNT

With Canvas parents have the ability to check grades online and stay involved in your student's classrooms. Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

Generating a Pairing Code

In order to access your student's Canvas account, you will first need a pairing code from your student's teacher. Students must sign into their Canvas Account from a laptop or desktop computer (NOT a mobile device): <http://lcp.instructure.com>



→ Click on ACCOUNT, then SETTINGS.

→ On the right side of the screen click PAIR WITH OBSERVER.

→ Copy the six-digit code for parent to use. The code is only valid for 24 hours or one use.

2

Create a Parent Account

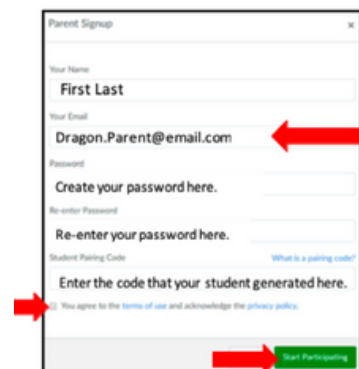
You will now create a Parent Account from a laptop or desktop computer (NOT a mobile device).



→ On a laptop or desktop computer, go to: <http://lcp.instructure.com/canvas>.

Click the top right corner, NEED A CANVAS ACCOUNT.

→ Click on PARENTS SIGN UP HERE.



→ Complete Parent Signup Form.

This email address will serve as your Canvas username each time you log in.

End of Instructions.

PARENT APP

Canvas Parent App allows parents to support their student by giving access to important class information. **Note: A parent must first enroll as an Observer in their child's class before they can access the Parent App.** Contact Service Desk at 575-527-4357 or servicedesk@lcpss.net for assistance.

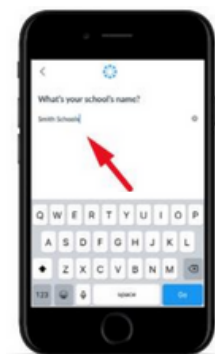
1

Download the Canvas Parent App

To download the app from the app store on your cell phone or tablet, search for Canvas Parent in the search field. Tap the full name when it appears and install the app.

2

Logging into the Canvas Parent App



→ Open the Canvas Parent app, tap the Find my School button, enter [LAS CRUCES PUBLIC SCHOOLS-PARENT], and proceed.

3

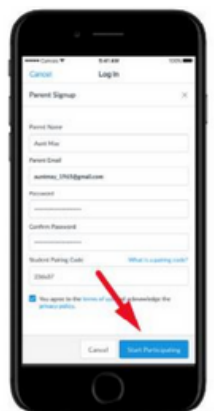
Create Account



→ Tap Create Account Link at the bottom of the log in page.

4

Start Participating



→ Fill out the signup form, including the pairing code that was shared with you, and tap Start Participating. You are now connected!

Online Canvas Resource:

<https://community.canvaslms.com/groups/observers/pages/home>

End of Instructions.

DON'T GET CAUGHT!



Technology Division members left to right: Amy Ewing, Patricia Monge, Andres Chavira, Ernesto de Jesus, Joseph Ragan, Noland Edmonson, Christina Mullins, Josh Silver and "The Shark" aka Matthew Dawkins

STAY SAFE FROM PHISHING

Phishing is where an attacker tries to trick you into revealing personal or sensitive information.

A phishing email may look like it's from someone you know or trust. They may try to trick you into opening a link or an attachment.

Example of a phishing email

NETFLIX

YOUR ACCOUNT IS ON HOLD.

Hello Valued Customer,

We are having trouble processing your payment with your current billing information. We will continue to attempt to process this month's payment, but in the meantime you may want to update your payment details.

UPDATE ACCOUNT NOW

Need help? We are here if you need it. [Visit the Help Center](#) or [contact us](#) now.

Thank you,
Netflix

Questions: Call 1-800-555-5879

what to look for

Phishing emails may:

- say they've noticed suspicious activity or log-ins
- say there's a problem with your account or payment
- say you need to confirm personal information
- include a fake invoice
- say to click on a link to make a payment
- say you're eligible to register for a refund
- offer a coupon for free stuff

WHAT TO DO

If you think you may have received a phishing email, do not open the email. You should forward it to

phishing@lcps.net.

FREQUENTLY USED URL'S

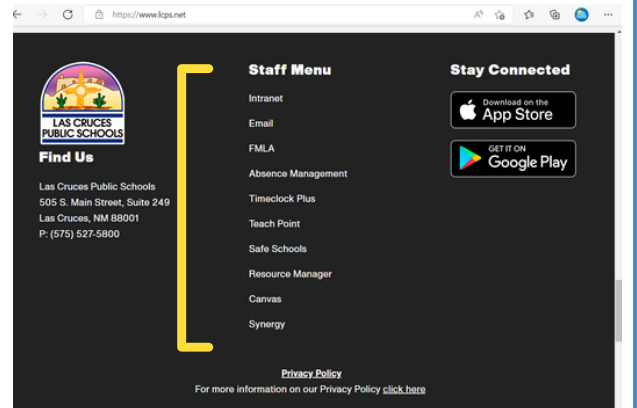
Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.



LCPS Website: Staff Menu

Scroll to the bottom the page and you will find quick links to commonly used Staff Resources.

<https://www.lcps.net/>



Outlook Email

<https://login.microsoftonline.com>
(username@lcps.net account)



Clever

Access through Canvas or
<https://clever.com/in/mylcps>
(username@lcps.net account)



OneDrive

<https://onedrive.live.com/about/en-us/signin/>
(log in as Work or School
username@lcps.net account)
Click on nine dots for OneDrive
Access.



SafeSchools

<https://lcps-nm.safeschools.com/login>
(LCPS username without
@lcps.net, same password as
email)



Canvas

<https://lcps.instructure.com>
(username@lcps.net account)



iVisions

<https://lascrucespublicschoolsnm.tylerportico.com/tesp/employee-selfservice>
(username@lcps.net account, same
password as email)



Google

<https://www.google.com>
(username@lcpsmail.org account)



Synergy

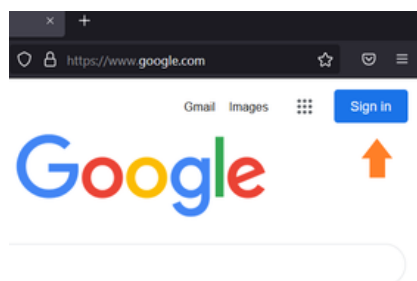
<https://synergy.lcps.k12.nm.us>
(LCPS username without @lcps.net,
same password as email)

LCPS GOOGLE ACCOUNT ACCESS

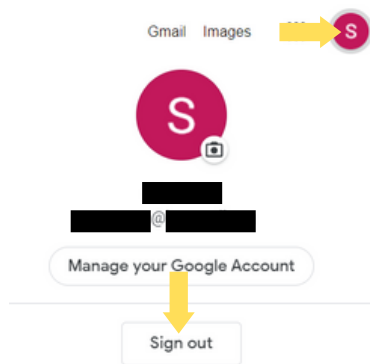
Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.

1

Google & Personal Accounts



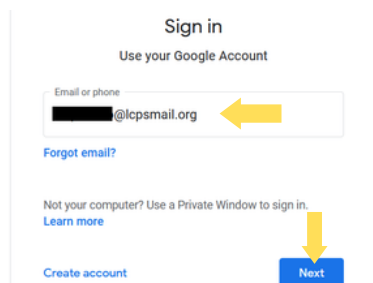
→ Visit www.google.com on any browser and click Sign In. You may need to sign out of any personal accounts before continuing to step two.



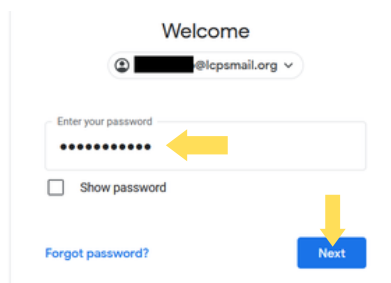
→ To sign out of a personal Google account, click the circle initial button in the upper right corner and click Sign out.

2

Sign In



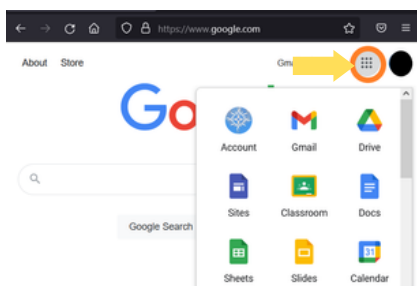
→ Sign in with LCPS username @lcpsmail.org. Click Next.



→ Enter LCPS Google password. Click Next.

3

Accessing Apps



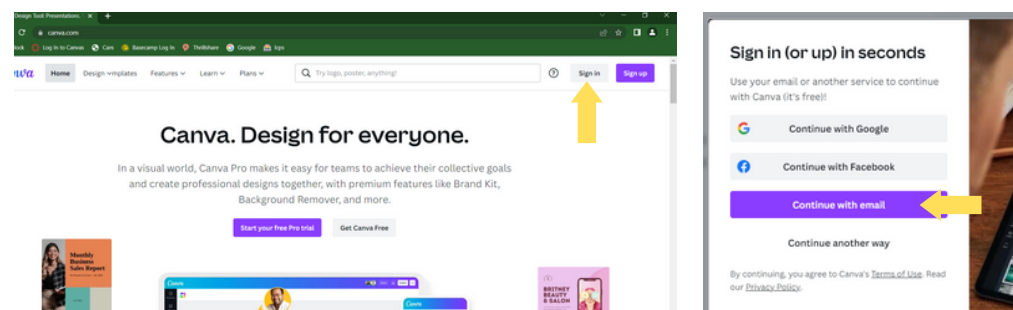
→ Apps can be found by clicking on the nine dots (sometimes referred to as the "waffle") in the upper right corner. *End of Instructions.*

CANVA LOGIN

Canva is a graphic design program available to all LCPS staff and students. Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

Canva Sign In

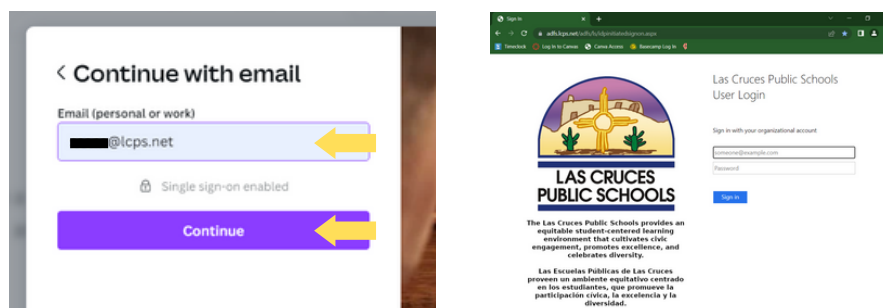


→ Go to www.canva.com and click Log In.

→ Click Continue with email.

2

Enter LCPS email

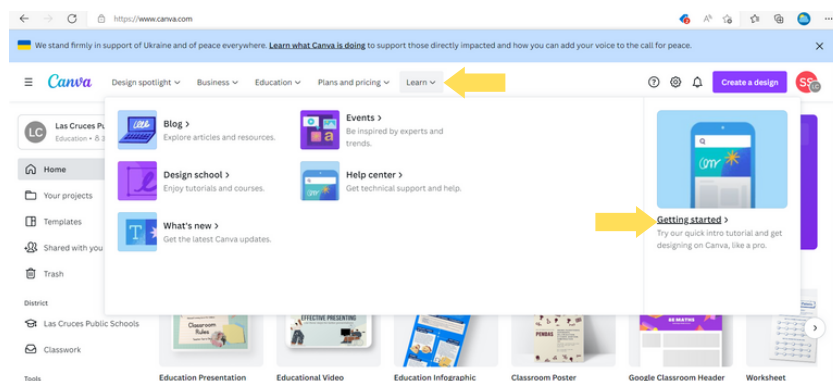


→ Enter your district email address in the Email/Cell field and click Continue.

→ On the LCPS Authentication screen, log in with your LPCS login credentials. Your Canva account will be created.

3

Getting Started



→ Canva has a great Getting Started section. To access it, click the Learn button and select Getting Started from the drop down menu. *End of Instructions.*

CLEVER LOGIN

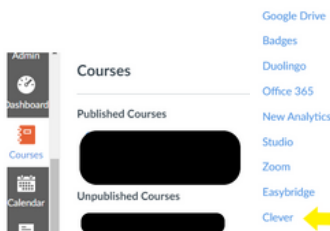
Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.

1

Access Clever through Canvas



→ Sign into Canvas with @lcps.net account.



→ Click on Courses and pick the Published Course for the assignment. Click Clever.

To visit the URL, click the button below.

Open in New Tab

→ Click Open in New Tab

2

Option 1: Single Sign On

Las Cruces Public Schools
[Not your district?](#)

Hints for logging in with Active Directory

Username hint:
Teacher Username: email
Student Username: username@lcps.net
Password hint:
Teacher Password: same as your email
Student Password: same as you log in to a school computer

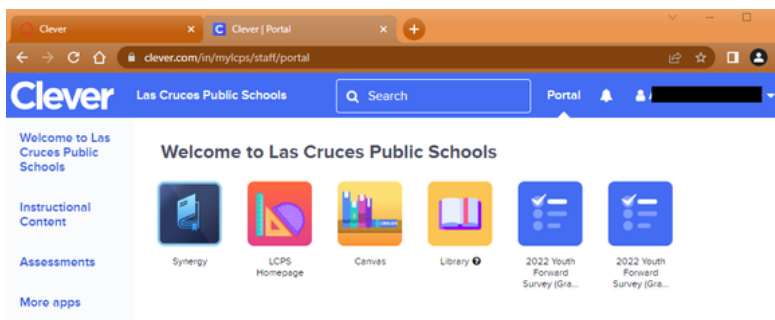
 Log in with Active Directory

Having trouble?

Contact servicedesk@lcps.net
Or [get help logging in](#)



→ In the new tab, option 1 is to sign in using SSO (Single Sign-On). Click on Log in with Active Directory.



→ SSO will use the Canvas login and open Clever directly. Note: Apps may look different for each user.


3

Option 2: Clever Badge Log On

Las Cruces Public Schools
[Not your district?](#)

Hints for logging in with Active Directory

Username hint:
Teacher Username: email
Student Username: username@lcps.net
Password hint:
Teacher Password: same as your email
Student Password: same as you log in to a school computer

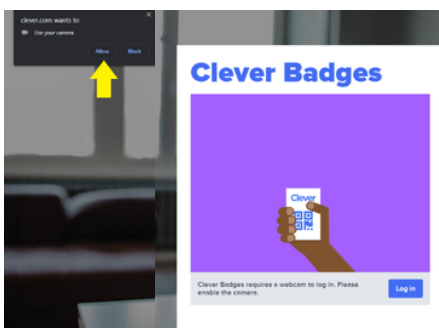
 Log in with Active Directory

Having trouble?

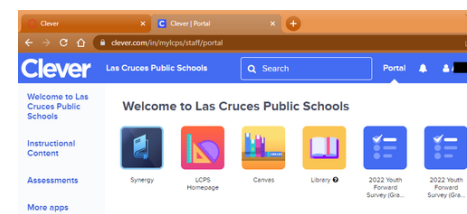
Contact servicedesk@lcps.net
Or [get help logging in](#)



→ Option 2 is to sign in using the Clever Badge log in. Note: this is for students under the age of where teachers have set up the badges.



→ Give Clever permission to use the camera if prompted to Allow.



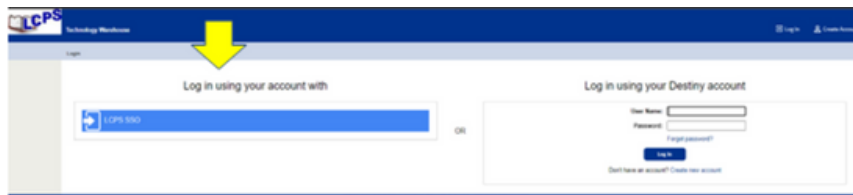
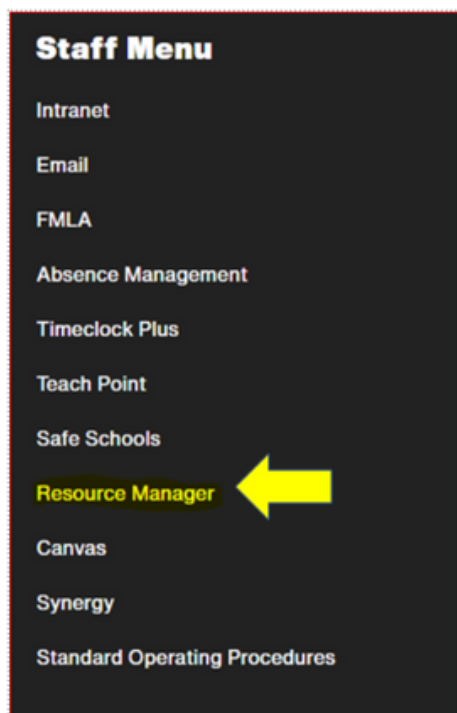
→ Successful log in. Note: Apps may look different for each user. *End of Instructions.*

RESOURCE MANAGER

Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

Access at www.lcp.net

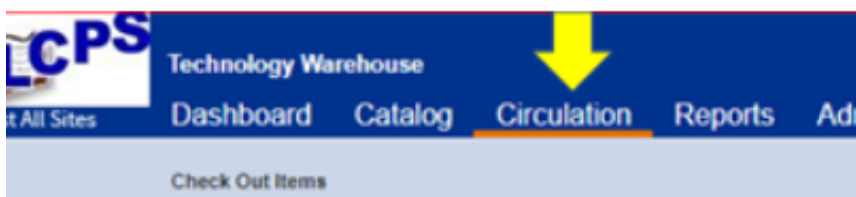
1



→ Log into resource manager using LCPS SSO Sign In Option. This will be username@lcp.net account and password

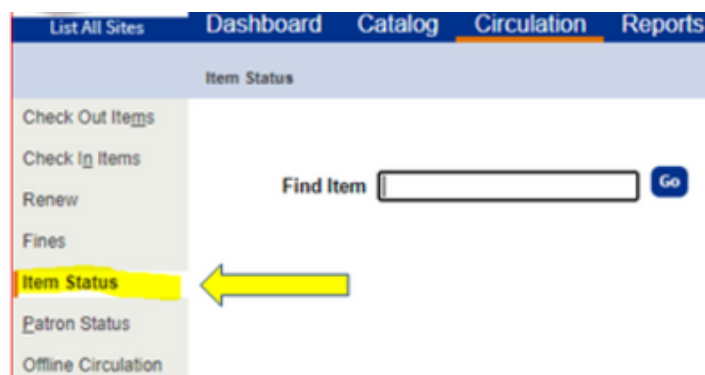
→ Scroll all the way to the bottom of the screen to under Staff Menu and select Resource Manager

2



→ Click on Circulation on the top menu.

3



→ On the left-hand side click on Item Status.

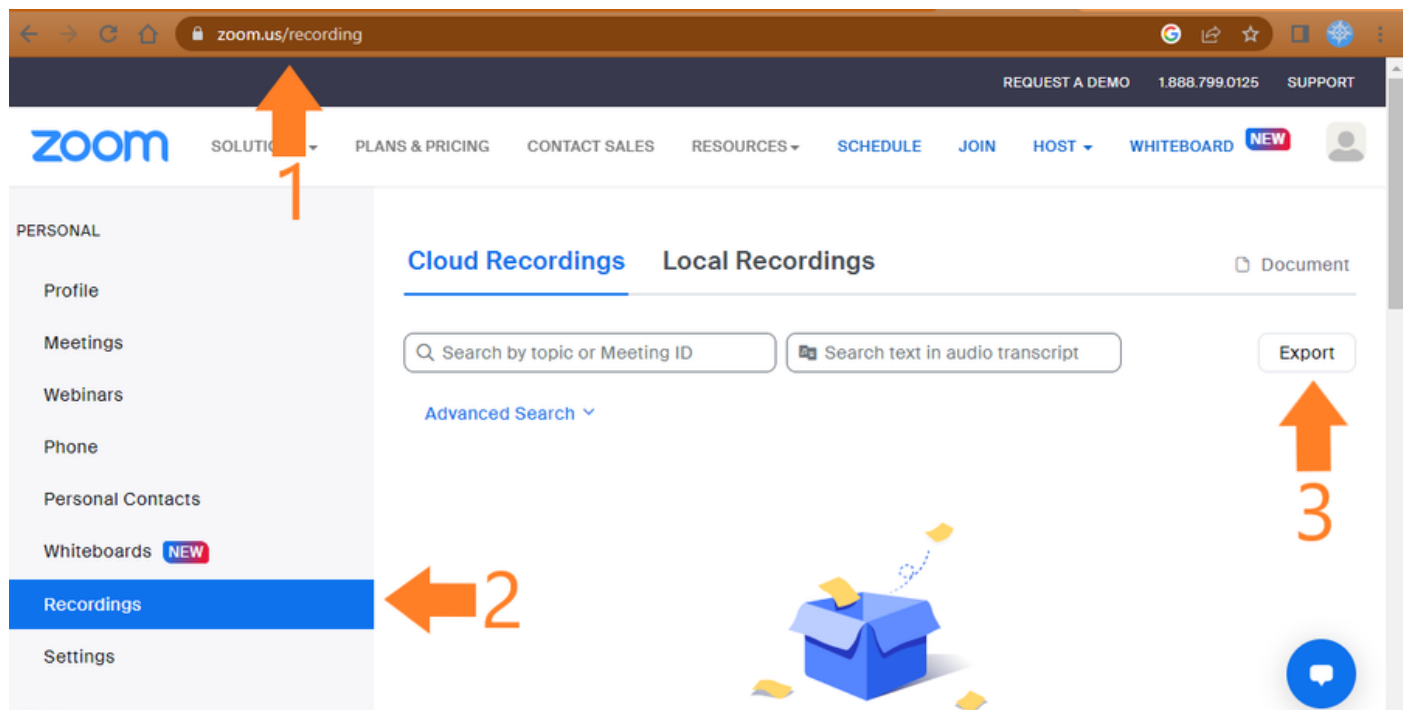
- In the box that says find Item put in the barcode of device.
 - If barcode is not on device get with the school tech or tech contact.
 - If barcode is not found in Resource Manager get with school tech or tech contact to add to Resource Manager.
- Once you type the barcode in and it is found make sure the information is correct.
 - If the information is wrong get with school tech or tech contact.
- Make sure it is checked out to you.
 - If the computer is not checked out to you get with school tech or tech contact. *End of instructions.*

ZOOM CLOUD BACK UP

Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

Access at <https://zoom.us/recording>



→ Go to <https://zoom.us/recording>

→ Click on "Recordings"

→ Click on "Export"

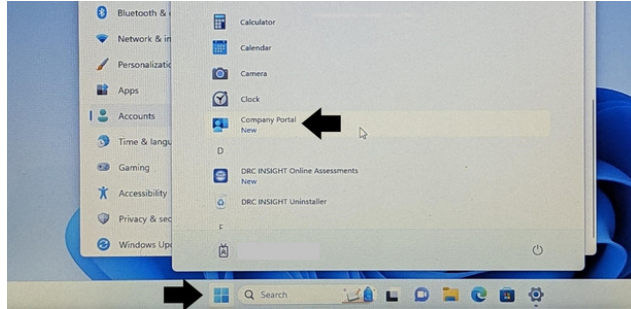
End of instructions.

ADOBE ACROBAT DC

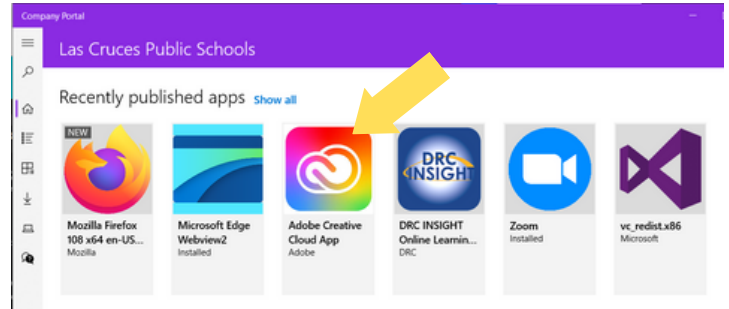
Contact Service Desk at 575-527-4357 or servicedesk@lcps.net for assistance.

1

Adobe Acrobat DC is available to download from the Adobe Creative Cloud app. The Adobe Creative Cloud app can be downloaded from the Company Portal app on a school Windows computer.



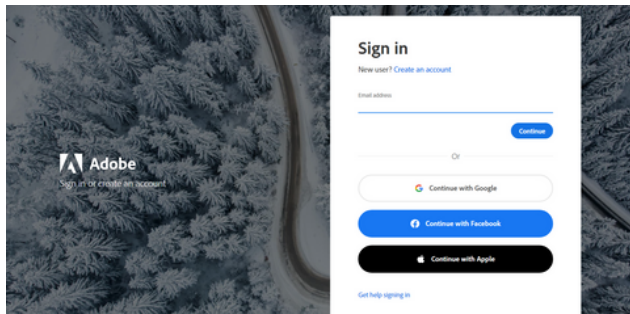
→ To open the Company Portal, click Start Menu (Blue Flag in bottom center). Click "Company Portal" and sign on if prompted.



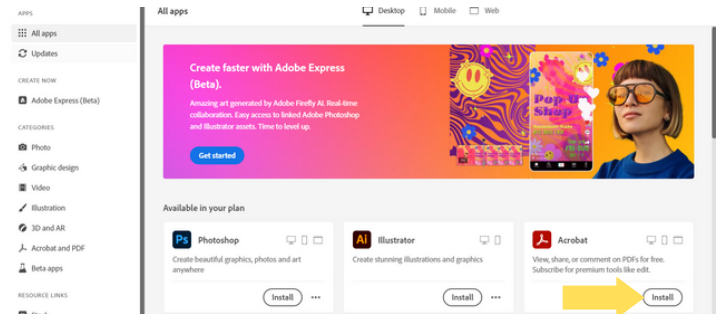
→ Once Company Portal opens, there should be a list of apps that can be installed; this should include the Adobe Creative Cloud app. Click on the "Adobe Creative Cloud" to install.

2

Open Adobe Creative Cloud



→ Once it's done installing, open the app and sign in to your Adobe account when prompted (LCPS username and password).



→ After you sign in, the Adobe app may start updating. If so, let the app finish its update and open the app again once it's done. When you open it this time, you should be able to install the Adobe Acrobat DC app. *End of instructions.*

MIMIO PRO 4 PANEL RESOURCES

Contact Service Desk at 575-527-4357 or servicedesk@lcp.net for assistance.

1

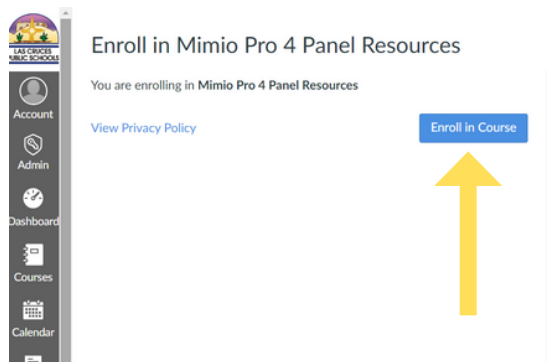
Mimio Canvas Resource Hub



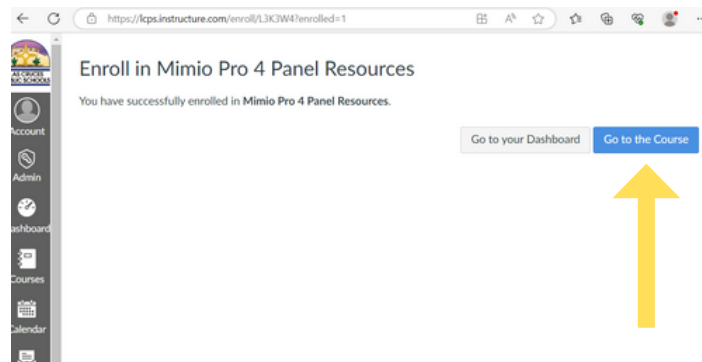
To access the Mimio Canvas Resource Hub, you will need to self-enroll using the link <https://lcp.instructure.com/enroll/L3K3W4> or scan the QR code here.

2

Self-enrollment



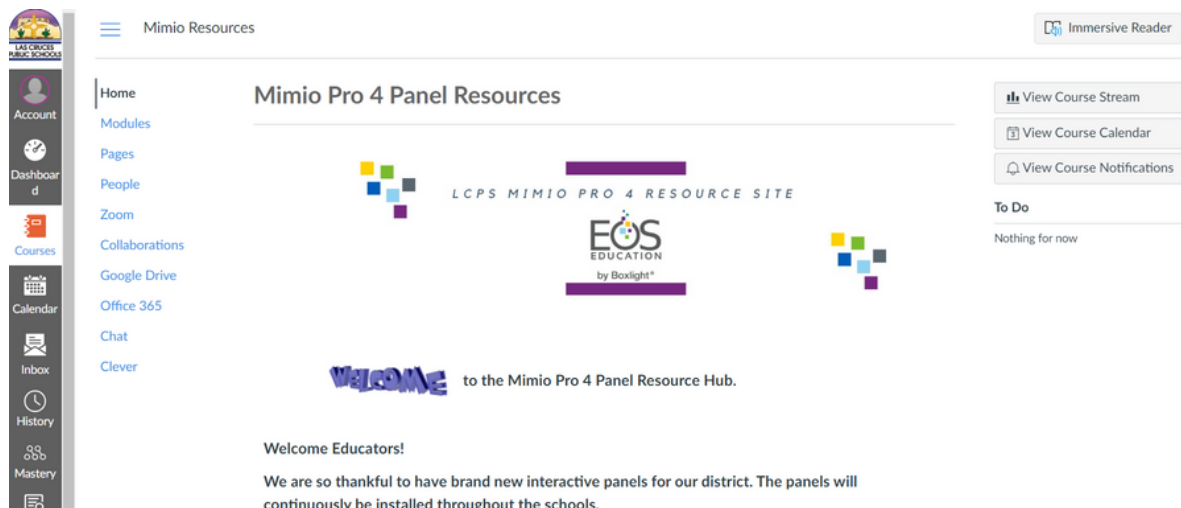
In the window that loads, click on the "Enroll in Course" button



Click on the "Go to the Course" button

3

Welcome to the Mimio Pro 4 Panel Resources Canvas Course!



End of instructions.