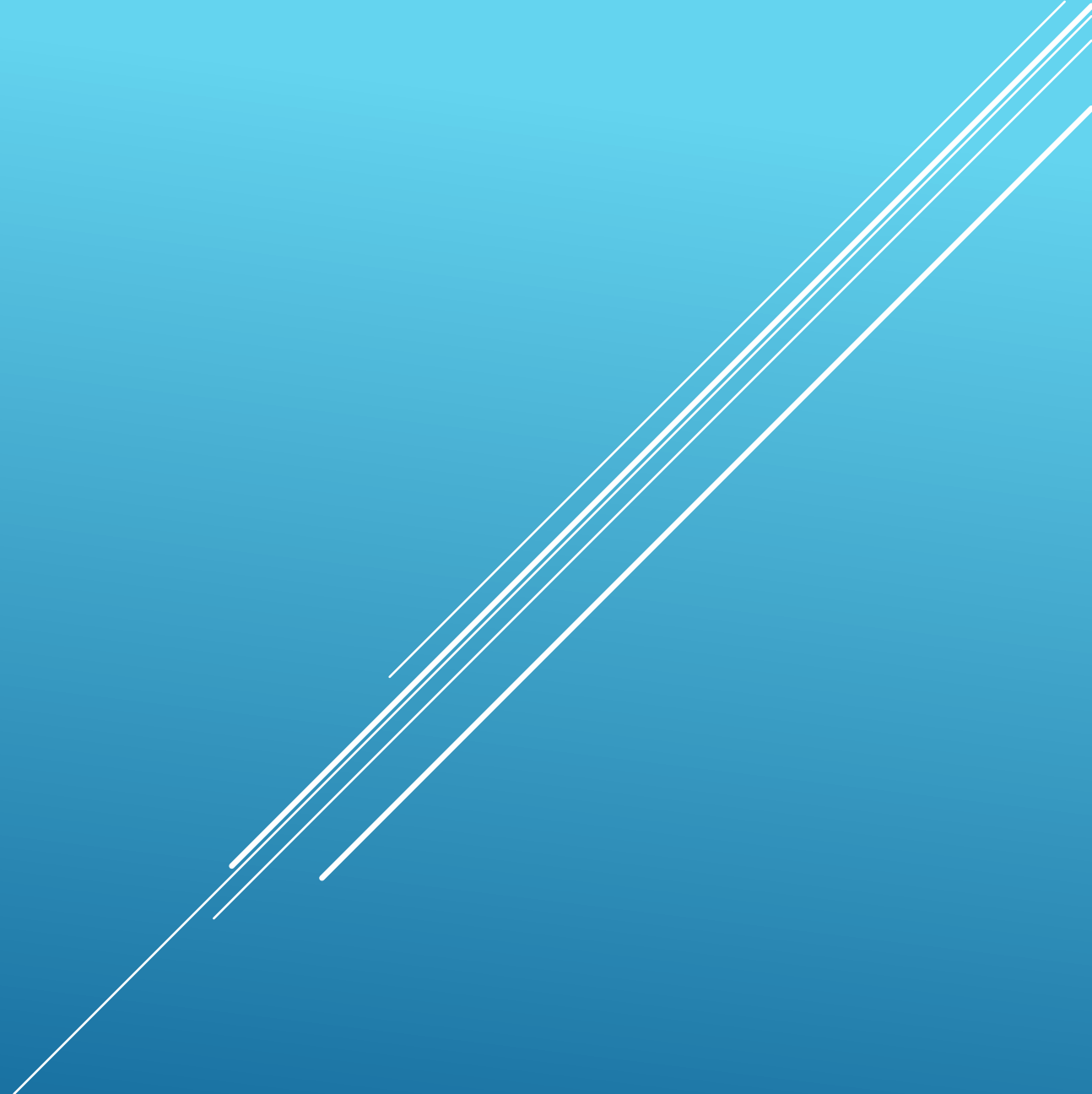


# TECH SUPPORT

Good to know



## TECHNOLOGY

The Thomasville City Schools Technology Department is dedicated to supporting the effective integration of technology into all aspects of teaching, learning, and school administration. It supports firewalls, servers, access points, laptops, desktops, Chromebooks, and innovative technologies.

### TECHNOLOGY DEPARTMENT

<b>Chris Upton</b> <a href="mailto:uptonc@tcitys.org">uptonc@tcitys.org</a>	<b>Randall Long</b> <a href="mailto:longr@tcitys.org">longr@tcitys.org</a>	<b>David McCorkle</b> <a href="mailto:mccorkled@tcitys.org">mccorkled@tcitys.org</a>
--	---	---

### Resources

[Tech Support Good To Know Info](#)

[Phishing Awareness Training](#)

[Istation Download Link](#)

[Steps To Download Your Google Data](#)

# Staff Logins

## Log in to computer

Username = **lastname+firstinitial** (ex. Joe Smith = smithj).

Password = Changeme2021 (\*\* Note that C is capitalized)

\*\*\*You will be prompted to change your password upon first login

## Login to email

Username = **lastname+firstinitial**@tcitys.org

Initial Password = Changeme2020 (\*\* Note that C is capitalized )

\*\*\*You will be prompted to change your password upon first login

Note: If smithj is already in use by someone else, then smithjo will be tried and this will continue until an unused username can be created

# Student Logins

## Log in to computer

Username = **lastname+last3oflunch#** (ex. Joe Smith has a lunch number of 123456  
**then username = smith456**)

Password = Entire lunch #

## Login to email

Username = **lastname+last3oflunch# @tcitys.org** (ex. smith456@tcitys.org)

Password = tcs+lunch# (ex. tcs123456)

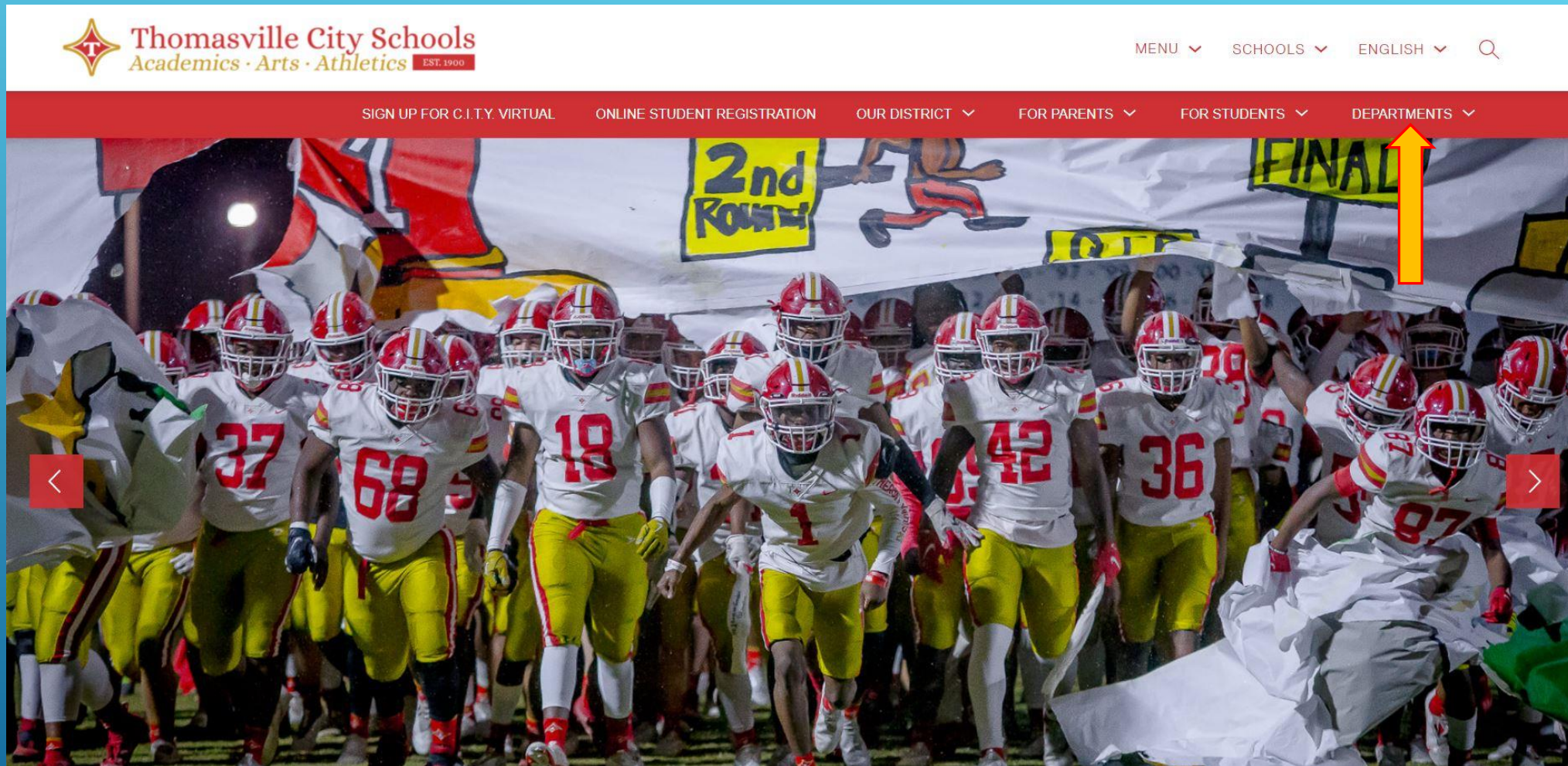
## Document Storage

We recommend that you store all your documents on Drive File Stream.

Several thin, white, parallel diagonal lines are located in the bottom right corner of the slide, extending from the right edge towards the center.

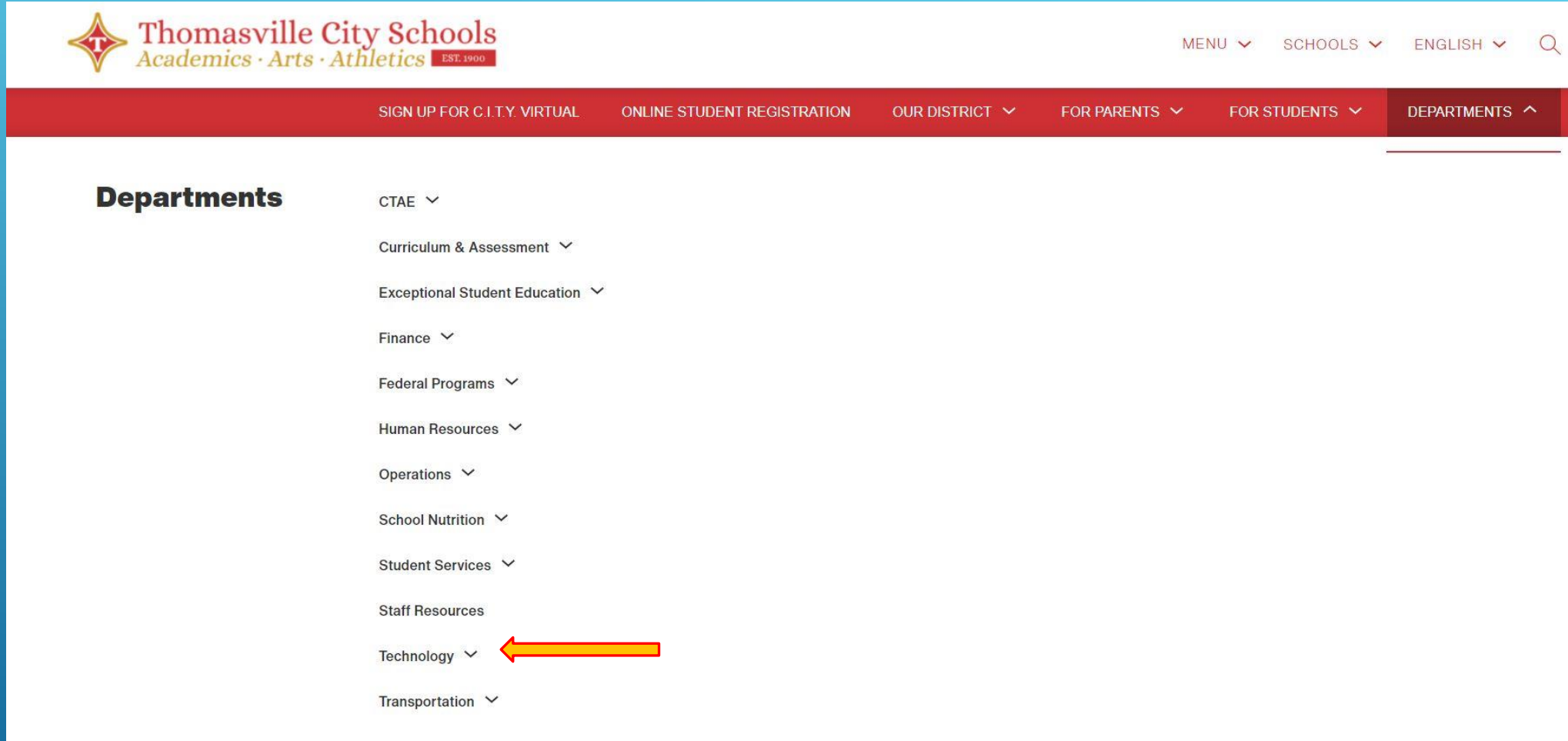


# Submit Tech Request



Go to Tcitys.org and click on Departments

# Submit Tech Request (continued)



The screenshot shows the Thomasville City Schools website. The header includes the school logo and name, along with navigation links for MENU, SCHOOLS, and ENGLISH. A red navigation bar contains links for SIGN UP FOR C.I.T.Y. VIRTUAL, ONLINE STUDENT REGISTRATION, OUR DISTRICT, FOR PARENTS, FOR STUDENTS, and DEPARTMENTS. The DEPARTMENTS menu is expanded, showing a list of departments: CTAE, Curriculum & Assessment, Exceptional Student Education, Finance, Federal Programs, Human Resources, Operations, School Nutrition, Student Services, Staff Resources, Technology, and Transportation. A red arrow points to the Technology link.

**Thomasville City Schools**  
*Academics · Arts · Athletics* EST. 1900

MENU ▾ SCHOOLS ▾ ENGLISH ▾ 🔍

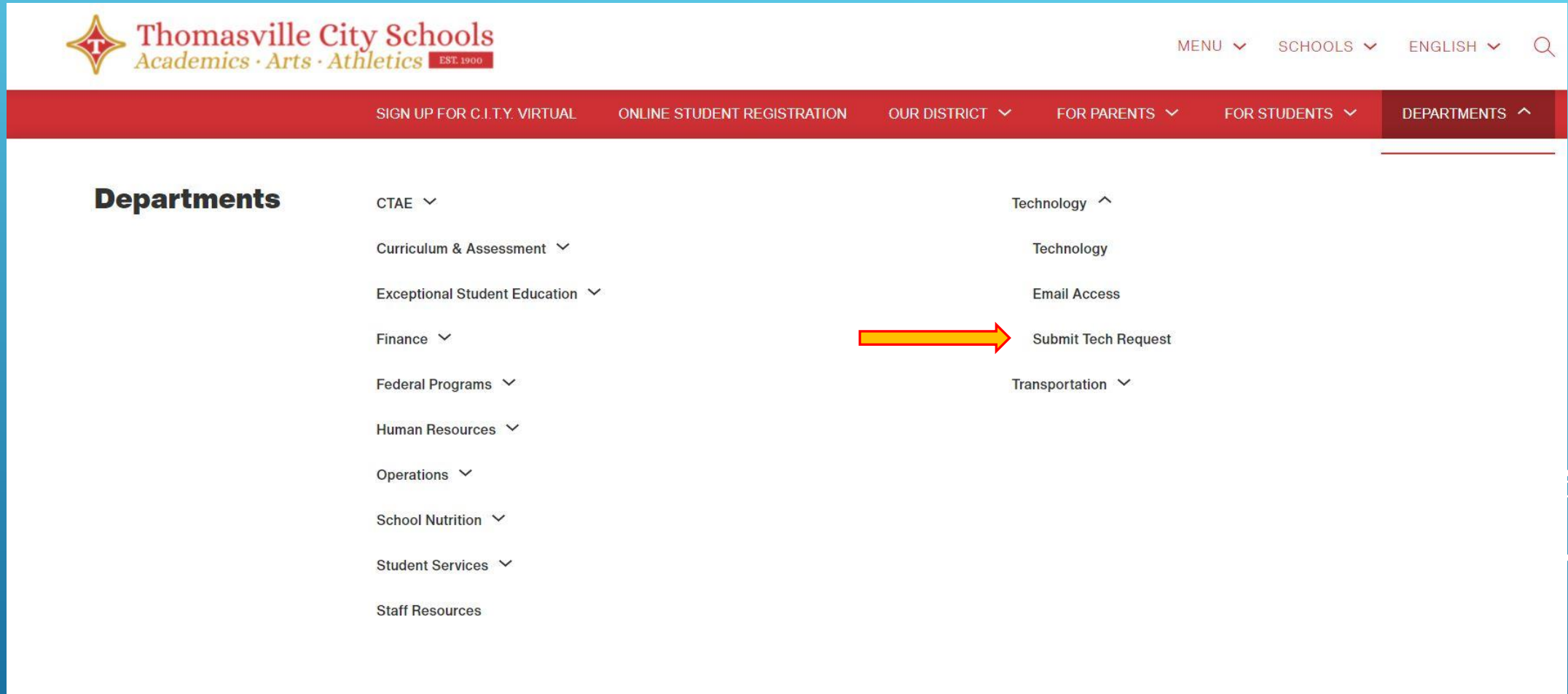
SIGN UP FOR C.I.T.Y. VIRTUAL ONLINE STUDENT REGISTRATION OUR DISTRICT ▾ FOR PARENTS ▾ FOR STUDENTS ▾ DEPARTMENTS ▴

**Departments**

- CTAE ▾
- Curriculum & Assessment ▾
- Exceptional Student Education ▾
- Finance ▾
- Federal Programs ▾
- Human Resources ▾
- Operations ▾
- School Nutrition ▾
- Student Services ▾
- Staff Resources
- Technology ▾ ←
- Transportation ▾

Click on Technology

# Submit Tech Request (continued)



The screenshot shows the Thomasville City Schools website. The header includes the school logo and name, along with navigation links for MENU, SCHOOLS, and ENGLISH. A red navigation bar contains links for SIGN UP FOR C.I.T.Y. VIRTUAL, ONLINE STUDENT REGISTRATION, OUR DISTRICT, FOR PARENTS, FOR STUDENTS, and DEPARTMENTS. The DEPARTMENTS link is expanded, showing a list of departments on the left and a list of technology-related links on the right. A red arrow points to the 'Submit Tech Request' link in the right-hand list.

**Thomasville City Schools**  
*Academics · Arts · Athletics* EST. 1900

MENU ▾ SCHOOLS ▾ ENGLISH ▾ 🔍

SIGN UP FOR C.I.T.Y. VIRTUAL ONLINE STUDENT REGISTRATION OUR DISTRICT ▾ FOR PARENTS ▾ FOR STUDENTS ▾ DEPARTMENTS ▴

**Departments**

- CTAE ▾
- Curriculum & Assessment ▾
- Exceptional Student Education ▾
- Finance ▾
- Federal Programs ▾
- Human Resources ▾
- Operations ▾
- School Nutrition ▾
- Student Services ▾
- Staff Resources


- Technology ▴
- Technology
- Email Access
- Submit Tech Request
- Transportation ▾

CLICK ON SUBMIT TECHNOLOGY REQUEST



# Submit Tech Request (continued)

Thomasville City Schools




Got a problem? Email us


**Current SchoolDude User? Login Here!**

Email  Password

[Forgot Password?](#)

---


**Never Submitted a SchoolDude Request? Register Here!** 



Click on the down arrow to register

# Submit Tech Request (continued)

Thomasville City Schools



ITDirect Request

Current SchoolDude User? Login Here!

Email

Password

Sign In

Forgot Password?

Never Submitted a SchoolDude Request? Register Here! ^

Account Number

First Name

Last Name

Phone Number

Email

New Password

Passwords are case sensitive and must be at least six characters long.

Confirm Password

Register

NOTE: Registration will be complete after you submit your first request.  
New users are not saved until their first request has been submitted.

Fill in required fields and select Register.

# Submit Tech Request (continued)

**IT Request**

**Technology Request**  
To submit your request complete the following form.

**Step 1** Please be yourself, click [here](#) if you are not Hank Townsend

<b>First Name</b> Hank	<b>Last Name</b> Townsend	<b>Email</b> townsendh@tcitys.org
<b>Phone</b>	<b>Pager</b>	<b>Mobile Phone</b>

**Step 2** **Location** ☒

-- Select Location --


**Building**  
-- Select Building --





















**Area**  
-- Select Area --

☐ Yes, remember my area entries for my next new request entry.

**Area/Room Number** ☒

**Step 3** **Select Problem Type:** ☒

 **Technology Help Desk:** Click on the problem type below that best describes your issue.

 Blackboard	 Browser Filtering (CIPA)	 Cabling	 CD Drive
 Computer Monitor	 CPU / Computer	 Digital Camera	 Document Camera
 Drive A or B / Floppy	 DVD Drive	 Email	 Equipment Moving
 <b>General</b>	 Grades/Comments	 Hard Drive	 Hub
 Internet Connection	 Internet Filter	 Keyboard	 Laptop

1. Complete fields as shown

# Submit Tech Request (continued)

Miscellaneous/Questions (IT)	Monitors	Mouse	Network Connectivity
Operating System	Password	Printers	Projector (Data/Computer)
Router	Scan Converter	Scanner	Server
Smart Board	Software Application	Student Database	Switch
UPS Backup	USB	Video Conferencing	Virus
Web Site	Wireless Connection		

**Step 4** Please describe your problem or request. ☒

Describe the problem the best you can.  
Example: The third student computer from left will not turn on.  
2nd Example: Projector says to clean filter.

**Step 5** Submittal Password ☒  Forgot Password? Enter the password "techrequest" (no quotes and no spaces)


**Step 6**  Click Submit

Your new requests are automatically shown as approved by you on submit.  
NOTE: You will receive the following notifications.  
You will be notified receipt of your request.  
You will be notified of status changes to your request.  
You will be notified if this request is completed.  
You will be notified if this request is declined.  
You will be notified if this request is duplicated.  
You will be notified if this request is closed.

Complete fields as shown.

Note: Submittal Password is "techrequest" without the quotes.

- ▶ PLEASE Do Not Email or Stop Technology Specialist in the hallways. Please submit a Technology Request and we will respond as quickly as possible.

- Please note that technology equipment is assigned to the classroom and not an individual.
  - Please do not move any technology equipment. If any equipment needs moving, Please submit a tech request.
- 
- Several thin, parallel white lines are drawn diagonally across the bottom right corner of the slide, extending from the right edge towards the bottom.



## Wireless Access for Staff

- In order to connect your personal devices to the TCS wireless network, a technology specialist has to enter the passphrase into the device. Please submit a tech request and we will be happy to put your device on the TCS wireless network.
- Do not use TCSBYOD or you will be on the same network as students

# Questions?

