albert

POWERED BY K12ITC

Welcome to Albert!

Globe Unified School District
Capturing Hearts, Empowering Minds

A managed technology platform for K-12 schools.

K12 itc

A MENLO COMPANY

Get District Tech Support:

The Help Desk is available via phone, and Schooldude, 7:00 a.m. to 5:00 p.m., Monday through Thursday. I.T. office closed on Fridays.

For **Phone Support**, please call **928-402-6069** or **928-402-6098**.

For **work order** please visit www.globeschools.org – employee portal page.

- Please allow up to 24 hours for work orders to be addressed.

- All work orders are scheduled prior to school, planning period, or after school.

- Many work orders are resolved remotely connected to user computer.

- In many cases Toner request can be delivered on the same day of the request, pending we have the toner on hand.

Reset District Password:

1. Before you reset your Albert password, you should ensure you are using the correct Albert user email and haven't mistakenly used the caps lock or num lock key. To reset your password:

2. Click the **Forgot Password** link on **https://dashboard.k12itc.us** and enter your Albert username (full email address).

3. Select the method in which you would like to receive a reset code; via text or email and click **Next**.

4. Retrieve and enter the reset code and click **Next**.

5. Answer the security question presented.

6. Enter a new password in the top field and again in the bottom.

Click **Submit**.

Activate Your Account & Log Into Albert Portal:

Find your Albert credentials in your invitation email, and in a web browser, open **https://dashboard.k12itc.us** and click **Register**.

Click **Let's Go!** and follow the steps to register. Entering accurate information will help you if you need to recover your user name or password in the future.

Log Into Your Computer:

Now that you have activated your account, let's log into your computer. Use your Albert Login (school email and password) to log into your school computer.

Find Your Files:

Your files have been migrated to your desktop in a folder called "Recovered Files". Please Contact the K12itc Help Desk at **(816) 382-4840** if your files are not located on your desktop.

Add Printers:

Printers are managed through the Albert dashboard which will automatically install selected network printers. To add a printer, follow the steps below:

1. Go to **https://dashboard.k12itc.us**

2. Log in with your Albert username (school email).

3. Click **Printing** in the left sidebar and select **My Printers**.

4. Click on the **+ Add Printer Wizard** button in the upper right corner.

5. Select the printer(s) you would like to add by clicking the name. You may use the search function if the list is long.

6. Click the red **Add** button that pops up to add the printer to your profile.

7. Wait approximately 5 minutes for the printer policy to apply.

8. Restart your school computer.

Create Shared Folders:

1. Log into **https://dashboard.k12itc.us**

2. In the Sidebar menu click **Network** and select **My Shares**

3. Click on **+ New Share** in the upper right

4. Enter a folder name and select **Collaboration** or **Teacher Class**

5. Click the **Create** button.

   Editing Shared Folders:

1. From the same **My Shares** page: Click on the name of the shared folder you want to edit.

2. To grant view only access, click on the **Read** tab and click **+ Add** to add users.

3. To grant editing access, click on the **Write** tab and click **+ Add** to add users.

4. For a **Class** share, click the **Student** tab and click **+ Add** to add students.

5. Once you have searched for and selected the users you'd like to add, click **Submit.**