



# Twin City Catholic Educational System

**Technology Handbook 10-11**  
Please Keep for Reference

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*The following is a basic outline of procedures and policies used for the TCCES Technology System. Policies are created and reviewed with the assistance of the TCCES Technology Advisory Committee.*

## **TCCES Technology Hardware/Software Policy**

TCCES technology will make sure all computers have the necessary software to complete day-to-day operations for each person. Any computer hardware/software requests must be routed to the building principal or department administrator who will determine if there is a justifiable need. If it is deemed necessary, the Technology Director should be consulted to help plan the products' impact and integration to our system.

In regards to donations: BEFORE any donated hardware is accepted, the request, along with specifications, should be forwarded to the Technology Director to verify the hardware conforms to the standards formulated by the TCCES Technology Advisory Committee. Items that we take in and cannot use, we have to pay for disposal.

## **Passwords Expire Every 180 Days**

### **Why?**

For the security of our system we require passwords be changed every 180 days. Security of information on your computer and on the central file servers is vital to the long-term success of the TCCES system and to your professional career. This is common practice in business, government, and education.

## How?

1. After 166 days (2 weeks prior to the 180 day expiration date) you will receive a message that your password is about to expire and would you like to change it.

2. Click YES to change.

3. If the password is not changed after 180 days the system will lock your account.

**Note:** the system will not allow you to reuse the last 5 passwords and the password must be changed on site not through webmail.

## **Disk Quotas**

1. Limits for individual email accounts are 200mb. If the user exceeds this limit they will receive a warning. After exceeding 250 MB the system will restrict the user from sending email.

2. Please reserve all TCCES resources (drive space, email and internet use) for TCCES business **only**. At least once a month empty email items from the Deleted & Sent items folders.

**Note:** Hard drives are not backed up on our system. Therefore, all of your files should be stored on your H: drive (Home directory) or other network folders (S:, P: and so on). These directories get backed up nightly. Anything that needs to be retained for excessive periods of time should also be stored on a form of external media (cd, dvd, flash drives)

## **Email Spam Management and Message Journal**

Below you will find video instruction for accessing spam email and how to report spam as well as how to recover old emails less than 1 year old.

### Spam Email

[http://wiki.lightspeedsystems.com/wikiimages/WikiVideos/Training/ttc71\\_spammailsummary.htm](http://wiki.lightspeedsystems.com/wikiimages/WikiVideos/Training/ttc71_spammailsummary.htm)

### Message Journal

[http://wiki.lightspeedsystems.com/wikiimages/WikiVideos/Training/ttc71\\_personalmsgjrnl.htm](http://wiki.lightspeedsystems.com/wikiimages/WikiVideos/Training/ttc71_personalmsgjrnl.htm)

## **Screen Lock**

### **Why?**

This is a basic security precaution to protect against unauthorized individuals from walking up to your computer and accessing private information. This allows you to walk away from your computer, without having to logoff each time to be secure.

### **How?**

1. The central system will automatically “lock” your screen after 15 minutes of no activity on your computer. (All TCCES Staff, Faculty, Seton and SMC student computers will lock after 15 minutes of no activity.)
2. A message indicating the screen is locked will appear (it also tells you how to unlock). This means no one can use the computer until it is “unlocked”.
3. Unlock by hitting “control/alt/delete” at the same time.

4. Enter your password and you will be back to the screen you were just using.
5. If you are using a computer used by others, please be certain to log off when you are finished using that computer so it does not lock.

In addition to locking your computer Screen Pass will shut down the computer at night after 2 hours of inactivity. The earliest this can possibly happen is 6:00 PM.

## **Accessing your TCCES Email account from off campus: Outlook Web Access**

Provides TCCES employees the ability to access the TCCES email system remotely while at home or traveling. Outlook Web Access does not have all the capabilities you will have while on site, but will permit you to read and send emails.

### **How?**

1. Click on link at the top left of the screen. It is an Icon with the letters SLI (for staff login).
2. Click on "Proceed to Login" link
3. Enter user name and password and your web browser will open a view of your inbox

# TCCES Internet Filtering

## Why?

The Childrens Internet Protection Act is a federal law which requires all schools and libraries to limit internet access and attempt to control explicit and dangerous materials. TCCES only attempts to block the following: Forums/Chat, Pornography and Adult Material, Drug/ Alcohol Related content, Anonymous Proxy, and pop-up ads. Websites are scanned when accessed and unfortunately many times inappropriately categorized as one of these when it is in fact a legitimate web site. In this event please submit the website for review so that it can be appropriately categorized. If a website is blocked for a teacher it will be blocked for a student but the reverse is not always true. Likewise if you ever encounter a site that is not blocked and should be please notify the Technology Department right away.

## How?

When attempting to access an Internet site that is in the blocked database, you will receive an "ACCESS DENIED" message. Sites can be added to the TCCES database of "unblocked" or "blocked" sites. There are a number of possible actions to take when encountering this page, and please follow these steps to ensure fastest possible resolution.

1. Look at the category
2. If it is properly categorized and you need it, and you have verified it is an ok piece of a blocked site, send the URL to the helpdesk to be locally allowed.
3. If the site is inappropriately categorized, submit it for review. (ie a religious page is scanned and says it is pornography when it is not)
4. As a staff/ faculty member you have the ability to override the filter by clicking the button and telling how long you wish to access the site. Students do not have

this ability. This is also unavailable for sites categorized as adult or pornography.

5. Once you know the site is for certain ok please submit that page for review. To do this click the submit for review link on the access denied page, fill out the form and submit the request.
6. If the site is not unblocked in 24 hours send the URL to the helpdesk for a local allow or for local re-categorization.

**See these videos for basic demonstration**

[http://wiki.lightspeedsystems.com/wikiimages/WikiVideos/Training/ttc71\\_workstationoverride.htm](http://wiki.lightspeedsystems.com/wikiimages/WikiVideos/Training/ttc71_workstationoverride.htm)

[http://wiki.lightspeedsystems.com/wikiimages/WikiVideos/Training/ttc71\\_blockforreview.htm](http://wiki.lightspeedsystems.com/wikiimages/WikiVideos/Training/ttc71_blockforreview.htm)

**Note:** When teachers are planning lessons, they must review websites ahead of time to ensure they are accessible to students, and whether these steps need to be taken to unblock the content. To do this please log in as a student or the student test account.

SMC= Login: smcteststu Password: lØlipop

Seton= Login: seteststu Password: test123

Elementary schools will use the generic student login

## **TCCES Printer and Ink Usage**

When the need to print materials arises please use materials responsibly. Printing policies exist to try and maximize the use of materials for the lowest cost.

Please reserve large numbers of copies for the copy machine, and documents with many pages for laser printers. Please limit use of inkjets to small or colored printing tasks. Please limit the use of color lasers to materials that absolutely must be printed in color.

# TCCES Help Desk

Located on the windows desktop there will be an icon similar to an Internet shortcut icon. This one will be named “HELP\_DESK” (this can also be accessed by opening up the Internet and found on the first page). When this is opened a new browser window will appear. This page will list any current problems that the Technology Team knows about and is working on. If you do not see the problem listed there, please click the link on the bottom of the page for your school/ location. All messages from here are sent to each TCCES Technology Team member for efficient resolution of the issue. They will be addressed based on the order they are received, and based on special priorities set by the Technology Director. Please use this system first to resolve a technical problem. If the problem is that you can't send email, then please call the Help Desk Hotline at SMC at ext. 110.

## **Please adhere to these guidelines for Help Desk.**

- 1.** Include a detailed description of the problem. **The more information you can provide the faster the problem can be resolved.** What you were working on when the problem occurred, a quote for any error messages, and so on. Be very specific when answering the Help Desk questions.
- 2.** Please Reply to Help Desk emails if you have further input. This information is forwarded to the Help Desk and kept with the existing case file. Creating new tickets for issues that are already open, only puts information in multiple places that will be more difficult to keep track of.
- 3.** Always use Help Desk as a first option.

4. If you cannot use the Help Desk, call the Hotline at SMC ext. 110 and inform them that the Help Desk is unavailable to you.

5. If the department phone is unavailable the Technology Director cell # is 540-0107 and the Assistant Director can be reached at 594-0233

## **Phone Systems**

The phone system at TCCES is networked throughout the system. Anyone trying to call another building can do so with a four-digit extension (the last four numbers of the schools phone number). Please use these extensions, as they have no cost to the TCCES system. Whereas, dialing another school like you would an external line, costs the schools money.

### **How?**

To dial out from these locations, follow these steps.

SMC: Dial 7# and four digit extension

Seton: Dial # and four digit extension

St. Gabriel: Dial # and four digit extension

St. Mary: Dial 9# and four digit extension

St. Margaret Mary: Dial 9# and four digit extension

St. John: # and four digit extension

St. Patrick: # and four digit extension

**This Handbook and other Technology Resources can be found in the TCCESALL (Q:) drive**

# THANK YOU HAVE A WONDERFUL YEAR

## The TCCES Technology Team

### TCCES Network Systems Administrator

**Bill Schulze:**

SMC ext. 112

### SMC Laptop Specialist

**Jon Smith:**

SMC ext. 114

### Technology Director

**Eric Siems:**

SMC ext. 111

Cell Phone: 540-0107