

FAQ for ESPBC Professionals

Below are some frequently asked questions for ESBPC professionals using BCPS issued technology resources.

How do I receive technology support if I have a question about technology (laptops, desktops, other hardware, software, etc.)?

*All staff members have access to call the help desk at **443.809.4672** between the hours of **7:00 AM and 4:15 PM**. Professionally trained Help Desk Technicians await your call and there are less than 2 minute wait times!*

Additionally, all staff have the ability to enter a ticket 24 hours a day using BCPS Serve which is located in the all apps portal at www.office.com or by using the Quick Links menu from within Google Chrome.

What is expected of the office professional when the new computer is delivered?

- *Communication was sent to all principals, principal secretaries and technology liaisons regarding delivery, setup and tech support for any laptop sent to schools or central offices. Part of the instructions was to share this communication with their office or school teams. If staff did not receive this communication, please see one of the above-mentioned individuals or contact the Help Desk for additional information.*
- *For those able to set up the technology independently, videos on how to set up port replicators are located [here](#) (located under the link for setup options under the heading of Connecting Your Classroom Technology) and referenced in the initial communication. In many schools, the tech liaison will assist with this in their EDA hours.*
- *If a desktop was in place and a laptop is received, office professionals should make sure they follow the guidelines communicated regarding saving their files to One Drive. This will ensure those files are available after logging into the new device.*
- *If a desktop was in place, the monitor from the desktop can be used with the port replicator and laptop. If that does not seem to work because of the cable ends, placing a ticket or calling the help desk will rectify this issue within 1-2 business days.*
- *Office professionals should turn the device on and log in. Remember many office professionals had a laptop during the pandemic.*
- *Install software needed from Intune. This also is in the information sent to schools to introduce the device. If this information was not received, directions can be found in the BCPS Serve Knowledge base by searching for Intune once logged into BCPS Serve.*

The computers are being delivered with directions to change computers. How do the office professionals get human support?

- *I'm sorry the only direction they are getting is change computers. We put together a significant amount of communication sent to principals, admin secretaries and tech liaisons describing every aspect of this process.*
- *If they need human support, they can contact the help desk at 443.809.4672. In addition, they can enter a ticket using BCPS Serve. This is how they receive support for any technology issue on the previous computer as well. Nothing has changed for this part.*

- *If they are not giving setup a try and just want a technician to come do the setup, we could do that. I have very limited staff so we are asking for staff to at least attempt it using the resources we've provided so we can be available to those who have a critical need.*

How do the office professionals most easily transfer their information from the old to their new computer?

- *Nothing should be saved directly to a computer within BCPS. This is guidance DoIT offered since prior to the pandemic in 2020 in various venues particularly with the cyberattack that destroyed data on desktops and laptops.*
- *If ESPBC professionals do have things stored on their computer, they can put them in their Microsoft One Drive (same folder they would have used on their desktop) so they can see it on the laptop. If they need help with this, DoIT trained professionals are happy to take their call on the help desk – 443.809.4672. A technician can even remote into their desktop and follow along with them to help them.*

How can the office professionals keep their additional monitors?

- *BCPS's standard is one monitor per workstation.*
- *If a staff member has approval for two monitors, then the port replicator will work with those two monitors and the videos will assist. If for some reason there is no matching hole for the plug in the port replicator (has happened a handful of times), they simply need to call the help desk. We will enter a ticket for them and dispatch a technician with the appropriate connector.*

What is the window of time for the rest of the device roll-out?

- *The device rollout is complete.*
- *The next rollout will be for desktop replacements for those who were not issued a device. That rollout begins with a kickoff meeting on 5/7/2024 and will be completed prior to June 30, 2024.*
- *Shared Desktops will be rollout out over the summer and into the fall.*

Do ESPBC professionals have to give up the desktop or can they keep both the desktop and laptop?

BCPS budgets for one computer per person and/or work area for those staff members who require a computer to perform their job duties. ESPBC professionals must give up the desktop, but DoIT will work with them on a timeline if they need more time to transition.

Can the desktops be repurposed for something else in the building?

The desktops range in age from 5-8 years old (maybe longer if it's an old Dell). The computers are beyond their useful life and should not be repurposed, but instead TREQ'd as per the instructions DoIT issued. DoIT works closely with the Office of Health Services, Office of School Safety and the Security Team in Facilities to determine if additional hardware should be budgeted for things such as Raptor stations, security camera viewing stations, etc. Schools should not make independent decisions to repurpose old,

unsupported hardware for these situations but instead work with DoIT and the above mentioned offices to develop a case for the budget cycle if these items are needed.

Can a paraeducator or adult/additional assistant have a Windows based device if the school has “extra”?

The school was issued exactly how many devices they need for the staff in their building at the time of issuance. If the school has “extra” it is because someone did not receive the intended device. BCPS determined the type of device a paraeducator and additional assistant should have to support students. Schools should not make independent decisions on what type of device to issue to staff members, but instead should work with DoIT to determine how to resolve any of the issues experienced on the Chromebook.

Why don't BOS's, Safety Assistants or Health Assistants have devices?

DoIT worked directly with the supporting central office to determine the best way to access computer resources for the Safety Assistants. It was determined that Safety Assistants would leverage shared desktops once the budget was approved and the desktops deployed. Schools should not make independent decisions on who receives what type of device as that directly impacts the budget DoIT has for devices. There are no extras budgeted for these purposes and issuing a device to someone not on the list to receive one impacts who does receive a device.

Who will have access to shared desktops once they are deployed?

Any staff member can use one of the shared desktops as long as they have BCPS credentials. They will be placed strategically throughout the building in cooperation with the school principal.

Can a staff member keep one of the old staff devices being replaced?

At this time, those devices must be collected to be repurposed for use in the CTE/FA curriculum. Please do not keep any device regardless of perceived age/newness. DoIT is vetting all returned laptops to provide the best options for CTE/FA in the absence of a budget for devices for these programs.

What happens if I lose or break my BCPS issued device?

Please contact the help desk or enter a ticket immediately. A replacement will be issued. All staff member are responsible for taking care of any items issued by BCPS including technology.