

SBCSC Teacher MacBook Air FAQ

<p>Why a laptop?</p>	<p>SBCSC recognizes the importance of technology integration to advance teaching and learning. SBCSC wants to provide more flexibility and mobility for our teachers.</p>	<p>Will I need a VGA dongle to attach my laptop to a projector or whiteboard?</p>	<p>Yes. If you have a current dongle for your desktop computer, that can be used for your laptop. If you need a dongle, please submit a helpdesk ticket to request one. Be sure to mirror your display with dongle attached and the projector on.</p> <p>Apple menu>System preferences>displays>arrangement tab>check mirror displays</p>
<p>What are some key features of the MacBook Air?</p>	<p>MacBook Air much lighter and more portable than traditional notebooks, it gets up to 12 hours of battery life on a single charge, colorful LED display and the full size keyboard are backlit, there is an ambient light sensor that will adjust the display and keyboard brightness automatically, there are dual microphones for more precise recordings and voice recognition, a multi-touch trackpad and extremely fast internet connection. Enjoy!</p>	<p>Can I play CD's and DVD's?</p>	<p>The MacBook Air is designed to be as thin and as light as possible, therefore there is no internal optical Cd/DVD drive. You can use an external optical drive that you plug into the USB port. If you, your school or department are considering purchasing, SBCSC IT suggests vendor CDW Part: 3607657 or CDW Part: 3417359. There may be instances where CD/DVD based programs will be available in the FileWave Kiosk.</p>
<p>Is this laptop replacing my current desktop computer?</p>	<p>In most instances yes, there are some PC's that will remain in place but the majority of the classroom Macs will be repurposed for use around the district. Desktops will be removed once the school year is over.</p> <p>Moving forward, because the laptop computer is a desktop replacement, it must be at school during regularly scheduled work days in order to receive administrative communications, to take daily attendance, enter grades, etc.... The laptops are intended for daily in-school use to support instruction and learning.</p>	<p>What is the FileWave Kiosk?</p>	<p>It's a self-service kiosk for you to quickly find and download optional applications, printers, documents, etc. FileWave is a software management program that will be on each MacBook Air. It is used by SBCSC IT to maintain software and applications.</p> <p>The SBCSC Kiosk is represented by a small SBCSC logo in the top menu bar of your Finder page. Click the SBCSC kiosk logo>install software to see choices. This list will change often. Options from the Kiosk that you have successfully installed on your Mac will have the word "Uninstall" next to them. Look for the Apps and programs you download from the kiosk in the Applications folder.</p>
<p>What programs will be loaded on the MacBook?</p>	<p>Every new Mac comes with Photos, iMovie, GarageBand, Pages, Numbers, and Keynote. So you can be creative and productive right from the start! All of these are found in the SBCSC kiosk (see Kiosk FAQ) and will need to be downloaded if you want to use them. You also get great apps for surfing the web, sending texts, and making FaceTime calls — there's even an app for finding new apps. (click the launchpad and/or your Applications folder to see)</p>	<p>Which printer should I use with my MacBook Air?</p>	<p>As of March 20, 2017, SBCSC IT is asking that you print using your desktop computer.</p> <p>When you return in August, your building printer options will be found in the kiosk on your MacBook Air for you to choose.</p>
<p>Can I download other Apps and programs?</p>	<p>Yes. You are granted administrative access to the laptop you are issued, meaning you have permission to make changes! Examples: configuring system settings, installing software and adding printers. If prompted for a password to install, use your email password.</p>	<p>Where is the User Manual?</p>	<p>You can find the MacBook Air Essentials and much more under the</p> <p>Apple Menu>About This Mac>Support>User Manual</p>
<p>Will I need an Apple ID?</p>	<p>You will if you want to access Apple services like the App Store, iTunes Store, iCloud, iMessage, the Apple Online Store, FaceTime, and more.</p> <p>Go to https://appleid.apple.com>enter information the prompts ask you>It will prompt you to enter a verification code, it will be sent to your e-mail>when you get your e-mail, enter the verification code given>go to the App Store in your dock>sign in on the right>agree to terms>for payment, choose "none" and enter your name, school address, and phone number (or home, it's up to you)</p>	<p>Will there be face to face trainings, tips, tricks and videos?</p>	<p>Please see the sbcsk.k12.in.us/teach website and watch for training listings and sign ups in the Admin Bulletin. The website will have tips, tricks, guides and videos. This will be a work in progress with the help of many willing teachers!</p> <p>You can also email Maureen Hosinski at mhosinski@sb.school or Caroline Fletcher at cfletcher@sb.school to request support.</p>

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<p>What happened to Microsoft Office?</p>	<p>SBCSC has not been purchasing MS Office licenses for a number of years and has adopted G Suite for Education as an educational tool for collaboration, communication, and learning. G Suite is a free service offered by Google to school systems across the world. It is accessible from any internet-enabled device, allowing access from school and from home. G Suite can convert most files into their own programs.</p> <p>In the Kiosk, you will see Libreoffice as an optional software download. Libreoffice is highly compatible with MS Office formats. This should help with viewing and working with previous MS Office documents made and/or receive as an attachment.</p>	<p>What is the process for asking for tech support or repairs?</p>	<p>Please use the helpdesk system to ask for tech support or repairs.</p> <p>Understand that re-imaging may be a course of action for any repairs or modifications necessary. This will result in the loss of data, apps, etc that you installed on the laptop. Users are responsible for backing up their own data. It is recommended that all staff save laptop data in their Google Drives as a secure, cloud-based backups.</p> <p>Apps that you have purchased in the past will still be available for re-downloading from the the App store. If you save files to the desktop or the documents file (versus the Google Drive folder that syncs to the cloud) you will lose files during a re-image.</p>
<p>Will SBCSC supply an external mouse?</p>	<p>No. We encourage you to please try the trackpad as it is very customizable.</p> <p>To learn about the trackpad gestures, choose Apple menu > System Preferences, then click Trackpad. You can turn a gesture off, change the type of gesture, and learn which gestures work with your Mac.</p> <p>The laptops are bluetooth compatible. You can purchase your own external bluetooth mouse; however, personal accessories will not be maintained by SBCSC IT.</p>	<p>Will the software that I have on my desktop computer be transferred to my laptop?</p>	<p>No. Some Apple programs like photos, quicktime and Safari will be preloaded. See other FAQ's for more information.</p> <p>Requests for previous software to be transferred to the laptop can be made through the help desk ticket.</p> <p>Please know, there will be some situations with licensing and compatibility where your request may not be possible. SBCSC IT will make every effort to accommodate.</p>
<p>Are there suggestions for care of the MacBook Air?</p>	<p>The physical care and safety of the laptop computer is a priority. The machine should always have the protective plastic case attached, temperatures should be monitored as laptops are temperature sensitive to heat and extreme cold, and should never be placed on a pillow, blanket, or other soft material that will increase temperatures or block the airflow. They should not be used in the vicinity of food, drinks, dirt, or chemicals, and they should only be cleaned with a damp, lint free cloth.</p>	<p>If a theft or loss occurs, what is the process for reporting?</p>	<p>Theft is a concern to all. Laptops should be stored out of sight in the classroom when a teacher is not present. Laptops should be out of sight when in a vehicle or at home. If the laptop is stolen, a police report must be filed regarding the loss of property. Loss or theft must be reported to Principal, Supervisor or designee immediately. If the Laptop is recovered, Principal, Supervisor or designee and Tech department must be notified.</p>
<p>Are there suggestions for caring for my power cord?</p>	<p>You will receive a 45W magsafe2 power adapter and a longer power adapter extension cable. You may consider leaving the extension cable plugged in at school and take shorter magsafe and duckhead adapter when mobile. When re-winding the cable around the charging block, make a 1-2 inch loop in the air, then wind the cord around the ears that flip up. This will reduce strain on the cable. Also, do not unroll your charger by letting it drop and unroll itself like a yo-yo, as this will damage the charger.</p>	<p>What if I lose my cord or it becomes frayed?</p>	<p>Please fill out a helpdesk ticket if was a hardware malfunction as it may still be under warranty.</p> <p>If it is lost, the school budget will be responsible for purchasing additional cords. This is much like keyboards and other pieces of equipment.</p>
<p>Can I put stickers on my laptop?</p>	<p>You will have a plastic snap-on protective case for you laptop. This cover can have stickers applied, but do not put any stickers on the laptop itself. If you want to use a long sticker label to ID your cord, that is ok, but please do not write on the block or cord with permanent marker.</p>	<p>Will the laptop attach to WiFi?</p>	<p>The laptop is configured to work on any SBCSC network. The Technology department will not be able to assist you at your home with connectivity if you are unable to do it yourself. Remember the WiFi icon sits near the right side of the menu bar in Finder.</p>

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<p>Is this laptop assigned to me as long as I am employed by SBCSC?</p>	<p>The laptop and all peripherals are solely the property of the South Bend Community School Corporation and are intended for the use of the school employee to whom they are assigned. The laptop is issued to you in your current position. If you change positions, the laptop may be reassigned. You must return the laptop, including all accessories and peripherals upon employment resignation, termination, retirement, position transfers or upon request by your principal, supervisor, or authorized SBCSC representative, as requested. These are leased machines and will go through a refresh process to upgrade equipment for our teachers at the end of our lease term.</p>	<p>Can I take it home over the summer?</p>	<p>Yes. As previously stated, SBCSC recognizes the importance of technology integration to advance teaching and learning. SBCSC wants to provide more flexibility and mobility for our teachers. In today's world of education teachers are working collaboratively, attending more away from district PDs, and are more mobile than ever. The laptop will allow our teachers to take their device with them, staying connected to colleagues, experts and of course, the classroom. We know our students are more mobile than ever, and SBCSC wants to support our teachers to be more mobile, too. With this use comes responsibility for the laptops and teachers are encouraged to exercise care with their laptops.</p>
<p>How do I put the MacBook Air to sleep?</p>	<p>When not using your Mac, you can save energy by putting it to sleep. Your Mac is on, but consumes much less power. It takes your Mac less time to wake from sleep than it does to start up after being turned off.</p> <p>Sleep-Do any of the following: Choose Apple menu > Sleep. Or Press and hold the power button until you see the restart, sleep, or shutdown dialog, then click Sleep, or press S or just close the display (lid).</p> <p>To wake your Mac: press the Spacebar, click the mouse or trackpad, or open the display.</p> <p>By default, your laptop is set to require a password when it wakes from sleep. You can choose the time that passes (or turn off completely by removing check) before a password is required: Apple menu>system preferences>security & privacy>general. Click the pop up menu to set the time that passes.</p>	<p>Help me understand Google Drive vs iCloud?</p>	<p>Both are services for storing data in the cloud. You can use both.</p> <p>iCloud is part of the Mac OS X (operating system) and iOS devices. You get 5 free GB on iCloud Drive. You share this storage with any other iCloud compatible app & service. So your iphone and ipad backups count against the 5 GB. (photos, contacts, notes, etc). iCloud has new features of storing your desktop and document folders on the iCloud--but doing so, you may find you need to buy more storage. iCloud is associated with your Apple ID.</p> <p>Google Drive via SBCSC has unlimited storage. You can download a folder to your MacBook Air where you can store files, pictures, videos and more that will sync to the cloud drive. There are apps for your mobile devices that allow you to access the contents. Google Drive is associated to your SBCSC Google account.</p>
<p>When should I shutdown my MacBook Air?</p>	<p>If you are not going to use your Mac everyday, shutting down is the best option. This will conserve battery life and is more energy efficient.</p> <p>Routinely restarting your Mac is a good idea for system updates, clearing certain files, etc.</p> <p>Apple menu>shutdown OR press and hold the power button until you see the restart, sleep, shutdown dialog, then click shut down or press return.</p>	<p>Is Siri part of the new Sierra Operating System?</p>	<p>Yes. To enable Siri: Apple menu>System Preferences>Check Enable if you want quick access to Siri, check Show Siri in menu bar.</p> <p>Siri can open files and apps, do common tasks-like sending a message or making a facetime call. Siri can find quick answers and information. You can drag the results directly into another window, like an email, message, or document.</p> <p>You can ask Siri "What can you do?" if you are not sure what it can do for you.</p>
<p>What if my classroom is in a location in the building that cannot find a wireless network?</p>	<p>Currently, every school has some areas with wireless capability. If there is an access point in the room it is typically overhead, but could be a wall jack.</p> <p>SBCSC IT is working diligently to get school-wide wireless access complete. As of April 10, 2017 the following schools are not yet school-wide: Navarre, Lincoln, McKinley, Monroe, Muessel, Perley, Warren, Nuner.</p>	<p>How do I have my MacBook Air display a screensaver? Is that the same as sleep mode?</p>	<p>Your Mac uses its processor, graphic chip, and display when it shows a screen saver. To save energy, you can use Energy Saver preferences to choose how long your laptop needs to be inactive before the display turns off or goes to sleep. Sleep mode conserves more energy/battery.</p> <p>Screensaver: Apple menu>system preferences>desktop & screen saver>screen saver tab. Use Start after popup to choose how long Mac needs to be inactive before screen saver starts. Remember your laptop is set to require a password when it wakes from sleep or screen saver unless you turn it off (see FAQ on sleep)</p>

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<p>How do I configure which program will open certain files? Like open Word docs with LibreOffice?</p>	<p>These directions will work for any file type that you want to change the default for. Make sure you have downloaded Libreoffice or Pages from the SBCC kiosk first. If you do not download any word processor for example, TextEdit will be the default to open documents.</p> <p>Download the file, or choose a file you already have saved with that specific extension>right click on the file>get info>turn down open with>choose LibreOffice>click Change All>click continue when Finder asks you if you are sure. .doc, .docx, .xls, .xlsx, etc must be done separately.</p>	<p>How do I download my Google Drive so all what I save on my laptop syncs to the cloud?</p>	<p>The Drive App can be found in the SBCSC Kiosk. More detailed directions can be found at sbcsc.k12.in.us/teach and have been in the Admin Bulletins.</p> <p>Download Drive From Kiosk>open the Drive App in Finder>log into to Google>synching will begin.</p> <p>After successfully downloading Google Drive, the Drive icon should appear in your top menu bar, a Google Drive folder will be in Finder under favorites and the Drive application itself in the Applications folder.</p>
<p>How do I get my scroll bar to always appear?</p>	<p>Apple menu>System Preferences>General>choose Always next to Show Scroll bars.</p>	<p>How to Quit a Frozen App?</p>	<p>Make sure you give what appears to be a frozen app a minute or two to respond again.....if it doesn't, Apple menu>Force Quit>choose the app that is not responding OR press option-command-Esc simultaneously and choose the app that is not responding,</p>
<p>How do I get my PowerTeacher Gradebook App?</p>	<p>More detailed directions can be found at sbcsc.k12.in.us/teach.</p> <p>You must login to PowerTeacher>Run Installer once>click download Installer>follow the prompts.</p>	<p>Where are the Interactive Whiteboard Programs?</p>	<p>You can find ActivInspire, TeamBoard Draw and specific pen drivers in the SBCSC Kiosk. (note Epson projector model numbers listed in kiosk)</p> <p>When you download from the kiosk, ActivInspire will create a shortcut on your desktop, others will not. Most downloaded apps & programs will be found in the Finder in Applications folder.</p>
<p>Why does Spotlight (magnifying glass) search so many things?</p>	<p>In OS Sierra by default, Spotlight locates/searches files, folders, apps, email, and shows suggestions from the Internet, locations nearby and more. If this is overwhelming to you, you can select what Spotlight will search:</p> <p>Apple menu>System Preferences>Spotlight>search results tab</p>	<p>How do I add an App to the dock?</p>	<p>You may want to add apps that you use frequently to the dock for quicker access.</p> <p>Open the Finder>choose Applications>drag the App you wish to add to the Dock>place it between two other apps in the Dock, then release.</p> <p>Reorder by drag and drop, remove by dragging away from Dock, hold until REMOVE appears and release.</p>
<p>Can I view two windows in full screen mode at the same time?</p>	<p>Yes, you can view two windows in full screen mode in Mac OS Sierra! Open the windows to view>click and hold the green circle until the window shrinks slightly>drag the the window to either side, then release.</p> <p>To exit Split View, hover to show the green circle and click it. In some apps you may need to press <Esc>.</p>	<p>How can I set my default web Browser?</p>	<p>You have to download your favorite browser before setting it as the default. Check SBCSC Kiosk for Chrome and Firefox downloads.</p> <p>Apple menu>System Preferences>Default web browser dropdown>choose and close</p>
<p>Is it true that if we want our laptop covered if we take it home that we can have \$2 taken out of each paycheck?</p>	<p>No, this is not true. There is no payroll deduction for the laptop; the laptop is a mobile replacements for your current Desktop computer. All laptops are solely the property of SBCSC and there is no cost to using the laptop.</p>	<p>I would like to take it home, as encouraged, but am wondering about liability if it would be damaged.</p>	<p>We encourage using the laptop as a mobile instructional device; however, there is a responsibility to protect the property and liability against misuse, intentional damages, or reckless loss.</p> <p>Any liability was agreed to when you submitted the E-Agreement for the laptop, including the SBCSC policies and guidelines for appropriate use.</p>

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<p>What are my options other than California Casualty? Also, I am not a homeowner, I rent an apartment, and don't have homeowner's insurance.</p>	<p>SBCSC is unable to provide individual staff members insurance coverage for the corporation's device. NEA-SB has worked to provide a viable option for those who would like to have individual protection. For the majority of personal insurance providers, both Homeowner's and Renter's insurance are often available. The best insurance is to take care and protect your laptop, which includes maintaining the protective case, keeping the device in a safe and secure location, and always transporting the device in a protective, padded, carrying bag that will guard against damage.</p>		