# **GDOE LAPTOP TIPS FOR TEACHERS**

Financial Student & Administrative Information System (F.S.A.I.S.) Support

#### **Teacher Credentials**

Please note that these are four different services that may have different credentials. This is commonly mistaken to have the same username/password.



- Network Connection (Laptop & Wi-Fi)
- Email
- PowerSchool
- Employee SelfService

#### **Personal Devices**

The only support that FSAIS offers is for software installation of GDOE related matters such as the Promethean Board or Wi-Fi Connection (good for 90 days) using the GUDOE Staff connection. Call 475-0479 to renew password. FSAIS does not install Microsoft Office in your personal device.

### Submitting a TROUBLESHOOT TICKET

- You do not need to be connected to the GDOE Network.
- You will need to know your Network Credentials.
- You will submit the ticket by visiting <a href="https://helpdesk.gdoe.net">https://helpdesk.gdoe.net</a>. This is a secured site so it needs to be entered exactly this way. Simply putting <a href="helpdesk.gdoe.net">helpdesk.gdoe.net</a> will not work.
- If you are submitting a ticket to regain access to the network, you can send an email to helpdesk@gdoe.net or you could have someone else submit the ticket on your behalf such as your computer operator, with your information.



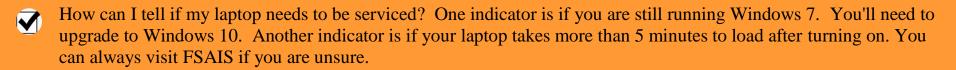
Other Relate

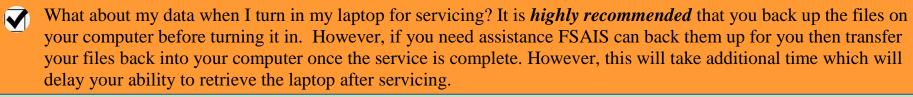
## Need a GDOE Laptop? Follow these steps:



- Send an email to <u>technologytraining@gdoe.net</u> with the following information: NAME, EIN, DATE OF HIRE, SCHOOL, and a short message requesting for a laptop from GDOE.
- Once you submit an email, you will receive an automated reply with instructions to follow.
- Once the requirements have been met, FSAIS will receive a certificate with your name verifying that you have completed all the requirements.
- You will then receive a call from FSAIS when your laptop is ready to be picked up.
- Your Google Drive can store up to 500 gigabytes of data.
- Reimaging Updating Operating System (Ex: Windows 7 to Windows 10).









Jon J.P. Fernandez, Superintendent
Joseph L.M. Sanchez, Deputy Superintendent
Curriculum & Instructional Improvement
Division of Curriculum & Instruction

\*The information above was gathered in collaboration with Financial Student & Administrative Information System (F.S.A.I.S.) and is subject to change without prior written notice.