



Union Academy Technology Manual

Policies, Procedures, and Instructions

2018-19

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Instructional Technology Staff

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Requesting Assistance

When you are having a technology-related issue,
please submit a ticket to

ithelp@unionacademy.org

All requests for IT support/assistance must be sent to ithelp@unionacademy.org.
They will then be assigned to the appropriate IT staff member, and will be completed according to priority.

In order for us to serve you better and prioritize the IT workload, please do not make direct requests (either verbal or by email) to IT staff.

Computer Distribution Overview

1. All school stakeholders are to work together to ensure guidelines and procedures are being met.
 - Power off computers at the end of each day and/or when not in use for extended time.
 - Regularly clean/sanitize keyboards and mice to aide in healthier staff and students.
 - No food or drinks near both faculty and student computers. This includes lab computers, classroom desktops, and teacher assigned laptops.
 - Adherence to AUP, Internet Safety, and copyright guidelines.
2. The IT department shall repair, to the best of their ability, the failure of part(s) of a piece of technology equipment after it has been properly reported. Timeframes for response, diagnosis, and repair are governed by the Service Level Agreement. If a part is not readily available it will be requested for purchase. If the cost of the repair outweighs the value of the equipment, disposal/surplus procedures will be followed. In the case of equipment still under warranty, a member of the IT staff will facilitate the repair. Union Academy IT staff are not responsible for delays due to warranty claims.
3. The IT department will, on a case by case basis, evaluate incidents pertaining to employee or student misuse or misconduct. Options include, but are not limited to, repairing the equipment or surplus of the equipment.
 - i. Equipment may be repaired via school funds. (Possible scenarios: cause or fault cannot be determined, if incident was deemed accidental)
 - ii. Repair cost may be shared by staff and/or student and the school. (Possible scenarios: cause was accidental but some fault can be placed, incident occurred outside of school property or school hours)
 - iii. Repair cost may be incurred by staff member or student. (Possible scenarios: cause was negligence or malicious, fault of the incident is clearly not the school, incident occurred off school grounds and/or outside of school hours)

NOTE: Agreements given to employees when checking out an iPad or tablet clearly state damage incurred to the device while in the hands of the employee are the responsibility of the employee.

TEACHER LAPTOPS

Each teacher with a Smart board/panel is given a laptop with Microsoft Office and Smart Notebook software included. Upon request and once approved, class-specific software can also be installed on the **laptop only**.

When teachers are assigned a laptop, they assume the following responsibilities:

- The laptop will be used only by the teacher it is assigned to.
- The employee is responsible for payment for any loss or damage to the equipment.

CLASSROOM DESKTOPS

Classrooms are also set up with at least one generic-use desktop, unless the teacher specifies otherwise. It is up to the teacher to decide the purpose of this desktop, whether it be for student or teacher use. **Please note: other software will not be installed, due to licensing.**

BEGINNING OF THE SCHOOL YEAR:

- During staff workdays before students return, staff laptops and chromebooks will be re-distributed and checked out. Asset tags and serial numbers will be checked and/or re-recorded. Teachers may or may not receive the same laptop they turned in from the prior school year.
- The Technology Manual will be re-introduced to all staff and any new/updated procedures explained. In addition, the Acceptable Use Policy and Internet Safety guidelines will be reviewed and staff are required to sign the annual Acknowledgement of the Technology Manual and Acceptable Use Policy.
- New staff will participate in a technology orientation with training and instructions on how to utilize current equipment at Union Academy.

END OF THE SCHOOL YEAR:

At the end of the school year, an End of Year (EOY) Checklist is distributed to staff. Each department, including IT, must sign off on specific requests and procedures. Pertaining to IT, the document will be examined before distribution each year and subsequently edited or updated as needed. Unless otherwise stated, standard practice includes:

- Returning of all technology equipment checked out to each staff member. This would include cameras, extra computers, SMART slates, SMART board markers, etc.
- Examination of iPad/eReader for any damage, ensure serial/asset tags coincide with records.
- Return teacher assigned laptops. Condition will be checked and required updates performed. Under special circumstances, a laptop may be kept by a staff member for the summer. These cases are evaluated on an individual basis.
- Disconnect desktops in classrooms, place monitor face down onto desktop.

Network Security - Overview

Staff members and students (Grades 3 – 12) are issued a unique username and password for the UA network. Make sure to always change your password when prompted. All staff must complete the Technology Manual Training and sign the Acknowledgement Agreement to receive access to the network.

The complete Acceptable Use Policy and Internet Safety information can be found on pages 13 – 15.

BASIC GUIDELINES

- Never share passwords with anyone. This includes other staff, your family members, and students.
- Never leave passwords written down in any accessible location. It is always better to memorize.
- Never use your UA username/password for other accounts.
- You may never log in as another person, or allow another person to log in as you.
- Do not give your copier codes to anyone else.
- Students (including staff's children) are **NOT** permitted to use teacher laptops.
- Always log out or lock your computer when leaving for any amount of time.
- If you are not taking your laptop home in the afternoon make sure it is locked and out of sight.
- Never allow volunteers, parents, students or non-employees to access teacher computers.
- Always lock your room when leaving it unattended.
- Report any changes/missing items/abnormalities in your room or on your computer immediately.
- Please completely shut down all computers in your room **each night** before you leave campus.

DOWNLOADS AND INSTALLS

Special hardware and software may be installed on teacher laptops, but must first be approved by the IT staff.

- Send an email request to ithelp@unionacademy.org if you have special hardware/software that you would like installed on your computer. If approved, the IT staff will install it in a timely manner.
- Do not download browsers/toolbars like Google or Yahoo.
- Please refrain from using school computers for personal matters.
- Try to have current anti-virus and anti-spam on your home computer.
- Do not use your personal email or social sites (i.e. Facebook) to discuss or conduct school business.

PERSONAL DEVICES

At this time, UA does **not** provide support nor allow personal devices on the school network. IT Staff cannot troubleshoot issues with personal devices and does not provide the wireless password to be used on them.

WIRELESS PASSWORD

For security reasons the UA Wireless password is not distributed to any staff or student. If you need the password installed on a school issued device, please contact the IT Department.

Any violations or inappropriate use of the network will result in loss of network privileges and possible disciplinary action. Please make sure to report any instances of misuse or security vulnerabilities. Employees can choose to opt out of network access. Please see UA's Technology Department webpage to download and fill out this form.

Staff/Classroom Phone:

- Each classroom is equipped with a phone capable of making internal/external calls and equipped with voicemail. Dial 8 then wait about 1-2 seconds to dial an outside number.
- If you are a new staff member or a current one who has moved rooms, you must reset the voicemail passcode, greeting, etc. If you need assistance, please send an e-mail to ITHELP@unionacademy.org
- An internal phone extension list, voicemail help guide, and fax cover sheet can all be found on the UA website under the following: Staff → For Staff Only → Log in with your e-mail username and password.

Logging On

LOGGING ON TO THE COMPUTER

1. When the login screen appears, press CTRL+ALT+DEL at the same time.
2. Type in your username: first initial of your first name, and last name (*Ex: bsmith*)
3. Type in your password.
You will be given a generic password when your account is created. Once you log in for the first time, you will need to change your password. Please see pg. 7 for instructions.
4. Press the arrow on the screen, or hit Enter to log in.

LOGGING ON TO THE INTERNET

1. When the Internet opens, you will be prompted to log in to the content filter.
Username: FirstInitialLastName@unionacademy.org (*Ex: bsmith@unionacademy.org*)

Union Academy

Sign In

To keep you safe from internet threats, please sign in to your company's security service.

User Name

Sign In

Need help? Contact our support team at (704) 238-8883 | ithelp@unionacademy.org.

2. Enter your password on the next screen, and click Login.

Union Academy

rd to Sign In

[Switch User](#) Password [Change Password](#)

(704) 238-8883 | ithelp@unionacademy.org.

Accessing Your Email through OWA

Union Academy email can be accessed anywhere by using Outlook Web Access:
<https://mail.unionacademy.org/owa>

LOGGING IN TO OWA

1. Username: campus\FirstInitialLastName
(Must have **campus** to log in)
2. Password: Account password

If you select “This is a Private Computer,” you will stay logged in longer.

Resetting Your Password through OWA

1. Log in to OWA through <https://mail.unionacademy.org/owa> (see instructions above).
2. Click **Options** in the upper-right corner, and select **Change Your Password...**
3. Enter your current password, and then enter your new password twice.

IMPORTANT:

Passwords must contain at least:

- 1 capital letter
- 1 number
- 8 characters

Email Policies and Procedures

EMAIL GROUPS

- The three Z-___ groups (Upper Campus, Lower Campus, and UA Staff) will only be able for use by school administrators and office staff. If a teacher has an email they would like to have sent to the entire staff, it must be forwarded to the respective administrator to approve and send on their behalf.
- Teachers and teacher assistants are able to use the t-LS/IS/MS/HS groups for their respective school.

EMAIL PROOFING

- Please make sure to proofread all emails before they are sent out. Doing this will cut down on the number of correction emails sent, and will reduce the number of emails that have to be archived.

EMAIL ARCHIVING

All emails sent through the Union Academy email system are subject to the North Carolina Public Records law. This means that all emails sent through the UA system are archived and subject to public disclosure. Union Academy's email system should **only be used for correspondence related directly to education**. This includes individual emails to other staff and the staff groups. Please refrain from sending emails concerning the following:

- Personal matters
- Selling items
- Requesting coverage
- Lost/found items (belonging to staff or students)
- Searching for a student
- Requests for needed items (ex: boxes, chairs, colored paper)
- Any other matter that would not fall under the Union Academy email system's intended use

Please utilize your school administrator and/or face to face communication in any of the circumstances above.

School Website

Individual help is available directly through our website vendor. Please visit UA website → Departments → Technology for more information. The Communications Department drafts stories, news articles, etc. The IT Department will assist with design, navigation, non-teacher content, etc. See below for who to contact:

- 1) **Please utilize the website vendor for programming questions/problems related to the website.**
- 2) If your question is content related, please send your request to ITHELP@unionacademy.org.
- 3) For assistance with news stories, please contact the Communications Department.

Student Access

- Students in grades K – 2nd use a general account to access computers and the network.
Username: K-4win7
Password: Redbird1
NOTE: DO NOT SHARE THE ABOVE PASSWORD CREDENTIALS.
 - Students in 3rd-12th grade have their own username/password for UA network access. New students receive their username/password at the beginning of the school year. Current student logins do not change. Students are required to sign the Student Acceptable Use Policy to receive access to the network.
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Software

TEXTBOOK SOFTWARE

Certain textbooks contain software that is stored by the IT Department. Teachers can make a request for this list by sending an email to ITHELP@unionacademy.org. **Textbook software will only be installed on teacher laptops.** Additionally, software for textbooks not currently being utilized by a teacher cannot be installed on any computer. Doing so is a violation of licensing.

OTHER SOFTWARE

If there is other software you would like installed on your computer, please submit a ticket to ITHELP@unionacademy.org. Software must be approved by the IT staff before it can be installed.

PERSONAL SOFTWARE

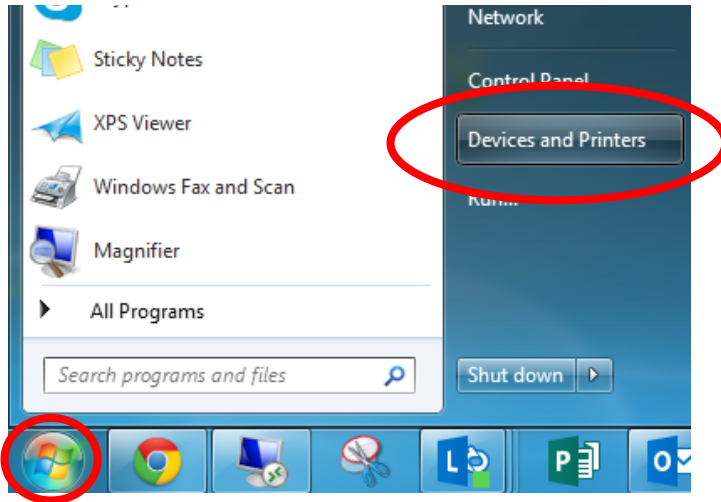
Before purchasing software to be installed on your teacher computer, please send a request to ITHELP@unionacademy.org. The software must be checked for compatibility to our system. If the software is approved, it must be donated to Union Academy and stored in the IT department before it can be installed. Software that has not been approved and donated will not be installed. The IT Department and Union Academy are not liable for reimbursement.

Printer Installation

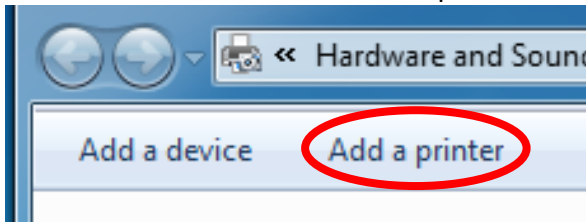
There are several printers installed on each campus. Most printers are available for all staff to use, while a few (i.e. main office printers) have restricted access.

PRINTER INSTALLATION

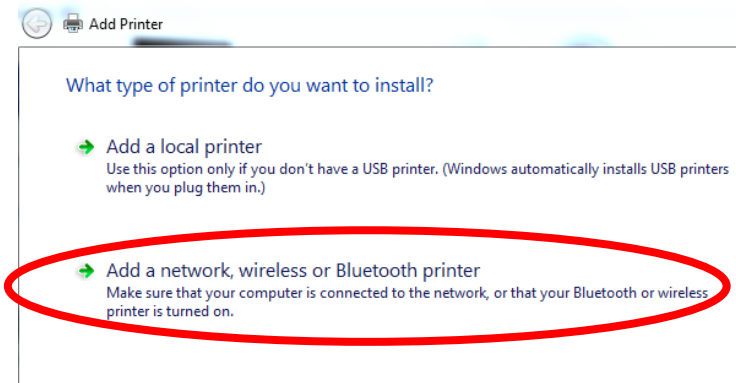
1. Click on the Start menu, and click on Devices and Printers



2. Click "Add a Printer" at the top.



3. Select "Add a network, wireless, or Bluetooth printer."



4. Look through the list, and double-click on the printer you want to install.

For Upper Campus, choose UC B-W Printing.

For Lower Campus, choose LC B-W Printing.

****Please see instructions below if you can't find your printer.****

5. Check the box in the next window if you want to set this as your default printer.
Click Finish.

****If you can't find the printer you're looking for when trying to install****

- A. Click "The printer that I want isn't listed."
- B. Make sure "Find a printer in the directory, based on location and feature" is selected. Click Next.
- C. Click "Find Now." A list of all of UA's printers will show up. Find the printer you want, and double-click on it.
- D. Continue from #5 above.

DEFAULT PRINTER

Your Default Printer is the one that all print jobs will go to by default. To set the Default Printer:

- Click on Start → Devices and Printers
- Right-click on the printer you want to set as your main printer and click "Set as default printer"

PERSONAL PRINTERS

Union Academy IT staff **do not** support the installation, maintenance, or troubleshooting of personal printers. This includes printers brought in to the building or printers at an employee's home. If an employee's personal printer installs without administrative rights needed, the staff member assumes all responsibilities and cannot request any assistance related to the unsupported printer by an IT staff member. The only printer(s) that will be installed and maintained by IT staff are school-owned and maintained multi-function printer/scanner/copiers.

FAXING

All fax requests must go through the front office staff. Please see Cheyanne Butera for more information.

Printer Locations

UPPER CAMPUS

LOCATION	NOTES
Data Manager's office	Only for data manager use
Main Office (2)	Both are only for front office/admin use; Fax capabilities for staff
Guidance Office	Only for guidance department use
Business Office	Only for business office use
200 Building – Near Workroom	One of seven workroom printers for teacher use
200 Building – Mailroom	One of seven workroom printers for teacher use
Rm. 280 Expansion – Upstairs (2)	Two of seven workroom printers for teacher use
Rm. 300 – Media Center	One of seven workroom printers for teacher use
Rm. 305 – EC Offices	Only for EC department use
Rm. 311 – IT Office	Only for IT department use
Rm. 359 – Teacher Workroom	One of seven workroom printers for teacher use
New Gym Building	One of seven workroom printers for teacher use

LOWER CAMPUS (SUBJECT TO CHANGE)

LOCATION	NOTES
Front Office	Front Office/Admin use for print and copy; Fax capabilities for staff
Copy Rm. 618 (Downstairs)	Two of three workroom printers for teacher use
Copy Rm. 665 (Upstairs)	One of three workroom printers for teacher use

Substitute Teacher Network Access & Security

Substitute teachers are given access to Union Academy's network to assist with class instruction. All substitutes must sign a Substitute Teacher Network Access and Security Acknowledgement Agreement before they are able to access the network.

SUBSTITUTE ACCESS GUIDELINES

- Do not share the UAsub login information with students.
- Do not let students log on as UAsub.
- Never leave login information written down where students can find it.
- Do not allow students to use teacher desktops or laptops. Student interaction should only come through the SMARTboard.
- Do not download software, browsers/toolbars, or streaming video.
- Do not use school computers for any activities that are inappropriate for school. This includes games, chat rooms, peer-to-peer file-sharing programs, or any forms of direct electronic communications (e.g. instant messaging services).

SUBSTITUTE ACCESS AWARENESS

- The use of the Union Academy network is a privilege, not a right. Inappropriate use will result in disciplinary action and loss of network access.
- Personal devices are not allowed on the Union Academy network, and will not be given connection.

Acceptable Use & Internet Safety Policy

Union Academy offers electronic network access for all students, teachers, and staff. A component of the network access is the Internet.

The purpose of having the network is to support the instructional program – the North Carolina Standard Course of Study, learning opportunities, information retrieval, searching strategies, research skills, critical thinking skills, and life-long learning.

Through the Internet, students, teachers and staff are able to access current information, news, resources from businesses, libraries, educational institutions, government agencies, research institutions and associations, and a variety of other sources. In addition, students may communicate with other students and groups around the world by having electronic pen pals, participating in projects with other schools, and joining educational newsgroups.

Staff, students and parents of students that use the network are hereby informed that Union Academy cannot control the content of the information available on the Internet. Some information may be controversial and/or offensive. Union Academy does not condone the use of such materials and takes all reasonable precautions to prevent access to these materials. The school uses filtering and blocking technology, provides adult supervision, and trains employees and students in responsible use of the network. Within reason, freedom of speech and access to information will be honored. School employees, students, and parents must be aware that access to the Internet will be withdrawn from users who do not respect the rights of others or who do not follow the rules and policies established by Union Academy.

I. ACCEPTABLE USE

Acceptable Use: The Union Academy network is to be used in a responsible, efficient, ethical, and legal manner and must be in support of the educational objectives and student behavior guidelines. General school rules for behavior and communications apply and respectable behavior is expected. Transmission of any material in violation of any federal or state regulation is prohibited.

Unacceptable uses include, but are not limited to, the following:

- Violating copyright/trademark law
- Using peer-to-peer file sharing software programs (i.e. Napster and Napster-like services)
- Accessing email (e.g. Yahoo Mail), chat rooms, and other forms of direct electronic communications (e.g. Instant message services) except those set up and/or approved by school administration
- Forwarding personal or school communications without the author's prior consent
- Using threatening or obscene material
- Distributing material protected by trade secret
- Utilizing the network for commercial purposes
- Providing political or campaign information
- Using offensive, bullying, or harassing statements or language including profanity, vulgarity, and/or disparagement of others based on their race, national origin, sex, sexual orientation, age, disability, and religious or political beliefs
- Sending or soliciting sexually oriented messages or images
- Sending chain letters or soliciting money for any reason
- Changing settings on computers
- Disrupting the use of the network
- Accessing programs or computer equipment not designated for the user, including "hacking," students accessing staff computers and other unlawful activities
- Playing computer or Internet-based games that are not part of academic assignments or curriculum

Netiquette Rules: Users must abide by network etiquette rules. These rules include, but are not limited to, the following:

- Be polite and use good character – rudeness is never acceptable
- Do not provide any personal information (such as address/telephone number, social security number, or checking/savings account numbers)

Disciplinary Actions: The following measures can be taken as a result of unacceptable use.

- School disciplinary action as determined by the Headmaster, Principal, or other school administrator
- Limitation or cancellation of user privileges
- Criminal prosecution – “Vandalism is the willful destruction of school property, equipment, or materials. The school will not tolerate vandalism and may seek criminal prosecution and take any legal action available for recovery of the loss.”

II. PRIVILEGES

The use of the Union Academy network is a privilege, not a right. Inappropriate use will result in disciplinary action.

III. SECURITY

Security on any computer system is a high priority, especially when the system involves many users. Attempts to login to the system as any other user or to share a password will result in disciplinary action. If a security problem is identified, notify the system administrator at the school. Do not demonstrate the problem to other users. Messages relating to or in support of illegal activities will be reported to the authorities.

IV. EMAIL ACCOUNTS

Employees and students may be given individual accounts for instructional purposes. Only email accounts set up by the school may be accessed. School rules will govern their use and email will be monitored. Messages relating to or in support of illegal activities will be reported to the authorities.

V. PRIVACY

School authorities may monitor all work and email. Network administrators may review files and communications to maintain system integrity and insure that users are using the system responsibly. Files stored on school servers and hard drives of individual computers are not private. Therefore, there should be no expectation of privacy.

VI. BYOD – BRING YOUR OWN DEVICE

At the current time, Union Academy does not provide internet/network access or support for devices not owned by the school. Only UA purchased and owned devices will be allowed on the school's network with the exception of:

- “UA Student” filtered internet access before and after school in the Multi-Purpose Room only. This service is provided as a courtesy to students before and after school **only**. Student phones and devices are to be hidden and not used during the school day. This network shall not be used by staff or teachers for personal devices.
- School-sponsored guests requiring internet access as part of a presentation or assignment related directly to the school. These guests are to use the “Union Public” network that restricts access to critical network locations and files. When a Union Academy staff member or administrator allows a guest onto the network, that guest is automatically assumed to abide by the rules set forth in the Network Security and Acceptable Use Policy agreements.
- There shall be no “inherited right of use” for any device that was not purchased by Union Academy. No guest, student, teacher, staff member, or vendor shall assume any right to use their personal device on Union Academy’s network. In addition, there shall be no inherited right to troubleshooting or repair of any personal device. School administration and the IT department has the right to refuse access to the school’s network at their discretion. If available, the school may offer a Union Academy owned device to substitute for the personal device in question.

VII. DISCLAIMER

Union Academy will not be responsible for any damages suffered, including loss of data resulting from delays, non-deliveries, service interruptions, or inaccurate information. The user accepts personal responsibility for any information obtained or delivered via the network due to user sharing of personal information such as home address, checking account and credit card information.

Internet Safety

It is the policy of Union Academy to:

- Prevent user access of its computer network to, or transmission of, inappropriate material via Internet, electronic mail, or other forms of direct electronic communications
 - Prevent unauthorized access and other unlawful activity
 - Prevent unauthorized online disclosure, use of dissemination of personal identification information of minors
 - Comply with the Children’s Internet Protection Act [Pub. L. No. 106-554 and 47 USC 254(h)].
- I. To the extent practical, technology protection measures (filters) shall be used to block or filter Internet or other forms of electronic communication access to inappropriate information.
 - II. As required by the CIPA, blocking shall be applied to visual depiction of material deemed obscene or child pornography, or to any material deemed harmful to minors.
 - III. Subject to administrative approval and supervision, technology protection measures may be disabled or minimized only for bona fide research or other lawful purposes.
 - IV. Steps shall be taken to promote the safety and security of Union Academy network users when using electronic mail, chat rooms, instant messaging or other forms of direct electronic communication.
 - V. It shall be the responsibility of all Union Academy staff and faculty to educate, supervise and monitor appropriate usage of the online computer network and Internet access in accordance with this policy, CIPA, the Neighborhood Children’s Internet Protection Act, and the Protecting Children in the 21st Century Act. In addition, all staff and faculty are responsible to report any instances of non-compliance with said policy.

Note:

The Internet Safety and Network Acceptable Use Policy applies to all Employees, Students or Users of the Union Academy and Network or Internet Access. In order to opt out of the privileges of using the Union Academy Internet access, network or computers, the *Option to Deny Adherence with Internet Safety and Acceptable Use Policy and Opt Out of Union Academy Computer and Internet Access* form must be signed and returned to the Union Academy I.T. Department. Forms are available at both campuses and on the Union Academy website at www.unionacademy.org.

Adoption:

This Internet Safety Policy was adopted by Union Academy’s Board of Directors at a public meeting, following a public notice, on the following date: 11/2/2017