

Welcome to the Denton Independent School District

The Denton ISD Division of Technology & Information Systems is one of the fastest growing aspects of the Denton school system, utilizing today's newest equipment to deliver superior services to the students and staff across the district's 180 square mile boundary. Each campus is connected to the network through the district's robust fiber infrastructure. Each campus has at least a 10 GB connection to the network, with some of the larger campuses offering a 20 GB connection. From integrated software supporting the objectives of the curriculum to filtered Internet access in every classroom, and Voice over IP (VoIP), the Technology & Information Systems Division (Technology) strives to meet the needs of its most valuable customers - the students and staff of the Denton ISD.

In this packet, you'll find information on how to access your email (available immediately) as well as how to access the DISD website (SchoolWires) and Eduphoria. SchoolWires and Eduphoria login capability will be available 5 business days after orientation.

The Denton ISD Technology department is comprised of Data Processing, Instructional Technology, including Library Services and campus based Instructional Technology Specialists, Network Services which includes the Repair Department, campus based hardware techs, Customer Support Help Desk, and Networking Departments.

Email Access

- Access to your district email, calendar, contacts and tasks from a non-district workstation

DISD Website

- Main district website for staff, students and community
- Links to campus websites
- Sections for staff, students and parents
- Training documents and videos
 - Click the **Departments and Programs** tab, **Technology, Instructional Technology**
 - Choose **Staff, Self Help Desk** for other helpful resources
- Sign in to see staff related information

Eduphoria

- Lesson plans
- Teacher assessment tool
- Workshops
- Requires login with user ID and password

Need help?

Need Technology Assistance, Contact:

- ITS – Instructional Technology Issues or Software How To
- Campus Tech – Hardware Support / Issues
- HelpDesk – Additional technology assistance

HEAT

- HEAT ticket submission - HEAT is our in-district technology trouble ticketing system. Any technology issues/needs you may be having can be submitted via HEAT ticket to be addressed by the proper personnel. If your machine is not operable, please write down the service tag # and go to another computer to submit a HEAT ticket. Examples: Equipment not working properly; technology equipment moves; software installation; assistance utilizing software, etc.

Again, welcome to the Denton Independent School District.

Thank you,
DISD Technology

Account Information

- Once you receive your username and temporary password from the Human Resource Department you will need to **log onto a district computer** at a **Denton ISD facility** to setup your password.
- The first time you log in using your temporary password, you will receive a message that you need to create a new password. The requirements for the new password are:
 - Password must be at least 8 characters long
 - It must contain upper and lower case letters and at least one number or symbol
- Once you have your password setup you will be able to log into your Denton ISD web version email when you are away from your campus. See directions below: ***(This will not work until after you have setup your password on a DISD Campus)***

Please visit the Self Help Desk on accessing email once your new password has been set. Here you will find many useful tips on accessing email from a web browser as well as setting up email on a mobile device.

<http://www.dentonisd.org/Page/1282>

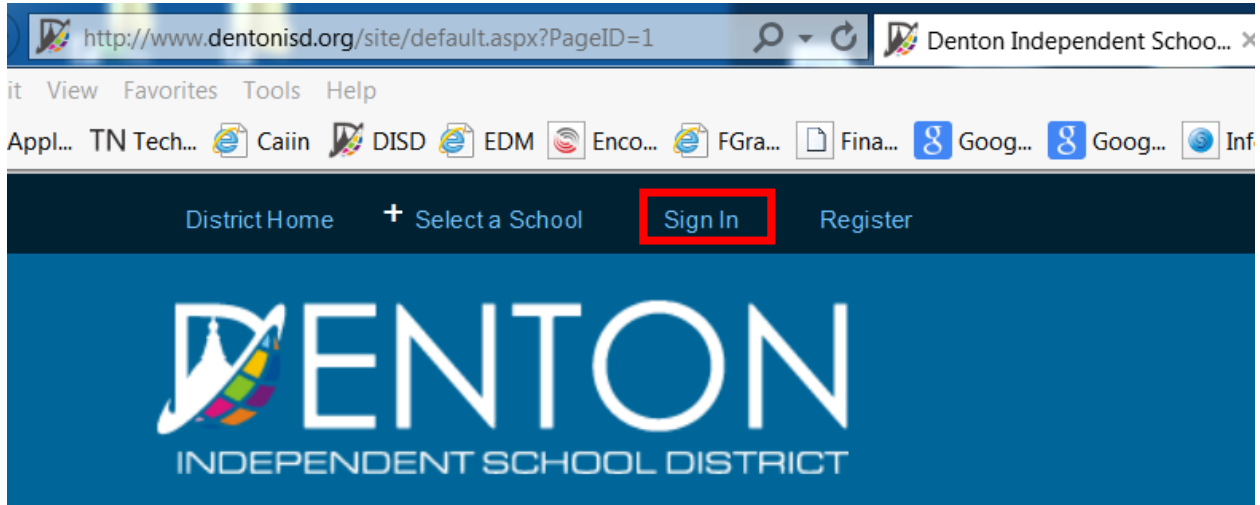
Individual Users

- *Must use system for administrative and educational purposes consistent with the district's mission and goals. Commercial, for profit use of the system is strictly prohibited.*
- *May not use Denton ISD's system for illegal purposes, in support of illegal activities, or for any other activity prohibited by Denton ISD policy.*
- *May not use another user's system account without written permission from the Denton ISD coordinator. Students may not use another user's system account.*
- ***Must keep your passwords secret. Users may not share their password with another person for any reason. Users may not write their passwords down and tape them to their monitor, tape them underneath their keyboard, or keep them anywhere where another person can see their password.***
- *Must keep personal use of their email accounts and phones to a minimum. Limited individual messages are acceptable. Users may not forward personal messages to more than 30 other users.*
- *Must not let personal use of email interfere with your job.*
- *Must properly maintain your email account.*
- *Check email daily.*
- *Delete email in accordance with established email retention guidelines.*

Accessing the main DISD website (Centricity 2)

Go to www.dentonisd.org

Click Sign-In at the top of the page



- Enter **your** username (**not your full email address**) and your password. See example below.

ENTER YOUR USER NAME AND PASSWORD TO SIGN IN.
You can use this site without being registered or signing in, but registered users who sign in may have access to additional features and information. Please remember that your password is case-sensitive.

User Name:

Password:

<http://www.dentonisd.org/site/default.aspx?DomainID=129>

You may access this page for other useful training tips.

Welcome to HEAT Self Service

Heat Self Service allows you to submit HEAT tickets. HEAT tickets are used for technology hardware and training needs. Heat Self Service automatically uses your login credentials, meaning the HEAT ticket will be created under the username of the person logged onto the computer. You must be on a DISD campus in order to submit a HEAT ticket.

<http://heatapp02:8180/HeatWebUI/hss/HSS.jsp> This link can be found under the IE favorites.

HEAT SelfService
DISD Technology

Home Issue Tickets **New Issue**

Logged in as scheatham
[Help](#) [Logout](#)

To submit a HEAT ticket, click on the **New Issue** link.

New Issue / 00486760

Cancel Submit

▼ Subset

Contact and Location Information

Email Located

Service Tag Room Phone

Please use NA for non computer related issues.

Notice that the ticket is already populated with your username and home campus. If you need to change the campus location, use the drop down beside the **Located** field and choose the campus you are having the issue at. The fields highlighted in red are mandatory fields. If your issue does not require a service tag, simply put NA in the **Service Tag** field.

If you are requesting to have software pushed to your computer, you must have the Service Tag of the machine in the ticket in order to have the software pushed to the computer.

Use the drop down menu for **Problem** and **Type**. Write a detailed **description of the issue** you are experiencing.

▼ CallLog

Issue Information

Problem Type

Description of Issue

▼ Details

▼ Journals - 0 of 0

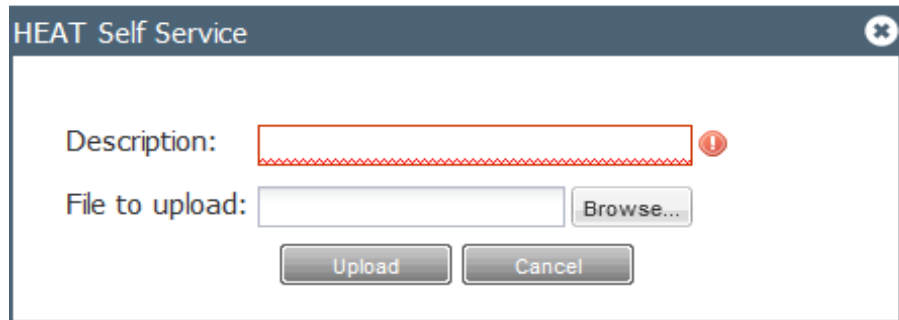
▼ Attachments

name	path	exists

Displaying 1 - 0 of 0

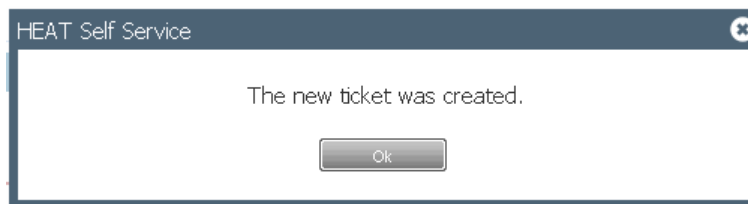
Add an Attachment

If you need to add an attachment giving a screen shot or other information that might be useful to the technician, click on **Add an Attachment**. This is optional, not mandatory.

A screenshot of a web form titled "HEAT Self Service". It contains a "Description:" label followed by a text input field with a red dashed border and a red exclamation mark icon to its right. Below this is a "File to upload:" label followed by a file input field and a "Browse..." button. At the bottom are "Upload" and "Cancel" buttons.

Type a description in the **Description** field. Click the **Browse** button. Browse to the document you want to attach. Once the file has been attached, click the **Upload** button.

Once all information has been entered, click on the **Submit** button located at the top of the page.

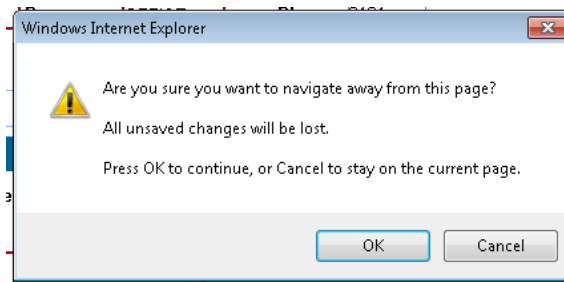
A screenshot of a confirmation message box titled "HEAT Self Service". The message says "The new ticket was created." and there is an "Ok" button at the bottom.

Click **OK**.

Once you are ready to navigate away from this page, click on the **Logout** button.



If you close out of your browser without logging out, you will receive this popup box when you close out of your web browser. If you have received the confirmation of submission of your HEAT ticket, just click OK. Your ticket has already been submitted. This is not a problem.



You will receive an email letting you know that you have successfully submitted a HEAT ticket.



Once your HEAT ticket has been resolved, you will receive another email letting you know the ticket has been resolved. This email will have information regarding the resolution of the HEAT ticket that you will need to read.



Viewing Previous Ticket Submissions



To review previous ticket submissions, click on **Issue Tickets** from the menu.

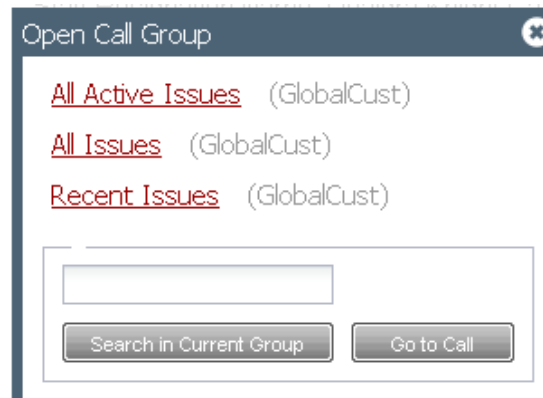


Click on either **All** or **Active Issues**. **Active Issues** are the HEAT tickets that are currently Open.

<u>Call ID</u>	<u>Call Status</u>	<u>Received Date</u>	<u>Closed Date</u>	<u>Call Description</u>
00486636	Open	6/13/13		Staff Resignation

The HEAT ticket number will be in red. The Call Status, Received Date, Closed Date and Call Description fields will be present.

Clicking on **All**, brings up a menu box where you can choose from one of the following to review previous tickets submitted.



The image shows a software dialog box titled "Open Call Group" with a close button in the top right corner. Inside the dialog, there are three red underlined links: [All Active Issues](#), [All Issues](#), and [Recent Issues](#). Each link is followed by the text "(GlobalCust)". Below these links is a search section containing a text input field, a "Search in Current Group" button, and a "Go to Call" button.

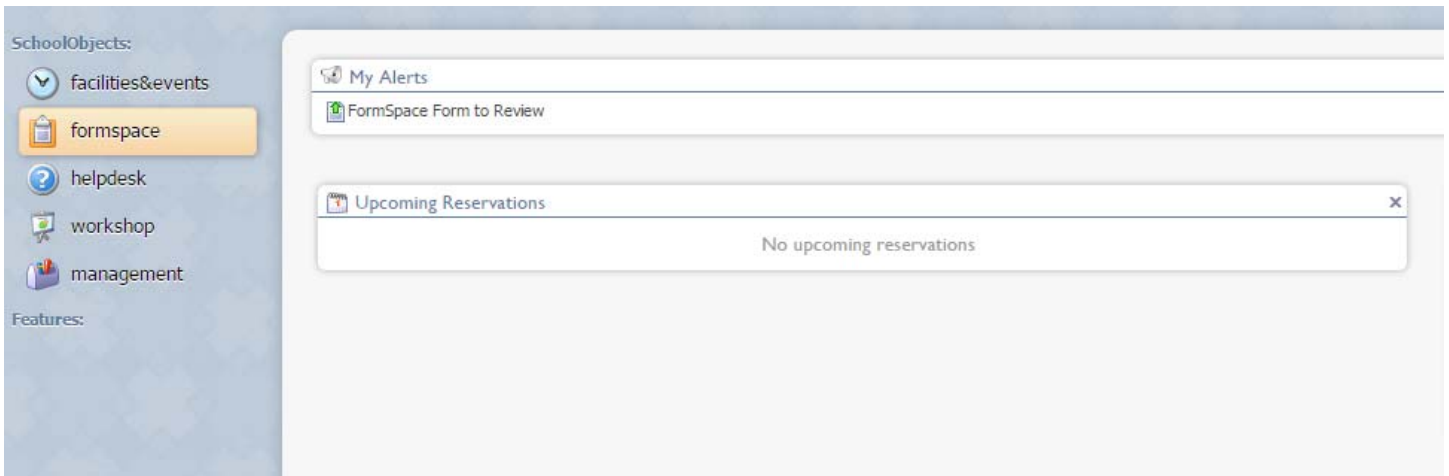
For more information please reference the [Help](#) menu from the Heat ticket web page

Eduphoria

- Open your web browser (IE recommended) and type in: <http://eduphoria.dentonisd.org>
- Press **Enter**
- Type in your **username** (*not your full email address*) and your network **password**
- Press **Login**

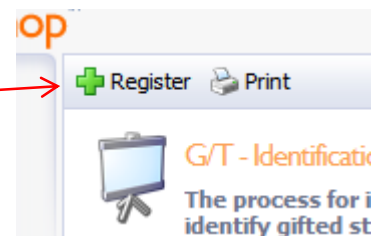
eduphoria!
SchoolObjects:

Username	cbox
Password	••••••••



- Click on **Workshop** to register for training classes
- Click on an icon to see the classes
- Click on a class
- Click the green plus sign at the top to register for the class

**If you do not see the green plus sign, try in another web browser.



Staff Acceptable Use Policy (AUP)

The Use of Computers, the Internet, and Electronic Mail

Denton Independent School District is pleased to offer access to a computer network for file sharing, printing, electronic mail and the Internet. To gain access to the district network, e-mail and the Internet, all employees must view the Acceptable Use Policy (AUP) video, agree to the conditions as stated in this document, and verified by your signature.

Access to these services will enable the school community to explore thousands of libraries, databases, museums, and other repositories of information and to exchange personal communication with other Internet users around the world to enhance district curriculum. The district will filter the Internet for inappropriate material; however, employees should be aware that some material accessible via the Internet may contain items that are illegal, defamatory, inaccurate, or potentially offensive.

It is important that users read and understand the Denton Independent School District policy, administrative regulations, and seek guidance if items are unclear. All users shall be required to acknowledge receipt and understanding of all administrative regulations governing use of the District's technology resources. Please contact The Department of Instructional Technology at (940) 369-0579 if you have questions or need help in understanding this material.

Monitored Use

Electronic mail transmissions and other use of the electronic communications system by students and employees is not confidential and may be monitored at any time by designated District staff to ensure appropriate use for educational or administrative purposes.

What is expected?

Employees are responsible for appropriate behavior on the school or district's computer network. Communications on the network are often public in nature. It is expected that users will comply with district standards and the specific rules set forth below. The use of the network is a privilege, not a right, and may be revoked if abused. The user is personally responsible for their actions in accessing and utilizing the school or district's computer resources. All users shall be required to acknowledge receipt and understanding of all administrative regulations governing use of the system and shall agree in writing to comply with such regulations and guidelines. Computer related privileges may be suspended or terminated based on district policy. Violations may result in suspensions, termination of computer related privileges or criminal prosecution as well as disciplinary action by the District.

Notify the building administrator if you are aware of violations to the Acceptable Use Policy.

Denton ISD may revoke any District user's access until the violation is reviewed by appropriate district administrators.

Acceptable Use Guidelines

- *Keep all logins private.*
- *Even though some limited personal use is permitted, the District account is to be used primarily for instructional and administrative purposes and in accordance with administrative guidelines.*
- *Employees must comply with the Public Information Act and the Family Educational Rights and Privacy Act (FERPA), including retention and confidentiality of student and District records.*
- *Individuals may perceive that electronic communication from you through a District-provided electronic medium, such as e-mail, is also endorsed by the District or that the District shares the same point of view.*
- *As role models for the District's students, employees are responsible for their public conduct even when they are not acting as District employees. Employees will be held to the same professional standards in their personal use of social media as they are for any other public conduct.*
- *At all times, employees are responsible for the proper use of their account. The District may suspend or revoke access if guidelines are not followed.*
- *Refer to Board Policy CQ (LOCAL), Electronic Communication and Data Management for further information.*

Bring Your Own Device

Staff members may bring their personal electronic devices to be used on the DISD-PUB network. Devices from home will have access to wireless Internet but will not have access to district printers or district drives such as network folders. Network drives can only be accessed via district machines.

Students are also allowed to bring their own device for instructional purposes with teacher and campus administration approval. Like staff members, students will use the DISD-PUB network and will not have any access to network folders.

Denton ISD is not liable for any loss or damage incurred. Denton ISD will not provide maintenance, nor can it load any software onto any personal, non-district device.

Identity theft is a growing problem. We recommend that any personally sensitive files such as tax documents, social security information, and bank records are removed from any device before it is used on campus.

All technological devices brought onto a Denton ISD campus are subject to search and seizure. Improper or non-educational use could result in loss of privileges for the on-campus use of such devices.

Denton ISD is not responsible for lost, damaged, or stolen devices.

Any dispute involving Acceptable Use of District or personal resources will be settled at the discretion of District personnel.

Posting Policies:

Denton ISD teachers or administrators may post the following with written parental/guardian and student approval to the principal:

- Student authored work
- Pictures, audio or video of student (alone or in a group)
- Student first and last names

Posting Practices

- Assisted by the district web master, designated campus personnel will maintain the campus web pages. The district provides web space through our content management system (Schoolwires) for departments and professional personnel (refer to district guidelines). The campus principal and the Technology Information Officer, or designee must approve all requests for new web pages before the web pages can be posted on the system or any third party's electronic communications system. Routine updates do not require the approval of the campus principal or the Technology Information Officer.
- In order for campus web pages to contain student names, audio, video, pictures, and/or student-generated work on Denton ISD approved web pages; parental consent must be obtained in writing.
- Written parental consent is obtained as part of the Student Code of conduct.
- Parents have the option to restrict the use of their child's names, audio, video, pictures, and/or student-generated work
- All departments and professional staff must use Schoolwires for their district web page.

Social Media Use with Students

1. Read and follow all District policies.
2. Read and follow the Terms of Use for all sites.
 - For example, if the site says "you must be 13 to use this site," then it should not be used by students under 13.
3. Ensure that privacy settings protect students, faculty and the district.

4. Do not share personally identifying information on education sites. (personal address, personal telephone number, personal pictures.)
5. Instruct students in how to use the site for educational purposes:
 - Abiding by AUP and Terms of Use for the site.
 - Reporting illegal, abusive, bullying, and other negative dangerous behaviors.
6. When setting up student accounts,
 - Do not use last names.
Example: Use student's first name with the teacher's name.
 - i. Example: Student Jenny in Ms. Taylor's class would use Jenny Taylor for name.
7. Do not allow non-district users to participate on any classroom instructional site without administrative approval.
8. Invite administrator's access to the site being used.
9. Monitor student use of the site.
10. If you decide to discontinue use of the site, delete it.

Email

- I understand that Users of the email system will not use email in any way that would be considered: (a) damaging to another's reputation; (b) abusive; (c) obscene; (d) sexually oriented; (e) offensive; (f) threatening; (g) harassing; (h) illegal, or (i) contrary to district policy.
- I understand the email system will not be used for any illegal activity, including but not limited to violation of copyright laws.
- I understand that personal information about students including but not limited to student names, addresses and phone numbers shall not be transmitted outside the district network, without written permission from the student or his/her parents.
- I understand that email public mail lists should only be used by administrators and/or their designee. Email lists should only be used for school business.
- I understand that email may not be used for private or commercial offerings of products or services for sale, or to solicit products or services.
- I understand that Users will not use the email system to disseminate material or information on the behalf of or with regard to professional unions, collective bargaining, private businesses or associations, or political campaigns or organizations without the express written consent of the Superintendent or his/her designee.

Copyright and the Classroom

United States Copyright Law, 17 U.S.C. 101-1332 governs the use of copyrighted materials. However, technology has outpaced the law and limits what we can do with copyrighted material.

What **Can** Educators Do with Copyrighted Material?

- Even Disney! may be used in the classroom if it relates directly to the curriculum as stated in your Lesson plans. It must be something you are **currently teaching**, not have taught in the past or will teach in the future.
- A portion (clip) to illustrate your point is always a better choice than the entire work.
- A documentary made for educational use is a better choice than something produced primarily for entertainment (thereafter called a "Hollywood" movie).
 - The content covered should be accurate and not misleading and adequately reflect the content covered in the class.
 - i.e. A documentary on the Titanic is a better choice than the film starring Leonardo DiCaprio and Kate Winslet which is primarily a love story.
- District subscriptions such as databases and streaming media are licensed and available for your use. Please check with your librarian for links and passwords or contact the Library Services office at extension 0087 or library@dentonisd.org.
- Follow district guidelines on Movie or television ratings. Educational versions are acceptable if they are legally obtained. "Clean copies" are a violation of copyright law.

- To create something “transformative.” Copyrighted materials may be used to encourage practice in redefining problems from different perspectives, helping learners become more critical in assessing assumptions, better at recognizing frames of references and alternate perspectives, as well as effective at collaborating with others to assess and arrive at judgments in regards to beliefs.

What **Can’t** Educators Do?

- Digitize or copy something just to save money. If it is available in the format you need, you must purchase it.
- Convert something to digital for an online class. If it is available in digital format you must purchase it in digital format. If it is not, you must write for permission to digitize **any material including your textbook**.
- Change the format from one form to another (i.e. VHS to DVD, DVD to streaming, print to digital, etc.) Same thing: if it is available in the format you need, you must purchase it.
- Create a compilation or anthology in order to save money. Write for permission for every picture, clip, graphic, printed article or type of material used.
- Show anything for entertainment or to keep students busy. Copyright laws were written to protect the profits of the copyright holder. Educators were given limited exemption for instruction only. All other uses are prohibited.
- Create “Clean” or “educational” copies of materials. The courts deemed these a violation of copyright law because they changed the *format* by *adapting* the work both of which are rights granted only to the copyright holder. However, if the producer provides an educational version it is legal to purchase it.

Examples of Inappropriate Use

- *Using District technology resources for any commercial, political, or illegal purpose.*
- *Damaging electronic communication systems or electronic equipment, including knowingly or intentionally introducing a virus to a device or network, or not taking proper security steps to prevent a device or network from becoming vulnerable.*
- *Disabling or attempting to disable any Internet filtering device.*
- *Encrypting communications to avoid security review.*
- *Using someone’s account with or without permission.*
- *Impersonating an individual or individual’s identity when posting, transmitting, or receiving messages.*
- *Attempting to read, delete, copy, modify, or interfere with another user’s posting, transmittal, or receipt of electronic media.*
- *Using resources to engage in conduct that harasses or bullies others.*
- *Posting, transmitting, or accessing materials that are abusive, obscene, sexually oriented, threatening, harassing, damaging to another’s reputation, or illegal.*
- *Using inappropriate language, profanity, vulgarity, ethnic or racial slurs, and any other discriminating or inflammatory language.*
- *Violating copyrighted information or others’ intellectual property rights as well as downloading or using copyrighted information without permission from the copyright holder.*
- *Using the District’s logo or other copyrighted material of the District without express written consent.*
- *Wasting school resources through improper use of the District’s technology resources, including propagation of spam, chain letters, jokes, and the like.*

Disclaimer of liability

The district shall not be liable for users’ inappropriate use of electronic communication resources or violations of copyright restrictions, users’ mistakes or negligence, inappropriate use of third party sites or costs incurred by user. The District shall not be responsible for ensuring the accuracy or usability of any information found on the Internet. The District does not warrant that the functions or services performed by, or that the information or software contained on, the system will meet the system users’ requirements or the system will be uninterrupted or error-free. The district shall not be liable for lost, stolen or damaged devices brought from home.

Any dispute involving the Acceptable Use Policy will be settled at the discretion of the campus or district administrator.