New Staff Guide for Success

Winooski School District – 2023 Revision

Link: https://help.wsdvt.org/ P: 802-383-6005

Time off and Pay info

To enter time off and check any balance for time off use this link, or go to wsdvt.org and click on the "employee access" button in the top left corner

WSD Updates   PowerSchool   Employee Access   Quick Links

When you first login it will have you use your WSD email address and password. Then it will ask a few security questions to verify your identity. If you have any questions about access or any hours in iVisions please reach out to Kelly Freeman.

Windows Computers

Your username for Windows laptops and desktops will be the first letter of your first name followed by your full last name. Example if your name is John Smith it would be "jsmith".

If it's your first time logging in you will be prompted to change your password. This password will be valid for 12 months before having you update it. Your password must follow the following rules:

1.   Be at least 8 characters long
2.   Contain one capital letter
3.   Contain one special character
4.   Cannot be a password you've previously used

Your user ID and password will work on any desktop computer in the district. So even if you travel between classrooms, or offices, you can use the machine there.
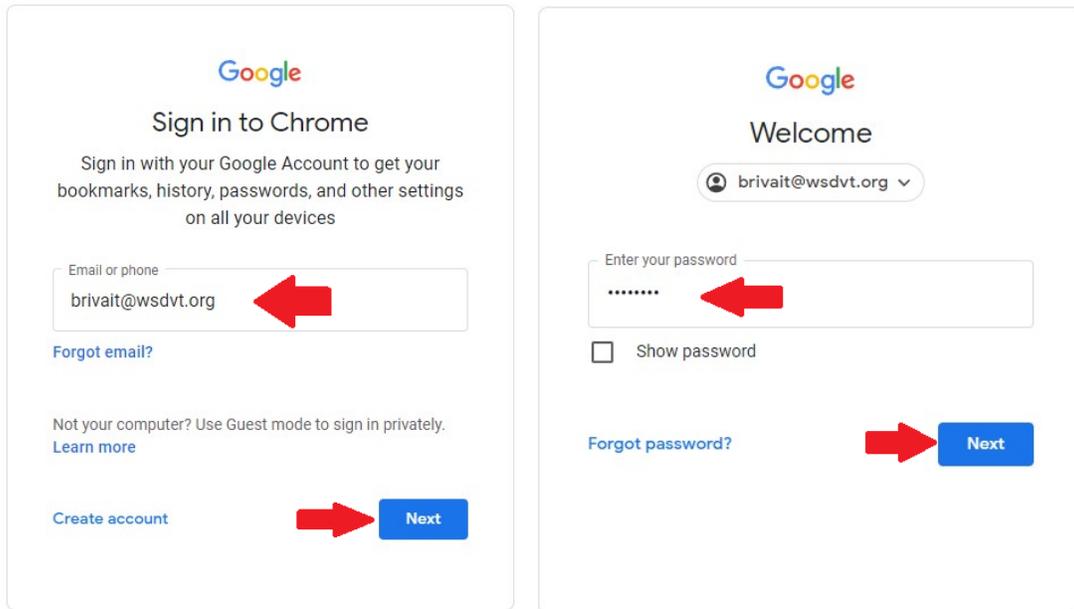
Log into Chrome

The first time you log into Chrome on any district computer there will be a few steps you need to follow which allow all your favorites to travel with you. This only needs to be done once on the machine, and will make using any device much easier.
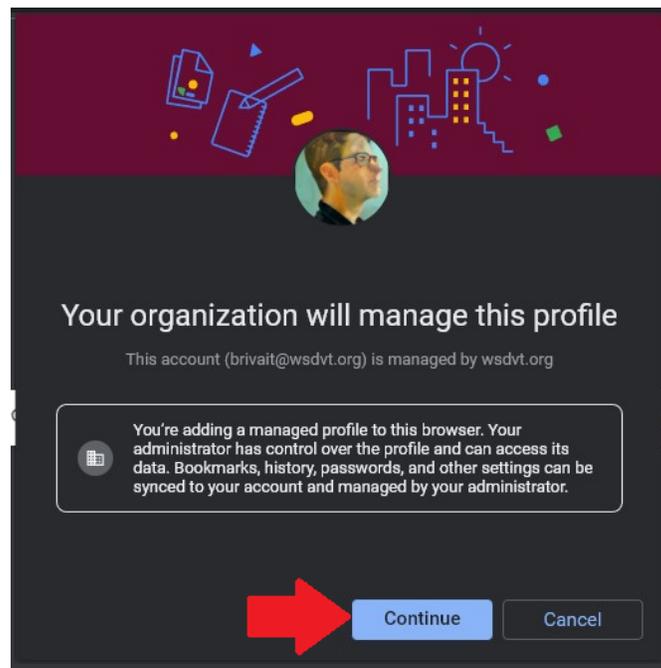
1. When you open Chrome navigate to the top right corner and click on the small profile icon. In that menu click on "Turn on sync" to get started.
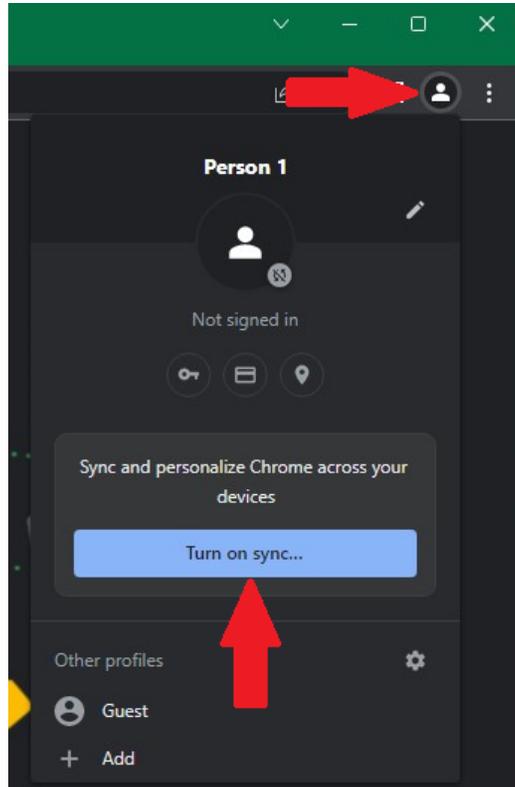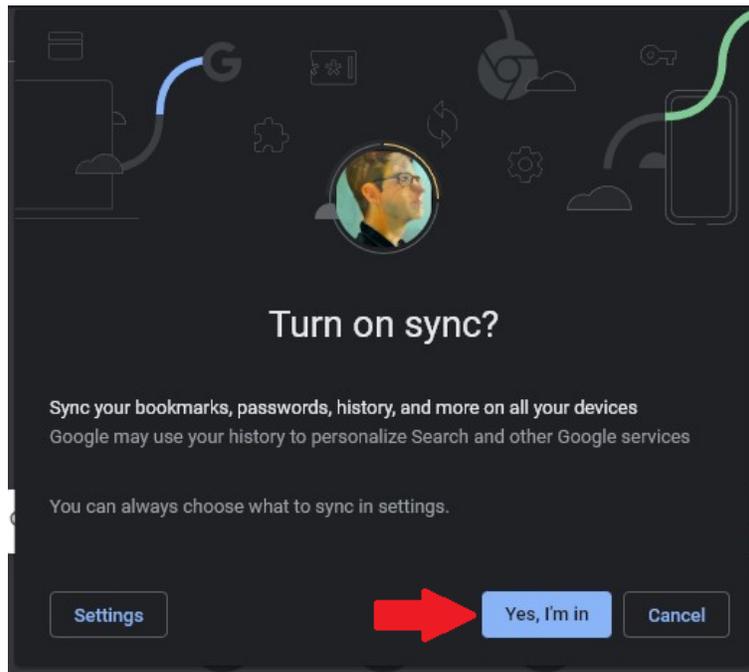

2. On the following screens enter your WSD email address and password.

3. Once you enter the logon information you will be prompted to agree with Google's terms. Click continue.

4. Lastly, you will be asked to agree to turn on sync. Click "Yes I'm in" and you will be signed into Chrome and have access to the WSD Resources folder and all your normal favorites.

*Please note it is VERY important to click "Yes I'm in"** since this is what allows Chrome to sync across all devices you sign-in to. Which means any changes you make follow you with any device.

Chromebooks

When logging into a Chromebook all you will need to do is enter your WSD email address and corresponding password. Once you do so it will automatically connect to the correct Wi-Fi and have your Google apps connected too.

If you have a student who needs assistance using their Chromebook, reach out to Drew Blanchard who is our Tech Integrationist. However, if their device is not working, or needs repair/replacement please create a ticket with the Help Desk.

Device Lockers

We have two blue lockers in the building which can be used to leave devices for IT, or charge your devices in a locked bay so it can be retrieved later. One is located in the hub in WMHS, and the other is just outside of the IT Suite next to the library door.

If you need to return a device, or you have a device in for service and we need to get it back to you, we have handy lockers around the district you can use! If you are returning a device make sure to always submit a ticket to IT letting us know. See below for location and

steps on how to use them. If the lockers are full, keep the device in your classroom or office and create a ticket to let us know.
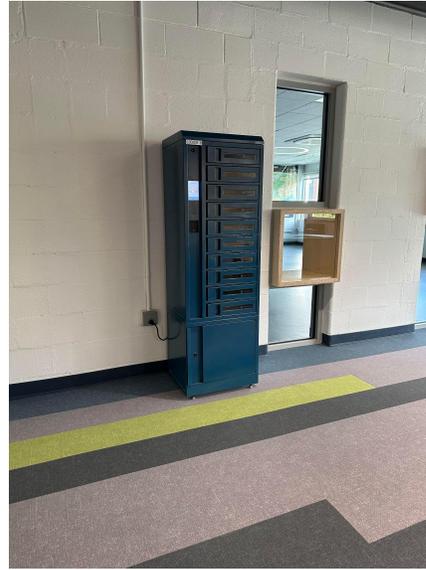
1. Tap on the screen on the left hand side of the locker and it will bring up a menu which shows all the available bays in the locker.

2. After choosing an available bay tap on it. This will open the door and prompt you to enter a 4 digit PIN. Enter the PIN, place your device into the bay and then close the door.

3. To retrieve a device tap the screen to bring up the menu. Select the bay IT has listed which contains your device and enter the PIN IT provided. The door will open and allow you to take your device.

District Wi-Fi

Your personal devices (i.e. cell phones, laptops, etc…) should be on the "WSD Guest" Wi-Fi network. This has full access to the internet (besides those blocked by our firewall). If you have a staff provided laptop or Chromebook it will be set up with the "WSD Staff" network by IT.

If you or your students have issues accessing a website please submit a helpdesk ticket by going through the portal. However if it's an immediate issue such as testing or you have a guest on site call us at extension 6005.

Ticket how to's for IT, Facilities, and ML Services

Navigate to https://help.wsdvt.org/ and choose "Sign on with Google" this will get you into the request portal. You will see the different options for ticket requests including IT Helpdesk, Facilities, ELL, and Powerschool. However, if you find yourself unable to get into the portal please email "help@wsdvt.org" with your issue and it will auto-generate a ticket for IT. This portal also shows your current open tickets so you can follow up on them as needed.

If your issue is urgent and needs to have immediate attention please submit a ticket through the portal, then call our extension (6005). As we are not always in the office, and might not be able to answer the phone, the ticket will let us work on it as soon as possible.

Some important things to note when creating/emailing/calling about any ticket:

- Emailing help@wsdvt.org **DOES NOT** reach Facilities or MLL
- Please include your room number and best time to reach out
- If you're reaching out about hardware (laptop, chromebook, etc) include the tag number of the device (on silver WSD sticker)
- Do not submit multiple tickets for the same issue. They will only clutter the queue and cause delays
- If your request requires the help of **TWO** or more departments you will need to submit a ticket to each department.

D160A is the new Helpdesk

We are located next to the district offices, right across from the library entrance in the D wing hallway. There is a sign on the door. Please note that, while staff members are welcome to stop by the Helpdesk for tech support, a work order will still need to be created for the vast majority of requests. *If the light is off or the door is locked, we are NOT currently available to help - please return later.* Please make sure **to call ext. 6005** if you wish to send a student to the IT office for tech support to confirm that someone is there and available to help. *Students MUST have a pass for us to receive them at the Helpdesk.*

Badges (School ID)

Your badge will grant you access to the building and handy rooms such as the Staff Lounges and Staff Lockers. If your badge does not work, is denying access, or is lost/stolen, Please reach out to Cathy Bray.

Badges are to be worn at all times while working in the building. While safety is the primary concern, if you don't have your badge separated from other cards, it may not grant you access to a door.