

# 1 to 1 INITIATIVE

## Frequently Asked Questions

### Programs & Systems

#### **I am having difficulty syncing my OneNote folders. What is the best procedure to use?**

Visit the IT Helpdesk for assistance.

#### **Is there a way that I can retrieve the icons on my desktop if they disappear?**

Yes. Go to your desktop. Right click and select refresh. Pressing the F5 key will also refresh the desktop. Make sure you're connected to the internet when doing this step.

#### **How do I copy a document on my moodle page into one of my OneNote folders?**

First save the document from your Moodle page onto your desktop. Open the document on your desktop and select Print. OneNote will prompt you as to where you would like the document added. Select the folder in your Notebook you would like to have the document housed.

**I am having trouble saving a Word Document. Where should I save?** We advise using the following path: File > Save as: Computer> Browse> Computer> H: Drive> then choose or create a folder.

#### **What is the difference in Internet browsers (Firefox, Internet Explorer, Chrome) and which one works best?**

Choosing an Internet browser is generally a matter of preference. There is not a particular one that the FPD Technology Department recommends. However, if a website does not load correctly, try opening it in a different browser. There are a few websites, including e-texts, that do work better in one browser over another, but every site is different.

#### **How do I use "Cloud-based" storage?**

Cloud-based storage is a web based service that allows users to store files and then access them from any web-connected device. Services include Dropbox, Microsoft SkyDrive, Apple iCloud, Amazon Cloud, and Google Drive. Most services have a free level of service and then charge for larger amounts of storage. All FPD students with Lenovo tablets have 2 GB of space on Microsoft SkyDrive. A nice feature of these services is the ability to share large files with other people, especially files like pictures that are too large to send by e-mail. Both parties need to have accounts with the service. .

Instructions for using cloud-based storage will vary depending on the service but usually involves creating an account and downloading an application that syncs folders between your computer and the "cloud." It is a good idea to create an account on one of these services to store, back-up, and share large files or a large number of files you want to keep.

### Hardware

#### **How do I set up a fingerprint scan on my tablet?**

Open the control panel. Click on Lenovo Fingerprint Reader and follow the prompts.

#### **My computer will not turn on and I know the battery is fully charged. What should I do?**

First manually shut down your computer using the power button. The button must remain fully pressed for a minimum of 15 seconds. Once all of the lights are off, press the power button again. If this does not resolve the issue, remove the battery and connect just the charger. If the tablet turns on, the battery is in fact dead. Charge the battery.

#### **If I lose my stylus or charger what do I do?**

We offer replacements for both in the FPD Viking Store.



# Technology FAQs Continued

## Connectivity

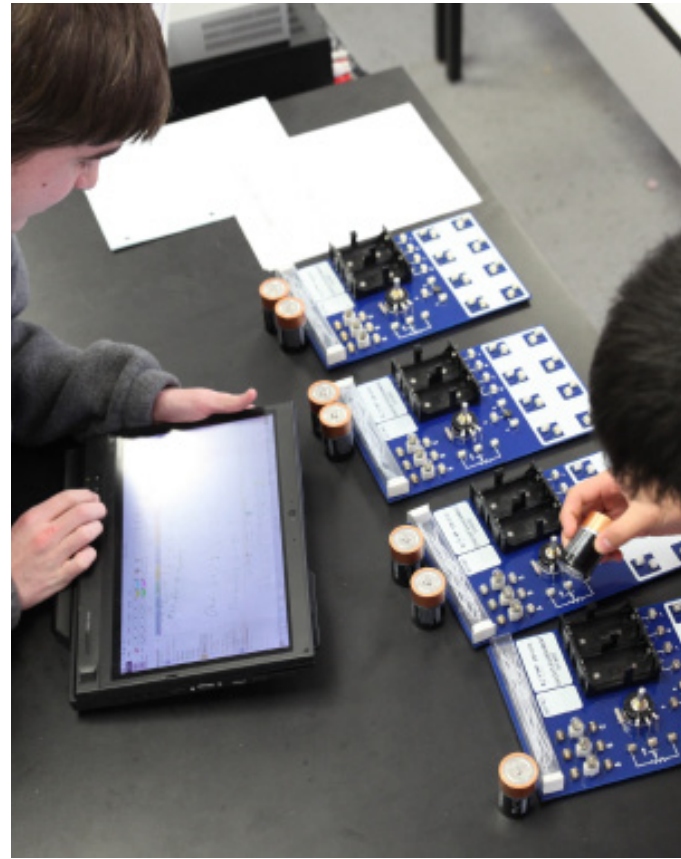
### What should I do if my tablet loses connection?

Left click on the connectivity bars located at the bottom right corner to see if the tablet is connected to an available network.

If you are still having trouble getting on the tablet programs, the IT Helpdesk is here to help. Students are welcome to stop by if they need help with their equipment. We also have a Direct Access and WiFi Help Sheet with some useful tips.

### If something happens to our home Internet and I cannot connect, will I get a bad homework grade?

Students are encouraged to download their homework before leaving school so they are not dependent on their home Internet connection. However, there are exceptions to every rule and our teachers are gracious and understanding. Communication is key. If you cannot connect, try to get help from a friend or notify your teacher via FPD webmail from another computer. Webmail can be accessed from [www.fpdmacon.org](http://www.fpdmacon.org) under "FPD Community".



## Glossary

**Connectivity** – This is a general term describing the connection your computer has to a home, work or public network and can included the Direct Access connection to the campus.

**Direct Access** – A Microsoft network technology that creates a private secure connection to the FPD campus whenever you are connected to WiFi. It allows you to connect to your Outlook and FPD network shared resources wherever you go.

**Dropbox** – A system to share files digitally over the Internet. It is an electronic folder that can be accessed by an authorized user.

**DyKnow** – An application that allows teachers to manage their classrooms. Using DyKnow, teachers can broadcast and gather information wirelessly in the classroom. They can transmit information from their tablet to all of the students' tablets and to the classroom wireless projector. Furthermore, using Dyknow, teachers can monitor and control the tablets in their classroom and control the applications and websites the students can access.

**eTexts** – A digital version of a textbook.

**Hotspot** – A Hotspot or Access Point (AP) is a device that broadcasts WiFi so that people nearby can connect to the internet.

**Moodle** – A web based application teachers use to manage their courses. This entails issuing assignments, reviewing submitted assignments, and answering questions submitted electronically. It is also has a variety of useful links and documents that help teachers and other students collaborate online.

**OneNote** – An Microsoft Office electronic notebook organization application. Students take notes using a stylus, voice recognition software, or their keyboard. All notes are stored electronically in the OneNote system. OneNote is a modern, electronic version of a spiral-bound notebook that is infinitely expandable.

**Stylus** – A high precision, active digital writing instrument for the computer. A stylus replaces a pen, highlighter or pencil when taking notes or performing operations on a tablet.

**Web Filtering** – A process of blocking access to websites that are deemed inappropriate using criteria the organization sets up in advance.

**WiFi** – A trademarked name referring to "wireless local area network" or WLAN Internet. If something is WiFi capable, it can connect to a network wirelessly.