

DEPARTMENT OF TECHNOLOGY FAQs

WHERE IS MY H:\ DRIVE (OR V:\ DRIVE)?

- If you are using a *desktop* computer still cannot log in and, be sure the network cable is plugged into your computer.
- If you are using a laptop computer, you will pick up a wireless connection at all district locations. However, make sure you are not connecting to the Guest wireless. You will not map to your network drives if you are connected to the Guest wireless. Contact Help Desk if you do not know how to change the wireless network connection.

WHY CAN'T I LOG INTO MY LAPTOP AT HOME? If you have logged into your computer at least one time while on the Wilson network, the credentials will be cached on your laptop and you will be able to login at home using the same information. Note: You will not be able to access network H, V, or any shared drives at home. If you have uploaded your documents to your Wilson Google Drive, the files can be accessed anywhere.

HOW DO I PRINT? Any Windows computer in the district will map to printers when that computer is logged in. At this time Google Cloud Printing is available on some district printers and you will see the list of available Cloud Print devices in your print dialog box.

WHAT IS MY SHORETEL USERNAME AND PASSWORD? If you do not have this information, submit a Help Desk ticket and we will send your username and password to you. *Not using Call Manager software??* Ask anyone who uses it- it's a great tool! Check the Shoretel link under Technology Resources.

HOW SHOULD I ACCESS MY EMAIL? Beginning Summer 2016, the Wilson School District migrated from Microsoft Exchange to G-Mail. Your email address is your username followed by @share.wilsonsd.org.

HOW DO I LOG IN TO SKYWARD? You use the same username and password for Skyward that you use to login to the network. There is a link for Skyward access on the main Wilson webpage.

HOW DO I ENTER A HELP DESK TICKET? There is information about creating Help Desk tickets under Technology Resources on the main Department of Technology webpage.