

Student & Family Technology Guide

2023-2024

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Links

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Video Tour of the APS Website

> APS YouTube Channel

Technology Helpdesk

Abington Public Schools Technology Services will now be using a new Helpdesk Portal, Incident IQ.

Students, please click the following link to enter a ticket: https://abingtonps.incidentiq.com

Please click the Microsoft Azure button and log in with your school email/password if prompted.

If you are a family/community member and need to enter a ticket, please use the following link:

https://abingtonps.incidentiq.com/guest/ZC4MKHTK/apssupport

You will be prompted to add your name, personal email and child's school, as well as information regarding the technical issue you need assistance with. PLEASE NOTE: We do not provide username/password information via the Helpdesk Portal. If you need assistance with your child's username for email/Aspen/etc, please contact your child's school office.

Quick Fixes

Most device issues can be resolved by restarting the device.

Restart

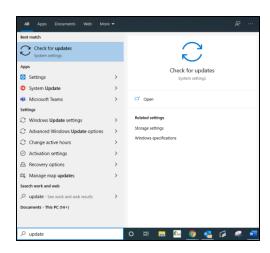
- 1. Click the Start menu (bottom left corner of screen)
- =

- 2. Click the circular power icon
- 3. Select Restart

(this is not the same as closing the laptop screen or shutting the computer down)

Update Windows

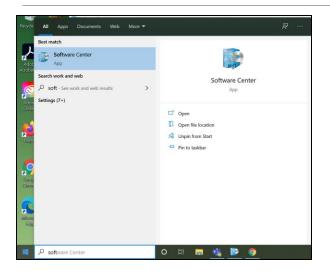
- Click the Start menu (bottom left corner of the screen)
- 2. Start typing "update"
- 3. Click on **Check for updates** on the top right
- 4. Click on the link: "Check online for updates from Microsoft Update" (not the grey button)
- 5. When the updates finish, restart your device



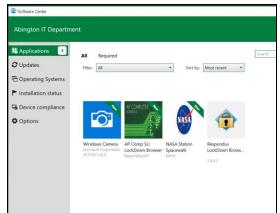


Software Center/Company Portal

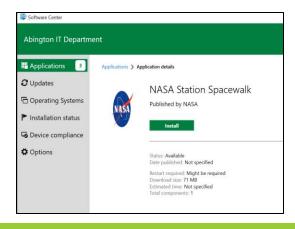
Students can install software, without admin privileges, from the Software Center while they are connected to the school WIFI.



- Click the Start menu (bottom left corner of screen)
- Start typing Software Center (or Company Portal)
- Click on the Software Center or Company Portal app



Click on the app you want to install

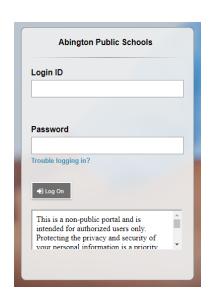


Click Install

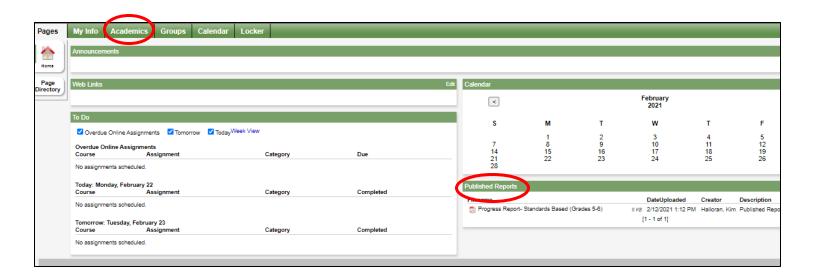
Accessing Student Information -Aspen

Student Logon

- Open an internet browser and navigate to https://ma-abington.myfollett.com/
- Log on: The username is the first part of the student email address (everything before the @ symbol)



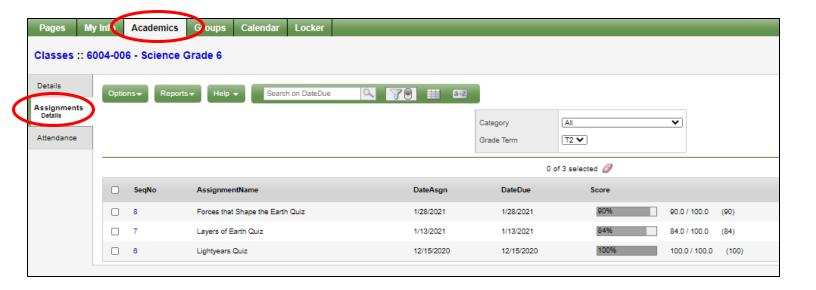
- The password is the same as the student password for their email
- To view grade averages for all courses, click the **Academics** tab



❖ View published reports: Report Cards and Progress Reports: click on the link at the bottom right, under Published Reports

View the grades on specific assignments in a class:

- Click the Academics tab.
- Select the checkbox for the course you want to view assignments in
- Click the Assignments side-tab. The assignments page appears
- Click the Category drop-down to select:
 - ❖ All to view all assignments
 - ❖ A category to see only that type of assignment (for example, click **Tests** to view only test grades)
- Click the Grade Term drop-down to select:
 - All to view assignments from all terms
 - ❖ A term to see only assignments from that term

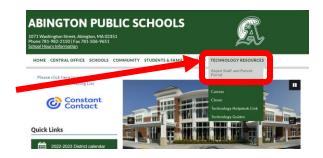


Family Portal

If you have more than 1 child in attending Abington Public Schools, you can view all their information in one place: the Family Portal.

From the Abington Public Schools website:

- Go to https://www.abingtonps.org/
- Click on Technology Resources
- Select Aspen Staff and Parent Portal

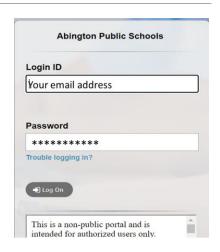


Or bookmark this link:

https://ma-abington.myfollett.com/aspen/logon.do

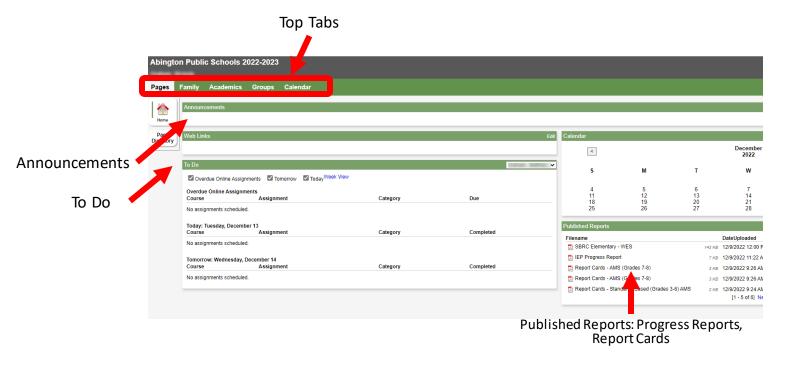
Login ID: your email address

Password: the one you set when you logged on the first time

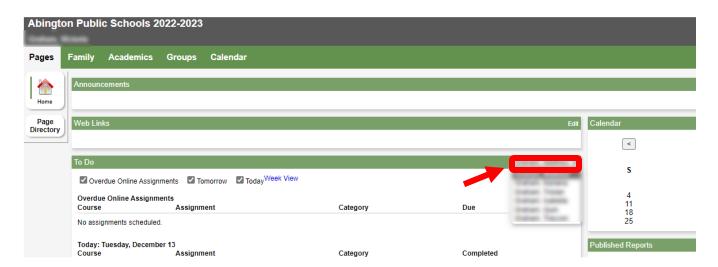


Video: How to Navigate Family Portal

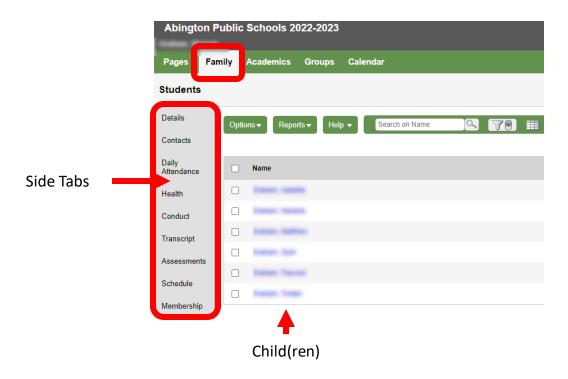
Homepage



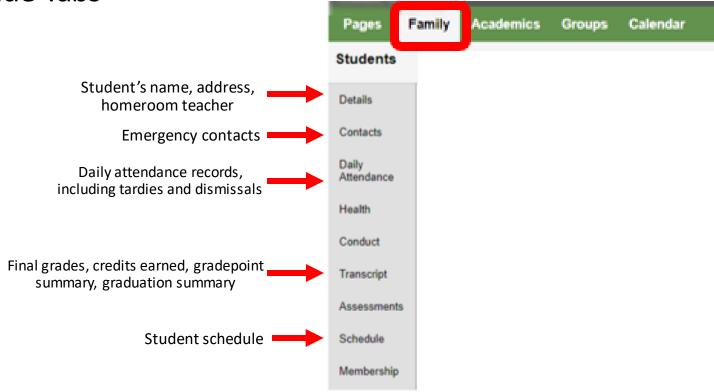
Click the drop-down to switch to a different student:



Family Top Tab

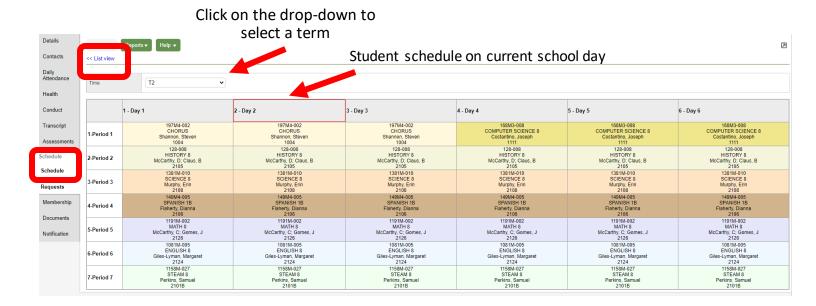


Side Tabs

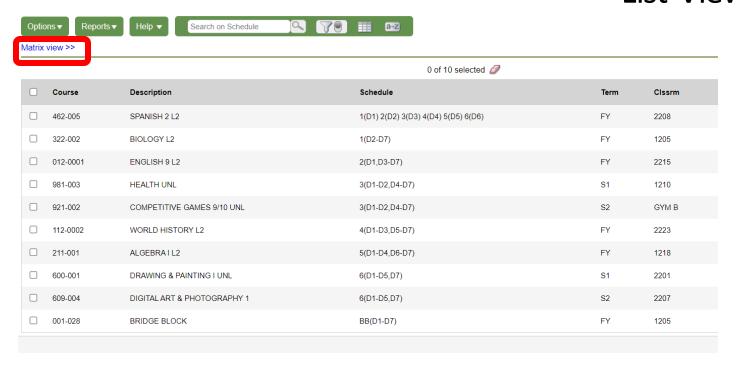


Schedule Side Tab

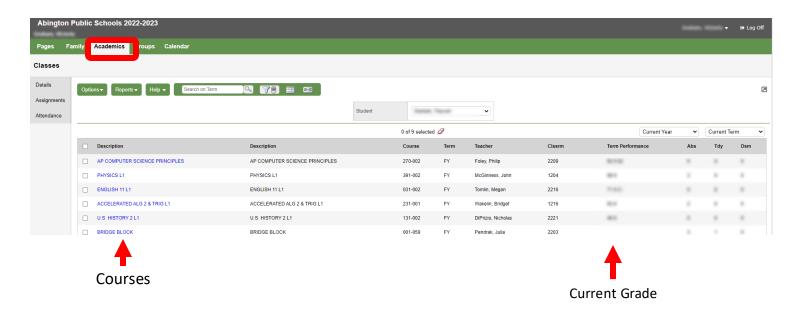
Matrix View



List View

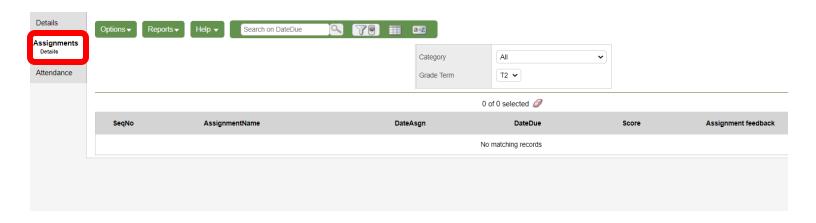


Academics Top Tab



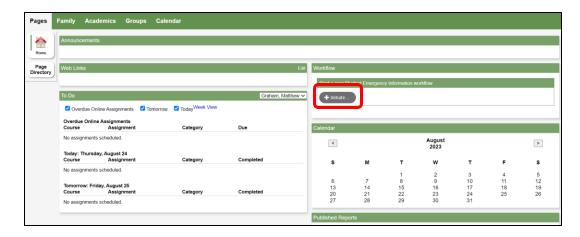
Assignments Side Tab

Any assignments posted by the teacher are in the Academics top tab, Assignments side tab



How to Update Student Emergency Info in Aspen

- Go to the Pages top tab
- Click the +Initiate button (window will open)



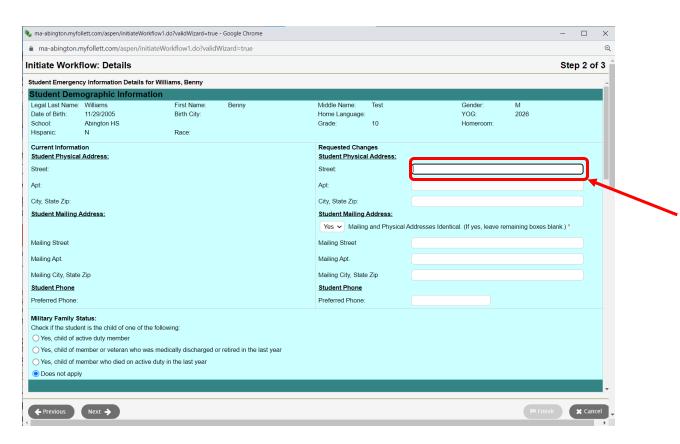
Click on the magnifying glass in the pop-up window



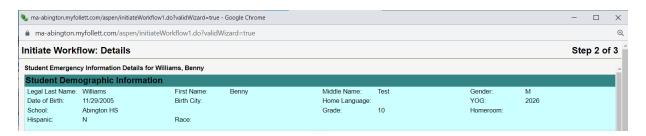
- Select a student from the next pop-up window, click OK
- Click Next



Look at the information on the left and, if anything is incorrect, enter the correct information in the blank field to the right

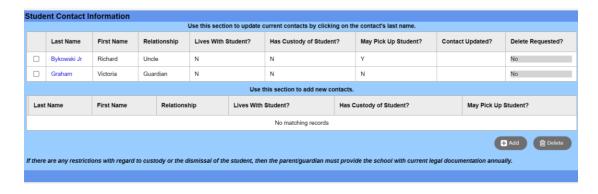


To update any information in the first section of the form (like legal name, home language) please contact the school office



SCROLL DOWN

- Student Contact Info
 - Click on the contact's last name to open contact info
 - Add changes in the pop-up window



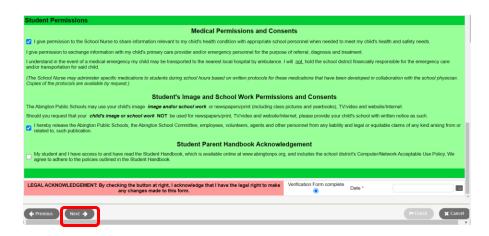
- Medical Contacts
- Medical Information



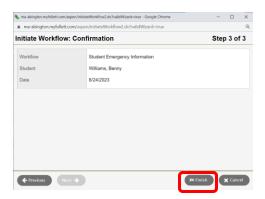
Consent

Click on the boxes to the left to give permission for:

- Medical Consents
- Student Image and School Work Consent
- Handbook Acknowledgement
- Select the circle below Verification Form Complete
- Enter a Date
- Click Next



Click Finish



Unable to log into the Aspen Family Portal?

To update your student information, you must use your family portal account, not your student's portal account.

If you are one of the two primary contacts for an APS student, you should have received an email from aspen-sysadmin@myfollett.com with your log on information to the portal.

That email will also include information on how to set your password reset question, in case you need to recover your account password in the future.

If you cannot find the email, please enter a ticket at https://abingtonps.incidentiq.com/ requesting an Aspen account password reset and someone from APS will resend the account email to you as soon as possible.

Accessing Online Resources

CLEVER - CANVAS - MICROSOFT

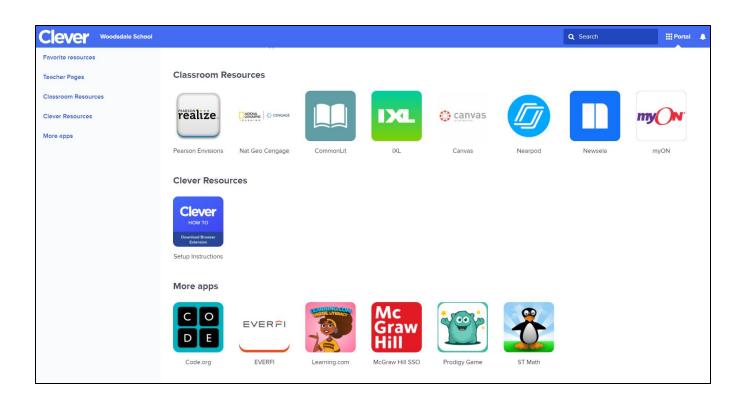
Clever



What is Clever?

Clever is an easy way for your child to log in and learn with all of the online resources selected by their teacher and district.

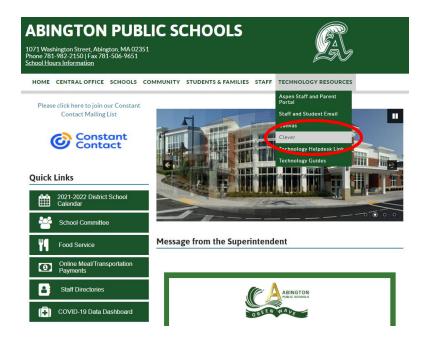
Schools use Clever so students can have all of their digital resources in one place. Clever also eliminates the need to remember multiple usernames and passwords.

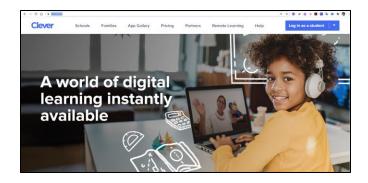


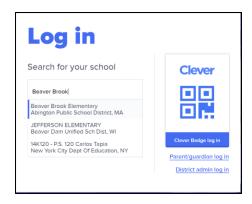
Clever Single Sign-on



- Browse to https://abingtonps.org/
- On the right, under Technology Resources, click on Clever Logon OR you can browse directly to https://clever.com/
- 3. Click Log in as Student
- 4. Search for your school (if prompted)









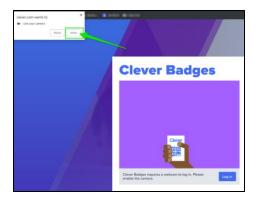


K-4 can log in with their email address or use their Clever Badge

6. Click Clever Badge log in



7. If your internet browser asks you to allow clever.com to use your device's camera, select 'Allow' (or, click on the lock in the address bar to change the settings)





8. Hold your student's Badge up to the device's camera and wait for the green checkmark to log into Clever. If you have trouble, try moving the badge closer/further from camera until you get the green checkmark.





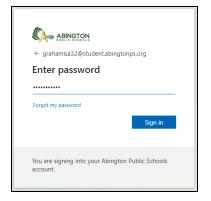
Clever: Grades 5-12

6. Click Login with Active Directory



- 7. Enter student email address, click Next
- 8. Enter password, Click Sign in





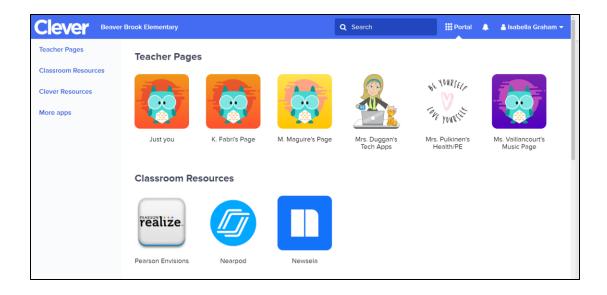
If you get this window, click Yes to stay signed in, and click on the checkbox to stop seeing the message



Clever Dashboard

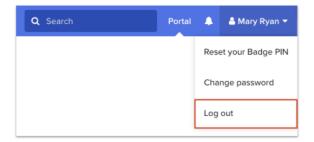


The Clever student dashboard is where you land after you sign in. The dashboard lists all the classes the student is in and the apps that are available.



9. Click on a Teacher page to access the apps for that class or use the search field at the top to find an app or link

Don't forget to log out when you are done
To log out of Clever, navigate to the Clever Portal, hovering over your name in the top-right corner, and click **Log out**.

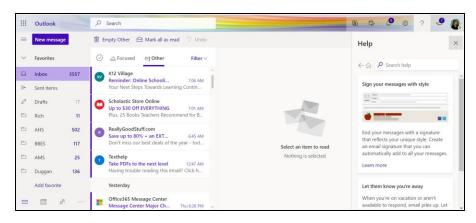


Microsoft

Outlook (Browser Version)



Outlook Email Basics



Create and send email

- Choose New Email to start a new message
- 2. Enter a name or email address in the **To**, **Cc**, or **Bcc** field
- 3. If you don't see **Bcc**, see **Show**, hide, and view the Bcc box
- 4. In **Subject**, type the subject of the email message
- 5. Place the cursor in the body of the email message and start typing
- After typing your message, choose Send

Links and Attachments in Email Messages

Tips:

- Be careful with any emails you receive that have links in them, even if the emails appear to come from APS staff or links have your name in them
- If you are unsure, ask the sender
- Be careful to avoid phishing scams

Phishing:

An internet scam where someone poses as an institution, like a school, and sends you a personalized message asking you to provide private information. The messages are designed to trick you into revealing sensitive information to the attacker (like in cases of identity theft) or to deploy malicious software on the victim's infrastructure (like ransomware).

How to Recognize a Phishing Email

Often, a phishing message will look like it's coming from someone you know. These clues indicate that the message is not legitimate:

- **❖Sense of urgency**: When the sender says you only have a limited time to respond.
- ❖Generic or missing greeting: Real companies send messages that address customers by name.
- Alert! Alert!: The message sounds urgent, making you worry that something is wrong with your account.
- ❖ Spoofing: Spammers will impersonate APS staff/students in the hopes that familiar looking emails will entice you to click the email link.
- **♦ Spelling and grammar errors**: A real company does not send out messages with such errors.
- "Friend" in trouble: You see a photo of someone you know, but the message isn't really from them.
- Shortened URL: A web address that has been condensed and that could mislead a user into going into a risky website.
- Too good to be true: Identity thieves often offer easy chances to win free money or prizes.

Example of Phishing Email

Sense of urgency

Generic or missing greeting

Sent: Tuesday, September 7, 2 121 10:18:02 AM

To: High School Staff < HighSchool@abingtonps.org >
Subject: FINAL VERIFICATION ALERT: SESSION EXPIRED

Abingtonps

You are receiving this email because we are updating our database, your account must be put up-to-date and verified!

Follow the below link now to update within 48 hours to continue using our service

Confirm now

Warning: failure may cause permanent loss of data and files!

Thanks,

This email was sent from an unmonitored mailbox.

Privacy Statement

Alert! Alert!: The message sounds urgent, making you worry that something is wrong with your account.

OneDrive



Tutorial: Intro to OneDrive

To get to your OneDrive...

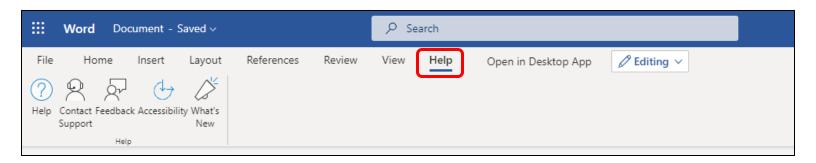
- 1. Open a web browser (like Chrome or Firefox)
- 2. Navigate to www.abingtonps.org
- 3. Click on the link for Staff and Student Email Logon
- 4. Login with the student username and password (this brings you to your inbox)
- 5. Click on the "waffle" at the top left
- 6. Click on the Cloud icon

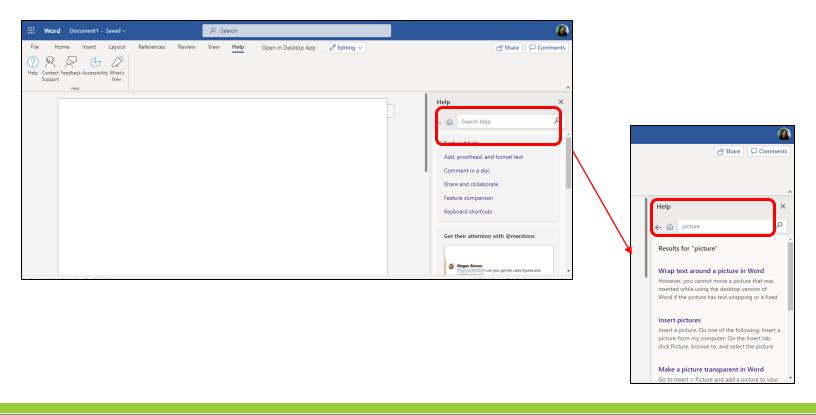


Microsoft Help

- 1. Click on Help (or ?) from the ribbon in any app, including in the browser version
- 2. Ask your teacher for help
- 3. Send a ticket through the Technology Services Portal

When you click on Help in the ribbon, you will see a menu with several options. Click on the Help icon to search the topics.





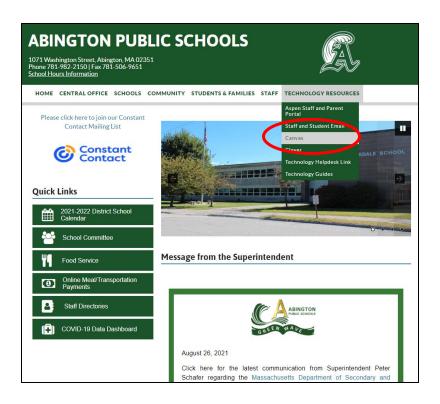
Canvas

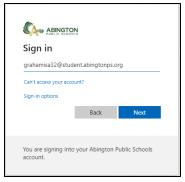




Student log on directions:

- Browse to https://abingtonps.org/
- Go to the Technology Resources tab and click on Canvas
- Entrer your APS email address and password
- . Click Sign in









Canvas Help

- Help

 Account

 Calendar

 Calendar

 Search the Canvas Guides
 Find answers to common questions

 OTHER RESOURCES

 Ask Your Instructor a Question
 Questions are submitted to your instructor
 Canvas Email Support
 Email Canvas Support with your issue
 Family Help desk
 To send an email to the Family Help Desk

 APS Help Desk
 To send an email to the APS Help Desk
 Report a Problem

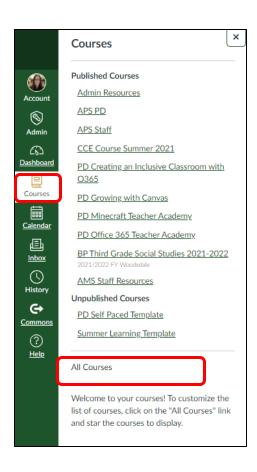
 It— It Canvas mibbehwes, tell us about it
- 1. Check the Canvas Guides
- 2. Ask your teacher for help
- 3. Send a ticket through the <u>Technology Services Portal</u>

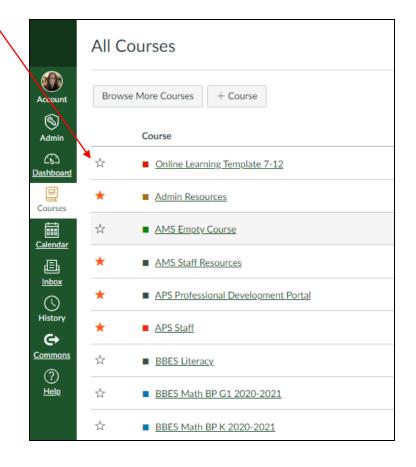
Click on a link below to access the resource.

Set Notifications as a Student	Set Notifications for a Single Course	<u>Canvas</u> <u>Overview</u>
User Settings: Notifications, Profile picture	<u>Canvas</u> <u>Student Guide</u>	<u>Your Grades</u>
Assignments Overview	Assignment Submissions	<u>Your Calendar</u>

Add/Remove Courses on the Dashboard

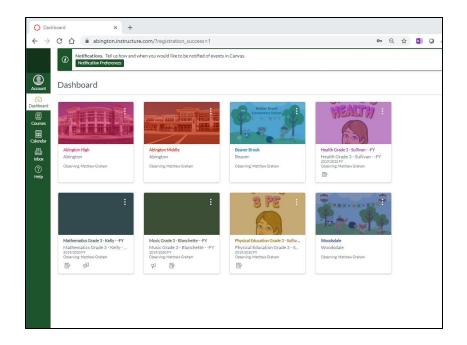
- ➤Go to Courses in the global navigation menu
- Choose All Courses at the bottom
- Courses with a star filled in will appear on the dashboard
- Select the star next to a course to add it to your dashboard
- > Deselect the star to remove a course from the dashboard

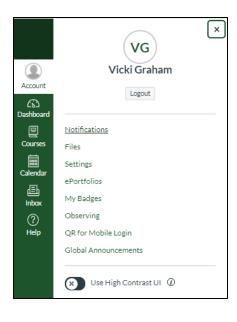


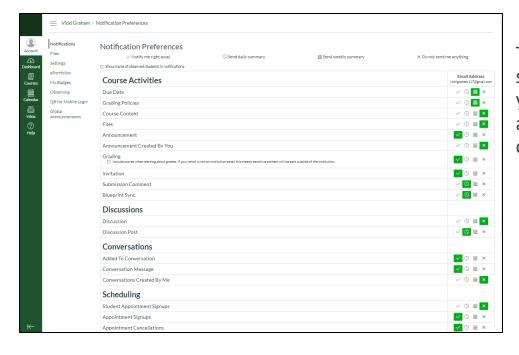


Canvas Notifications

Click on the message at the top of the student dashboard that says **Notification Preferences** or click Account and select Notifications.







To change a notification setting, click on the option you want. It will save automatically. There are 4 options:

Notify me right away

Send daily summary

Send weekly summary

Do not send me anything

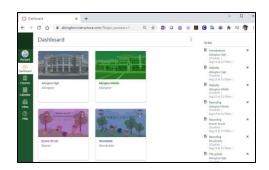
How to Find Assignments

1. Log in to Canvas





2. Click on the Course



3. Click on Modules

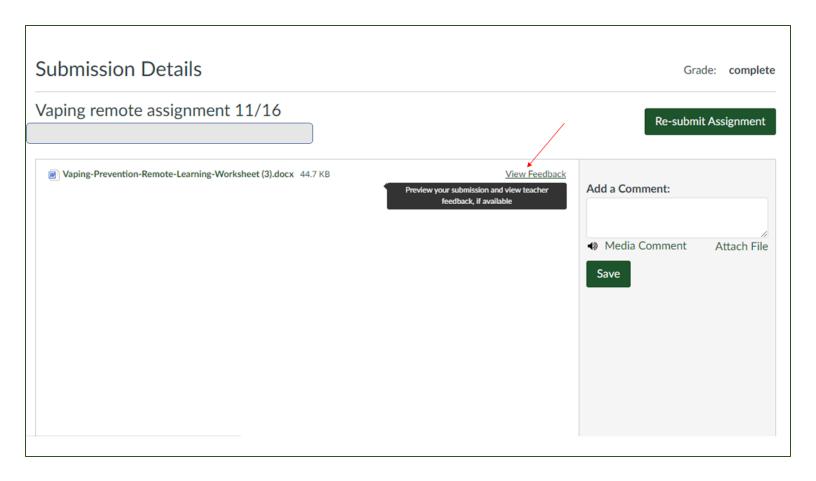


4. Click on the Assignment



How to View Feedback

- Open the assignment from Assignments or Modules in the Course Navigation Menu OR go to Grades and click on the assignment.
- Click the link that says <u>View Feedback</u> in the top right.

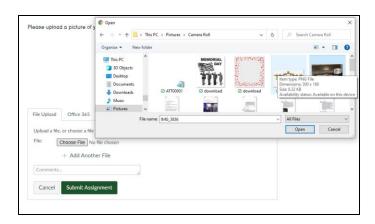


How to Submit a Picture in Canvas

Tutorial:

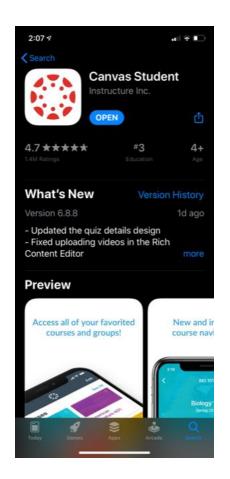
https://youtu.be/TJRUUM_04w0

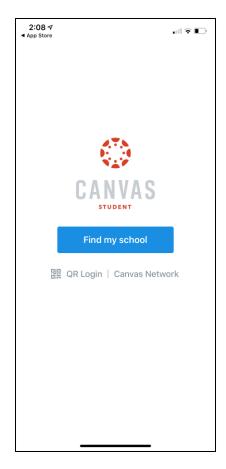
- From the Canvas assignment, click Submit Assignment
- Scroll down and click on File Upload
- Take the picture
 - Go to Start->Camera
 - Take the picture
 - Go back to Canvas
- Scroll down and click on File Upload
- Take the picture
- Go back to Canvas
- Click Choose File
- Find and select the picture you just took
- Click Choose File
- Click Submit Assignment



Canvas Student App

Android or iOS









Student iOS Guide



Tutorial: Canvas Student App

^{*}You can set push notifications in the mobile app.



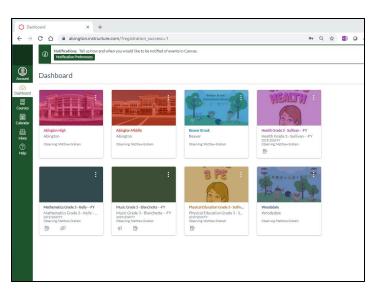
Canvas LMS Observer Role

The parent/guardian role is called an "Observer" in Canvas.

Observers can view all published course information:

- Pages
- Assignments
- Grades
- Calendar events

Observers can also message the child's teachers using the Inbox and receive a variety of notifications.



Observer Dashboard

^{*}Observers can not submit work or interact with the course.

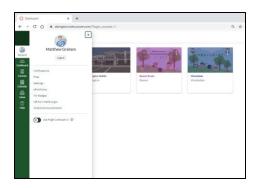
Pairing Code

To create an Observer account, you will need a pairing code for your student.

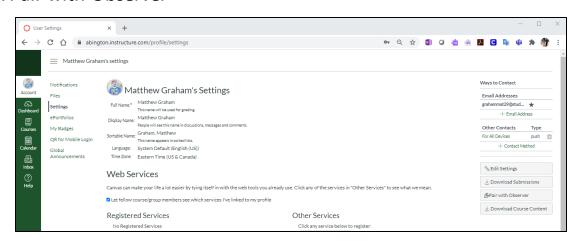
1. To get the pairing code, log in to Canvas as the student you want to observe



- 2. Click Account
- 3. Click Settings



4. Click Pair with Observer

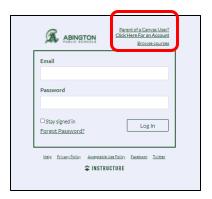


5. Copy the code (ctrl + c) or write it down and click OK

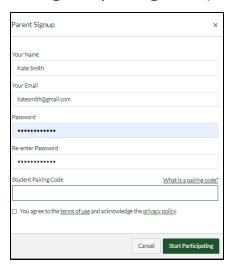


Create an Observer Account

- 1. Go to https://abington.instructure.com/login/canvas
- 2. Click on the link "Parent of a Canvas User? Click here for an Account"

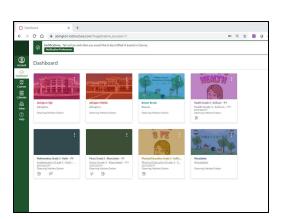


3. Fill in the information (including the pairing code)



4. Click Start Participating

This will bring you to the Observer Dashboard



Canvas Video Guides Observer



Canvas Observer Video Guides

Tutorial: How to Generate a Student Pairing Code

Tutorial: How to Create an Observer Account

Tutorial: How to Change Language Settings

Tutorial: How to Navigate Canvas as an Observer

Tutorial: How to Email your Child's Teacher

Canvas Observer Quick Reference Sheet

Create an account

- Go to https://abington.instructure.com/login/canvas
- Click on the link "Parent of a Canvas User? Click here for an Account"
- Fill in the information (including the pairing code)
- Click Start Participating

Student pairing code

- Log in to Canvas as the student
- Click Account
- Click Settings
- Click Pair with Observer
- Copy the code and click OK

Pairing your observer account with multiple student(s)

- Log in to the observer account
- Click Account
- Select Observing
- Enter the pairing code
- Click the green add student button
- Repeat as needed until all students are added

Language Settings

- Log in to the observer account
- Click Account
- Click Settings
- Click Edit Settings
- Select your language from the drop-down menu next to Language
- Click Update Settings

Email your child's teacher

- Click on 'Inbox' from the Global Navigation menu.
- Then, click on the 'Compose a New Message' icon.
- Select the course from the dropdown menu.
- Type the name of your instructor or choose teacher(s) from the list.
- Add a subject and message, then click the 'Send' button.

