





# Quick FAQs



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## Difference Between an ITC and TSS?

ITC	TSS
Uses technology	Fixes computers
Co-teaches with teacher 	Repairs technology equipment 
Observes teacher using technology	Shared by many schools
Plans with teacher	
Conducts staff development trainings	
Shared by two schools	

## Scheduling

### My schedule:

**Monday: Carver**

**Tuesday: Yates**

**Wednesday: Carver**

**Thursday: Yates**

**Friday: Carver**



### Email me to schedule

- A co-teaching lesson
- A planning appointment
- An observation
- Set up a training session

My email is:

sandra.alston@nn.k12.va.us

## FYI...

### What can I do at [helpdesk.nn.k12.va.us](http://helpdesk.nn.k12.va.us) ?

- Submit an online work order: state the problem and the reason **WHY** you are creating the work order.
- Install/upgrade certain software



### How many Laptop Carts do we have?

### Where can I find the carts?



## How Do I?

### How do I get software updates on my computer?

If you are missing certain software or need an update you can do it yourself at the self-install portal.

Simply go to [software.nn.k12.va.us](http://software.nn.k12.va.us) and sign in using your normal credentials. Note that you can **ONLY** do this while you are at school.

### How do I hard wire my laptop?

There are 2 ports on the back of your phone. One goes to the data port on the wall and the other should go to your laptop.

wall laptop



## Observations

From time to time, I will observe how you are using technology. I may also ask you if I can schedule an observation with you. If you want me to observe a lesson email me and we can setup a time.

### Scheduling the laptop carts or computer lab:

Go to your school's Sharepoint page and choose a calendar.