Technology Services at Sandy Spring Friends School

Welcome to Sandy Spring Friends School!
We are glad that you have joined our SSFS community. This message is to let you know what technology services are available to you at SSFS. Should you have any further questions, you can contact the Technology Department as described in the "*Support*" section below. Also please read carefully the "*Technology Department Recommendations*" section at the bottom for some well-tested advice as you manage your family's computer devices.

SSFS Accounts

As members of the SSFS community, families are given several accounts to manage School communication, academic schedules, business office and contact information, health forms, online classrooms, cloud storage, and other educational tools. Some accounts are for student use (designated by **S**) and others are for parent/guardian use (**P**). These accounts include the following:

- **Magnus Health account: (P)**
  Once a family is enrolled, a Magnus Health account is set up to manage student health, medical, and permission forms. All families receive an email from Magnus Health within two weeks after signing your child up for school. If you have enrolled but have not yet received an email from Magnus Health after two weeks, please let us know at tech@ssfs.org. You may also find answers at Magnus Health FAQ.

- **SSFS Network account: (S)**
  All students in grades 4-12 are given a school network account, which is used to connect to our wireless network, to store personal or shared files on our servers, and logging in to school computers in our labs.

- **SSFS Website account: (separate S & P accounts)**
  When you go to the school website (www.ssfs.org) you have the opportunity to log in via the constituent login links at the top of each page. Logging in gives you access to more areas of the website, depending on if you are a student, parent, faculty/staff, or alumni. Logging in will also give you access to your Finalsite Learn System (LMS) and your My Backpack data. *Please note that you will receive an email from the technology department about two weeks after you sign your child up for school.*

- ○ **Finalsite Learn (LMS): (separate S & P accounts)**
  SSFS uses the Finalsite Learning Management System (LMS) for all grades. Students and parents have access from their main portal page to all online class pages. Finalsite LMS pages include a calendar of all posted assignments and assessments, as well as class resources, readings, announcements, and other online classroom tools. *Note that this account will not show your classes until mid-July*.

  - ○ **My Backpack account: (separate S & P accounts)**
  This is the student/parent portal for all school business and academic records. Logging into the My Backpack system allows families to update contact information, get student academic reports, access/print student directory information, view financial information for student accounts, or register for bus or Middle School aftercare services.

- ● **Microsoft Office 365, OneDrive, and Email accounts: (S)**
  All students in grades 4-12 are given an Office 365 account which not only provides access to the Microsoft Office suite, but also provides 1 TB of cloud storage called OneDrive, and an official SSFS student email account. Each student also gets 5 free downloads of the full desktop version of the Microsoft Office suite with this account. These downloads can be put on your home computer, smartphone, or laptops.

- ● **G Suite for Education account: (S)**
  All students in grades K-12 are given a G Suite for Education account, which provides access to 1TB of cloud storage, and access to most of the Google apps. *Note that we do NOT issue Gmail accounts to students.*

How to Start Using Your Technology Services

As an enrolled family, you will be registered with the Magnus Health system in order to manage health forms and other electronically signed documents.

The rest of these technology services are activated during the last weeks of August. Setting up your accounts on your device with your passwords and other first-time use is often done during the first week of school or during orientation events.

Third Party Accounts

In addition to the above accounts, a student might also create other third-party accounts needed for particular classes. Note that these accounts are not maintained by the SSFS Technology Department, and we have little to no ability to help manage these accounts, other than assisting students with use of any "Forgot my password" functions. We strongly recommend that students maintain the same login credentials for these third-party accounts that they use for their SSFS network account, as this will make navigating the different systems much easier.

Examples of third party accounts are:

- AppleID account
- Pearson's eBook account
- Kindle account
- IXL Math
- BrainPop

Services

Services that are provided by the SSFS technology department include:
- Any assistance needed to connect wireless devices to our network
- Help with any SSFS network account issues
- Access to our Technology website and knowledgebase
- General end user support for students and parents using our systems

Facilities

Our campus includes the following technology facilities:

- Campus-wide Wi-Fi network for mobile devices
- Two computer labs
- Chromebook devices available for checkout in the Yarnall Library
- Photo editing lab
- STEM lab/Makerspace
- LCD projection or other whole-class displays in each classroom
- Fully-equipped theater production facility
- Printing facilities in each classroom building

Support

- **E-Mail Support:** The easiest, and often the fastest, way to get support is to send an email to tech@ssfs.org. Your message will go to everyone in the department and an official request for support is created in our system. Using the email support system helps us track your request so we can make sure someone gets back to you within a reasonable amount of time.

- **Phone Support:** Phone support is available during school hours by calling **301-774-7455 x111**. Extension 111 will ring three times at the desk of each member of the technology staff. Please stay on the line while the system rings through each phone to try to find someone to help you. You will have the opportunity to leave a message if no one is available when you call.

- **Walk-In Support:** We have several locations around campus where you can go to get help from a member of the technology department. The top floor of **Moore Hall** houses of our Technology Staff offices. Inquiry Guides are available in the **Yarnall Library**. The Middle School also has Technology Staff present during the morning break in the Middle School collection space.

Technology Department Recommendations for Families

While we like to give people flexibility in choosing how they use technology, we would like you to consider the following items as you make some of your choices.

1. Keep all your account information written down in a safe place. Using a free password vault like [KeePass](#) or [Lastpass](#) is recommended. We recommend that students share all school account credentials with parents/guardians.
2. If you are using an Apple device for our 1:1 program we recommend that you purchase extra [iCloud](#) space so that your device is always and easily backed up. 50GB at $12 per year (price as of April 2019) is sufficient for an iPad, but a Mac laptop might need more.
3. Purchase a sturdy case for your device. Some cases might look attractive yet give you little to no protection from drops and breakage. We currently use the [Trident](#) case for iPads.