



# Kennesaw Mountain High

## Tech 411

### for Teachers



1

## HELPDESK ASSISTANT

The CCSD Technology Services Department provides service to hardware such as lap/desktops, iPads, carts, printers, docking stations, document cameras, CCSD network, peripherals/cords/mouse/keyboard, access rights, & software installations. The **Help Desk Assistant icon**, located on your desktop, is a tool that submits your request for service in a queue which is then escalated to the correct district computer technician to resolve your technology issue. **Our KMHS computer technician is Delvin Simon**. If you need assistance on **how to create a help desk ticket**, please ask Dr. Bryan, your library media specialist, or you may **call CCSD tech services at 770-426-3330**.



2

## STUDENT PASSWORD CHANGES

Requests that need immediate student laptop password changes or resets may be made with Dr. Bryan in the school library. If you do not require immediate assistance, you may email student name(s) and school lunch number(s) to **Valerie.Bryan@cobbk12.org**. An email will be returned once the password changes have been made. Students also now have the ability to change their own password. Directions are found at this link: <https://www.cobbk12.org/page/28195/ctls-resources>, or see the ManeMedia Blog post on [Self-Service Password Resets](#).



3

## TECH SOFTWARE & APPS

Technology software, CTLS classroom set-up, and tech apps are managed by the CCSD Instructional Technology Department. Kennesaw Mountain High's Integration Specialist is Hannah Odom (TTIS), she may be reached at **Hannah.Odom@cobbk12.org**. Staff trainings/professional learning and assistance with Microsoft Office 365 applications, Flipgrid, Cobb supported apps, and other tech tools for lesson integration, may be addressed through the CCSD Instructional Technology Department and our TTIS. KMHS Library Media Specialist, **Dr. Bryan**, is also available to collaborate on classroom technology integration with the use of [digital makerspaces](#) and library media.



4

## CTLS

The CCSD Technology Services Department manages student login issues and student usage issues related to CTLS Teach and Learn. Students may email **CTLSStudent.Support@cobbk12.org** and parents may email **CTLSParent.Support@cobbk12.org**. Or, phone calls may be made directly to CCSD Technology Services at 770-426-3330. For assistance with setting up CTLS classrooms, CTLS testing/assessment, CTLS teaching resources, please contact our TTIS, **Hannah.Odom@cobbk12.org**, or a Help Desk Assistant work order may be submitted. The link for students to login to CTLS Learn is <http://ctlslearn.cobbk12.org>.



## FOR MORE TECHINFO

[CCSD Instructional Technology Department](#)

[ManeMedia.info](#)

- [More for Staff](#)
- [Technology](#)