

FREQUENTLY ASKED QUESTIONS

Why can't I have the same laptop I had last year?

All the laptops are exactly the same configuration and set up. They have been cleaned to the best of our capability. The expectation is that all the technology is the same and is taken care of appropriately. It is not possible to track individual laptops for users.

I had a desktop last year and want a laptop this year?

Those individuals who had a desktop last year that wish to switch to a laptop will be given the opportunity to elect a change once all of the currently assigned laptops have been returned. There is a limited supply of laptops and we will do our best to accommodate the requests. An email will be sent out with a link to register for the change soon so please check your email regularly.

Why do I have to log into my laptop before leaving?

In order to improve security, the district is updating to a new server operating system, Active Directory, and away from Open Directory. This will ensure that the YCS network is secure for all staff. You will need to login with your user name and assigned password when picking up your laptop. The process will also ask you to change your password to one that is 8 characters or more and let you know if it is secure. You will need to log into the network to use the internet and network resources when using your laptop on campus.

When will the next laptop pick up be?

When is the next time I can turn in my laptop?

Can someone else pick up my laptop?

You need to pick up your own laptop as you must login with your username and password as well as reset the password. You also must sign off on the form personally.

What if I haven't turned in my laptop yet?

*Laptops not turned in by August for updating will cease to work on the network. All laptops must be turned in by **August 4th**.*

Why was my printer removed from my classroom?

Individual printers are not cost effective for the district. Printers have been consolidated into work group areas. These locations were selected based on the following goals:

- *Energy Efficiency of the printers and a reduction in the number*
- *Better support and management of the printers*
- *Secure printing to the Konica's is available*
- *The printers that are used are the best ones the district owns and have had preventive maintenance done on them.*
- *Printers could be placed on the district network for ease of use.*
- *Student printing is restricted to the labs and media centers.*

What happens if I can't pick up my laptop at the designated time?

Submit a technology ticket.