



LaunchED

Orange County Public Schools

Welcome to Digital Learning

STUDENT TECH HELP

1. Check

www.digital.ocps.net

- frequently asked questions
- help videos

2. Submit

studenttechrequest.ocps.net

to be contacted by school tech rep for:

- **Hardware Issues**
 - District-issued digital device
- **Software Installation**
 - LanSchool • SMART Notebook
 - MS Office • Program Specific Software
- **Device Login**
 - studentid.ocps.net
- **LaunchPad Login**

3. Go To

Media Center

- help from media specialist or school tech rep

4. Email

studenthelp@ocps.net

if question is unanswered after 48 hours with student tech request ticket number in subject line



LaunchED

Orange County Public Schools

Welcome to Digital Learning

Parent Tech Help

www.digital.ocps.net

-  Low-Cost Internet Providers
-  Community Wi-Fi Maps
-  Parent Technology Handbook
-  Help Videos
-  Frequently Asked Questions

School-Based Help

-  Online Textbooks
-  Canvas LMS
-  ProgressBook ParentAccess
-  Device Fines
-  Basic Troubleshooting



Still have questions? If you were unable to find answers online or at your child's school please email digitallearning@ocps.net and include your child's name and school

For the latest information on your LaunchED school, visit www.digital.ocps.net.



Orange County
Public Schools



LaunchED

Orange County Public Schools

Welcome to Digital Learning

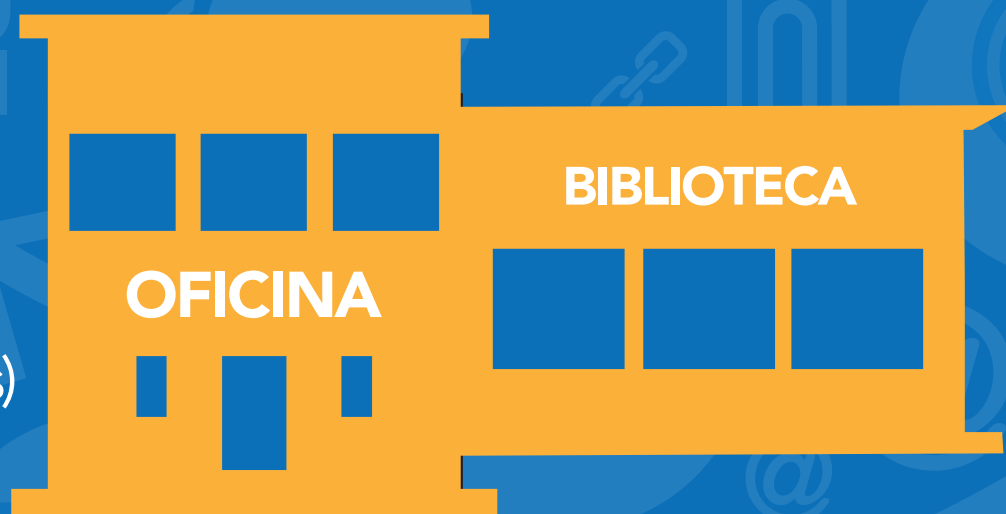
Ayuda Tecnológica para Padres

www.digital.ocps.net

-  Internet a bajo costo
-  Comunidad Wi-Fi gratuita
-  Solución problemas tecnológicos
-  Vídeos de ayuda
-  Preguntas frecuentes

Ayuda a las Escuelas

-  Libros de texto en línea
-  Canvas LMS
-  Acceso al "ProgressBook" (padres)
-  Multas por artefactos
-  Solución de problemas básicos



¿Aún tiene preguntas? Si la contestación a su pregunta no fue obtenida en línea o en la escuela de su hijo, por favor envíe un correo electrónico a: **digitallearning@ocps.net**, incluya el nombre de su hijo y el nombre de la escuela

For the latest information on your LaunchED school, visit www.digital.ocps.net.



Orange County
Public Schools



LaunchED

Orange County Public Schools

Welcome to Digital Learning

Èd Teknolojik pou Paran

www.digital.ocps.net

- 🌐 Entènèt a bon mache
- 📶 Koneksyon san fil Gratis pou Kominote a
- 📖 Sipò pou ti Pwoblèm Teknik
- 🎬 Èd ak Videyo
- ❓ Kesyon Moun Poze Souvan

Èd nan Lekòl



Liv sou entènèt



Canvas LMS



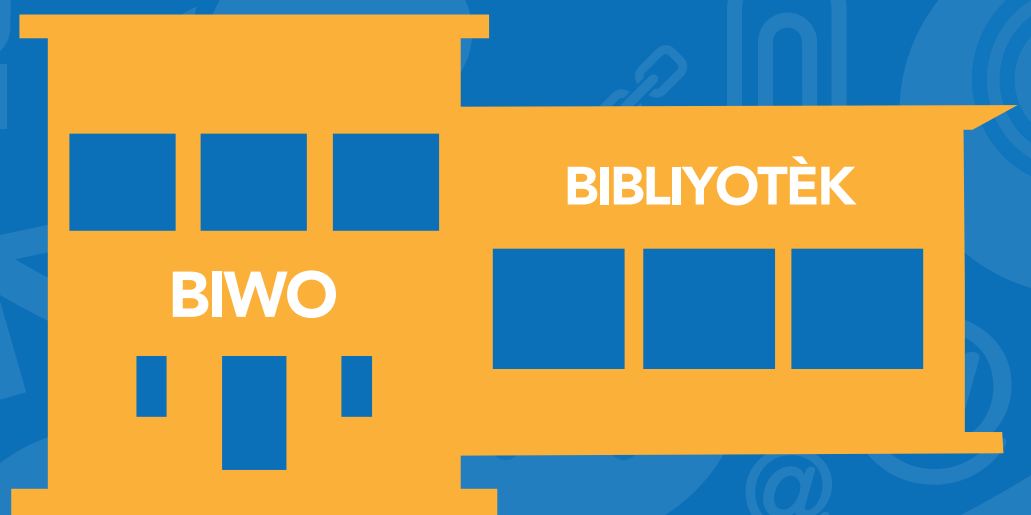
fason pou paran
antre sou ProgressBook



Peye Penalite pou
Aparèy Elektwonik



Premye klas pou apran teknik pou réparé òrdinatè



Ou gen yon kesyon oubyen yon pwèn ki pa fin klè pou ou?
Si ou pa kapab jwenn repons sou entènèt oswa nan lekòl
ou a, tanpri voye yon imèl ba **digitallearning@ocps.net**,
epi mete non pitit ou a ak lekòl la.

For the latest information on your LaunchED school, visit www.digital.ocps.net.



Orange County
Public Schools



LaunchED

Orange County Public Schools

Welcome to Digital Learning

TEACHER TECH HELP

1.

Visit the Digital Learning Intranet site at www.dcit.ocps.net for help videos, support documents, and training materials.

2.

Submit a support ticket to the appropriate system.

School Tech Request techrequest.ocps.net

Hardware Issues

Staff Device

- Projector
- Audio
- SMART Surface
- Tap Table
- Document Camera
- Presentation Station
- Printer
- Phone
- Scanner/Fax
- iPad
- Laptop

Installation Software/App

- LANSchool
- SMART Notebook
- MS Office
- HMH eTextbook
- iOS app
- Email

Student Active Directory Password Reset

Online Service Request osr.ocps.net

- Archibus Issues
- Device Shortages (Principals Only)
- Google Apps for Education Log-In
- LaunchPad Log-In
- Additional Wireless Access Points

Digital Support Ticket digitalsupport.ocps.net

Log-In/Rostering/Training

- Achieve 30000
- American Music Company
- BrainPop
- BryteWave e-books
- Canvas
- CAPE Digital Tool Certificates
- Discovery Education
- District approved iOS apps
- Edgenuity
- Encyclopedia Britannica
- Follett Destiny
- Gizmos
- HMH
- IMS
- It's About Time
- i - Ready Rostering
- i - Ready Tech Help
- LANSchool
- LaunchPad Applications
- MathXL
- McGraw Hill
- My Math Lab
- MyOn Reader
- NetTrekker
- PD 360 Camera
- PDS Online
- Pearson
- SAFARI Montage
- Read, Write, for Google
- Read, Write, Gold
- Instructional Website Unblock
- SAFARI Montage Live
- SMART Notebook
- Springboard
- Teaching Books
- Technology Integration Matrix
- Typing Club

3.

Follow up with the appropriate person or team.

Email Technology Support
Representative with ticket number

On-Campus Digital Curriculum
Teacher Leaders

4.

If the issue remains unsolved after taking the steps above:

Submit an OSR with assignment
to the Area Tech Support Team

Contact ITS Director of Digital
Device Management

Request Face-to-Face Support through
District Digital Learning Coaches



LaunchED

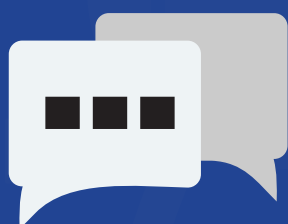
Orange County Public Schools

Welcome to Digital Learning



canvas

Support for OCPS Employees



Chat with Canvas Support

- Chat with a live Canvas support person 24/7
- Best to use when you need help in a hurry and can't talk on the phone
- Click on the **Help** icon within Canvas to start a new chat



Report a Problem

- Report a problem 24/7
- Best to use when Canvas is misbehaving and you aren't in a rush
- Click on the **Help** icon within Canvas and select **Report a Problem** from the menu



Search the Canvas Guides

- Accessible 24/7 to employees
- Best to use when you can't remember something or want to try something new in Canvas
- Click on the **Help** icon within Canvas and select **Canvas Guides** from the menu



Canvas Support Hotline

- Speak with a live Canvas support person 24/7
- Best to use when you need step-by-step help or are in a hurry
- Call **866-885-6414**

Still need help? Visit canvassupport.ocps.net