

This document is intended to help staff that have recently joined Looe Community School (and us older ones who forget quickly) to find the way around the ICT network.

I hope you find it helpful!

Mark Payne (ICT Network manager).

Welcome to the Looe Community School network.

SECURITY IS FOR THE PROTECTION OF YOU, YOUR COLLEAGUES AND SCHOOL DATA.

As a member of staff you have access to data that the students do not and as such it is very important that you keep you login secure. If you must leave your computer untended for a short time you can hold 'Ctrl' plus the 'Alt' key and then press 'Del' you will then be able to press 'W' to lock your computer. This will keep it secure until you return. Please note that other users will not be able to use a locked computer so please consider other users if you have locked a shared computer. If leaving the computer for an extended period it is good practice to log off rather than just locking a computer.

If you use a USB memory pen or **any** removable device including a camera, phone or computer, you should take into account the security of the data on that you place on that device. **By removing it from the network you are taking responsibility for the security of the data.**

For your protection Sensitive data MUST be encrypted if it is to be taken off site!

For your protection never share your password!

For your protection NEVER let a pupil use your login!

INTERNET.

Some users including some staff may be tempted to make use of a non SWGFL proxy server website to access sites that are filtered by the South West Grid for Learning. Because of the nature of these proxies I would strongly suggest that you resist the temptation. The reason being that actively by passing filtering can be taken very seriously by the SWGFL and County Hall. Once your login has evidence of proxy use it could prove very difficult for a user to demonstrate that the use was appropriate to their work. This situation may never happen to **you** but it has happened within the county and I feel very strongly that it is my responsibility to point out the potential dangers of both proxy websites and password security. Please think of you login as protection for you rather than a nuisance!

WHERE DO YOU FIND?

In 'my computer' managed school networked computer will ALL WAYS have the following drives:

N drive, is where you store your own work.

T drive, is where staff can share files with other staff. Departmental permissions apply to these drives which restrict where you can read and write, because if this is it VERY important that you manage these files yourself. They are your files and redundant data does need to be removed.

W drive, is where staff can share files with students. Departmental permissions apply to these drives which restrict where you can read and write, because if this is it VERY important that you manage these files yourself. They are your files and redundant data does need to be removed.

Other drives may be visible but they are not for saving files on and should NOT be used. NOTE: If you computer does NOT show W or T drive contact support.

All of the above drives sit on one of the five central servers and get backed up every night so **please** be careful not to duplicate data on the network.

It is bad practice to save files on your desktop instead of in you're 'my documents' because they do not get saved back to be included in the backup of your work area on the server! They may also get downloaded from the server every time you login and slow down the creation of your desktop. If you use file a lot it will always be listed in your recent documents and you can easily find it from there.

NOTE: If you choose not to shut down your pc at night ICT support cannot ensure that your files will be included in the network server backup strategy!

Files should not be stored on the computer local C drive unless YOU have the original data elsewhere. This is because local C drives are not backed up.

No software should be installed on ANY school computers without the ICT office having possession of the appropriate licensing for use in school and the software having been authenticated for network use. Failure to do this may make your pc unreliable, unusable or even illegal. If you install illegal software or another user uses your login, YOU are still responsible.

(The purpose of this is to ensure that the computers run as reliably and as securely as they can. Free downloads and software should NOT be installed).

PRINTING.

Staff do have the access to add most of the available **network** printers and can do so by clicking on:

'My computer\T Drive\RMStaff\ICT help for STAFF' and following the instructions in 'How to add a network printer'.

Photocopier printing does require a code which is issued by Mrs Goodeve in finance dept.

Please note that the 'RICOH' copiers DO require a code but will NOT ask you for it, you have to put it in the printer settings from within 'start' 'printers and faxes' NOT at the print window from a document. The process is covered in 'My computer\T Drive\RMStaff\ICT help for STAFF' and following the instructions in 'how to add a network printer'.

Students can not add printers but do get the black printing for the room they are in.

EMAIL.

Every network user has email and the address is networkusername@looe.cornwall.sch.uk and you will have a school email account all ready setup on your login. You should use this account rather

than any other web based account for ALL work related email. All staff users can be contacted from the Looe Community School global address list.

When creating a new email you can get the school global address list for all users on this network by clicking the 'too' button. By typing 'a' in the 'too' box you will see email groups, for example 'all staff' this will send the email to ALL staff on the network. You can also hot key from the too box to find any username that is in the list. Note: Remember that student logins start with the year they joined the school '05' or '06' ect followed by the first letter of the first name and then the first five of the surname. For example 'Shelley Woodburn' would be '05swoodb'. The format for this has changed with the 2009 intake and they now have the same format as staff but with the '09' added to the END of the username. This was done to allow hot keying to user names and to make a student easier to identify from the login name.

You can access the school mail server from anywhere on the web by going too <https://mail.looe.cornwall.sch.uk> from your web browser and from anywhere and login in with your network login details. All user email, internet access, files and activity on this network may be monitored. You may in some conditions get a certificate error, if you do it is perfectly safe to except the 'Looe Community School certificate' because it is from a known and trusted source. The purpose of web site certificates is to allow you to verify that you know the site is safe. Therefore it MAY not be safe to except other certificates.

If you get an email claiming to be virus information which is from an unknown source do NOT open it. This is a classic means of spreading viruses by email. Just delete it!

Likewise if you get an email asking you to confirm ANY login details do NOT use it. If you need to check ANY website login details ALWAYS go via a web browser directly to the site concerned.

If you get a message saying that 'your mail box is nearly full' and you choose to not manage your old mail, sent items and deleted items your mail box WILL automatically become locked when the limit is reached. You will almost certainly have to clean out 'sent items' as well as saving attachments outside of you email system. This is more user friendly if done from within school using Microsoft Office Outlook rather than the Web mail access. Deleting emails does NOT free up any mailbox space until you have also emptied the 'deleted Items' mail box.

Getting ICT help.

If you have problems or questions you can:

Email lcslog@looe.cornwall.sch.uk

(Email is easiest for us to manage tasks, **please** us if you can. Thank you!)

Or

Click too 'My computer\T Drive\RMStaff\ICT help for STAFF' and use the

'COMPUTER FAULT REPORT' which will work even if your email does not.

Or

Dial ext 144 and leave a message so that we will get back to you.

PLEASE NOTE that if you leave a phone message you only need leave your name and very brief details of the problem. If necessary we will then contact you for more details.

Thank you for taking the time to read this introduction I hope you find it helpful.

Mark

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