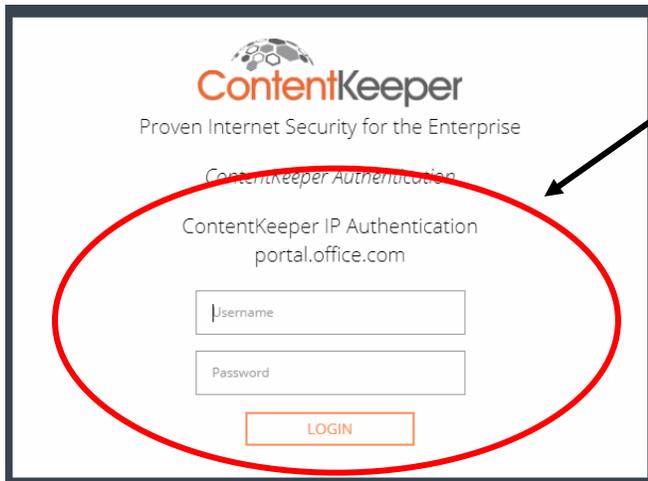


Technology

“Content Keeper”

When accessing itslearning or other sites using a district device, you may see “restricted access,” a spinning icon, or other error message. This is due to Content Keeper, which helps proa security feature for safe browsing. To continue to itslearning or other site, log in to the Content Keeper using your student’s log-in credentials.



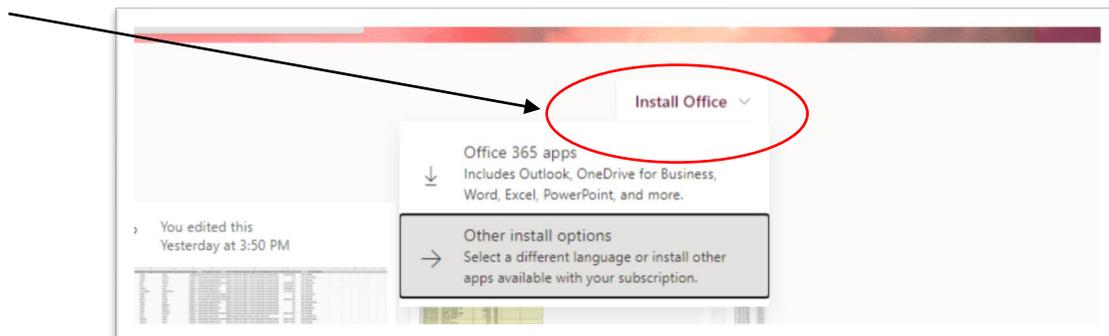
- 1) If this screen pops up when you open a browser. Enter your student’s log in credentials.
 - a. Username: Lastname-Firstname
 - b. Password: Default is Student ID# (or what your student may have created for him/herself)
- 2) Click on “Login”

Please Note: If you are attempting to use an iPad app that connects online, it may experience trouble until you log into the Content Keeper. If you are experiencing trouble, close all apps, open Safari and enter the Content Keeper.

Installing Microsoft Office on your home device

To install Microsoft Office on your computer, follow these instructions. **Note: This will not work on a district device.**

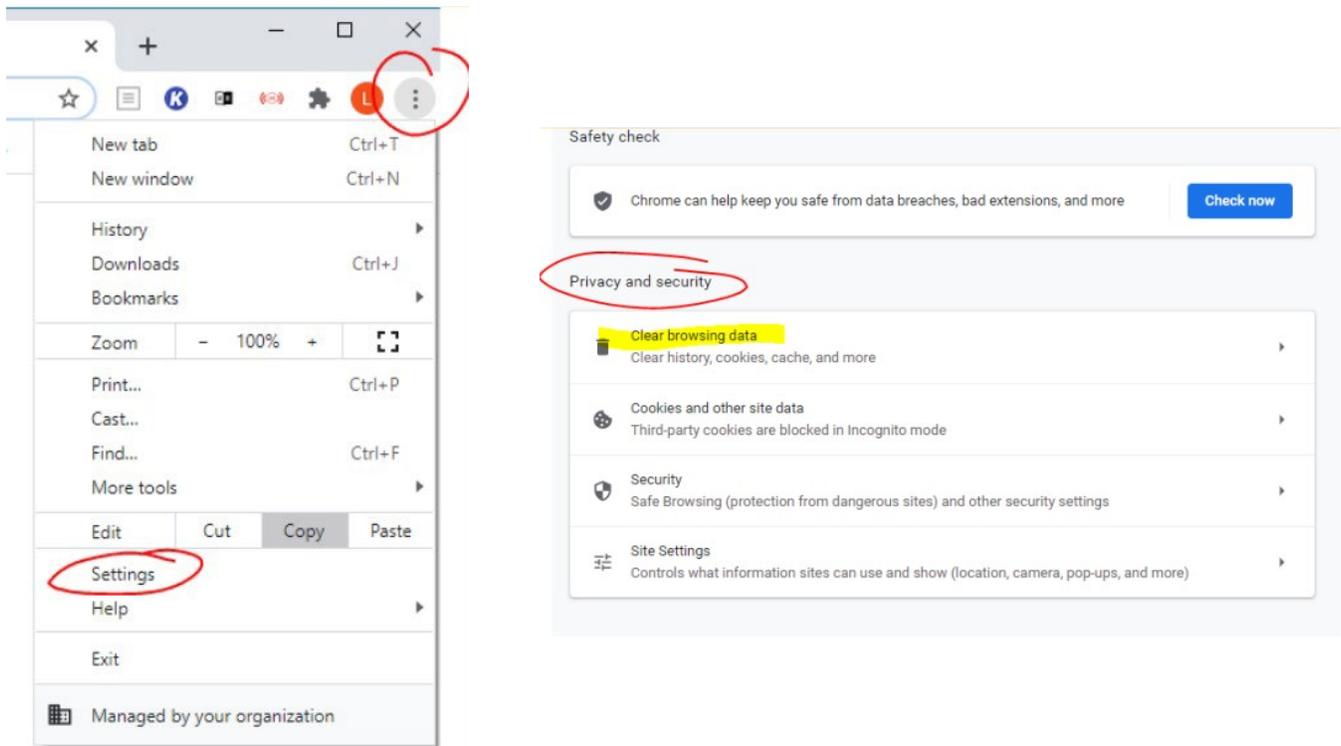
1. Log into Office 365 via the internet.
2. On your Office 365 Account look for the “**Install Office**” Drop down menu.
3. Select “**Office 365 apps**” to download Office Suite.
4. An install package will download to your device. (**Officesetup.exe**)
5. Open the install package and follow the directions to install on your machine.



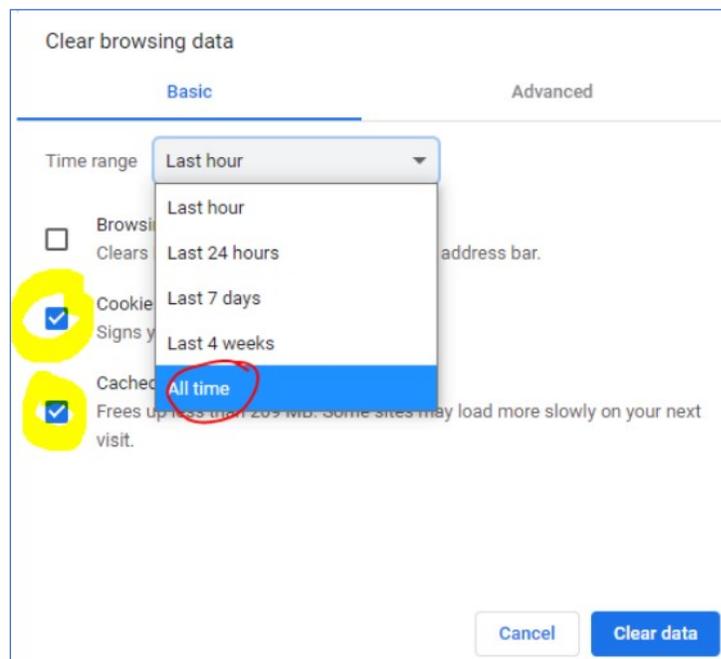
Please Note: This install will automatically use your log in to Office 365 and connect your profile to the programs. Anyone using your computer to open Word would have access to your account and Word documents. If someone else wishes to use your computer and Office products, they can sign you out and use their own account.

How to clear cache and cookies in Google Chrome

Open the Chrome Browser and select the ellipsis icon (three horizontal dots top right). Select Settings, scroll down to Privacy and security, and then choose Clear browsing data.



Next, change Time range to All Time and check the boxes for Cookies and Cached images and files. Select Clear data button. Close Google Chrome completely and reboot your computer.



District-owned devices

The district has a limited supply of devices to loan to students for remote learning. At this time, we have reserved all of the supply of devices for students. We must put any additional requests on a waiting list. Please contact your school to be placed on that list.

Tech Support

We ask parents, guardians, and students who have technology questions, including issues with district-owned devices and questions about the itslearning management system or other district programs, to use the [technology support form here](#) to submit a support request. A technician will respond as soon as possible.

You may also call 607-481-2850 and leave a detailed message about your technology issue. Know that the details of the form allow us to assist you better than a voicemail.

Our tech staff will respond to the forms or voicemails between 9am and 3pm Monday through Friday. Note that because return calls are not coming from district phones, calls may appear as Restricted or Unknown.

Please note: Response times may be longer than anticipated during these first few weeks of the school year. We will respond to you as soon as we can. We thank you for your patience as we all navigate through the start of the school year. Please also note that we are unable to repair devices that are not owned by the district.

Accessing the internet

To address internet connectivity needs for some families around the district, we have opened the secure network around each of our school buildings. We invite parents and students to our school parking lots to access the internet when needed for remote learning. Please note: The Wi-Fi signal at our Middle/Intermediate complex is spotty. We are working to correct that. The best sites are our elementary schools and the High School.

While sitting in a vehicle in the parking lot, students can use their normal login credentials to access their district drives and the internet, just as if they were in the building. Here are a few tips for using our network in school parking lots:

- Park as close as to the building as you safely can.
- When using a district device, it will automatically connect to our regional Wi-Fi.
- If using a district device, students can create a folder on the desktop and download documents to that folder for ease of use when not online; and then upload the completed documents when they reconnect.
- Video streams must be viewed while in the parking lot. Small videos and other documents can be downloaded to the device.

We continue to look for additional ways to provide our district network access to families in these unusual times. We will inform families of these options as they develop.

Itslearning

Itslearning is the student learning platform used by all Horseheads schools this year. Students in both remote and hybrid models will interact with their teachers and access learning materials from this single point of access. Students access itslearning using their login information.

Parent accounts on itslearning are available for those parents who have a Schooltool Parent Portal account (if you do not have a Parent Portal account, see the sign-up instructions in the next section).

When your itslearning parent account is set up, you will receive an email from itslearning with login instructions. We recommend that once you log in that you change your password to the same password you use for the Parent Portal.

[View this video](#) for more information on logging in to the itslearning parent account and what you will see on the platform.

Access itslearning by going to the link below. You can also enter your student's login information to access itslearning.

<https://horseheadsdistrict.itslearning.com/>

Questions about itslearning? Email itslearning@horseheadsdistrict.com.

SchoolTool Parent Portal

The SchoolTool Parent Portal allows parents/guardians to view their children's grades, assignments, and attendance.

To access the portal on an internet browser, go to <https://schooltool.horseheadsdistrict.com>. You can also find the SchoolTool Mobile app in the Apple app store and Google Play store. The URL for the mobile app is <https://schooltool.horseheadsdistrict.com/sthhweb>.

If you do not have a Parent Portal account, [please complete this form](#).

Questions about the Parent Portal? Email hcsdportalinfo@horseheadsdistrict.com.