**AERIES ACTIONS**

**Identify Students with no Emergency Contact Information**
Please note, it is very important that each and every student's Aeries record includes either an Automated Dialer or an Emergency Only Automated Caller record containing a telephone number in the main telephone field.

- To find which of your students do not maintain this important contact information, run a quick Aeries query found in our Commonly Run Queries documentation.

**Classes New - Add, Change, Delete Students Schedules**
The Classes screen in Aeries is being replaced soon with the Classes New screen. Take the opportunity to get acquainted now with Classes New before the switch is completed. We've put together an **Elementary Classes New Quick Reference Guide** and a **Secondary Classes New Quick Reference Guide** to help you make the transition.

**Mass Uploading Student Photos to Aeries**
The Reports Team (reports@sbcusd.k12.ca.us) performs the mass uploading of your student photos into Aeries at the beginning of each school year. Contact the Reports Team in order to coordinate transferring the photos to them.

**Identify Students with no Photo or an Outdated Photo**
It is very important that each and every student's Aeries record includes an up to date student photo.

- To find which of your students do not maintain a photograph in Aeries, run a quick Aeries query found in our Commonly Run Queries documentation.

**Upload Individual Student Photos into Aeries**
Do you have students who don't have photos within their Aeries Student Profile? The District will

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**ADMIN CORNER**

**The HelpDesk Now Has Live Chat Support**
Information Technology's Help Desk is now available to help provide technical support via a live web chat. Many support calls the Help Desk receives can be completed with a simple single instruction or directive, resulting in a very quick support solution. Online chat support also allows you to multi-task while receiving support solutions. Look for the Help Desk chat feature on the HelpDesk homepage.

**Students Who Need Next Year Permits**
Information Technology is kindly asking sites to determine if they maintain students who need Next Year Permits entered into Aeries. Sites can run a quick report (SB_Students That Need Permits) to determine which students need permits. Run the report and forward the report to the appropriate department so they can enter the permits into Aeries.

**Request to Block or Unblock Website(s) from the District**
As you may imagine the District works diligently to safeguard our students and classrooms from experiencing inappropriate web content. However, sometimes we may have blocked something that may be trusted content or a bona fide educational product. Or the reverse may occur. Learn how you can request the District block or unblock Websites from the District Network.

**7-12 Grade Student Password Problems?**
There are a few District products (Clever, ItsLearning, etc.) that will prompt a student to enter a new password upon using that product for the first time. Simply know that if and when a student changes a password in a product, when prompted, that new password is now applicable in all other District products including; Clever,
continue to distribute cameras to departments and sites this month.

• Use our Quick Reference Guide on how to [generate and upload a student photo into the Aeries Student Information System](#) and or watch this quick support video.

**Aeries Video Support**

Did you know Aeries has a comprehensive video support library? Use the videos to brush up on Aeries actions you perform or watch a video to learn a new function or feature. Queries, Gradebook, Scheduling, it's all there. Bookmark the [Aeries Video Support Library](#) in your browser today.

- October feature Aeries support video; Discipline - [Entering a Suspension](#).
- October feature Aeries support video; Discipline - [Entering an Office Referral](#).
- October feature Aeries support video; Gradebook - [Scores by Assignment](#).
- October feature Aeries support video; Gradebook - [Reports for Gradebook](#).

**Applications Training & Support**

Get in the Know and Get Trained

The Information Technology Department and its Training Specialists train and support District Administrators and Staff across a variety of District software systems and applications. The Training Specialists offer numerous courses and provide first level support to help Administrators and Staff members become proficient in the use of District software systems, helping the District operate as efficiently as possible.

• Recently added trainings: [Office 365](#)
• Training calendars for November and December
• View all our courses
• Register for courses online

Did you know the Training Specialists maintain a [comprehensive video support library](#)? The library has numerous support videos for Aeries, SAP, Google, MS Office, Adobe, and more. Use the videos to brush up on many actions and procedures you perform. Watch a video to learn a

**ItsLearning, Google, etc.**

**Teachers, Reissue Student Passwords in the Classroom on the Fly**

You may now, [unlock, recover, or reissue student passwords on the fly in your classroom](#).

**Student Network ID/Login Report**

Admins, Staff or Teachers can [quickly print a report of students and their network IDs/login information](#).

**How to Reset Your Password**

Password problems can quickly be resolved by using the computer of a colleague which is currently logged onto the District network. Use their computer and [this password support video to get back on track](#).

**Access your District Email Anywhere, Anytime**

Are you having trouble accessing your District email? Your computer may have a few "loose" settings, but regardless of the email connectivity reason (except unknown password), you can get guaranteed access to your District email inbox using the District's Outlook Web App known as OWA.

- Access your District email anywhere anytime - [https://owa.sbcusd.k12.ca.us](https://owa.sbcusd.k12.ca.us)
  - Login Example: sbc-district\firstname.lastname and your District password
  - password issues, [click here](#)

**Mobile Device Wi-Fi & Email Setup**

Are trying to get your mobile device connected (Wi-Fi or email) to the District's network for the first time? [Quickly connect your mobile device to the District network](#).

**Mobile Device Wi-Fi & Email Password Reset**

Did your District password change? Is your mobile device no longer connected to the District Wi-Fi or your District email? With a couple of quick taps of the screen you can reconnect your mobile device to the District's Wi-Fi or reconnect it to your District email. [Quickly get your mobile device reconnected](#).

**Chromebook & Hotspot Ordering**

Information Technology is glad to announce that effective immediately, we have an additional avenue for District Take-Home Chromebook and/or Internet Hotspot requests. In addition to being requested from school sites, these devices can now be requested by parents/guardians, [for all grade levels](#), directly from Cybertech Chromebook support at (866) 223-8685
new function or feature. Aeries Queries, Gradebook, Scheduling, Mail Merge, Google Driver, Office 365, it's all there. Bookmark the Video Support Library in your browser today.

**Do You Know...**

**About Cyberbullying Prevention**
The Federal Trade Commission (FTC) has released an announcement on the importance of addressing cyberbullying. As children return to school, FTC encourages parents and educators to monitor kids' online activity and engage in conversations about [preventing cyberbullying](#).

**About District System Applications Video Support**
The Training Specialist Team is producing video support modules for District centric systems application procedures. This includes videos for Aeries, SAP, Google, Adobe and more.

**About MS Office Video Support**
Did you know Microsoft maintains numerous online training videos? Use the videos to learn a new function or feature. Excel filtering & formulas, mail merge, pivot tables, and more. Bookmark the [Microsoft Video Support Library](#) in your browser.

- November feature MS Office support video; Excel - [Create a Chart](#).
- November feature MS Office support video; Excel - [VLOOKUP](#).
- November feature Office 365 support video; OneDrive - [Introduction to Office 365 & OneDrive](#).
- November feature Office 365 support video; OneDrive - [Sharing Your OneDrive Files](#).

**About PD Connect & Professional Development**
Welcome to the District’s new professional development community. Teachers and Staff members can use Performance Matter’s PD Connect to search, view, and register for workshops, events, and professional development courses from an easy-to-use, personalized course catalog screen. [Learn how to login and register for courses](#).

If you need an account in order to create and schedule courses or have any other PDConnect questions, contact [pdconnect@sbcusd.k12.ca.us](mailto:pdconnect@sbcusd.k12.ca.us).

- Please begin advertising that these take-home devices can now be requested either from Cybertech support at (866) 223-8685 or from your schools (continued current practice).
- The IT department will process requests received from both request avenues and will continue to deliver the devices to your schools for distribution to students.
- The SBCUSD Chromebook / Internet Hotspot Distribution (Agreement) form must still be read, completed, and signed prior to releasing the device(s) to the parent/student.
- **NOTE:** If the device or devices were ordered via the parent or guardian directly from Cybertech, the first opportunity they will have to complete this form will be when they pick up the device(s) on site. Use the form as their proof of pickup. The IT department will be providing additional notification/information related to this new request avenue to your designated Chromebook contacts.

**CyberSecurity Corridor**

**Cybersecurity Awareness and Best Practices**
Cyber-attacks are fundamentally a human problem, not a technical one. The best technological solutions available will have no effect if network end users aren't practicing prudent computer use. Successful cybersecurity depends on wide scale awareness and best security practices.

In order to protect the District Network from cyber-attacks it is important all District members recognize and practice some basic cyber-attack awareness skills. These skills include:

- recognition of bogus, fake, and malicious hyperlink, emails, and proper password management;
- recognition of mobile device security in the workplace and;
- using caution with USB Drives.

--- **Back to School Cyber Safety Tips** ---

**Cybersecurity Awareness Videos**
Watch these quick videos to become more aware of how you're being targeted by cyber criminals.

- **Malware Awareness** - Cyber criminals install malware on your computers or devices to gain control over them or access your information.
- **Email Phishing** - Phishing is the act of sending an email to a user falsely claiming to be an established legitimate enterprise in an
For training with course creation, contact the Training Team at techtraining@sbcusd.k12.ca.us.

attempt to scam the user into surrendering private information that will be used for identity theft.

- **Internet Browsing Safety** - Avoid malicious web sites and phishing with up to date browsers.
- **Internet Scams** - Avoid the ever so common yet successful Internet scams.
- **Social Engineering** - Social engineering, the art of gaining access to buildings, systems or data by exploiting human psychology, rather than using technical hacking techniques.
- **Strong Passwords** - Creating a secure password is an important part of protecting your personal information, emails, files, and other content.

Enjoy the Funnies? [Suggest a Cartoon!]

● **Common AERIES ACTIONS, REPORTS, AND QUERIES TO RUN IN NOVEMBER ●

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The monthly Aeries Actions Quick Reference Guide is your road map to cyclical Aeries procedures. Each month, numerous Aeries processes and actions are listed and detailed in a QRG to help you perform the needed activities in Aeries at your site, based on the month in question. For further assistance with Aeries reports or queries, email reports@sbcusd.k12.ca.us, or call (909) 386-2550 and ask for the Reports Team.

● **INFORMATION TECHNOLOGY SUPPORT ●

The Information Technology department continuously strives for excellence by providing cost effective, innovative information management and technological solutions that support student access to technology resources, classroom and teaching activities, as well as the many business strategies within the District. We work to provide a secure environment for data integrity, accessibility, system availability, and the delivery of information resources to students, classrooms, and employees in the District.

SMART Building Hours are 8:00 am to 4:30 pm, Monday through Friday
793 N. E Street, San Bernardino 92410

HelpDesk - Technical Support
Takes calls for: wireless issues, device updates, computers, printers, logins, network (Internet), and more.
Hours are 7:00 am to 4:30 pm, Monday through Friday.
Please use (909) 888-4357 when calling for HelpDesk assistance.
Or you can email the HelpDesk at helpdesk@sbcusd.com
Or you can get support via online chat support found at http://sbcusd.com/helpdesk
Training Specialist Support
Takes calls for: Aeries, SAP, Financial 2000, MS Windows, MS Office, and SchoolDude (room reservations) and more.
Hours are 8:00 am to 4:30 pm, Monday through Friday.
Please use (909) 386-2550 when calling for training support.
Or you can email the Training Team at techtraining@sbcusd.com

Additional Support
Custom Aeries Reports and Queries: reports@sbcusd.k12.ca.us

Network and System Access/Logins
Help for: Windows, Outlook, Aeries for staff, Aeries for teachers, SAP, and SchoolMessenger
Communicate: securityspecialist@sbcusd.com

Contacting a Specific IT Staff Member
Please use (909) 386-2550 when calling for an IT staff member.

- Tips and Tricks Archive -

Tips and Tricks is a District wide monthly newsletter aimed at empowering District team members with a clear view of the direction and on goings of District technology activities. The publication looks to engage team members and better coordinate information surrounding systems development, systems changes, cyclical systems activity, and systems support. We believe this correspondence helps achieve more informed, and more proficient staff members, ultimately helping close achievement gaps and creating better student outcomes.