

Oak Ridge Schools IT

The following contains important information regarding Information Technology in your building including contact information, how to ask for help, and more.

Work Orders

Work orders are the primary means of building communication utilized by our technicians. All work performed by our technicians will be documented this way.

Work orders are put in online at support.ortn.edu. You'll be asked to log in with your ORS login information. Once logged in, select the button that reads "Incident (For Me)" and tell us about your issue.

If you are experiencing a technical issue that is an emergency, please put in a work order as normal and alert your building principal.

If you need help submitting a work order, [this video can help](#). Check out [this step-by-step](#) to learn more about other types of work orders you may require.

You can also visit our portion of the ORS website for [a list of tech tips](#) and common solutions to technology issues.

Instructional and Information Technology Staff

Each building within the district has its own instructional and information technology staff.

SAB and Pre-School

Steven Buffalo – Staff and Administration Technician
sjbuffalo@ortn.edu

Mike Carvella – Pre-School Instructional Technology Coach (ITC)
mcarvella@ortn.edu

Secret City Academy

Brian Patterson – Staff, Administration, and Student Technician
bpatterson@ortn.edu

Mike Carvella – Secret City Academy Instructional Technology Coach (ITC)
mcarvell@ortn.edu

Glenwood Elementary School

Aleshia Wensell – Staff and Administration Technician
awensell@ortn.edu

Heather Henderlight – Glenwood Instructional Technology Coach (ITC)
hvhenderlight@ortn.edu

Linden Elementary School



127 Providence Road, Suite 100, Oak Ridge, TN 37830
Phone (865) 425-9015 Fax: (865) 425-9062 Email: technology@ortn.edu

Ken Adams – Staff and Administration Technician
kdadams@ortn.edu

Jean Phillips – Linden Instructional Technology Coach (ITC)
japhillips@ortn.edu

Willow Brook Elementary School

Ken Adams – Staff and Administration Technician
kdadams@ortn.edu

Jean Phillips – Willow Brook Instructional Technology Coach (ITC)
japhillips@ortn.edu

Woodland Elementary School

Aleshia Wensell – Staff and Administration Technician
awensell@ortn.edu

Heather Henderlight – Woodland Instructional Technology Coach (ITC)
hvhenderlight@ortn.edu

Jefferson Middle School

Hardy Holthausen – Staff and Administration Technician
emholthausen@ortn.edu

Gina-Rose Epperson – Student Technician
grepperson@ortn.edu

Joshua Tipton – Jefferson Instructional Technology Coach (ITC)
jctipton@ortn.edu

Robertsville Middle School

John Clercx – Staff and Administration Technician
jaclercx@ortn.edu

Tyler Richardson – Student Technician
tprichardson@ortn.edu

John Quarles – Robertsville Instructional Technology Coach (ITC)
jlquarles@ortn.edu

Oak Ridge High School

Sheila Griffin – Staff and Administration Technician
sgriffin@ortn.edu

Travis Morgan – Staff and Administration Technician
tmorgan@ortn.edu

Scott Rosen – Student Technician
srosen@ortn.edu

Olivia Ritter – ORHS Instructional Technology Coach (ITC)
orritter@ortn.edu

ITC or Technician?

In each building, IT Technicians and ITCs are responsible for different aspects of technology. If you're unsure who to ask for help or clarification:

Technicians are responsible for the everyday function of technology devices. If a piece of technology, your email, or any other district software is not working properly, a technician is the correct person to ask.

ITCs are responsible for making sure that the school technology provides the educational opportunities it is expected to. If a district-issued software isn't giving your students the experience they need or if you need help understanding the capabilities of your projector/newline board, check with your ITC.

NetID Portal

The NetID portal is used to set up, recover and reset your district-wide password. When accessing the portal for the first time, you will be asked to set up and answer a series of challenge questions to verify your identity for future portal use.

Check out our step-by-step guide for [using the NetID portal](#).

The NetID Portal can also be used to look up contacts within the district. When logged into the NetID portal, select "People" from the Applications menu. Here, you can search the white pages for email addresses and phone extensions within the district.

Office365

ORS utilizes Outlook and Office365 for email and document creation/collaboration. This also allows for online access to your email and documents from anywhere.

To access Office 365, click on ONLINE@ORTN in the top menu of the ORS website. Click on the Microsoft Office365 icon.



Office365

Log in with your ORS account and you'll be able to access your computer's documents and email remotely from any device.

Below are some helpful tech tips for navigating, creating and sharing in Office365:



127 Providence Road, Suite 100, Oak Ridge, TN 37830
Phone (865) 425-9015 Fax: (865) 425-9062 Email: technology@ortn.edu

- [Logging into Office365](#)
- [Creating in the Cloud](#)
- [How to Properly Name Files and Folders in OneDrive](#)
- [Sharing a Document from OneDrive](#)

Skyward

Skyward is the ORS school management system. Our school district uses Skyward to manage employee time off, direct deposit, student attendance, parent/student communications and much more.

Skyward can be accessed from the ORS website by clicking on the ONLINE@ORTN link in the top menu. Select the Skyward Family & Teacher Access icon.



Skyward Family & Teacher Access

Skyward Family and Teacher will be used to communicate with your students and their families as well as input attendance.

On the ONLINE@ORTN web page, you'll also notice the Skyward Employee Access icon. You'll use this version of Skyward to see your direct deposits, request time off, etc.



Skyward Employee Access

Microsoft Teams

The district uses Microsoft Teams as a means of collaboration between staff members. It serves as a shared space where team members can message one another, access important documents in one location, share documents and work on them together in real-time.

Teachers can also use Microsoft Teams to communicate with classes, give assignments, create a class calendar and more.

Check out these videos from Microsoft to get started with Teams and discover ways to make the program work for you.

[An Introduction to Microsoft Teams](#)

[Collaborate with Teams and Channels](#)

[Setting up and Customizing Teams](#)

You can find the entire Teams training video library from Microsoft [here](#).

Clever

Clever is a portal used to access numerous applications, software, and digital technology available to students and staff at ORS.

Clever can be accessed by clicking on ONLINE@ORS in the top menu of the ORS website. Click on the Clever button and log in with your ORS account information.



Click above link to log in to Clever.

Your clever dashboard will have links to many important websites and applications from around the district including:

- Canvas
- Destiny School Library
- Office365
- ORS YouTube Channel
- Skyward
- ORS Software Request and Status pages
- Technology Help Desk

In addition, you'll find links to student textbooks, STEM and CCTE apps, Tennessee Electronic Library, and more. If it's digital in the ORS district, you can find a link in Clever.

Learning Management Systems (LMS)

Our district utilizes both Seesaw (grades K-4) and Canvas (grades 5-12) learning management systems to house our digital textbooks, communicate with individual classes and students about assignments and more. Both are cloud-based systems that connect all digital tools and resources teachers use into one place.

If you need help navigating or using your LMS to its full potential or are unsure about expectations surrounding the use of Seesaw or Canvas, reach out to your building ITC for assistance.

Software and Equipment Requests

If you would like to request the purchase of new software or any new equipment for your classroom/office, you will need to put in a request through the Technology Department.

127 Providence Road, Suite 100, Oak Ridge, TN 37830
Phone (865) 425-9015 Fax: (865) 425-9062 Email: technology@ortn.edu

Software requests can be made by going to the [Staff Software Request](#) page. The link to this page can also be found on your Clever dashboard. You will then be asked to answer several questions about the new software you're requesting.

Equipment purchases are also created by going to www.support.ortn.edu and clicking the Technology Purchase Request box. Answer some questions about your request and click Submit.

Once you've completed a submission, you can check your software request status at any time by visiting the [Software Request Status Page](#) linked on your Clever dashboard.

Checking Classroom Inventory

All technology checked out to you or your classroom can be viewed in Destiny.

1. Go to library.ortn.edu
2. Click the log in button in the top right corner and login using your ORS login information. From here, click on the "My Info" button in the top left corner.
3. Here, you will see several devices listed under "Resources." These are all pieces of technology checked out to you. If you see any issues with your classroom inventory, please put in a work order for your school's technician.
4. Support tickets can be placed

Printing

Printing for staff is done through SecurePrint. This system does not automatically print documents, but rather holds them in a queue until a staff member visits a SecurePrint station in their building.

Check out our tech tips for a step-by-step guide to using SecurePrint.

- [Printing with SecurePrint](#)
- [Copying with SecurePrint](#)

If you are in need of printer toner, please go to support.ortn.edu and select the "Printer Problem" box to share the request with the department.

District and School Communications

Each school and the district as a whole communicate through large Outlook email groups. Those large groups are each preceded by "EX" and include:

- EX All Staff – All district employees
- EX Robertsville Group – All Robertsville Middle School staff
- EX Jefferson Group – All Jefferson Middle School staff
- EX ORHS Group – All Oak Ridge High School staff
- EX Glenwood Group – All Glenwood Elementary School staff
- EX Linden Group – All Linden Elementary School staff

127 Providence Road, Suite 100, Oak Ridge, TN 37830
Phone (865) 425-9015 Fax: (865) 425-9062 Email: technology@ortn.edu

- EX Willow Brook Group – All Willow Brook Elementary School staff
- EX Woodland Group – All Woodland Elementary School staff

There are numerous other EX email groups for smaller circles within each school and around the district. To send an email to an EX group, click on the “To” field in a new email and search EX to see and select any available groups.

Occasionally, you will see emails arriving to your inbox from other addresses like “ORS District Bulletin.” Emails from this address are official statements and important information from the district. Emails from “Technology Email” will contain important information and announcements about system downtimes and maintenance windows.

If you have not been placed on an email list and would like to be added, please put in a work order at support.ortn.edu with the group name you would like to be added to.