Presenter Information

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Goals

• Access Point
  • Tips on creating service requests
  • Training
• Techie Tools
  • Software to help you get things done
  • Learn something new
• Have Fun!
What is AccessPoint?

• Located at ➔ accesspoint.sccoe.org

• Submit service requests (i.e. tickets) to get help when you have questions or problems related to QCC

• Sign up for QCC related training classes

• Access training documentation related to QCC
Registering for AccessPoint

- Go to: accesspoint.scccoe.org
- Click Register Now!
Registering for AccessPoint (cont.)

Create New Profile

Access ID: kfrog
Password: ******
re-enter Password: ******

County: Santa Clara County
District: Santa Clara COE
Site: Santa Clara Co. Off. Of Education DO
Department: Technology Services

First Name: Kermit
Last Name: Frog
Job Title: Fly Catcher
Email: kermit_frog@sccoed.org
Telephone: 408 - 453 - 4357
Extension:
Fax:

Submit
Submitting a Service Request

• Login to your AccessPoint account
• Click Service Request
Submitting a Service Request (cont.)

- Complete the Service Request form
- Click **Submit Request**
Attaching File to Service Request

• Attach file after clicking submit
• Click **Choose File**
Attaching File to Service Request (cont.)

- **Browse** to file
- **Select the file on your computer** and **click Open**
Attaching File to Service Request (cont.)

- **Click Add**
  - The attachment will be put on request until you click Add button
Attaching File to Service Request (cont.)

- File has now been attached to the request
Adding to Existing Service Request

• While logged into AccessPoint, click the My Requests link
Adding to Existing Service Request (cont.)

• Click the Service Request number
Adding to Existing Service Request (cont.)

You can add...

- **Notes**
  - You can add a note using the **Add notes** box and click **Submit**

- **Attachments**
  - You can attach a file using the **Choose File** and **Add** buttons
What Should I Include on a Service Request?

• A detailed description
  • Help us help you

• “The devil is in the details...”
  • Be specific, when possible
  • Tell us what steps you tried
  • Did you see any errors?
  • What was your goal or what task were you trying to complete?
Some example requests

- **Description of Request:**
  Just sent in an email with an attachment. This is really weird. Never seen this before.

- **Description of Request:**
  Need to complete position rollover.

- **Description of Request:**
  The recalculate button is not working
More example requests

Description of Request:
When checking the "Primary" check box in Employee Maintenance, an error pops up stating "An exception has occurred in the program".
Screen shots are attached.

Description of Request:
I’m in the vault and I did a search and at the bottom it shows 8 matches. I understand there is supposed to be another box that shows the 8 matches and I am supposed to be able to click on them to bring up that person but I don’t have that box. Is this a "setup" problem? How do I access the matches?

Description of Request:
Will running the PER804ST job (Reset Calendar Relationships) update work days on EA screens? I found an error on a calendar that was rolled into FY15 which is causing the salaries to calculate with more days than it should be. I’ve fixed the calendar but all of the positions still have the old (incorrect) number of work days.
Attach Supporting Files

• Copy of report or documents related to your problem or request

• Screenshot(s) showing the problem
  – “A picture says a thousand words…”
  – Shows us exactly where a problem occurred and what happened
Updating your Access Point Profile

- Click **My Profile**
- Update information
- Click **Update** button
Changing AccessPoint Password

- Click **Change my password**
- Change

![AccessPoint Welcome Screen](image)

![AccessPoint Change Password Screen](image)
Training Classes

• While logged into AccessPoint, click **Training Classes**
Training (cont.)

- Browse the various categories of training
Training (cont.)

- Pick a class and click Register Now
Managing your Training Classes

• Click My Training Classes

• Click Cancel
And now for something different...
Techie Tools
Problem Solving Approach
Jugaad

• Term originated in India

“...a habit of mind, born out of historical scarcity and an environment of uncertainty, which emphasizes ad hoc improvisation and flexibility as a way of getting things done....”

“...enables people to come up with quick, innovative and low-cost ways of solving problems, and to make something work even when conventional wisdom says it isn’t possible...”

• Doing more, with less
Jugaad Examples
Public Service Announcement

- Check with your district IT dept. before installing any new programs
- When in doubt, ask
- No such thing as too careful
FastStone Capture

• Tool for taking screenshots
• Easy to use
• Good for capturing errors or problems when using programs or websites
• And… **FREE**
FastStone Capture – Set Up

• Just drop the program .exe file somewhere on your computer (FSCapture.exe)
• Navigate to the folder where you put the .exe and double-click to run it.
• FastStone will launch
FastStone Capture – Set Up (cont.)

• Click the **Settings** button from the FastStone Capture toolbar
FastStone Capture - Set Up

- Recommended settings
Example of capturing active window

- Open program and click on the window that you want to focus on
- Press “CTRL+Z” (shortcut set to capture active window)
- Screenshot was automatically saved to “Screenshots” folder
FastStone Capture – Capturing a Screen (cont.)

- Browse to the folder where the screenshot was saved ("Screenshots" folder on Desktop)
- JPEG file will be in the folder
- Attach file to service request, email, use in documentation
“Launchy” is a free cross-platform utility designed to help you forget about your start menu, the icons on your desktop, and even your file manager. Launchy indexes the programs in your start menu and can launch your documents, project files, folders, and bookmarks with just a few keystrokes!

- Allows you to launch programs or open files just using the keyboard
Launchy in action
Wunderlist

• An to-do list manager
• Allows to you create lists, update them, and have changes synchronize across all devices (web, iPhone, Android, Mac)
• Share lists with co-workers, family, friends
Wunderlist

- Main window (web)
Wunderlist – list management

• Double-click an items/task to edit it
Wunderlist – list management

- Assign tasks to people
Wunderlist – list management (cont.)

• Set a due date for a task
Wunderlist – list management (cont.)

• Set a reminder
Wunderlist - list management (cont.)

• Attach a file to a list item
• Viewing completed items
PhraseExpress

- Text expansion
  - Replace a short text snippet with another portion of text
- Eliminates need to repetitively type the same phrases or words
- Especially good if you write a lot of email or if you correspond often in written form
PhraseExpress Initial Configuration

- Right-click PhraseExpress icon on system tray
- Select **Edit phrases** to configure PhraseExpress
PhraseExpress Initial Configuration (cont.)

- Click the **Expert** mode button
- Click **Yes** on the Confirmation window
Adding your first phrase

Example of adding an email signature phrase

• Click the **New Phrase** button
Adding your first phrase (cont.)

Enter your phrase:
- Description
- Phrase content
- Autotext
- Postfix (i.e. Tab)
- Select **Remove trailing delimiter (postfix)** option
- Click **OK**
Testing your first phrase

• Create a new message in Outlook
• Type the Autotext “sig” in the body
  – PhraseExpress will show a notification confirming it recognized the Autotext
Testing your first phrase (cont.)

• Hit the corresponding **Postfix (Tab)** to insert your **Phrase content**
• That’s all there it to it!
Situations where PhraseExpress Can be Useful

- **Responding to customers**
  - Have a phrase for salutations or greetings you frequently use

- **Filling out online forms**
  - Have a **phrase** for your entering your dept., phone number, email address, title, address, or anything you type over and over

- **Writing form letters**
  - Have a **phrase** for standard paragraphs or sentences you use often

- **Many, many uses...**
  - If you find yourself type something over and over, make it into a **phrase** in PhraseExpress
Dropbox

- Motto: “Your stuff, anywhere”
- 2 GB storage included with Free account
- Synchronize files across all devices (computer, phone, tablets)
- Backup files in the “cloud”
- No USB drive, no problem
Using Dropbox

• To sync files to your Dropbox
  - Save files to the Dropbox folder on your computer
  - Copy existing files or folders to Dropbox folder
  - Be careful about putting sensitive files in your Dropbox

• Local Dropbox folder:
  - Default folder is C:\ Users\ Username\ Dropbox
  - Double-click Dropbox icon on computer’s system tray to go directly to the folder
Using Dropbox (cont.)

• Use **Save As** in Microsoft Word to save copy of existing document to Dropbox folder

• **Pro Tip**: Save one copy to your network shared folder (if available), then use **Save As** to save copy to Dropbox
Using Dropbox via Web

Login to Dropbox to download file

• Use your browser and go to: dropbox.com
• Sign in to Dropbox with your registered email and password
Using Dropbox via Web (cont.)

- Navigate to folder in Dropbox account
Using Dropbox via Web (cont.)

- Click on file to select
- Click Download button from toolbar
- Save file to your computer
How do you currently store passwords?
KeePass

• Store passwords in on encrypted “database” file, keep locally on computer hard drive, OR store on USB drive
• Just remember one master password to access all passwords
• Optionally, create keyfile for extra security
KeePass Set Up

- Click **New** button (to create new keypass db)
KeyPass setup (cont.)

- Choose **location** to save KeyPass db
- Choose **file name** for db file
KeyPass setup (cont.)

- Enter your **Master Password** (twice)
- **Pro Tip**: instead of a word, use a **phrase**
- Use a **phrase** that has meaning to you, and you can remember it **exactly**
- Click **OK**
KeyPass setup (cont.)

- On Step 2, click **OK**
  - Use default options
Setting Up a New Password

- Select a password category/folder from the left side
- Right-click on the password pane on the right side
- Select Add Entry
Setting Up a New Password (cont.)

Enter the following:

- **Title (Name of Program or Website)**
- **User name**
- **Password**
  - Repeat Password
- **Click OK**
KeyPass- Using a Password Entry

• **Right-click** on the password entry (from the pane on the right side)
• **Select** Copy Password
KeyPass – Using a Password Entry (cont.)

- Open the website (or program) you are logging into
- Enter your user name
- Right-click in the Password field
- Select Paste
- The password from KeePass will be inserted
Thank you!