

## SUPPORT.CCSD.NET & QUICK-IT

# User Support Guide



Support.ccsd.net is an easy-to-use technical support interface. This site pulls together the most requested help desk services into one location in order to quickly obtain information and solutions to common technical questions, services, and problems. Use this site, along with Quick-IT, the technical support submittal system, for technical assistance.

<b>RESET PASSWORDS</b> Use to reset your passwords for AD (computer), InterAct, or other applications. <a href="#">Click Here</a>	<b>WORKSTATION/COMPUTER SUPPORT</b> Use for quick and easy technical support for your computer workstation, printer, etc. <a href="#">Click Here</a>	<b>INFINITE CAMPUS</b> Use for assistance with Infinite Campus features. <a href="#">Click Here</a>
 <b>FORMS</b> Use to find forms to request system access, accounts, or additional rights. <a href="#">Click Here</a>	 <b>TRAINING</b> Use to access training manuals, videos, and other resources. <a href="#">Click Here</a>	 <b>HOW DO I...?</b> If you need additional help resolving a problem. <a href="#">Click Here</a>

## Active Directory (AD) and InterAct™

**Active Directory (AD)** is the account used to log into District computers and access District resources. Many District systems also use AD login credentials for access such as:

- **Infinite Campus** – Student information system used by central and school office personnel, teachers, etc.
- **Pathlore LMS** – CCSD's professional development tracking, registration and learning management system
- **Canvas LMS** – Learning management system used by both students and employees
- **CCSD Datalab** – Provides interactive student achievement data visualizations
- **OnePlace** – Free CCSD/Vegas PBS sponsored resource that provides access to purchased and approved digital content
- **CCSD WiFi/e and VPN** – Wireless network and remote access - additional rights required
- **CA Service Desk** – Technical issue tracking and knowledgebase system
- **SearchSoft** – Applicant tracking system used for the hiring process (school administration and office staff only)

**InterAct™** is the District's email and collaboration system. The InterAct™ login and password are different than the AD account and are used for access to systems such as: the Employee Self Service (ESS) and the Curriculum Engine (CCSD web application for lesson planning and quick access to curriculum and standards).

## NEED QUICK TECHNICAL HELP?

Your site-based technician is equipped and trained to assist with the most common technical issues.

For additional assistance:

- Visit [support.ccsd.net](http://support.ccsd.net)
- Submit a **Quick-IT** request (from CCSD computer)

### Having trouble remembering your AD password or logging into your computer? (STAFF USE ONLY-not available for students)

- Simply log into any Windows computer from a CCSD location with the following login and password to be directed to the AD password reset site:  
Login: **Passwordhelp**  
Password: **Schoolbus1** (password is case sensitive)
- OR, visit the Reset Password link on the [support.ccsd.net](http://support.ccsd.net) website.

NOTE: After your password has been reset, **please wait 15 minutes before logging in** to allow all systems to synchronize.

## Quick-IT

**Quick-IT** provides teachers, staff, and school administrators an easy way to request technical support. This program assists employees in reporting their technical issue, gathers the information needed to solve the problem, creates a work order, and sends the work order to the Site-Based Technician (SBT) or the appropriate person/group at CCSD User Support. Technical issues that can be submitted using Quick-IT can include, but are not limited to: computers, tablets, printers, projectors, white boards, document cameras (Elmo), telephones, network connectivity, and software or password problems.

### HOW TO GET TO QUICK-IT

#### Option 1

- Select the shortcut on the computer's desktop.

#### Option 2 (Windows)

- Open the computer's Start Menu
- Click the CCSD folder
- Select Quick-IT

#### Option 3 (Macintosh)

- Click the Applications icon on the Dock
- Double click Quick-IT to select

### WHAT IF MY COMPUTER WILL NOT START OR I CANNOT LOGIN?

- Go to another computer and launch the Quick-IT program.
- Include in the problem's description the model type (Dell, Lenovo, Mac, etc.) and the room number of the broken computer. (If applicable also include the workstation number.)

**If you do not have Quick-IT on your computer please contact your site-based technician for assistance.**

## Training Resources

The Employee Business Training Department delivers eLearning and face-to-face training to CCSD employees in many areas, including: Infinite Campus, SAP, Microsoft Office, Online Absence Reporting (OARS), Pathlore, InterAct™, and much more. If you need access to training manuals, videos, and other resources (no login credentials required) visit: **training.ccsd.net**

Pathlore is CCSD's professional development tracking and learning management system (use AD credentials to access). This system allows users to search and register for training, view required videos, and request training transcripts. **pathlore.ccsd.net**

## User Support Help Desk

General Support Hours  
of Operation: ..... 6 am – 5 pm M-F

Campus Portal Support  
Help Desk Hours: .....6 am – 6 pm M-F

Address:

**4260 Eucalyptus Ave. Bldg. 14**

Phone Number:

**702-799-3300**

## Additional Support Phone Numbers

- **Maximo Help Desk** for Facility work order issues or to reset a Maximo password  
**702-799-1600**
- **SAP/Shopping Cart Help**  
**702-799-3300**
- **SEMS Help Desk** for Infinite Campus IEP/ AIMSweb/EasyTrac  
**702-799-0295**

## Frequently Requested Web Links

### Access using AD credentials

Infinite Campus .....	campus.ccsd.net
OnePlace .....	oneplace.vegaspbs.org
CCSD Datalab .....	datalab.ccsd.net
Canvas LMS .....	canvas.ccsd.net
CA Service Desk .....	helpdesk.ccsd.net
ParentLink .....	ccsd.parentlink.net

### Access using InterAct™ credentials

Curriculum Engine .....	curriculum.wiki-teacher.com
Employee Self Service (ESS) .....	ess.ccsd.net

### Special credentials needed

Campus Portal (parents and students) .....	campusportal.ccsd.net
Encore (SEMS) .....	sems.ccsd.net
<b>*These links can only be accessed from a CCSD site</b>	
SAP/ERP portal.....	erp.ccsd.net
Maintenance (Maximo) .....	maintenance.ccsd.net
User Support Services .....	uss.ccsd.net
Security Systems .....	info.securitysystems.ccsd.net

To obtain forms to request system access, accounts, or additional rights go to the "Forms" link on the **support.ccsd.net** website.

To E-mail departments directly concerning policies or procedures visit the "Contact Us" link on **support.ccsd.net** website.

### USER SUPPORT SERVICES MISSION STATEMENT

*The mission of User Support Services is to further student achievement by providing the highest level of customer service through reliable, efficient, and effective technology support and superior, multi-modal enterprise training to ensure excellence in teaching and learning.*