



Technology Services Support during District Closing

While Beaufort County School District is closed, many district operations and services will continue virtually offsite. To ensure productivity continues as best as possible, BCSD Technology Services will provide support as follows.

Files that are saved on student or staff Home drive (H: Drive) and Shared Drives (G: Drive) can be accessed through ClassLink. Directions can be found here: <http://bit.ly/ClasslinkHDrive>. If staff cannot see these drives after logging in, please submit a Web Help Desk ticket.

Many district resources are web-based and can be accessed via any browser. Any staff member that utilizes MUNIS Financial Services needs access through the network and requires (Virtual Private Network) VPN services on your laptop. If VPN services are needed, please submit a Web Help Desk ticket and someone from the Technology Services NOC will assist in getting it installed.

ON-SITE DEPOT SERVICE FOR STAFF AND STUDENTS:

To assist with technical issues that require a technician to have the machine in hand, on-site device drop-off for evaluation will be available Monday - Friday at the following locations:

Location	Hours	Phone Number
Beaufort High School	8:00 AM - 4:00 PM	843-322-2100
Bluffton High School	8:00 AM - 4:00 PM	843-706-8900
District Office	8:00 AM - 4:00 PM	843-322-2599

Staff and students can drop off a damaged district-issued device at any of these locations during those times. They will not be permitted to enter the building. Once arriving, they will call the front office (number above) for a technician to come out to their vehicle, pick up their device, and have them complete the necessary damage paperwork with contact information. The technician will contact the client when device evaluation is complete.

CONTACT INFORMATION:

- The Help Desk will still be available by phone for staff at 843-322-HELP(4357) from 8:00 AM - 5:00 PM M-F.
- NOC Engineers will be available via direct cell phone numbers from 8:00 AM - 5:00 PM M-F.
- All BCSD staff can submit Web Help Desk Tickets at any time. The Web Help Desk is accessible via staff ClassLink Dashboards, the District Technology Webpage, or the direct link here: <https://webhelpdesk.beaufort.k12.sc.us/>
- Email communication will continue as usual



Educational Technology Support for eLearning

While Beaufort County School District is closed, teachers will utilize virtual learning as a means for students to stay actively engaged in learning while at home. Teachers are to provide learning opportunities, resources, and supplemental work to engage students in their current content. They will also continue to communicate these lessons and resources via the online communication platform they already use with students and/or parents.

Beaufort County School District has access to many online resources that can be used and shared virtually. Below is a list of resources for teachers to use for planning these alternative means of instruction by level. Many of these resources allow teachers to assign work directly through the service. Others provide teachers a means to create content and share via Google Classroom.

EARLY CHILDHOOD (K-2)	ELEMENTARY (3-5)	MIDDLE/HIGH
<ul style="list-style-type: none"><input type="checkbox"/> Paper packets<input type="checkbox"/> ExactPath<input type="checkbox"/> Sora (formerly Overdrive) for ebook check out<input type="checkbox"/> YouTube instructional videos<input type="checkbox"/> Any school purchased resources that support their content	<ul style="list-style-type: none"><input type="checkbox"/> ExactPath<input type="checkbox"/> Newsela<input type="checkbox"/> SC Discus<input type="checkbox"/> Video and lessons in Discovery Education<input type="checkbox"/> Sora (formerly Overdrive) for ebook check out<input type="checkbox"/> YouTube instructional videos<input type="checkbox"/> Teacher created screencasts<input type="checkbox"/> Any school purchased resources that support their content	<ul style="list-style-type: none"><input type="checkbox"/> Edgenuity<input type="checkbox"/> USATestPrep<input type="checkbox"/> Newsela<input type="checkbox"/> Video and lessons in Discovery Education<input type="checkbox"/> Sora (formerly Overdrive) for ebook check out<input type="checkbox"/> YouTube instructional videos<input type="checkbox"/> Teacher created screencasts<input type="checkbox"/> Any school purchased resources that support their content

As added support for teachers during these virtual days, Educational Technology will be available for ongoing support. Below is a breakdown of how, when, and who teachers can contact.

CONTACT INFORMATION:

- The Educational Technology Team will hold virtual office hours via email and phone from 8:00 AM - 5:00 PM M-F. Teachers may contact anyone from the team during those hours via the phone numbers below.
- All BCSD staff can submit Web Help Desk Tickets at any time. The Web Help Desk is accessible via staff ClassLink Dashboards, the District Technology Webpage, or the direct link here:
<https://webhelpdesk.beaufort.k12.sc.us/>

WHO TO CONTACT:

All members of the EdTech team can be contacted by any staff member. If you are looking for support on something specific, you can use this guide below. All members of the EdTeam team can assist with general productivity software (Google, Microsoft Office, Kami, Peardeck, Flipgrid, EdPuzzle, Screencasting, etc.)

Primary Contact	Software/Information	Contact Information
Chrissy Robinson (Director)	Zoom Support Phone Support ISD Support	Cell: 843-441-0761 christine.robinson@beaufort.k12.sc.us
Colleen Beck-Ungvarsky (EdTech Coordinator)	Phone Support Curriculum Resources and Support HelpDesk Ticket Review & Distribution	Cell: 843-441-0559 colleen.beckungvarsky@beaufort.k12.sc.us
John “Sully” Sullivan (iLearning Coordinator)	HelpDesk Ticket Review & Distribution Phone Support	Cell: 843-812-7960 john.sullivan@beaufort.k12.sc.us
Anne Aita (EdTech Coach)	High School Alignment SORA (formerly Overdrive) eBook Services SCDISCUS	Cell: 843-473-5202 anne.aita@beaufort.k12.sc.us
Betsy Thomas (EdTech Coach)	Edgenuity Rosetta Stone ELL Resources	Cell: 843-441-2598 elizabeth.thomas@beaufort.k12.sc.us
Emily Harrison (EdTech Coach)	Elementary Alignment ExactPath USATestPrep (Ele.)	Cell: 843-694-3463 emily.harrison@beaufort.k12.sc.us
Estee Williams (EdTech Coach)	High School Alignment Google Classroom - Virtual Learning Support FaceBook - Ensure responses	Cell: 843-816-6593 estee.williams@beaufort.k12.sc.us
Eve Heaton (EdTech Coach)	Elementary Alignment Newsela Discovery Education	Cell: 843-441-4327 eve.heaton@beaufort.k12.sc.us
Jayne Grant (SPED AT Coach)	SPED Support iReady	Cell: 843-441-3608 jayne.grant@beaufort.k12.sc.us
Mary Rizzi (EdTech Coach)	Middle School Alignment USATestPrep (MS)	Cell: 843-473-9867 mary.rizzi@beaufort.k12.sc.us

We highly encourage teachers to join the Google Classroom below that corresponds to their grade level to receive ongoing suggestions, information, ask and answer questions, and gain added support from the EdTech Team. We will also utilize and cross-post to our EdTech Facebook Group. If you have a Facebook account and haven't joined yet, login and search for "EdTech in Beaufort County Schools". It is a closed group, so answer the questions to expedite acceptance.

Virtual Teaching Support - BCSD (PreK - 5)	Google Classroom Join Code: dhn6vic
Virtual Teaching Support - BCSD (Grades 6-12)	Google Classroom Join Code: 4kk3xsa