



TEAM MEMBER SPOTLIGHT



**Brent
Ramagost**

Brent Ramagost is a Network Technician for Ascension Parish Schools. As such, his responsibilities include device image creation, data center management, server management, and Windows deployment. A graduate of Donaldsonville High School (1995) and Nicholls State University in Computer Information Systems (2001), Brent has been employed by Ascension Parish Schools since 2002. He is married to Jessica Potts, and they have one daughter - Cadence.



As an employee of Ascension Public Schools, you have access to Google's entire suite of products, including Google Docs, Google Sheets, Google Presentations, and Google Classroom. Even if you are using a Windows-based device, we encourage you to use the Google Suite of products.

VIRUS UPDATE



The month of November was a challenging month for the Technology Department when the district's devices were hit with a very popular virus called Emotet. The virus originates when a user opens an attachment in an email that is infected with the virus. After the virus entered our system, it used our users' permissions to elevate its own rights and spread to other devices on the same network. In order to combat the virus, we were forced to remove administrator permission groups from all Windows devices. After spending multiple days on the phone with Microsoft, we were able to help Microsoft update their virus definitions in order to put the virus to rest. We are very proud of the work our team has done in order to ensure the staff and students' safety when using our devices. While the virus purports to gather banking information, it is our belief, and Microsoft concurs, that no user's banking information was compromised. More information on the Emotet virus can be found [here](#).

Technology Work Orders

Mandatory! For All Technology Issues

To enter a work order, go to: <http://kbox.apsbschools.org>. Enter the same username and password you use to log into a school device. There is no need to create a new account.

View complete instructions [here](#).

When entering a work order, there are several different categories from which to choose. Those categories, along with a description of each, are listed below. Choose the most appropriate category for your situation.

My Device

Desktop: the device with the issue is a desktop computer (has a tower with monitor, non-laptop).

Laptop: the device with the issue is a laptop/notebook/tablet etc.

Printer: the device with the issue is a printer (Dell or HP Laser Color/BW printer, Xerox).

Projector: the device with the issue is an Epson Projector (not displaying video on board, not powering on, displaying an odd color).

Interactive Board: the device with the issue is a Promethean board or Smartboard (device is not calibrated properly, no communication with the computer, etc).

Document Camera: the device with the issue is an Elmo or Ziggi.

Phone: the device with the issue is your desk phone (Voice Over IP).

Other: the device with the issue is something other than items listed above (include details in problem description).

Software

Internet: user cannot get to webpages like www.google.com, www.yahoo.com, etc.

Wireless: user is having trouble connecting to access points/wifi.

Cabling: a network drop is needed, there is an issue with the VGA or HDMI cable for a ceiling mounted projector, etc.

Theft/Stolen/Lost: the device was stolen/misplaced/lost and you need assistance tracking it down.

Blackboard: user is having trouble within the Blackboard website.

Surveillance Camera: user is reporting a surveillance camera is not working, user needs video surveillance software installed on their computer or phone.



Courtney Dumas Gonzales Middle School Awarded 2017 LACUE State Middle School Teacher of the Year



Congratulations to Gonzales Middle School teacher Courtney Dumas, who was named **2017 State Middle School Teacher of the Year** by the Louisiana Association of Computer Using Educators (LACUE). LACUE recognizes teachers and support personnel who promote the use of technology in the classroom or at the school. Courtney was recognized at an awards ceremony during the LACUE Conference on Thursday, November 28, 2017.



Smart Internet Searches in a Filtered Environment

Puzzled as to why your students are blocked from researching a valid biology term? In a filtered environment, such as the one in which we all live at Ascension Public Schools, it is important that you choose your search terms carefully. Searching “sexual reproduction” will certainly return a blocked page. Looking carefully at the blocked page, you will notice the reason for the block was the term “sexual”. Another way to search for the same results would be to search “biological reproduction” or “human reproduction”. Choose your words wisely. It is imperative, for the protection of the students, that we block certain searches, but if we’re smart about the wording of such searches, the results will be complete and safe for all.

Other Search Suggestions

- Ensure you use accurate search terms (words and phrases) in order to return the most accurate results and avoid unwanted ones.
- Make sure you use correct spellings; even the slightest error can return unwanted results.
- Remember that not all the information in websites returned in searches is reliable.
- Remember that some search results are listings paid for by companies to promote their products or services, so the result may be biased towards them. These can be identified by words such as ‘Ad’ or ‘Sponsored Results’ and normally appear at the top of the page and in a column on the right of the page.