Technology Overview

Welcome to Newburyport Public Schools!

Newburyport Public Schools is a **Google for Education** district. You have access to all of the tools provided in Google Workspace, including Gmail for your school email, Drive, Classroom, Meet, and many others. Whenever possible, you are encouraged to use these tools with staff and students.

Students all have access to Google Workspace as well, providing them with the same tools available to you, with some exceptions. For example, the district decided to not grant access to email for students in K-4th grade.

We use a **Single Sign-On (SSO)** service for school accounts, called Okta, which syncs usernames and passwords across multiple applications throughout the district. In effect, you have a single account for most services, with some exceptions.

Setting Up Your Account

After you arrive and get settled, please log into your new account. You will need to complete this process by signing in through our SSO: **sso.newburyport.k12.ma.us**

Typically, your username is your first initial and last name. For example, John Smith's username would be `jsmith`. For your initial login, your temporary password is your username plus `-01950`. For example, John Smith's temporary password would be: `jsmith-01950`.

> If you're having trouble logging in, you can submit a ticket through the NPS Technology Helpdesk or by emailing: support@newburyport.k12.ma.us

When you log in, you will see a message telling you to change your password. Please choose a password that is secure and unique. We recommend you use a password strength testing tool and check how long it would take to crack what you've chosen. Please note that your password must be longer than five characters.

After logging in, you will see a welcome message from our SSO portal that asks you to enter a **secondary email** and choose a **security question and answer**. Providing this information allows you to reset your password and unlock your account yourself. Your secondary email should be a personal account you have access to.

You will also be prompted to set up **Multi-factor authentication (MFA)** for your account. Instructions on setting up MFA can found on the following wiki page: **How to Set Up Multi-Factor Authentication (MFA)**

After you enter a secondary email, choose a security question, and set up MFA, click on **Create My Account**. Our SSO portal, Okta, will send you an email asking you to confirm your secondary email.

Next, you will be prompted by Google to agree to their terms & conditions for Google Workspace. Once you accept, you will be redirected to Google Drive.

> Your account is now set up and ready to use.

Resetting Your Password

If you are unable to access your account after it's been setup, you can unlock it or reset your password from any web browser using our SSO portal. Instructions are located on the **How To Reset Your School Account Password** page.

Email and Mail Groups

Your email address begins with your username, and ends with the domain name `@newburyport.k12.ma.us`. For example, John Smith's address would be `jsmith@newburyport.k12.ma.us`.

Gmail is used for all district email accounts.

To simplify communication each school has its own Google mail group. To send an email to everyone in a building, address an email to the group and all will receive it. The groups are:

Bresnahan: ftbstaff@newburyport.k12.ma.us

Molin: upperele@newburyport.k12.ma.us

Nock: middle@newburyport.k12.ma.us

High: high@newburyport.k12.ma.us

Central Office: central@newburyport.k12.ma.us

These groups can be used by anyone with a district email account, but will ignore email from outside accounts. They will not work with personal email. There are many other groups created by teachers and staff that you can be invited to through **Google Groups**.

Every email account in the district is listed in contacts. If you start typing in the "To" box in Gmail, a search will begin. When you see the right account, click on the name and the "To" box will be filled in. To view all contacts, you can visit the **Google Contacts** page and click on 'Directory'.

Students are also present in contacts. To differentiate between students and teachers, student email addresses have a different domain name. Teacher and staff emails all end with `@newburyport.k12.ma.us`, while student emails all end with `@newburyportschools.com`. Student accounts also include their year of graduation. For example, if John Smith was a student, his account might look something like this: `jsmith28@newburyportschools.com`. When addressing emails, look out for the domain name and the grad year.

Aspen

Aspen is our **Student Information System (SIS)** from Follett School Solutions. You may hear staff refer to it by its old name, **X2**. For security purposes, Aspen usernames and passwords are maintained separately. There is no syncing between your Aspen account and your school account. Aspen usernames and passwords are given out separately.

We try to make your Aspen username identical to your school username, but this is not always possible. The initial password is usually identical to your Aspen username. To request your Aspen credentials, or for help logging in, please submit a ticket through the NPS Technology Helpdesk or by emailing: aspen@newburyport.k12.ma.us

When you first log into Aspen, it will make you create a new password. Please pay attention to the password requirements. You may also be asked to provide a contact email and a security question. This is used for resetting your password yourself. Information on resetting your Aspen password, or creating a new one, can be found in the Aspen section of this wiki:

http://wiki.newburyport.k12.ma.us/books/aspen

> Aspen is used by many schools, so you need to make sure you are logging into the one specifically for Newburyport. The correct link is: **ma-newburyport.myfollett.com**

If you need information on using Aspen, there is a 'Help' dropdown on each page. You can also visit Follett's page for Aspen tutorials, trainings, and videos.

How To Get Tech Help

We have an automated ticketing system that will contact everyone in the tech department to ensure the fastest service. Emailing a technician directly can result in delays if the tech is out of the office or working on another problem. To get help, please submit a ticket through our **NPS Technology Helpdesk**.

When submitting a ticket, please tell us what the issue is, being descriptive as possible. Include any error messages and any troubleshooting steps you might have performed. Also, include what room you are in and what time you are available for support. Submitting a ticket and then entering a parent meeting or leaving for a half day will result in the techs having to visit you more than once. To maximize our technician's time, we try to prevent as many return trips as possible.

If you're submitting a ticket on behalf of a student, please include their name and username. We can't help if we don't know exactly who we're supposed to be helping. Since you submitted the ticket, we often will only be communicating with you. Please make sure you pass on any relevant information to the student in question.

We can often fix problems remotely, so even if you don't see a technician, keep an eye out for emails and messages from the Helpdesk. They could be requests for more information, a request for you to perform a task such as rebooting the computer, or notification that your problem was solved.

If you need immediate support, our number is: **978-465-4440** ext. **4555.** We do, however, recommend using our ticketing system in 99% of cases, as this will ensure the entire department sees your request and that it can be quickly directed to the right person. Often, the person you're calling for will not be at their desk, and submitting a ticket ensures they will see your request as soon as possible.

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