Oklahoma City
PUBLIC SCHOOLS

Top 10 Tech Tips

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How to Add a Printer to an APPLE MacBook

Before the printer can be added, the user will need to know the IPV4 address of the printer, usually shown as xx.xx.xx.xx where the x's are all numbers. On the Lexmark's it's located on the display screen in the upper left- or right-hand corner in small grey print.

1. Choose System preferences
2. Choose Printers and Scanners
3. Add (click the small plus icon below the window on left side)
4. Click on the IP icon at the top
5. Enter the IP address of the printer
6. For protocol select "Line Printer Daemon - LPD"
7. You can rename the printer in the lower section for "name, location, and use". This is optional.
8. Click on add

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If PDF Will Not Open Or Print

This is one we get a lot of calls about because there are many times when users do not have the proper extensions loaded to view or (properly) print a PDF file from a browser.

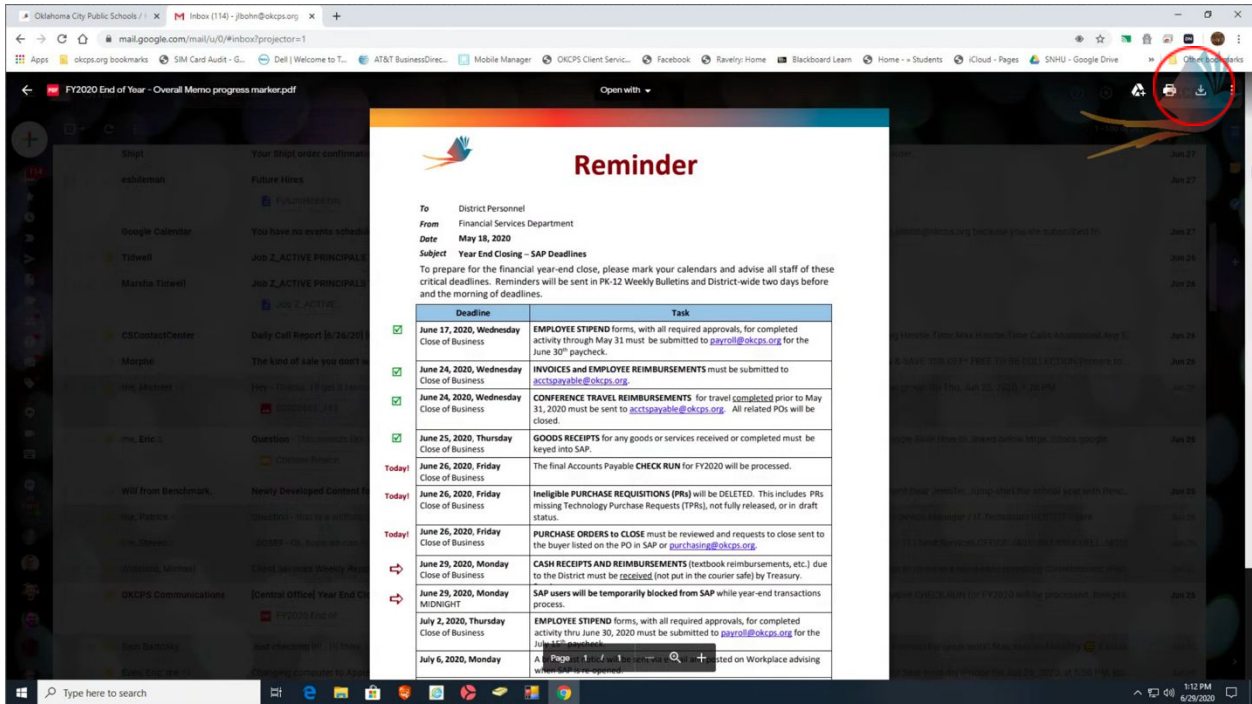It may be opening in an internet browser window instead of Adobe.

If the file will not print, download the file by clicking the download button in the upper right.

Once downloaded, you will see the file lower left.
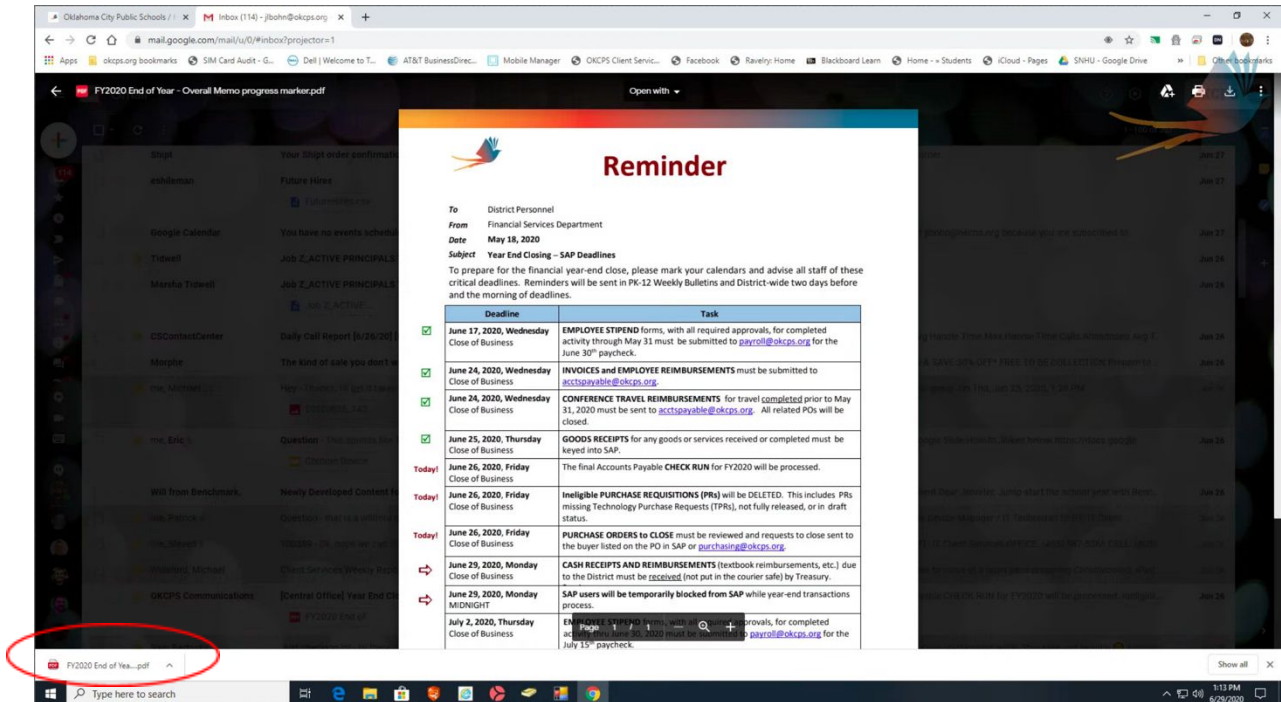
Click on the "up" arrow to the right of the file name, and select "Show in folder."
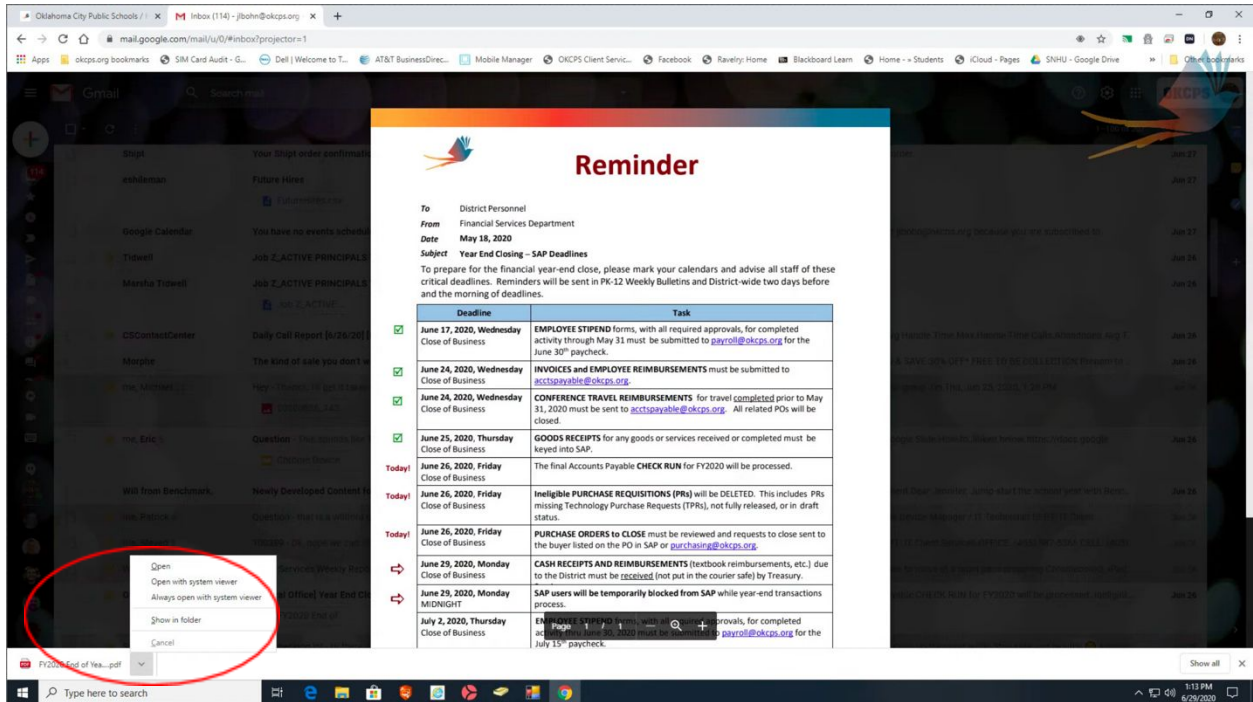
Once the folder window opens, select the file and right click.
This will pull up a menu.
Select "Open with..." from the menu and choose Adobe.
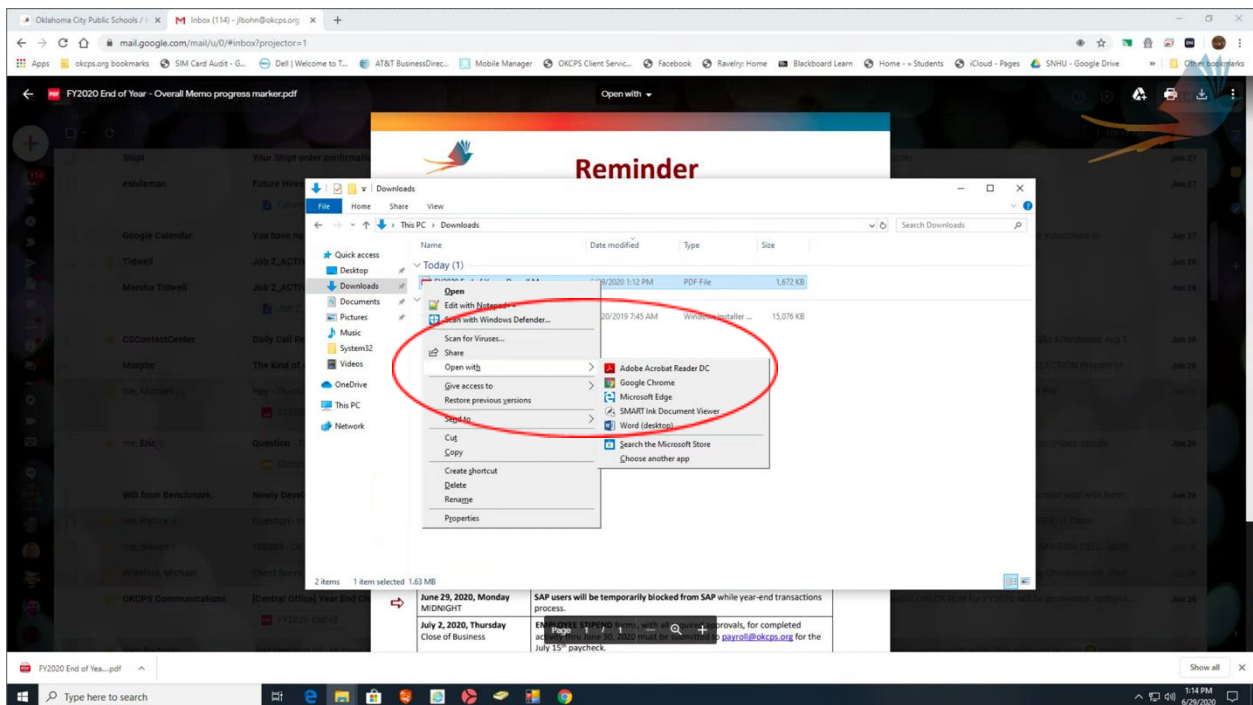
The file will then open in Adobe, and should ask if you want to make Adobe the default program.

Select the "Do not show this message again" box and hit "yes."
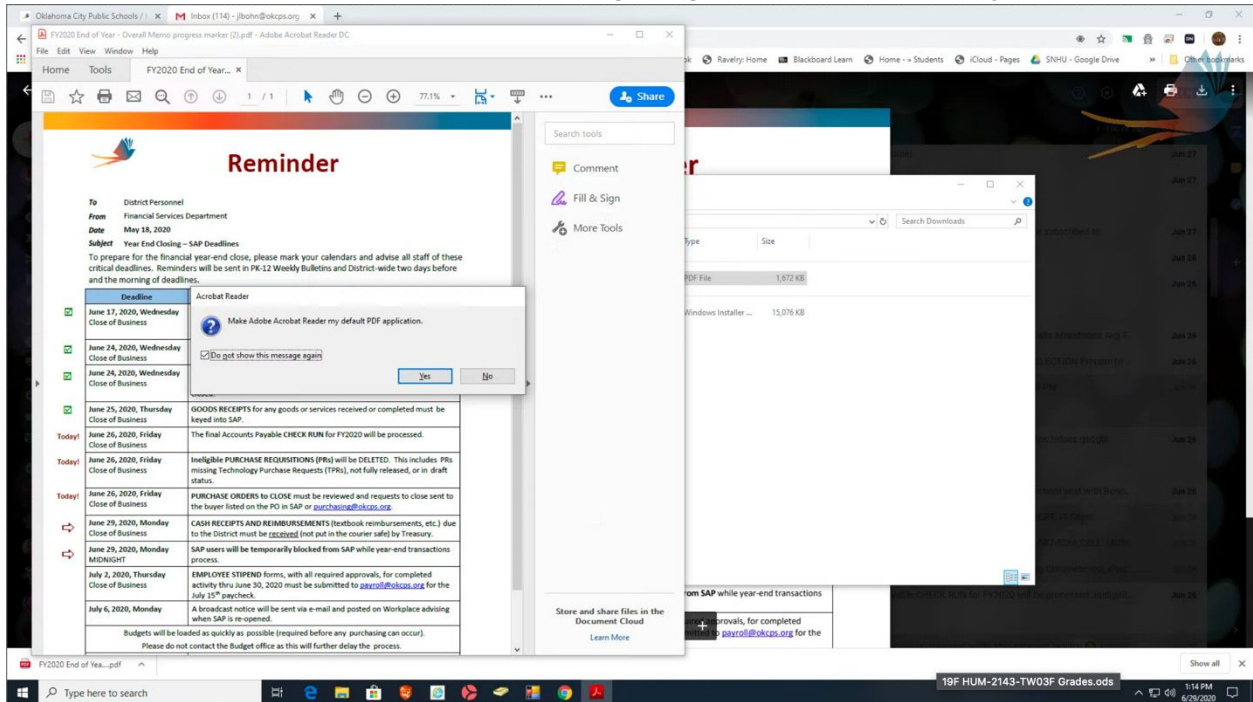
A settings box will appear. Click on the "Change" button.
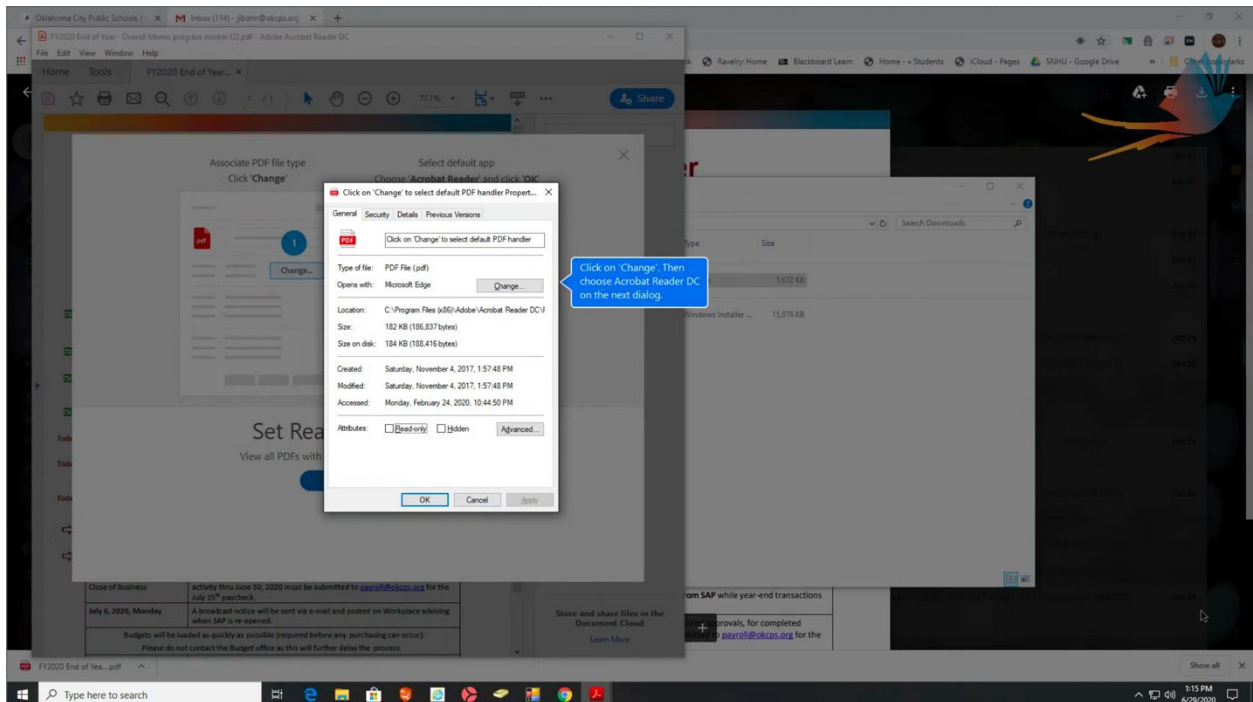
A list of programs, or apps, will appear. Choose Adobe and click "OK," then "Apply" on the settings window.
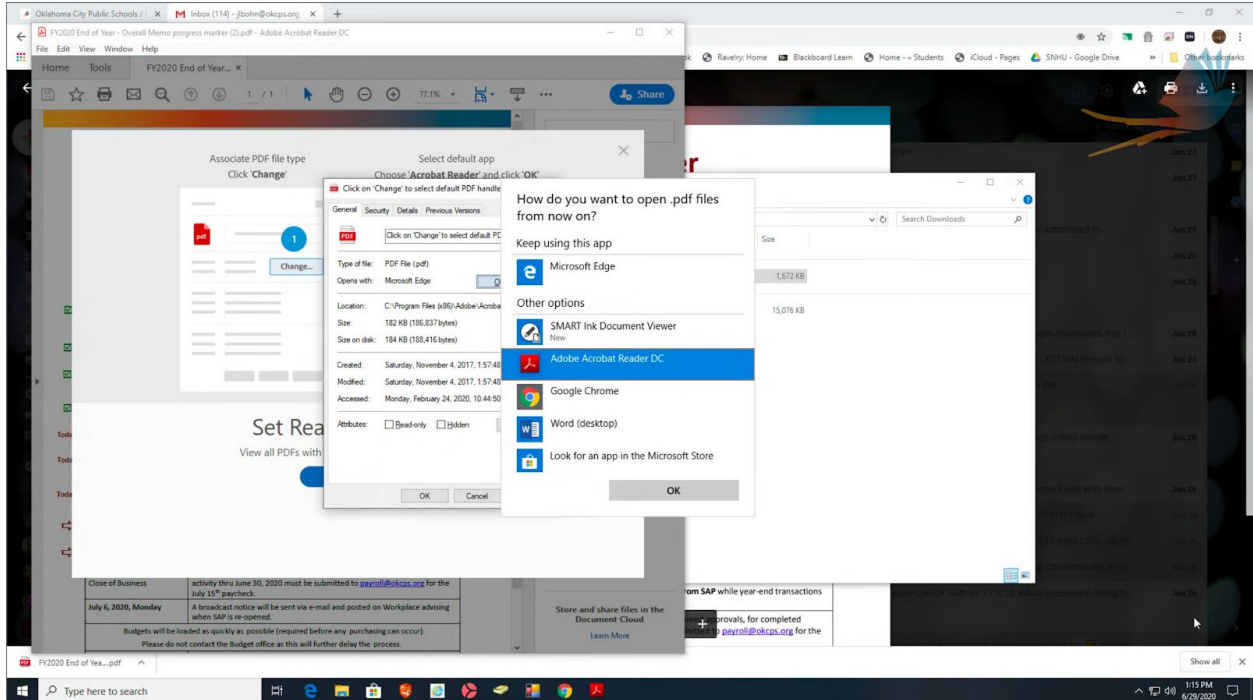
Your PDF files will now open in Adobe instead of your default internet browser and you should be able to print fine. If not, please call the helpdesk at 587-HELP.

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Signing the Student AUP

All middle and high school students sign the acceptable use policy [AUP]. To have a student sign the AUP, they need to go to Student tools on the OKCPS website. Elementary students do NOT sign the student AUP.

Here a student can sign the AUP or change their password.

Student usernames/logonids will always be firstname.lastname@okcps.org.
If a student cannot remember their secret question answer, or you need other assistance, please call the helpdesk at 587-HELP.

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Signing the Google Acceptance – Students

All students must initially sign a Google acceptance before they can access any Google products, including chromebooks.

To have a student sign the Google acceptance, they need to go to Google drive (circled in red), found under Student tools on the OKCPS website.

Student usernames will be firstname.lastname@okcps.org, and passwords should be capital X, zero, and the student ID number for elementary students; for middle and high school students, password is set via the Student AUP (circled in orange).

Once the student has signed their Google acceptance, it will take 15 minutes for their account to become active, but 24 hours for them to be able to log into a Chromebook. Please call the helpdesk at 587-HELP with any questions.

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How to Connect a Chromebook to a Network

1. Power on the Chromebook, you may be prompted with a "Network not available" box. There should be a list of available networks in your immediate area.
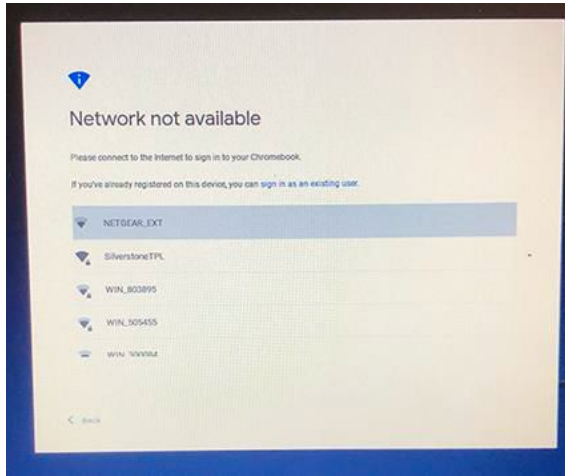
2. Find your network and click on it (use the SSID found on the back of a hotspot if that is what you are using. Steps for hotspots below).

3. The first time you connect to the network, you will be prompted for a password unless your network is open, then it will connect automatically. For hotspots or password-secured networks, put in your password and click connect.
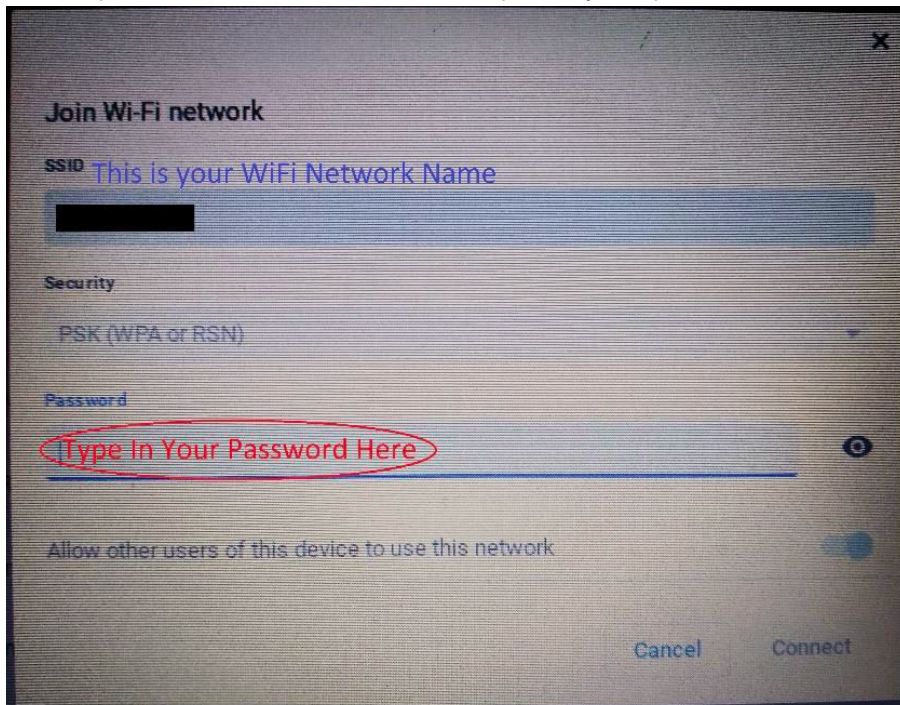
4. You should then see a box that says "OKCPS Federation Services". If it just buffers…click the "**Back**" button in the lower left hand corner > then on "**Next**" to refresh the page.
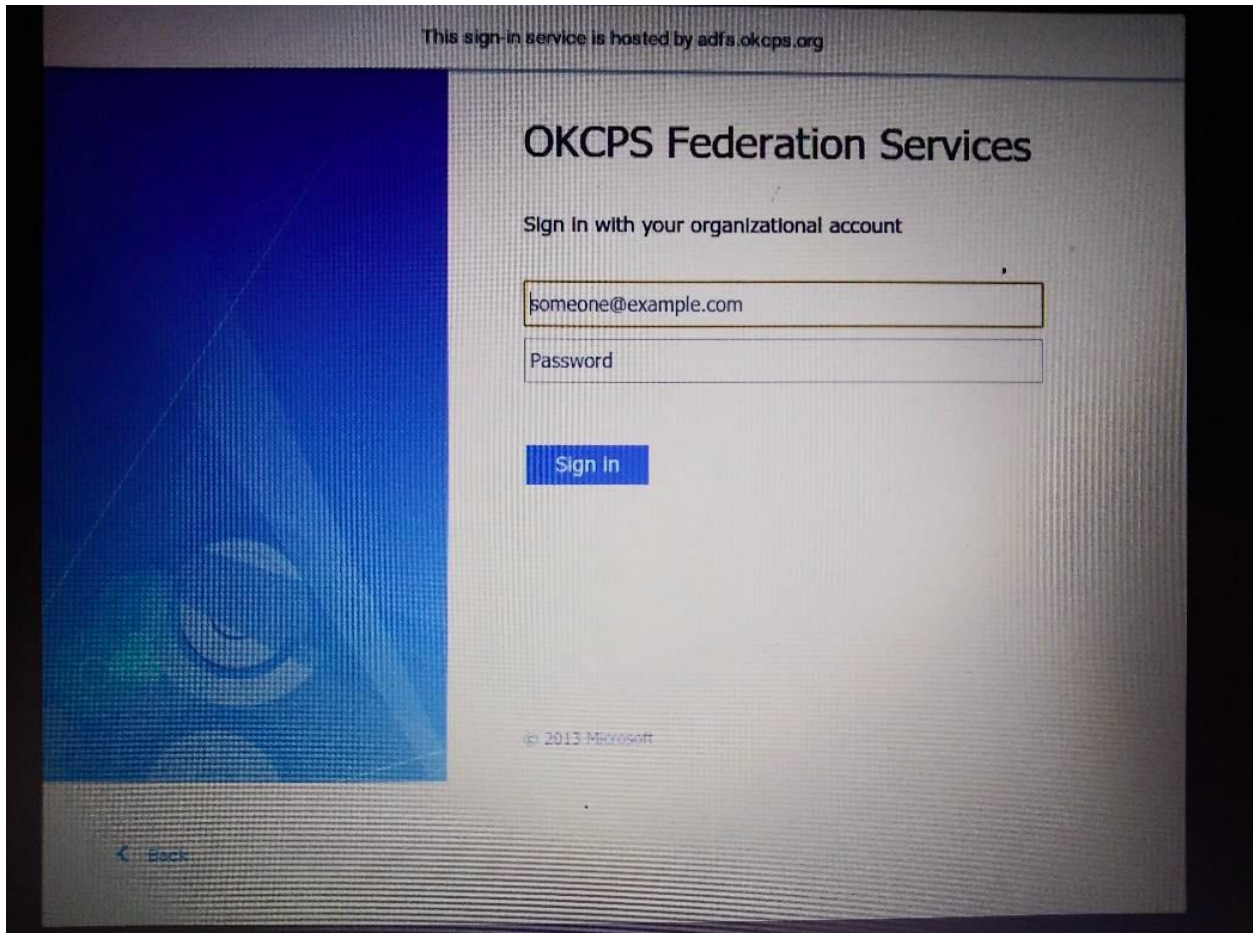
5. Type in your password.
6. For elementary students, the password is capital X, zero, followed by the ID number. IE: X0123456 .
7. You can now use the device.

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Steps for Connecting to the Mobile Hotspot

1. Power on devices and search for the SSID (Wi-Fi Name) of the hotspot (see step 2) in the list of available networks.
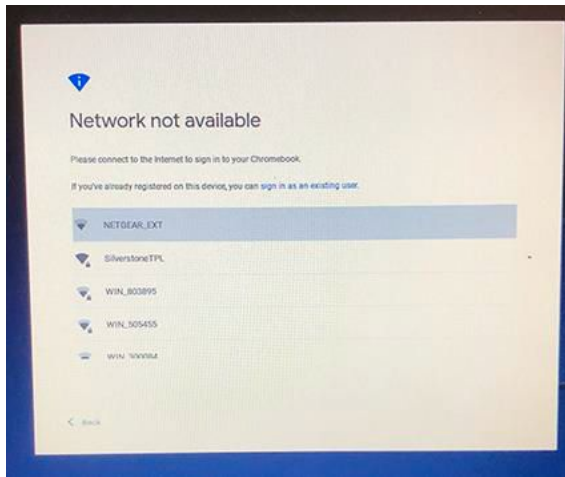
2. The SSID is located on the back of the hotspot, pictured below. The SSID and password are circled in red.
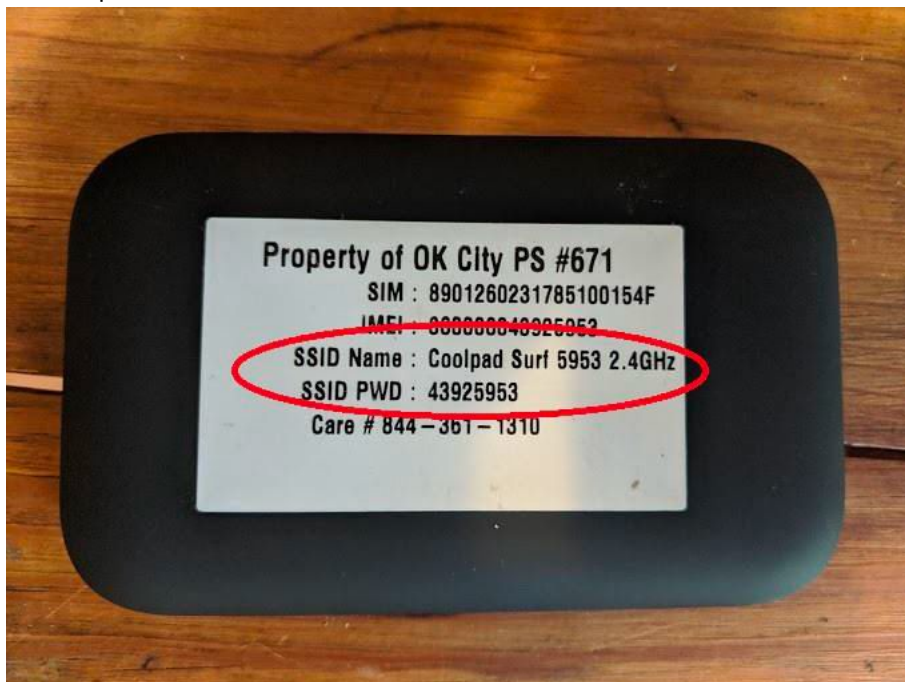
3. The first time you connect to the network, you will be prompted for a password unless your network is open, then it will connect automatically. For hotspots or password-secured networks, put in your password and click "Connect".
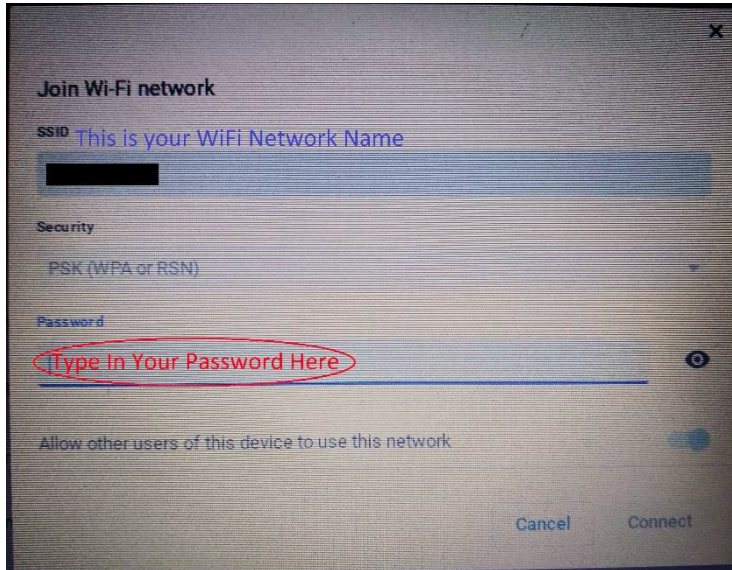
4. You should then see a box that says "OKCPS Federation Services". If it just buffers…click the "**Back**" button in the lower left hand corner > then on "**Next**" to refresh the page.
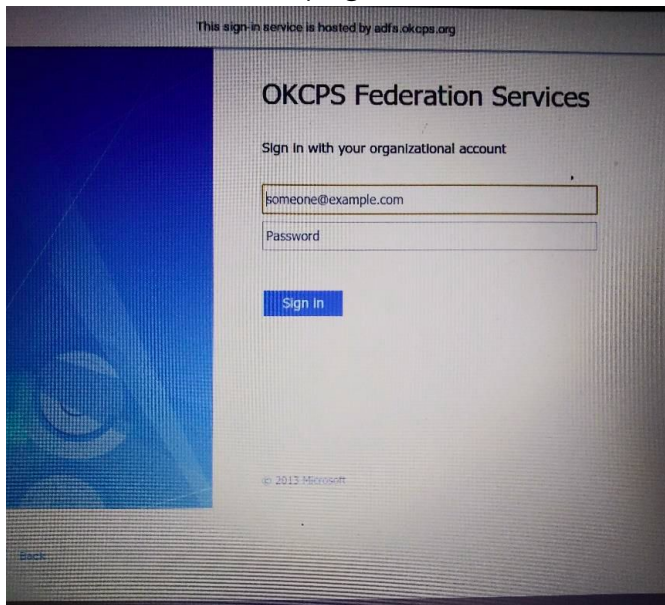
5. Type in your password. For elementary students, the password is capital X, zero, followed by the ID number. IE: X0123456
6. You can now use the device.

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How to Sign the Staff AUP

Open a web browser and go to ww.okcps.org

Click on the words "Staff Tools"

Click on the pink box that says "Staff AUP"

Click on the "here" link at the end of the sentence beneath **"Forgot Logonid / Password"**
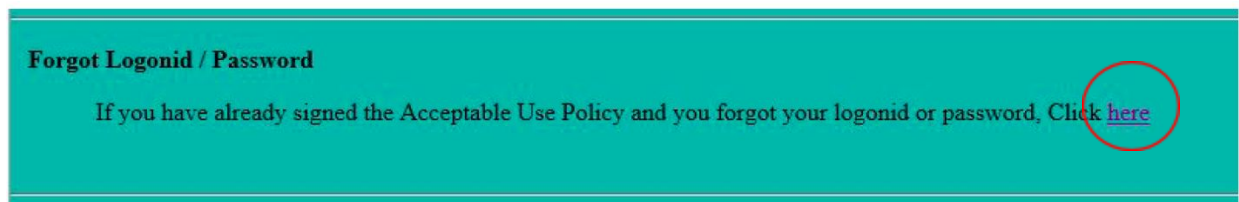
Make sure the drop-down box says "Employee"

Forgot Password

User Type: Employee ∨

Enter your last name

Enter Credentials

Last Name [   ]

Enter your employee ID number
NOTE YOU NEED TO ADD ZEROES IN FRONT OF YOUR EMPLOYEE ID NUMBER TO MAKE IT 8 DIGITS TOTAL

Use your unique 8 digit employee ID (add leading zeros if needed. Example: 000xxxxx)

Enter your Date of Birth in the format mm dd yyyy and hit "Submit"

Date of Birth [mm] [dd] [yyyy]

[Submit]

Enter your district username; this is the first part of your district email address and is commonly first initial, middle initial, then last name.

Please enter the following to proceed :

Enter Network LogonId : [   ]

Answer your secret question and hit "Submit." Please note that this field is case-sensitive. If you cannot remember the answer to your secret question please call the Helpdesk at 587-HELP

Secret Question :   *What is your wife's maiden name?*

Your Answer :

Click on the bubble next to "Type by User"

Type by User

Enter a new password, retype the new password and then hit "Submit." The new password must be at least 8 characters long and have 3 of 4 of the following:

      a. A capital letter
      b. A lowercase letter
      c. A number
      d. A special symbol from the choices ! @ # $ % &

Type New Password :

Re-type New Password :

Submit

Please allow 5-15 minutes for the password to sync with our servers before you attempt to log in again.

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No Audio From Presentation Mode During Google Meet or Hangouts

Steps to try when students cannot hear the audio from a presentation in Google Meets or Hangouts when the presenter is using a Windows PC.
These steps apply only to the presenter using a Windows machine.

1. In Windows, go to the start menu and find the settings icon or type in the search bar "settings".
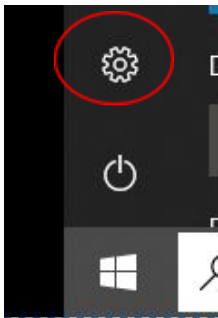
2. In the settings window go to "System"
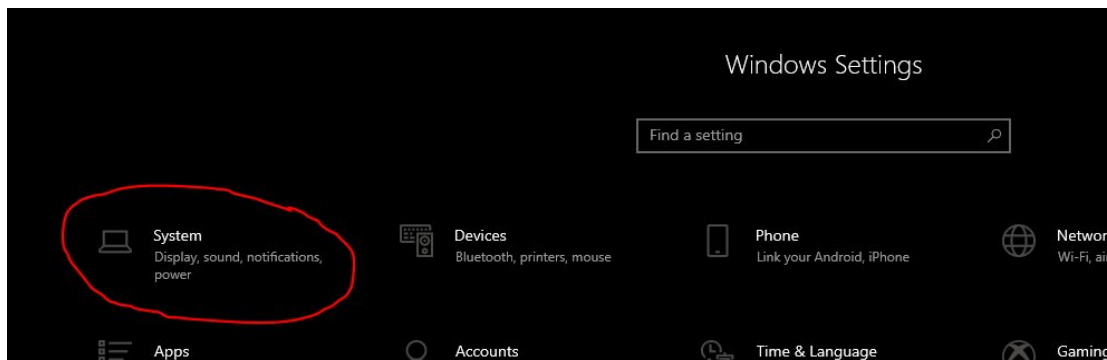
3. Under the system menu, go to sound.
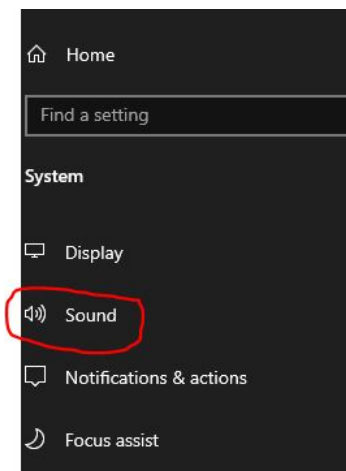
4. Go to the "Input" section in the sound settings and click on "Manage sound Devices".
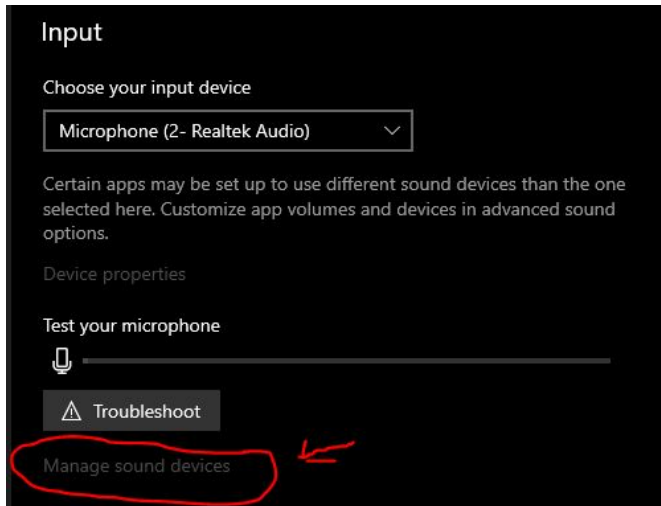
5. In the list of output and input devices, go to the bottom where it says "stereo Mix". Click on stereo mix and click on "Enable" when the option appears.

6. The audio should now work in presentation mode.

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How to Login to Your District Gmail Account

1. Open the Gmail login site.
    a. Go to either www.gmail.com in your device's web browser **OR**
        i. Go to www.okcps.org
            1. Click on staff tools
            2. Click on the Gmail icon (white envelope with Red M)
2. Enter your OKCPS email address. In the text field, type in your email address username@okcps.org
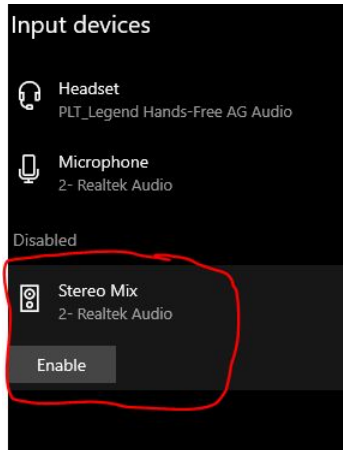   a. Be sure to use the @okcps.org after your username
    b. In some instances when using a district owned device and/or while on the school network, it may or may not remember your credentials.
    c. Click on either next or sign in
3. If you are NOT on the district network or you are using a personal device, after typing in your email address and clicking on next, you will see an OKCPS Federation Services page.
    a. Retype your email address again with the @okcps.org after your username. It may or may not be saved in your device and automatically filled in for you.
    b. Type in your district password
    c. Click sign in
    d. You will be asked by Google to verify that it's you. If so click on continue. You should now see your email inbox.

IF it keeps trying to sign into a previously signed in account (like a personal Gmail or another user's OKCPS email), you need to clear your browser history.

To clear the browser history, you need to first determine which browser you are using.
For Google Chrome: https://support.google.com
For Internet Explorer: https://support.microsoft.com
For Firefox: https://support.mozilla.org
For Microsoft Edge: https://support.microsoft.com

Connect Email to Mobile Device

OKCPS or IT Client Services are not responsible for personal devices and are not liable for any issues that may happen while connecting to your district email. We do not troubleshoot personal devices.

Here links to use as a reference for your device:
Apple Devices: https://support.google.com/iOS
Android Devices: https://support.google.com/Android
General Sign in help from Google: https://support.google.com/mail
Help for synchronizing Gmail account: https://support.google.com

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