

HP Intelligent Management Center (IMC):

<http://aps-hpimc.apsk12.org:8080/imc/>

Cisco Meraki:

https://n155.meraki.com/login/dashboard_login?go=%2FBNCH%2Fn%2F939b0bBc%2Fmanage%2Fdashboard&sh=155

User Name: itserviceteam@atlanta.k12.ga.us

Password: Supp0rtS3rv1c3s

This is the link to the access point you are currently using:

my.meraki.com/#connection

SharePoint link:

<https://portal.apsk12.org/sites/APSDocCenter/IT/supportservices/Pages/Home.aspx>

Nimbus:

For any aps employee that requests a link to Nimbus, it is below

Using preferably google chrome, www.atlantapublicschools.us/support

A link to show a video on how to create a ticket with Nimbus is

<http://www.atlantapublicschools.us/Page/48729> select report an issue

ADMIN usernames and passwords:

User name under the apsmaster domain is: .\maintenance

Use the **LAPS** platform to find out what the updated password is:

<http://aps-tabappprd/#/signin?redirect=%2Fviews%2FITechs%2Flookup%3F:iid%3D1>

If the PC has been off of the network or domain for a long time, one of the following Legacy passwords may work.

Password: St@rg@t3_123

Password: 2BR3m0v3d

For a Mac the user name is maintenance with either **2BR3m0v3d** or **apsimage80** as the password

Domain and WIFI info:

Domain info for the APSMASTER domain is **apsk12.org**

Domain info for the STUDENT domain is **student.apsk12.org**

Wireless@APS connection user name is **apsuser** with the password of **Training1**

iMacLab wireless connection password is **@nApp13ADay**

Network Drives:

Location to find the data on servers are amongst the path of [\\nasbrewer\v\tech](#)

Example: to reactivate Windows 7 you would go to [\\nasbrewer\v](#) and right click on the ActivateWin7.cmd to run as an admin to reactivate Windows which you may be using quite often

Location to download APS images [\\10.90.12.22](#)

Path to access data server for Principals is [\\aps-rpasrv](#)

Map a client to the Xerox copiers [\\aps-ptsrvprod1](#)

Microsoft Office install executable files and forms are located on [\\10.90.12.189](#)

The steps to install Lawson add-ins is listed below

Start, search [\\nasbrewer\v\Lawson\MOA_09000301908895.exe](#), right click and run as administrator
Left click on the drop down arrow for Query Wizard as well as Upload Wizard and click on This feature & all subfeatures
Click next and Install
Click on c:\program files\Lawson Software\Office Add-ins
Double left click on ExcelDrill.xla and click on the enable macros option
Double left click on QueryWizard.xla and click on the enable macros option
Double left click on XLUploadWiz.xla and click on the enable macros option

Kronos:

To configure Kronos Clocks without a maintenance card simply hit (CLEAR) twice before typing in the code of 6178903232.

Activ Inspire Activation:

Username: aps user

Organization: APS

Serial: 00168004472857243723

Xpress Activation:

Key: 61523467

Password: XP246813

Accessing Genesis/BOXLIGHT Support:

There are multiple ways of contacting Genesis/BOXLIGHT support.

1. **Live Chat** | <https://mimio.boxlight.com/>
2. **Email** | Projectors, Interactive Displays, Labdisc, and Mounts and Carts: service@boxlight.com
Software, and all other Mimio Classroom Devices: techsupport@mimio.com
3. **Online** | <https://mimio.boxlight.com/technical-support/>
4. **Phone** | (866) 972-1549 x 2 Follow the prompts depending on the product...

1...Software

2...Interactive Displays, Labdisc, Projectors

3...MimioTeach, MimioView, MimioCapture, MimioVote, MimioBoard

4...All other products

If you don't get someone live immediately PLEASE LEAVE A VOICEMAIL stating your name, contact info, school name, room number, problem description.

Chromebooks:

For Chromebook configuration issues, consult Herb Washington at ext. 3826

To perform a **power wash**:

1. Turn off the device and remove from AC power.
2. Remove the battery for 5 seconds and then reinsert it.
3. While the device is still off hold **Esc** +  + **Power**. After a few seconds, the screen will display a yellow exclamation point (!).

*If **Forced re-enrollment** is enabled for the device you are attempting to wipe, you will see a note that **developer mode is blocked**. This shortened wipe process will still allow for re-enrollment when it automatically reboots into verified mode.*

4. Press **Ctrl + D** to begin dev mode, then **Enter**. The screen displays a red exclamation point.
5. Press **Enter**. The Chromebook deletes its local data, returning to its initial state. The deletion takes approximately 15 minutes.
6. When the transition completes, press the spacebar, then press **Enter** to return to verified mode.
7. Enroll the Chromebook before signing in to it.

Apple and Lenovo Ordering/Purchasing Process:

Below are the steps to the IT hardware ordering process along with Apple and ProSys website registration directions.

How the ordering process works...

1. Get a Quote
2. Print Quote
3. Submit Requisition
4. Track your Order

Apple: <http://goo.gl/Vf8XLm>

Step 1: Click register under “New Customers”

Step 2: Follow the registration steps and fill all the required fields, click “Submit”. Click the “Close” button when you receive the confirmation, you will also receive a confirmation email.

Step 3: Click “Sign In” and enter your Apple ID and password.

Prosys (Windows & Chrome products): <http://www.IThardware.apsk12.org>

Step 1: Click “Register Now” and enter the APS Registration Code (39sc6J95Fy)

Step 2: Click “I am not a robot”, answer the security questions then click “Verify”, then “Next”

Step 3: Fill the required fields then click “Register”

Step 4: You will receive a welcome email with your username and a link to set your password.

Apple Vendor #: 10316

Prosys Vendor #: 26394

Other useful information:

The data to look for when backing up a clients data is the desktop, downloads, favorites, my documents, music, videos folder and search for *.pst files to retrieve all archived files for Outlook.

Ninite.com is the website to download multiple applications at once. Examples such as Google Chrome, Firefox, Silverlight, Java, .NET. This will save you a lot of time

Network issues... contact the NOC at 404-802-1200

- Brett Hammons direct extension: 2101

Wireless issues contact Wesley Swanson at ext. 2136 or Ego Ajiero at ext. 2521

Telecom contacts:

- Thomas Cox – ext. 2104
- Haaziq Shabazz – ext. 2108

Warehouse 404-802-3723

The address for the warehouse to pick up parts is 1631 Lafrance Street NE, Atlanta GA 30307

Advanced Apple Support...contact Tim Britt at ext. 2728

***Mac Users follow these instructions to connect to servers:

In "Finder" click "Go" and then select "Connect to Server" (Shortcut is: Command K)



In the Server Address box you must type smb:// before you type nasbrewer, image drive IP, etc. Next...Click Connect.

