



Welcome to Gratiot-Isabella RESD!

Password Tips

As a GIRESD employee, you are required to keep all login credentials secure.

- Do **not** share passwords with anyone, including other staff, family or substitutes
- Do **not** write passwords down
- Use unique passwords for each service

Tips for creating more secure passwords:

- **Longer** passwords are more important than complicated
- Use a song title, lyric, line from a movie or book so it is **easier to remember**
- Create a short sentence with spaces, capital letters, and punctuation

Gratiot-Isabella RESD Network/Computer Login

Note: All GIRESD employees are required to adhere to the terms of the [GIRESD Acceptable Use Policy](#)

Your computer login (email address) and password will provide access to your computer as well as your Microsoft account.

To reset your Network/Computer Password:

- While logged into your computer, press the **CTRL + ALT + DELETE** buttons at the same time.
- Click "**Change a Password**".
- Enter your **current password** into the "Old Password" box.
- Enter your **new password** in the "New Password" box.
- Then, **confirm** your new password.
- Press **Enter** or click the **arrow** on the right side of the "confirm password" box.

Gratiot-Isabella RESD Gmail Login

To log into your GMail account:


- Go to: [gmail.com](https://www.gmail.com)
- Login using your email address and password.
 - Upon logging into your email account for the first time, you should be prompted to enroll in 2-Step Verification (MFA), please follow the instructions to do so. Failure to complete MFA setup will lock you out of your account.

- GIRESD supports several Google services beyond email. Once logged into GMail, click the “waffle” (or 9-dot square) in the upper right  to explore.

To reset your Gmail Password:

- Open **browser**
- Login to: gmail.com
- In the upper right, click the icon that identifies you (either a photo or initial)
- Click “**Manage Your Google Account**”
- On the left, click “**Security**”
- Scroll down to the “**Signing in to Google**” section
- Click “**Password**”
- Use your current password to **log back in** if prompted
- Enter a **new password**
- **Confirm** new password
- Click “**Change Password**” button

To set Gmail Out of Office Message:

- Open **browser**
- Login to: gmail.com
- Click the **cog wheel/gear**  in the upper right corner
- Choose **See all Settings**
- In the Settings panel, verify you are in the **General tab** at the top
- Scroll down to the **Vacation Responder** section near the bottom
- Choose “**Vacation Responder On**”
- Fill in the **dates, subject, and message**
 - You can choose to check “Only Send to People in My Contacts”, “Only Send to People in Gratiot-Isabella Schools”, or you don’t have to check either of these and it will go to anyone that emails you. If you choose not to check one of these, be aware that your “out of office message” could be sent to someone sending spam as well.
- Click **Save Changes**

Enroll in Google 2-Step Verification

If Google 2-Step was enforced on your account prior to first login, you should receive a prompt asking you to enroll upon the first login.

- Click the **Enroll** button.
- Re-enter your **Google password** when prompted.
- Enter your **mobile number** in the “What phone number do you want to use?” field.
- **Be sure to use a mobile number because future verifications could prompt you wherever you log into your Google account.*
- Choose either to receive the codes via **text message** or **phone call**.
- Click **Next**.
- **Enter code** that you should have received via text. (You will also need to enter the “G-“ from that code.)
- Click **Turn On**.

To change preferred method of verification:

- After getting enrolled, **open browser**
- Login to: gmail.com
- In the upper right, click the icon that identifies you (either a photo or initial)
- Click “**Manage Your Google Account**”

- On the left, click “**Security**”
- Scroll down to the “**Signing in to Google**” section
- Click “**2-Step Verification**”, about half way down
- **Sign** back into your work Google account when prompted
- Choose “**Google Prompts**” or “**Authenticator App**”
 - (Google Prompts - You will receive prompts to confirm on phone, but need to be logged into Google Work account on phone first.)
 - (Authenticator App – A secondary app is required which allows you to utilize random codes).

NOTE: The “Backup Codes” option is recommended only for limited use and the “Security Key” option requires additional hardware.

Verify Google 2-Step Verification

For security reasons, Gratiot-Isabella RESD is requiring users with work Google accounts to be enrolled in Google 2-Step Verification (MFA).


To verify that you are enrolled:

- **Open browser**
- Login to: gmail.com
- In the upper right, click the profile icon that identifies you (either a photo or initial)
- Click “**Manage Your Google Account**”
- On the left, click “**Security**”
- Scroll down to the “**Signing in to Google**” section
- Click “**2-Step Verification**”, about half way down
- **Sign** back into your work Google account when prompted
- Verify it shows “**On**” next to “**2-Step Verification**”

Synchronization of Chrome Browser

For several reasons, it is beneficial to enable sync in the Chrome browser and sync it with your work Gmail account. There are a few programs that depend on this synchronization to work properly, but you should also be able to sync things like bookmarks, history, browser settings, etc. on all of your devices.

To enable synchronization of the Chrome browser:

- Upon first login, **open Chrome browser**
- In the **upper right**, you will notice two **profile icons** that identify you (either a photo or initial)
- Click the **profile icon** that is at the **very top**
- Sign into your **Google work account**
- Click **Turn On Sync**
- Click **Turn On**
- Click the **Google Drive** icon from the Google “**waffle**” (or 9-dot square) in the upper right of the browser  to **complete the syncing process**

Gratiot-Isabella RESD Technology Help Desk

The Technology Department provides a Help Desk system for users to enter Help Desk tickets for Technology Support.

- Go to: helpdesk.giresd.net

- Login using your work **email address** and **password**
- Once logged in, you should be at the “**Help Request**” page where you can **create a ticket**.
- Another option for creating a ticket is to simply **send an email** to: helpdesk@giresd.net In the Subject field, enter a summary of your issue/request. In the Body of the email, enter the details of your issue/request. Click Send.
- Once your ticket has been submitted, a Technician (typically the Technician for your district – Frank Taeter) will contact you back as soon as they can



Company Portal

The “Company Portal” is an application installed on your computer. It allows you to install several, useful pre-approved programs

- Click the **Start** button in the lower left of your computer screen
- Start typing “**Company Portal**”
- After a few typed letters it will appear at the top of the Start menu
- Open the **Company Portal**
- Click the **program** you would like and click **install** to start the process

District Printers/Copiers

The majority of the printers available will be available within a program called PrinterLogic which will already be installed on your computer

- In the **lower right corner** next to the clock, **right-click** on the **PrinterLogic** icon 
- Choose **Add Printer** from the menu that appears
- A **new tab** will appear in your browser
- By default, you may be logged in with your network account: **GIRESD\username** if so, you need to “**Sign out**” and log in with your **GIRESD work email account**
- To sign out and re-sign in with your email account, click on the **user icon** next to the Menu in the upper-right:  **Menu** ▾
- You will now see all of the **printers** you have permission to add listed under the different locations and buildings
- Click the **location**
- Click the **printer**
- Choose **Install Printer**

KnowBe4 Cybersecurity Training

Gratiot-Isabella RESD provides periodic cybersecurity training from KnowBe4.

- You will receive occasional emails from **KnowBe4** asking you to complete various training modules
- When you do, go to: training.knowbe4.com to complete the assigned module
- Log into **KnowBe4** using your **GIRESD work email account**. (The system is already set up for single sign-on, so if you are already logged into your work Google account, all you need to do is to enter your GIRESD email account.)


Phish Alert Button (orange phish hook)

If you receive a **suspicious email** or any email you don't completely trust, you are urged to either mark it as "spam" or submit it for review using the "**orange phish hook**".

Tips for spotting suspicious emails:

- Bad grammar, spelling mistakes or generally unprofessional graphics or formatting
- Contains links to unrelated or unfamiliar websites
- Requests personal information or login/password
- The email is from someone you've never corresponded with or from an unfamiliar address
- Creates a sense of urgency or even panic
- Contains a suspicious attachment

Dealing with suspicious emails:

- Do **NOT** click anything in a suspicious email
- Click the orange phish hook  in the GMail toolbar to submit it for review
- Note: clicking the phish hook will remove the suspicious email from your Inbox and submit it for review by the Tech Dept
- Note: if you do not have the phish hook, forward the email to: report-phish@giresd.net
- ***If the message is spam - that is, it does not ask you for any information or contains no links or attachments - you should simply mark it as "spam" within GMail***
- If the Tech Dept determines that the message you reported is legitimate, you will receive the message back
- If it was not legitimate, reporting it was the correct thing to do. Thank you!

Saving/Storing Files

You should **not** save files to your local computer. This includes storing them on your Desktop, in your My Documents, My Pictures, on your C: drive or etc. If you do save files to your local computer, they will not be backed up and if your computer's hardware fails, is lost or stolen, those files will be unrecoverable. Instead, you should store your files in **Google Drive** under your Google account (drive.google.com). This will ensure that your documents are being backed up. You may also save them to your personal GIRESD network storage drive, usually labeled **P:**

*NOTE: There are file retention requirements imposed by the state. If you are unfamiliar with these requirements (rules vary based on content), please reach out to your Supervisor and/or visit: <https://www.michigan.gov/dtmb/services/recordsmanagement/schedules>.

Accessing Google Drive

Google Drive can be accessed via the waffle in the upper right of your Google account or by going directly to: drive.google.com.

Save your own files under "**My Drive**" in Google Drive.

Save files to be shared with others under "**Shared Drives**".

By default, you should have Google Drive Sync installed on your laptop or desktop which creates a **G:** drive under My Computer on your local computer. By saving to this G: drive>My Drive, it will automatically sync to Google Drive for backup.

Phone System

Our Mitel Phone system has many features. Included here are some directions for using these features including setting up your voicemail.

MITEL 5330e IP PHONE



- | | |
|---------------------------------|---------------------|
| 1 Display | Speaker |
| 2 Ring/Message Indicator | Mute |
| 3 Volume, Speaker/Mute Controls | Menu |
| 4 Fixed Function Keys | Cancel |
| 5 Keypad | Redial |
| 6 Page Navigation Keys | Hold |
| 7 Personal Keys | Transfer/Conference |
| 8 Speaker | Message |
| 9 Handset | |

¹ Brightness Control is available on kiosk/it display models only.

NOTE: For more information about other features and applications on your 5330e IP Phone, refer to *5330e/5340e IP Phone User Guide* located at www.mitel.com, or contact your Administrator.

Make a Call

- 1 Lift the handset OR
- 2 Press .
- 3 Dial the number OR
- 4 Press a **Speed Call** key OR
- 5 Press OR
- 6 Dial the prefix for external calls (e.g. 0) and the number.

Answer a Call

- 1 Lift the handset OR
- 2 Press , and begin speaking.

End a Call

- 1 Press OR
- 2 Replace the handset.

Place a Call on Hold

- 1 Press . The line key flashes.
- 2 Replace the handset if necessary.

Retrieve a Call from Hold

- 1 Lift the handset OR
- 2 Press .
- 3 Press the flashing line key.

Retrieve a Message

- 1 Press . It flashes when a message is waiting.
Follow the voice mail prompts to retrieve your message.

Transfer a Call

- 1 Press .
- 2 Dial the number. Wait for an answer.
Hang up OR announce the transfer and then hang up.

Conference a Call

- 1 Press .
- 2 Dial the number. Wait for an answer.
- 3 Press .

Program a Speed Call

- 1 Press **Menu** OR .
- 2 Press **Settings**.
- 3 Press **Programmable Keys**.
- 4 Press the key you wish to program.
- 5 Press **Speed Call**.
- 6 Press **Edit Label** and enter the label for the Speed Call.
- 7 Press **Save**.
- 8 Press **Edit Number** and enter the phone number for the Speed Call.
- 9 Press **Save**, and then press **Save** again.
- 10 Press **Close** and then press **Close** again.

Adjust Volume Levels

Adjust ringer volume while the phone is ringing.
Adjust handset or speaker volume while using the handset or speaker.

- 1 Press repeatedly to raise the volume OR repeatedly to lower the volume.
- 2 Press to mute your microphone.



Mitel (design) is a registered trademark of Mitel Networks Corporation. All other products and services are the trademarks of their respective holders. © 2012, Mitel Networks Corporation. All rights reserved.

Recording Name and Greeting

- From your **desk phone**, just press the regular **voicemail** key
- When it states your name, **quickly press the * (star) key** and then it will ask you to enter a **mailbox number**. You can then proceed with the following steps:
- You should hear, **“Please enter a mailbox number or wait.”**
- Enter your **extension**.
- When **greeting starts**, press *** (star)**.
- Enter **passcode**.
- If you **wait**, an **automated system** will start presenting your options such as “press **7** to play the first saved message”
- If you **wait a bit longer**, you will get **additional options** and you can press **8** to change **User Options** where you should be able to **change your greeting**.
 - 4 – to change **Greeting**
 - 6 – to change **Name**