



FAQs

MWtech Support – mwtech@gsgis.k12.va.us | Ext. 1130 | RM 113

Ms. Deborah Snagg, Technology Assistant, dsnagg@gsgis.k12.va.us | Ext. 1141 | RM 113/114

MWtech Support (client accounts, A/V and devices, software and applications, service and repairs)

Mr. David Bortz, Chief Technology Officer, dwbortz@gsgis.k12.va.us | Ext. 1140 | room 114

Data Center, Network, and Enterprise Application & System Administration, Planning & Procurement

1. Where are the computer labs in the school?

- a. Library
 - i. OPEN 7:45am-4:30pm and during most blocks
 - ii. 11 Windows desktop computers,
 - iii. Student printer
- b. Commons
 - i. OPEN 7:45am-5:00pm
 - ii. 4 Windows desktop computers
 - iii. Student Printer
 - iv. Student Copier/Scanner
- c. Room 121
 - i. Open 7:45-8:45am and 3:15-4:30pm
 - ii. Limited availability during the day; check posted schedule
 - iii. 16 iMac Apple computers
 - iv. Printer
- d. Room 123
 - i. OPEN 7:45-8:45am and 3:15-4:30pm
 - ii. Limited availability during the day; check posted schedule
 - iii. 24 Windows desktop computers
 - iv. Student printer
- e. Room 318
 - i. OPEN 7:45-8:45am and 3:15-4:30pm
 - ii. Limited availability during the day; check posted schedule
 - iii. 20 Windows desktop computers
 - iv. Student printer

2. **May I connect my own computer school's wireless network?** Yes! Personal laptops (BYOD) are allowed. Search for 'MLWGSWireless', click connect, and accept the terms of use listed on the captive portal.
3. **What is Google Drive? Microsoft OneDrive?**
 - a. Your Google Suite account provides access to Google Drive, a cloud application for storage and collaboration.
 - b. Your Microsoft 365 account provides access to your school email, OneDrive cloud storage and Office applications.
4. **We have a Google Suite account at MLWGS, but I can't find the e-mail option. Where is it?**

The Google account provided by MLWGS does not come with an e-mail account. (You have been provided with a email account through Microsoft Office 365). See Ms. Snagg in room 113 if you need help accessing your account.
5. **Who do I ask if I have an issue with any of my school student accounts (school computer, Office365/Email, GoogleDrive, PowerSchool, Schoology)?** – see Ms. Snagg in room 113.
6. **How do I print at MLWGS?**
 - a. See Item #1 above for the location of Student Printers and Copier.
7. **What is this Office 365 everyone keeps talking about?**– As a student at MLWGS, you have licensed access to Microsoft Office products (Word, PowerPoint, Excel, OneDrive, Calendar, OneNote, etc.) Remember: you can download Office applications on up to 5 devices!
8. **How do I make copies of work for my classes?** – There is a student copier located in the Commons (first floor). Remember: Use the copier...don't print multiple copies to the printers. Need help? Contact Ms. Snagg in room 113.
9. **I can never remember the internet addresses for PowerSchool and Schoology Is there one place I can access both of them?** Yes! Go to www.mlwgs.com. Along with the school calendar, director's blog, and other-related info, you'll find links to both PowerSchool and Schoology at the bottom of the main page.