



Technology Support for Students

FAQs

Email | techsupport@gsgis.k12.va.us | RM 114

Phone: (804) 354-6800 Extension 1140 or 1141

Ms. Deborah Snagg, Technology Assistant | Ext. 1141 | RM 114

Tech Support (Client accounts/applications, Audio/Visual, Google Workspace, Office365, device repairs)

Mrs. Lisa Hannah-Gordon, System Support Specialist | Ext. 1140 | RM 114

Tech Support (Client accounts/applications, PowerSchool and Schoology, Office365, device repairs)

1. **Where are the computer labs in the school?**

- a. Library
 - i. OPEN 7:45am-4:30pm and during most blocks
 - ii. [5] Windows Desktop computers,
 - iii. Student printer
- b. Commons
 - i. OPEN 7:45am-6:00pm
 - ii. [4] Windows Desktop computers
 - iii. Student Printer/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 by classroom door
 - iii. [15] iMac Apple computers with Adobe Creative Suite software
 - 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 by classroom door
 - iii. [24] Windows desktop computers
 - iv. Student printer
- e. Room 318
 - i. OPEN 7:45-8:45am and 3:15-4:30pm
 - ii. [22] Windows Desktop computers
 - iii. Student printer

2. **May I connect my own computer school's wireless network?** Yes! Personal laptops (*Bring Your Own Device*) are allowed. Search for **Walker WiFi**, enter your Access Key (provided at Freshmen

Orientation), click connect. Follow the Captive Portal process to connect your laptop you're your school email account. NOTE: Your personal smartphone should use **Dragon Guest**, access key is **Afte1mage**

3. **What is Google Workspace? Microsoft OneDrive?**
 - a. Your Google Suite account provides access to Google Workspace, 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 Gmail option. Where is it?**

The Google account provided by MLWGS does not come with a Gmail account. (You have been provided with an Outlook email account through Microsoft Office 365).
5. **Who do I ask if I have an issue with any of my school student accounts (school computer, Office365/Email, Google Workspace, PowerSchool, Schoology)?** – MWtech Support in room 114.
6. **How do I print at MLWGS?**
 - a. See Item #1 above for the location of Student Printers and Copiers/Scanners.
7. **What is this Office365 everyone keeps talking about?** – As a student at MLWGS, you have licensed access to Microsoft Office365 Apps (Word, PowerPoint, Excel, OneDrive, Calendar, OneNote, etc.) Remember: you can download Office365 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 MWtech Support in room 114.
9. **I can never remember the Internet addresses for PowerSchool and Schoology. Is there one place I can access both?** Yes! Go to www.mlwgs.com. Along with the school calendar, director's blog, and other important information, you will find links to both PowerSchool and Schoology in the **Student** menu.
10. **I need the loan of a laptop for a day/week/month/school year. How do I request one?** – MWtech Support in room 114.
11. **I need the loan of a Kajeet SmartSpot to access the Internet from my home. How do I request one?** – MWtech Support in room 114.