WORKCARDS

Here you will find proposals for creating an efficient technical support team at school. Explore materials and use the most convenient ones to empower your everyday tasks.

01 Know your school’s frequent issues.

Create a proposal and generate a case study that allows you to get deeper into the frequent issues the people from your school have to face. Here we offer you possible questions to ask.

- Name (optional): 
- Course: 
- Teacher 
- Student

1. Do you find problems when using your school’s PCs?
   - Always
   - Frequently
   - Few times
   - Never

2. What is the most frequent kind of issue?
   - I do not know how to use the PC
   - The PC doesn’t respond and gives error messages
   - The keyboard or the mouse does not work correctly
   - The PC is very slow
   - The PC is very noisy

3. Would you like to learn how to better use the technologies?
   - Yes
   - No
Organize your technical support team's availability!

To enable a better organization, state who will be at school according to days and time in order to provide assistance and technical support to students and teachers. Upon the creation of this chart, you will be able to inform the educational community when the technical support team is available, thus simplifying the communication when issues appear.
Cut or copy these pictures to make the technical support team's tasks friendlier and funnier.

This PC has been repaired by:

If you have PC issues, please contact:

This PC has been cleaned on:

This PC has been repaired by:

This PC has been cleaned on:

This PC has been repaired by:

This PC has been cleaned on:

This PC has been cleaned on:

This PC has been repaired by:

If you have PC issues, please contact:
# Technical support team's checklist

Use this card to diagnose PCs status and provide the information to other members of the team.

<table>
<thead>
<tr>
<th>Date</th>
<th>PC</th>
<th>TASK</th>
<th>REMARKS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>Go to Activity Center</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check Windows Update status</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check resource monitor</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Check accounting history</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>Execute a full PC scan</td>
<td></td>
</tr>
</tbody>
</table>
PC measures and rules for group use

Create a banner where you can state agreed measures and rules to foster the correct use of PCs at school. Here you can find examples about rules to be considered. Replicate them and add your rules.

WHEN USING PCs, WE MUST CONSIDER:

01 Turn off PCs in a secure way.

02 Check if there are pages before printing.

03 Disconnect devices securely.

04 Work with the PC hygienically, and remember to wash your hands and avoid consuming food and beverages.

05 Save jobs in organized folders.

06

07
Ideas and projects that can be boosted by the technical support team

With the acquired knowledge, your school’s technical support team can turn into a proactive example regarding the new information and communication technologies. Beyond the tasks related to PC prevention, maintenance and troubleshooting, the team can boost other activities that promote the correct use of PCs and empower learning and teaching tasks through technology.

Here you have some tips:

The school’s directory

It creates a database with interesting websites that can be used by school’s students and teachers. It would be great to state page categories, such as: online dictionaries, thematic encyclopaedias, online tutorials, websites to download illustrations, newspapers worldwide, etc. You can also subdivide items from the directory according to school’s curricular areas and ask for help to teachers from those areas.

Use the links you have gathered in this course to enrich your directory!

A blog for your class

Creating a blog for your class can leverage new technologies in an easy and friendly way. There you can post news about different subjects, keep a group diary, add significant websites, post the latest news and upload students’ pictures. There are multiple platforms and tools for creating a blog in the network, and these allow us to easily create entries and upload resources. The members of the technical support team can be determined as administrators to concentrate the writing of the class blog. Meanwhile, the other classmates will be able to make daily comments, boosting the data exchange through this group log book.
Learning materials on TICs

A way to allow the introduction of the new information and communication technologies at school is to develop resources that enable teenagers and teachers to learn how to use certain devices. So you can generate teaching guides that clearly and easily explain certain basic processes such as: How to print a document, how to turn off the PC securely, what to do in case you find a problem, how to prepare a slide presentation, how to create a spreadsheet. No matter how simple some aspects can be, you will find a classmate that is not so familiar with technology, so the materials you create will be very helpful. Think together with the technical support team about the best format for your school: you can create booklets or simple instructions guides, or you can also create a query website. Assess the needs of the school community and dare to produce learning materials for everyone.

Brief courses about specific subjects

Another way of positioning yourself as a technical support teacher at school is to organize brief courses about specific subjects that may allow to educate students and teachers. Together with your classmates, you can think about which contents can provide more PC tools to the school community in order to foster a better PC use, as regards physical maintenance and the introduction of new technologies to the teaching and learning processes. Those brief courses can be on-site or virtual and can be carried out by one or more members of the tech support team, according to each one’s availability and knowledge.

Think about how significant this initiative could be for the school!
Computing lab’s FAQs

FAQ means Frequently Asked Questions. Many websites have their own FAQs to anticipate to users’ potential doubts when exploring the page. Thus, questions that can arise in a specific context are easily and quickly solved, avoiding communication round-trips. In this sense, you can create a list of questions frequently asked by users when facing common issues or when using PCs at the computing lab. In this way, many simple problems could be fixed without the need to receive direct help from any of the tech support team’s members. To do that, you can help yourself with the contents of the course in order to prepare your school’s FAQs.

Technical Support Team’s Encyclopaedia

A way to build a knowledge system of the technical support team, including the previous knowledge or the one acquired after this course, is to create a kind of “encyclopedia”. One of the possibilities includes the use of a PC tool of Web 2.0, which is known as “wiki”: this enables a collaboration writing, so each member of the team will be able to help by making the group material available to everyone. It is an interesting way of producing useful materials to enrich the technical support task; it also can be an interesting resource when including new team members.
WEBSITES LINKS

2. An online dictionary of Latin regionalisms: http://www.tubabel.com/
3. Learn how to do a Podcast: http://www.podcastellano.es/como-hacer-podcast
4. One hint to convert magnitudes online: http://www.convertworld.com/es/
5. Photosynth: creates a 3D scenario with your photos http://photosynth.net/default.aspx
6. Send virtual cards with your music and photos: http://www.postcard.fm/
8. Explore these educational guides for small scientists: http://www.papalote.org.mx/papalotemuseo/guiaeducativa.html
10. Ask the crystal ball about your future: http://horoscopo.excite.es/sorpresas/bolacristal
11. Refer to these new technologies’ information graphics: http://www.consumer.es/tecnologia/infografias/?pagina=1
12. Take a virtual tour through Machu Picchu: http://www.mp360.com/
15. What do you have to do if there is an emergency situation at school or at home? http://www.rena.edu.ve/SegundaEtapa/ciudadania/indexEmer3.html
17. Create your word cloud immediately: http://www.wordle.net/
18. Know all the main Peruvian masters of art: http://www.losgrandesmaestros.com/index.html
19. Learn how to create professional booklets with Publisher http://office.microsoft.com/training/training.aspx?AssetID=RC102448623082
20. Create a logo 2.0 for your blog: http://web2.0stylr.com/stylr.aspx
22. Windows Live Messenger: more than a chat http://download.live.com/messenger

Appendixes
25. **Blogging can be easier with Windows Live Writer** [http://download.live.com/writer](http://download.live.com/writer)
27. **Learn about Pre Columbian Cultures**: [http://mod.precolombino.cl/mods/culturas/](http://mod.precolombino.cl/mods/culturas/)
29. **Build your domino and throw it down!** [http://www.drawminos.com/](http://www.drawminos.com/)
32. **Add a countdown to your site**: [http://www.countdown2zero.com/](http://www.countdown2zero.com/)
33. **Audiobooks: another way to get closer to literature. Listen to them**: [http://www.medellin.edu.co/sites/Educativo/Estudiantes/Noticias/Paginas/AudioLibros.aspx](http://www.medellin.edu.co/sites/Educativo/Estudiantes/Noticias/Paginas/AudioLibros.aspx)
34. **Explore narrative photos: a powerful audiovisual tool**
35. **Is the page down or is it you? Test it**: [http://estacaido.com/](http://estacaido.com/)
38. **Take your most amusing photo**: [http://www.loonapix.com/effecto](http://www.loonapix.com/effecto)
41. **Scrambled words? Check it out**: [http://readingtest.sytes.org/](http://readingtest.sytes.org/)
42. **Let’s play with grammar!** [http://cvc.cervantes.es/aula/pasatiempos/pasatiempos1/default.htm#01](http://cvc.cervantes.es/aula/pasatiempos/pasatiempos1/default.htm#01)
43. **Get organized with Windows Live: online calendars and diary** [http://calendar.live.com/](http://calendar.live.com/)
44. **Do you want to be Jackson Pollock? Make up your mind and paint like him**: [http://www.jacksonpollock.org/](http://www.jacksonpollock.org/)
45. Virtual trips: another way to see the world: www.eduteka.org/ViajesVirtuales1.php
47. What color will your children’s eyes be? Make the test: http://museum.thetech.org/ugenetics/eyeCalc/eyecalculator.html
48. How to write a piece of news? http://suscripciones.latercera.cl/medio/articulo/0,0,38035857_0_192971354,00.html
49. Access the world maps through Live Maps: http://maps.live.com/
50. Meet this unique clock: http://www.humanlock.com/clock.php
52. Learn playing at Gaming.net: http://www.microsoft-gaming.net/
53. Don’t fall asleep in front of the screen! Here is an online alarm clock: http://kukuklok.com/
56. Do you want to know from which countries is your blog visited? http://flagcounter.com/
59. Paint like Picasso in less than 5 minutes: http://www.mrpicassohead.com/
60. Use comics as a learning resource: http://www.leoloqueveo.org/comicweb/index.html
62. Outstanding effects for your photos: http://www.photofunia.com/
63. Get ready with these addition and subtraction exercises: http://www.pekegifs.com/pekemundo/sumas/sumas.htm
64. Try Office Live Workspace: http://workspace.officelive.com/?cloc=es-ar
65. Put your voice to written texts: http://www.readthewords.com/
67. A theme-visual dictionary to learn vocabulary: http://www.leoloqueveo.org/inicio.htm
69. Consult the online periodic table: http://www.ptable.com/
71. **A proposal to broaden vocabulary day after day**: [http://www.undiaunapalabra.com/](http://www.undiaunapalabra.com/)
73. **Let's form words with this online application!** [http://adhesiontext.com/](http://adhesiontext.com/)
75. **An educational video search engine** [http://www.educaguia.com/VIDEOSEDUCATIVOS/](http://www.educaguia.com/VIDEOSEDUCATIVOS/)
76. **Create your own photonovels**: [http://comiqs.com/index.html](http://comiqs.com/index.html)
77. **Consult the UNESCO Thesaurus**: [http://databases.unesco.org/thessp/](http://databases.unesco.org/thessp/)
78. **Find lots of drawings to print and color**: [http://www.dibujosparacolorear.info/](http://www.dibujosparacolorear.info/)
82. **Build an online family tree**: [http://www.miparentela.com/](http://www.miparentela.com/)
SELF-ASSESSMENT

Correct Answers

Chapter 2  Chapter 5  Chapter 8
1. b  1. b  1. c
2. a  2. c  2. b
3. c  3. b  3. b
4. c  4. c  4. c
5. b  5. a  5. a
6. b  6. c  6. c
7. a,b,c 7. b  7. b
8. a,c 8. a  8. a
9. b  9. a,c 9. b
10. b  10. b  10. a

Chapter 3  Chapter 6  Chapter 9
1. b  1. b  1. b
2. c  2. c  2. c
3. a  3. a  3. b
4. a  4. b  4. c
5. c  5. c  5. a
6. c  6. a  6. c
7. a  7. b  7. b
8. b  8. a  8. c
9. b  9. b  9. b
10. c  10. b  10. a

Chapter 4  Chapter 7  Chapter 10
1. b  1. c  1. b
2. b  2. b  2. b
3. a  3. b  3. b
4. b  4. b  4. b
5. a  5. a  5. a
6. b  6. c  6. c
7. c  7. a  7. c
8. a  8. a  8. a
9. b  9. a  9. b
10. a  10. b  10. a

GAMES

Solutions

HARDWARE
This is the area that refers to PC's physical devices.

SECURITY
It involves issues related to data protection and the system in general.

NETS
It deals with problems related to Internet or shared resources between different PCs.

OPERATING SYSTEM
It refers to issues related to a PC's main program.

SOFTWARE
This is the main program of the PC.

TECHNOLOGIES
It refers to the area that refers to PC's main program.

INPUT:

OUTPUT:
speakers – monitor – printer – USB pen drive

Appendixes
Mariel is a fourth-grade student. She just uses her PC to do the homework sent by her teacher.

Alexis is painting with watercolors, but he is researching about new forms of digital art. He has been a member of the technical support team for over a year.

Laura loves literature. She teaches at school and sometimes prepares teaching resources in the PC.

John teaches Physical Education at school. Sometimes, he goes to the computing lab to check his email account before leaving.

James teaches IT and collaborates with the school’s help desk explaining the students the technical knowledge they need to know.
A-Z GLOSSARY

**Accelerometer:**
An accelerometer is a movement sensor included in some technological devices. This element allows the screen image to suit the user's device position.

**Administrator:**
As regards user accounts, the Administrator can make changes in a PC and these will affect other PC users.

**Ride-over capacity:**
A device's functioning capacity, without being connected to a direct power source.

**Booteable:**
It refers to the part of a drive where information necessary for the operating system startup is kept.

**UTP Cable:**
Is a type of cable to send bits (data) from one point to another. It is made up of copper conductors insulated by paper or plastic and twisted in pairs, which help to reduce noise and interference.

**Internet Explorer Add-ons:**
Add-ons add certain features to the browser, such as additional toolbars, customized mouse pointers, pop-ups blockers, etc.

**Hub:**
A hub is an active element used to join all PCs in one network. Its function is to translate the requests of each device and route them accordingly.

**Configuration:**
Configuration is a group of data that determines the value of some program's variables. These options are generally uploaded at the beginning. If the configuration hasn't been already specified by the user (customized), the program or system will start the default configuration.

**Password:**
A set of characters created by the users that enables them to safely interact with the PC.

**Domain:**
Advanced configuration by which general parameters for users and PCs that want to access a corporate network are established.

**Efficiency:**
Efficiency is the ability to have something, in this case, PC components in order to rationally and economically get a certain effect, by optimizing time and resources.

**Encrypt:**
An action intended to protect, encode, or enclose information so it can only be read with a password.

**Firewall:**
The Spanish translation of "firewall" is "muro de fuego" or "cortafuego." It is a security tool that controls the input/output traffic in a network.

**Help Desk:**
It refers to Tech Support's first level and its aim is to solve regular issues that users may encounter and encourage a better use of technologies.
Password hint:
It is the hint that makes it simple for the users to remember the password in case they forget it.

Jumper:
A drive that allows to change the configuration or the way a device operates. It is used to define, for instance, the processor's voltage and speed.

Motherboard:
The motherboard is a central circuit card of a complex electronic device, such as a PC. Its main task is to provide logical and electrical connections among the system components.

Protocol:
A set of standards that regulate communication between the different network components.

PCI Ports:
PCI (Peripheral Component Interconnect) Ports are expansion slots through which certain devices can be connected to the PC, such as sound cards, network cards, and more.

Logical resources:
The logical resources refer to the software used by PCs, ie, the group of programs, instructions and computing rules to execute certain tasks in a PC.

Operating System:
The operating system organizes the internal operation of every program installed in the PC, regulating the behavior of the PC’s physical and logical resources.

Spyware:
It is a software that gathers information from a PC and sends it to an external point without the knowledge or consent of the user of the affected PC.

TCP:
A communication and transfer protocol (Transmission Control Protocol).

USB
The Universal Serial Bus or Universal Serial Conductor (USC), which is commonly abbreviated as USB, is a port that enables to connect peripherals in a computer, allowing to connect or disconnect them without the need to reboot the PC. It was created in 1996 by seven companies: IBM, Intel, Northern Telecom, Compaq, Microsoft, Digital Equipment Corporation and NEC.

Users:
We usually call "user" to every person that uses a computing resource, whether a program or any hardware device. But as regards the USER accounts, we use that word to refer to an identity through which we interact with PCs. This identity has permissions, rights and abilities to enter into different places and execute certain applications according to what has been specified.