

The Easy Button Simple Solutions



Technology HelpDesk System

Technology, in conjunction with Instructional Technology has re-designed the HelpDesk section of the TISD website to better provide access to Help Documents that might answer some of your every day technology questions.

The HelpDesk Section of the TISD website has been divided into the following areas:

1. E-mail Questions
2. Gradebook & TDAS
3. Projector Help
4. SmartBoards & Airliners
5. Internet Issues
6. Technology Forms

Each section has Help Documents posted for that specific topic.

Additional sections will be added, as new Help Documents are posted.

If you have a topic that you would like added, please let us know.

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Help TISD go Green... Simple Steps



Technology Services Staff Member Bio...

Joan Deleon

Joan Deleon is a true native of Tomball. Not only did she graduate from Tomball High School, so did her father. Her two children graduated from Tomball High School and her grandchildren are currently attending Tomball Schools. Joan has lived here all of her life and is a part of the Brautigam Cattle Company that is based here in Tomball.

Joan began her career with Tomball ISD 28 years ago. At that time, Tomball ISD was composed of 3 schools; one High School, one Junior High School, and one Elementary school. Her title is PEIMS Coordinator. What that basically means, is that Joan is responsible for reporting the attendance for all of the schools, the discipline for all of the schools as well as the staff responsibilities. Joan has been and continues to be a huge asset to the District .

Leigh Ann Holloway

Leigh Ann Holloway has been with the District for two years. Prior to that, she was the Program Coordinator for the Magnolia/ Tomball YMCA where she was in charge of the After School Programs based out of several elementary schools here in Tomball as well as Magnolia.

Leigh Ann recently moved to Tomball from Magnolia. She is a native Texan and originally hails from Pampa, Texas. She has one son attending Tomball High School as a freshman and will have one entering Lakewood Elementary for Kindergarten next year.

What is CIPA?



Fortinet Content Filter FAQs

Why do some websites get blocked that are legitimate instructional websites?

Fortinet works hard to categorize the websites correctly; however, with the billions of websites that are on the Internet, sometimes websites get categorized incorrectly. The websites are reviewed by humans and the categories can be misjudged and placed on the websites incorrectly. If you find this to be the case, please submit a "Blocked Internet Site Request Form" to Technology.

Why can't certain websites be unblocked for teacher or support computers only?

At this time in TISD, our system cannot distinguish between a teacher and a student computer. Technology is looking into ways we can allow certain websites to be unblocked by the end user, without having to go through Technology. As soon as Technology finds a solution to allow end users to by-pass the content filter for legitimate purposes, an e-mail notification will be sent.

How do I get a website unblocked?

In order to get a website unblocked, TISD has created a "Blocked Internet Site Request Form" that must be filled out and approved by your Content Specialist and Campus Administrator and then sent to Technology. Please allow 48 hours once sent to Technology for website to be opened.

Where can I find the "Blocked Internet Site Request Form"?

The "Blocked Internet Site Request Form" can be located on the Technology HelpDesk section of the TISD website under Technology Forms and/or in TDAS in the Document Library under Technology Forms.

Technology: Did You Know?...

What is E-mail Etiquette?



NETIQUETTE

Technology Terminology



Cindy Fowler's HelpDesk Tips



Technology Services Staff Member Bio...

Mary Roznos

Mary Roznos is a native North Carolinian. As a child she moved from North Carolina to Florida, and then as a teen she finally made it to Texas. She came to TISD from Cy-Fair ISD where she started her career as a Bus Driver and then moved to HelpDesk.

Mary was hired as a Computer Technician here in Tomball ISD in 2006. Mary has 3 daughters, Melissa, currently in the Masters Program at Sam Houston State University, Stephanie, a sophomore at Texas A&M University, and JoAnna, a freshman at Texas A&M University. Her son, Phillip, is a sophomore at Tomball High School where he is a varsity mascot and participates in ROTC. Mary currently takes care of CPES, TAEC and Central Office.

Lee Dang

Lee Dang has been a Computer Technician with Tomball ISD since August of 2005. Prior to that, Lee was a technician with HISD.

While working as a contractor for another employer, Lee was called to Tomball ISD to repair some printers at Tomball. Lee liked it so much in TISD that he decided to join TISD.

Lee is originally from Saigon, Vietnam and moved to Houston in 1978 where he resides with his wife and 3 children. His son, Steven, seventeen years old and daughters Vivian and Felcia, 10 and 12 respectively, currently attend HISD. Lee is currently assigned to LES, WCES, NIS and BIS.

Technology Services Staff

Director of Technology
Tom Brawley

Mgr. Desktop/Network Services
Thomas Cranshaw

Mgr. Information Services
Cam Hendricks

Network Administrator
Chris Montgomery

Network Administrator
Twila Rank

Web Application Developer
Jason Curry

PEIMS Administrator
Joan Deleon

Gradebook Specialist
Savilla McEntire

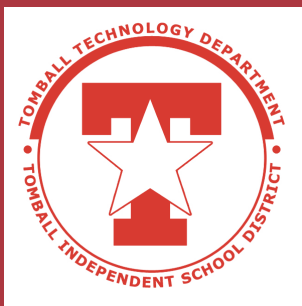
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Tina Deleon

MIS Adm. Assistant
Arlene Knobloch

Technology Services Secretary
Leigh Ann Holloway

HelpDesk Support
Cindy Fowler

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Acrobat Reader Security Alert



Free Virus Software for TISD Employees

Software provided by Sophos' End User License Agreement

SOPHOS Antivirus software is available free to Tomball ISD employees as part of TISD's license agreement with Sophos. Available for Microsoft Windows Computers Only!

To obtain a copy of the software, please contact the HelpDesk at Technology Services and check out a copy of the Installation CD. When checking out the Installation CD, you must sign an End User License Agreement and return the Installation CD the next work day.

Please read the End User License Agreement carefully and follow the installation instructions found on the CD exactly, as support for home computers is not provided by Tomball ISD or Sophos. The full Sophos User Manual is posted on the Technology Services website under Document Resources.

Home Wireless Security



Be Safe and Secure