District Computer Alerts:

The Technology Division sends Helpdesk Alerts out to students one to one laptops.   The purpose of the alerts is to communicate with the user or to provide the user with an actionable item. The current list of alerts is listed below. However, more alerts may be added as needed.

- Computer Uptime over 5 Days
  - The computer has been online for over 5 days and a restart is necessary.
- Computer Excessive Uptime over 20 Days
  - The computer has been online for 20 days and a restart is necessary.
- Computer Out of Disk Space Message
  - The computer is running low on available disk space, please clear off files to make more space.

Student One to One Computer Patching:

The Technology Division will begin patching student one to one laptops in order to keep the systems up to date with the latest software. This will reduce incompatibility issues as the school year progresses. Examples of items being updated; Java, Flash, Microsoft Office, etc. Information about the new patching process is listed below.

When will patching begin?

These updates will begin installing on student one to one laptops. The length of install time may vary depending on the quantity of patches being installed.

Here is what you can expect as patching begins:

When your computer is patching you will receive a message that asks you to "Ok", "Snooze" or "Cancel" the patching request. Explanations for the updating options are listed below:
- Ok - Will install the update immediately, you may continue using your computer.
- Snooze - Will postpone the patching process. After 60 minutes you will be prompted with the same patching message. You may continue using your computer.
- Cancel - Will cancel the patching process, you will not be prompted again until the next patching interval.
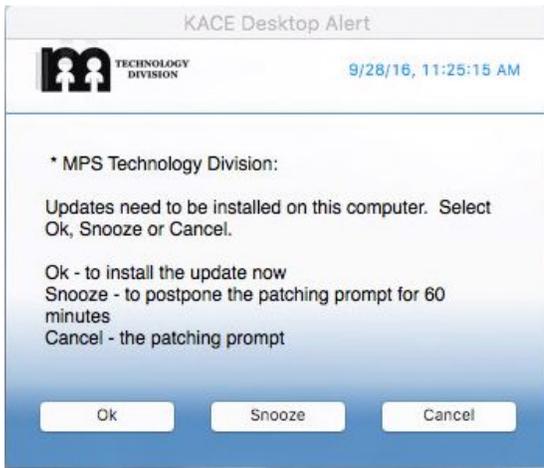
Here is what you can expect to after patching:

Once patching is complete you may be prompted to reboot the computer. If you do not respond to the patching reboot message within 30 minutes, the computer will hide the reboot message. The reboot message will continue to appear from time to time until you reboot your computer. Our recommendation is that your computer be rebooted as soon as possible after the patching process has completed.

What are the patching intervals?

Computers will randomly prompt users to update once a week. If you Snooze the update message, you will be prompted again after 60 minutes.

What will happen if I cancel patching?

Continuously "canceling" patches will seriously impact the performance of your computer.

When should I cancel patching or postpone the reboot message?

There will be a time when patching is not convenient. Below is a list of examples when patching may need to be cancelled:
- Computer is going into a testing environment
- When you are presenting
- If you are in the middle of a deadline
- If you are preparing to shutdown or suspend your computer (closing the lid)
- Or when you determine this is not an appropriate time

What should I avoid doing once patching has started?

After you have started the patching process, do not shutdown or close the laptop's lid. It could cause severe performance issues to your computer.

What should I do if I have problems with patching?

If you have an issue submit a Helpdesk ticket describing what you are experiencing.