

eAccess FAQ -Frequently Asked Questions

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1. *Where can I find information about using eAccess?*

Documentation is available at: <http://eaccess.beavton.k12.or.us>

2. *What policies apply to the use of eAccess?*

Since users of eAccess use the District communications network, the communications policies that are available on the District website at:

http://www.beaverton.k12.or.us/district_info/adminreg.html apply.

3. *How much eAccess storage space is available to me?*

Each user will have 300-megabytes of storage space on eAccess. Users are responsible for adhering to storage guidelines and will be unable to exceed the 300- megabyte limit. Once the 300-megabyte limit has been reached, the user will receive an out of space error message. Files will then have to be deleted from eAccess before new files can be added to the user's storage space.

4. *What can I store in my 300-megabyte folder?*

eAccess is a file storage folder. Files include documents created by applications.

Examples include word processing, database, presentation, and spreadsheet documents.

Do not store applications (programs) on eAccess.

5. *From where can I retrieve my files on eAccess?*

You will be able to retrieve your eAccess files from any networked computer in the school district that has been configured for eAccess. Computers that have been configured will have an icon on the desktop of the computer labeled **eAccess Home** or **eAccess Shared**. Clicking these icons will prompt the user for his/her username and password.

6. *How should I save files in eAccess?*

It is recommended that you work outside of eAccess and save to the *Documents* folder, then drag the file to your eAccess *Home* folder. Files that are worked on and saved directly in eAccess can become corrupted if you lose your connection to the network.

7. *Can I have lost, corrupted or deleted files restored from the eAccess server?*

No files will be restored or recovered with the following exceptions:

- Legally binding documents such as grades or teacher evaluations.
- Major student projects required for a grade.
- Other critical data requests will be considered on an individual basis because the recovery process is time-consuming and costly.

To request to have a document restored, fill out a Web Help Desk ticket or call the I.T. Help Desk at x4300. Include the name of the specific file(s) needed and the last date the files were saved.

8. *Can I change my eAccess password?*

Yes. Using a web browser (Safari, Firefox, Internet Explorer etc.) go to: <<http://sso.beavton.k12.or.us>>. Select *Change Your Password*. This Single Sign On password change will also change your FirstClass password (staff only) and any other systems listed on your screen. Previously used passwords may not be reused. The password must be 5-8 characters in length and can't be a word found in the dictionary.

9. *What do I do if I forget my password to eAccess?*

You can get your password reset by your building Library Media Specialist, Library Media Assistant or other eAccess administrator.

10. *What do I do when the icons don't work from my desktop?*

For Macs, the Home and Shared icons are included on the desktop and in the Applications folder of imaged District computers. If needed, users may connect to eAccess without using the shortcuts by following the "home access" directions to the right. For PCs, select the *PC Home and Shared Folder Icons in the PC section of this page*: <<http://eaccess.beavton.k12.or.us/>>.

11. *Will I be able to use my eAccess folder from home if I have Internet access?*

Yes. See the appropriate documentation for your computer platform at: <http://eaccess.beavton.k12.or.us>

12. *Can eAccess be configured for shared folders to use with group projects?*

Yes. One of your building eAccess Administrators can set up a shared space for you.

13. *What do I do if I experience problems with eAccess?*

Please call the Help Desk at x4300 or fill out a Web Help Desk ticket.

Be prepared to provide the following information:

- User ID
- Application (program used such as Microsoft Word, Inspiration, etc.)
- Computer used (iMac, PC etc.)
- Error message displayed on the screen
- Time of the day
- Incidental circumstances such as network issues or slowness