

## techSteps 9-12

### Technical FAQs

#### **1. How is techSteps delivered?**

techSteps 9-12 is delivered online at the techSteps Web site ([www.techsteps.com](http://www.techsteps.com)) With the exception of one optional application there is no need to install any software.

#### **2. How do teachers access the site for planning and data entry?**

Teachers access the techSteps Web site using individual user accounts. SchoolKiT works with schools and districts to set up and distribute these accounts.

#### **3. How do students access the techSteps activities?**

Students use shared accounts to access a dedicated student interface on the techSteps Web site. These passwords are specific to schools and are available on the Web site home page for teachers. While there is no need for technical staff to disseminate student passwords, knowing how the password is made visible to teachers via their accounts may help you respond to questions.

#### **4. Are there recommended browser settings?**

It is recommended that [www.techsteps.com](http://www.techsteps.com) be added to Internet Explorer's Trusted Web Sites. The need to do this will depend on local security settings, particularly the blocking of pop-up windows. It is recommended that you test a machine that is using your Standard Operating Environment to determine whether this setting is necessary.

#### **5. Do I need to install any software?**

SchoolKiT KeepOnTop is a small application that keeps techSteps windows on top of other applications. This allows students and teachers to refer to instructions while working in applications such as Excel without needing to bring the book window back to the top.

techSteps can be used without KeepOnTop being installed, so this software may be considered optional. It is, however, recommended by SchoolKiT to improve usability, and some districts may determine that it should be installed district wide. Please follow your district's directions, understanding that, technically, KeepOnTop can be installed at any time. KeepOnTop does not need to be configured, merely installed, and can easily be deployed across a network.

To access the KeepOnTop software, log in to techSteps and download it from the Home page.

#### **6. What is the bandwidth needed to use techSteps?**

Average bandwidth per students is around 1 kbps (1 kilobit per second). Spikes typically occur only when students simultaneously download an Office document file (e.g. an Excel or PowerPoint Template). At this point a minimum of 50 kbps per simultaneous download would be recommended. Please note that if you are using a proxy server for caching bandwidth requirements will be drastically reduced.

If your technical questions are not answered above, please contact [support@schoolkit.com](mailto:support@schoolkit.com).