



Discover Your “Always On” Technical Support Partner

<http://www.techsets.org>

Purpose: Become familiar with the TechSETS portal

Directions: As you complete each task, check it off and write answers in the box.

→ During the hunt, feel free to pause, to investigate the resources you find, and to follow the associated links.

✓	Task
	<p>1. Getting Started:</p> <p>a. Create a TechSETS account (or use one of the trial accounts we have provided).</p> <p style="padding-left: 40px;">i. What is your user name?</p> <p style="padding-left: 40px;">ii. What is your password?</p>
	<p>2. MyTechSETS:</p> <p>a. Click on MyTechSETS, then the Directory tab. Conduct an advanced search for another TechSETS member who can help you with a technical issue in your district.</p> <p style="padding-left: 40px;">i. What technical issue did you select?</p> <p style="padding-left: 40px;">ii. Who is the TechSETS member that can help you?</p> <p style="padding-left: 40px;">iii. What is their email address?</p>
	<p>3. About:</p> <p>a. Click on About, then the Contact Information link.</p> <p style="padding-left: 40px;">i. What is the email address to use to communicate with the TechSETS staff?</p> <p>b. Click the “TechSETS” logo at the top left corner of the page to return to the TechSETS home page.</p>
	<p>4. Training:</p> <p>a. Click on Training, then the MySkillSource tab, then Course Lists & Pricing, and View Pricing Information and Course Outlines.</p> <p style="padding-left: 40px;">i. How many courses and topics are included in the subscription?</p> <p style="padding-left: 40px;">ii. How much does a 1-year subscription to Desktop Applications cost?</p> <p style="padding-left: 40px;">iii. How do the two types of “Computer Professional subscriptions differ?</p> <p>b. Click the “TechSETS” logo at the top left corner of the page to return to the TechSETS home page.</p>
	<p>5. Support:</p> <p>a. Click on Support, then the TechQUESTIONS tab. Select the “Planning and Management” forum. Read two or three forum discussions of interest.</p> <p style="padding-left: 40px;">i. What topic did you read first?</p>

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	<ul style="list-style-type: none"> ii. Did it offer a new solution for you? If so, what is it? iii. When you find a topic of interest that you would like to track over time, how do you activate automatic email notification? <p>b. Click the “TechSETS” logo at the top left corner of the page to return to the TechSETS home page.</p>
	<p>6. Tools:</p> <ul style="list-style-type: none"> a. Click on the Tools tab, then on My TechDesk. <ul style="list-style-type: none"> i. Click on the Product Preview link under Demo Center, then click on the MyTechDesk Product Preview link to watch a Flash overview of My TechDesk features. How can your organization use this free tool? b. Click the “TechSETS” logo at the top left corner of the page to return to the TechSETS home page.
	<p>7. TechSETS Home:</p> <ul style="list-style-type: none"> a. Click on the Calendar icon <ul style="list-style-type: none"> i. Where could you next see the TechSETS Staff at a conference? b. Return to the Home page and click the “What’s New” icon. <ul style="list-style-type: none"> i. What is one step every district should take before adopting a new Electronic Learning Assessment tool? c. Return to the Home page and click on the FAQ’s icon, then click the “View all FAQ’s” link. <ul style="list-style-type: none"> i. Do a search for “server” how many items did you find? d. Return to the Home page and click on the “Subscribe to the TechSETS RSS Feed” link at the bottom right corner of the page. <ul style="list-style-type: none"> i. Copy the URL you find on the next page and paste it into a new browser window’s address box to visit the RSS page. Explore the “What’s New” items you find there (same content as task “b-i” above). e. Return to the Home page and explore as many other sections of TechSETS as time permits. You might want to explore the Training tab to look at the Skills Matrix and TechPROFILES or the Tools tab to review TechJOBS.
	<p>8. Become a member of TechSETS: It’s FREE!</p> <ul style="list-style-type: none"> a. Return to the Home page and if you are still logged in as a guest, click on the “Logout” link at the top, right corner of the page (otherwise click Login). Once you have logged out, click on the link, “Create your account today” near the top of the page. Choose a username and password you will remember, and then fill out the short member profile. <i>You can choose to make your information public so that your colleagues can contact you, or you may choose to keep it private. User information is not shared with commercial interests.</i>