



If it's good for your car, it's good for your laptop,
desktop or chromebook.



- Don't smash into things with it.
- Lock it up.
- Drive it regularly.
- Turn off the engine nightly.
- Get regular maintenance.
- Don't buy extras that sit in the driveway that you never drive.
- You probably don't need all of those features the salesperson said were fabulous.

If it's good for your car, it's good for your laptop,
desktop or chromebook.

The Inconvenient Truth About Wi-Fi

- Wireless surveys were done at all schools in the fall 2023.
- The results of the survey were used to add access points to locations with “dead zones” or poor service.
- Changes were made to all the back end settings to improve coverage and customer experience.
- All locations were re-surveyed in the early fall 2024.
- Additional tweaks were completed if necessary.
- Final reports were delivered in August 2024.
- We do not have issues with wi-fi coverage in instructional areas at schools.

Jackson Public Schools

12.ANALYSIS

Upon completion of the RF Wi-Fi survey and analyzing the data, MSB noted there are still some coverage gaps on both the 2.4 GHz and 5 GHz band. To increase coverage MSB increased the power on both by 3dB.

Working to Make Hub Sites No Longer a Single Point of Failure

Maximizing Department Resources to Provide Better Service

IsItUp Network Monitor							
Software Solutions by Taro Software							
Web View							
Time Till Next Refresh : 09:27:22							
Select group to display:							
All Groups							
Select status to display:							
All Statuses							
Status	Device Group	Device Name	Up/Down Time	Address	Availability (%) / Elapsed Time	Metric (Last / Avg)	Most Recent Contact
↓	Offices	Chastain (Closed)	2 Days 19 Hr 57 Mn 29 Sec	11.22.0.1	91.25% / 855 Days 20 Hr 43 Mn 53 Sec	Unreachable / 0 MS	Mon, Sep 30, 2024 23:35:15
↑	Offices	Poindexter	1 Days 19 Hr 36 Mn 53 Sec	11.127.0.1	99.75% / 1157 Days 22 Hr 53 Mn 30 Sec	0 MS / 0 MS	Thu, Jan 09, 2025 09:20:37
↑	Offices	Enochs	1 Days 21 Hr 01 Mn 30 Sec	11.141.0.1	99.72% / 1157 Days 22 Hr 53 Mn 30 Sec	1 MS / 2 MS	Thu, Jan 09, 2025 09:21:02
↑	Offices	Morrison	20 Days 17 Hr 37 Mn 49 Sec	11.123.0.1	99.48% / 1157 Days 22 Hr 53 Mn 30 Sec	0 MS / 0 MS	Thu, Jan 09, 2025 09:21:07
↑	Offices	Transportation North	2 Days 10 Hr 45 Mn 49 Sec	11.144.0.1	98.26% / 1157 Days 22 Hr 53 Mn 30 Sec	3 MS / 2 MS	Thu, Jan 09, 2025 09:21:47
↑	Offices	Transportation South	0 Days 20 Hr 08 Mn 58 Sec	11.2.0.1	96.73% / 1157 Days 22 Hr 53 Mn 30 Sec	3 MS / 2 MS	Thu, Jan 09, 2025 09:18:29
↑	Offices	Henley-Young Juvenile Center	11 Days 14 Hr 17 Mn 16 Sec	11.145.0.1	98.47% / 1157 Days 22 Hr 53 Mn 30 Sec	1 MS / 2 MS	Thu, Jan 09, 2025 09:21:11
↑	Schools - Elementary	Bates	1 Days 21 Hr 46 Mn 26 Sec	10.146.0.1	99.62% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:21:05
↑	Schools - Elementary	Boyd - HUB	20 Days 17 Hr 42 Mn 42 Sec	10.103.0.1	99.58% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 0 MS	Thu, Jan 09, 2025 09:21:22
↑	Schools - Elementary	Casey	21 Days 17 Hr 53 Mn 42 Sec	10.106.0.1	98.77% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:20:29
↑	Schools - Elementary	Clausell	0 Days 22 Hr 53 Mn 12 Sec	10.107.0.1	97.08% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:19:14
↑	Schools - Elementary	Obama	36 Days 16 Hr 09 Mn 39 Sec	10.108.0.1	99.70% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:20:12
↑	Schools - Elementary	Dawson - HUB (Closed)	10 Days 15 Hr 02 Mn 32 Sec	11.10.253.26	93.80% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 0 MS	Thu, Jan 09, 2025 09:20:41
↑	Schools - Elementary	Galloway	10 Days 15 Hr 02 Mn 30 Sec	10.111.0.1	97.96% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:20:47
↑	Schools - Elementary	John Hopkins	2 Days 19 Hr 24 Mn 53 Sec	10.115.0.1	98.43% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:17:43
↑	Schools - Elementary	Isable	0 Days 22 Hr 13 Mn 21 Sec	10.114.0.1	99.04% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 0 MS	Thu, Jan 09, 2025 09:19:06
↑	Schools - High	Jim Hill - HUB	11 Days 00 Hr 09 Mn 17 Sec	11.14.0.1	98.93% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 0 MS	Thu, Jan 09, 2025 09:18:55
↑	Schools - Elementary	Key	11 Days 11 Hr 58 Mn 26 Sec	10.117.0.1	98.18% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:19:59
↑	Schools - Elementary	Lake	0 Days 20 Hr 08 Mn 17 Sec	10.118.0.1	98.61% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:19:10
↑	Schools - Elementary	Shirley	11 Days 11 Hr 55 Mn 01 Sec	10.119.0.1	96.50% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 0 MS	Thu, Jan 09, 2025 09:18:17
↑	Schools - Elementary	Pecan Park	0 Days 21 Hr 03 Mn 19 Sec	10.84.0.1	98.77% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:19:08
↑	Schools - Elementary	Green	20 Days 17 Hr 38 Mn 05 Sec	10.113.0.1	99.48% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 1 MS	Thu, Jan 09, 2025 09:21:03
↑	Schools - Elementary	Johnson	10 Days 15 Hr 02 Mn 32 Sec	10.116.0.1	98.85% / 855 Days 20 Hr 43 Mn 53 Sec	29 MS / 1 MS	Thu, Jan 09, 2025 09:20:43
↑	Schools - Closed	Marshall - HUB	11 Days 11 Hr 55 Mn 10 Sec	10.122.0.1	98.57% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 0 MS	Thu, Jan 09, 2025 09:18:07
↑	Schools - Elementary	McLeod	21 Days 17 Hr 53 Mn 40 Sec	10.121.0.1	98.93% / 855 Days 20 Hr 43 Mn 53 Sec	0 MS / 0 MS	Thu, Jan 09, 2025 09:20:28

Maximizing Department Resources to Provide Better Service

Access points

Overview [List](#) [Health](#) [Map](#) [Connection log](#)

Wireless overview

Last 2 hours ▾

All SSIDs ▾

New

Connection health ⓘ



Failed clients

0 / 915 No change

Time to connect

1.1 s ↗ 0.36 s

Expected < 5 s ⓘ

Roaming

0.86 s ↗ 0.26 s

Expected < 3 s ⓘ

Performance health ⓘ



Latency

16.3 ms ↗ 5.56 ms

Expected < 60 ms ⓘ

Packet loss

6% ↘ -3%

Expected < 10% ⓘ

Signal quality (SNR)

43 dB ↘ -2 dB

Expected > 27 dB ⓘ

Network service health ⓘ



RADIUS success

N/A

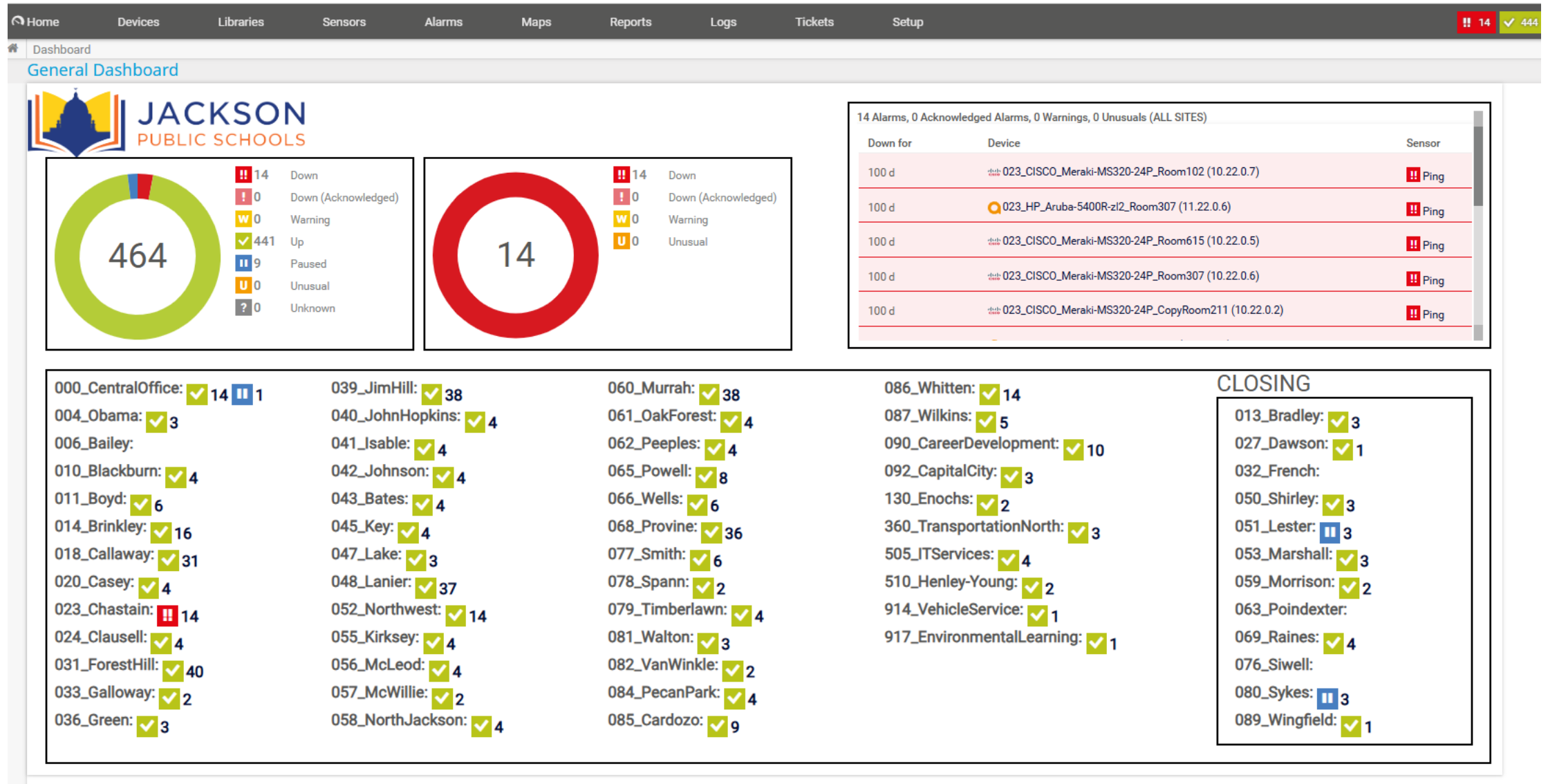
DHCP success

100% No change

DNS success

100% No change

Maximizing Department Resources to Provide Better Service



Maximizing Department Resources to Provide Better Service

Great morning, and a Happy New Year . We have one switch showing offline at Jim hill . We also have one switch alerting at Powell in Meraki . We have a apc showing offline at Provine ,Whitten and Isable . Whitten, Powell and CdC is alerting in Prtg. Welcome Back

C-Spire Schedule - Switch Installations - New ISP Circuits:

UPDATED

1/3/2025

Project Administration

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Tuesday

Great morning, Provine , Whitten , Isable apc are showing offline

Good Morning, there are 4 appointments today. 3 for a new laptop and 1 for a Loaner

Encouraging Self Help for Users

[About Us](#)

[Departments](#)

[Schools](#)


[Enrollment](#)


[Employment](#)


[News](#)


[JPS Strategic Plan](#)

[JPS Repurposing Initiative](#)



[DISTRICT HOME](#)

[OUR SCHOOLS](#)

[TRANSLATE](#)

Information Technology Services

Overview

Support Documents

ENA Telephone Services

Copier Information

JPS Portal Information

Login to Your JPS Portal Account

Instructional Technology

Enter a Helpdesk Service Request

JPS Technology Handbook

Department Overview

The JPS Information Technology Department strives to support all district technology, including networks and hardware. We are committed to ensuring equitable access to technology for all teachers, students, administrators and staff. We utilize the enhancements in technology to increase the academic development of all students, staff, and community stakeholders. Our goal is to provide a learning environment that produces citizens that are able to compete and succeed on a global scale. Our commitment is to provide first rate service to all users of the district's technology resources.

Areas supported by the Information Technology Department are Networking, Marathon Support, and E-Rate.

Recovering Your Password or Username

You will need your Employee ID Number to complete these steps. Please contact your administrative office for your Employee ID Number.

Resetting Your Password

As of January 12, 2022, all JPS employees must use the [JPS Identity Automation Portal](#) to reset their password. Employees must complete the claim account process in order to reset their passwords. Directions for claiming a JPS Identity Automation claim account can be found on the [JPS Identity Automation Portal Support page](#).

Contact Information

Information Technology Services
630 S. State Street
Jackson, MS 39201
Phone: (601) 960-8831

[Contact ITS \(General Public\)](#)

Erin Mason, Executive Director

Douglas Claymore, Director

Kiya Donald, Administrative Secretary

Quick Links

[Beyond Trust Remote Session](#)

Encouraging Self Help for Users

The screenshot shows a user self-help portal with an orange header bar. On the right of the header is a 'New Incident' button and an 'EM' status indicator. On the left is a vertical sidebar with icons for home, help, chat, and a lightbulb. The main content area features a large white box at the top with announcements about in-person appointments and printer changes. Below this are three columns of service tiles: 'JPS Helpdesk Hours and Information' on the left, 'In-Person Appointment', 'Service Request', and 'Instructional Applications' in the center, and 'Popular Services' on the right. The 'Popular Services' column lists 'Chromebook Repair', 'Chromebook Last User Request', 'Chromebook Lock or Unlock', and 'Clever Accounts'.

New Incident EM

In-Person Appointments

In-person appointments are available from 2:00 - 4:00 beginning August 13, 2024. All new employees should schedule a time to pick up laptops during this time. [Use this link](#) or the link below to make an appointment.

Other Changes for School Year 2024-25

Beginning July 1, 2024, ITS will no longer connect users to desktop printers. Employees are expected to follow the directions provided by the department to connect to the desktop printer of their choice. [Click here to access PDF and video directions to connect to local printers.](#)

If you follow the directions, and still cannot print, please restart the computer before calling the helpdesk or putting in a service request.

JPS Helpdesk Hours and Information

Employees can call the JPS helpdesk on normal workdays between 7:30 - 4:45 pm.

Please only call the helpdesk before 8:30 with **emergency connectivity or application issues** that include:

- No internet or phones in an entire school or building location.
- The internet is working on computers that are plugged into the internet with network cables, but there is no wireless in the whole building or a significant portion of the building. One classroom or small area is not an emergency.
- A critical application is completely unavailable for multiple users. Critical applications are email, Marathon, Clever, or other applications that halt all work

In-Person Appointment

Service Request

Instructional Applications

Popular Services

Chromebook Repair

Chromebook · Chromebook Repairs

Chromebook Last User Request

Chromebook · Chromebook Last User

Chromebook Lock or Unlock

Chromebook · Chromebook Lock or Unlock

Clever Accounts

Instructional Applications · Clever

Changes are Coming to Improve Individual Accountability and Data Security

