The Office of Technology provides computer, network, and audiovisual support to all county schools. We work in cooperation with school personnel who are designated as your technology resources. These staff members are called Technology Troubleshooters and Office of Technology Technical Support. This school-based support forms your school’s Technology Team.

We are the staff who will assist you with any type of problems or questions you may have concerning technology. Your Troubleshooter will explain how to report problems. We are here to help you and we welcome you to Albemarle County Schools!

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Accessing Email
You can access county email from any computer connected to the Internet by using Outlook Web Access. This includes home computers, library computers, other classroom computers, etc. This is the link:

https://webmail.k12albemarle.org/

You can access county email through your MAC (desktop/laptop) via Microsoft Entourage. This program is similar to Microsoft Outlook and allows you to manage your email messages.

Contact your Troubleshooter to get Outlook or Entourage installed.

Password for the Network and Email
Change every 30 days  Can not repeat  At least 6 characters  Case sensitive
Examples: M0nt1cell0  or  @ppl3ju1ce  Locked out? Notify your Troubleshooter.
To change password on a PC: CTRL+ALT+DEL and click on Change Password
To change password on a PC or Mac: https://myaccount.k12albemarle.org

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Saving Private Data
We recommend using your server space as well as an USB flash drive. Never save data to your computer only! Many school computers reset at restart and all new data/changes are lost. Servers are backed up nightly and offer the best protection against lost data. Your Troubleshooter can assist you.

SPAM Filter
Our email system uses SPAM filter software to block inappropriate emails. When a message is caught by the filter, you will receive a notification with a link that lets you check those messages. Your username and password are needed for access. You will have the option to release or delete all messages caught in the filter. If there are messages in the filter, then it is doing its job. This is where inappropriate emails should go. Sometimes the filter does not catch an email and it will be in your INBOX. Simply delete it from there. Do not open email attachments from unknown senders. The filter can not catch emails that use spacing, unusual spellings, or misspelled words to sneak by. If you get a lot of these types of emails, forward them to your Troubleshooter who will alert the system engineers. Try not to use your school email address on websites and that will reduce the number of unsolicited emails you receive.