

ESC RESOURCE CENTER FAQs

After the district purchases a product, what do they see and have access to?

After the district rep purchases a product, the district rep can access the product. For example, if the district rep purchases 100 licenses, whoever they add to their account is added to the district user "group" - this is not a site license - it's individual user licenses with the ability for the person serving as point of contact to add additional users (if purchasing more than one license). They have the ability to determine who receives the licenses.

"Terms" are the length of time a district/ campus has access to a product. ESCs should consider charging by "term" - for example, LTAT for one month may cost less than LTAT for 6 months.

Will the website address remain 45.55.160....?

This access point will change to library.tcdss.net. TCDSS will notify you when the access point changes.

When will broken links be fixed?

Thank you for being patient as we work through the kinks. There are currently links that are still being worked on. We anticipate all links working before the end of summer of 2015.

Who should we contact for web assistance as needed?

If you find a broken link or need website assistance, please report it via email to Randall Taylor at randall.taylor@esc13.txed.net

What if an ESC is not offering all products? Can the districts go to neighboring ESCs?

ESCs are encouraged to direct inquiries coming from outside of their region to the inquirer's home region.

Will the resource library be compatible with Chromebooks? Macs? Tablets?

Although these tools are not optimized for mobile phones, these products and tools should be compatible with most modern Macs, PCs, Chromebooks, and tablets.

Is there an expected implementation timeline for this introduction year? (2015-2016)

Full website accessibility and access to all products will be available before the end of the summer 2015. Marketing materials for each of the products are currently available to assist your team in determining what products you would like to offer and can be used to promote your 2015-2016 school year training offerings. You may access all product promotional materials on <http://www.tcdss.net/tcdss/turnaround.html>

When will we know when the website is fully functional?

TCDSS will notify TTC leads when the website is fully functional. You can anticipate the website moving out of “test” mode before the end of the summer 2015.

Is there one flyer that shows all products we can share with admin?

Yes! The ESC Resource Center Catalog.
(<http://www.tcdss.net/tcdss/docs/ESC%20RESOURCE%20CENTER%20CATALOG.pdf>)

When you add a user does that mean you can access all the products and resources?

No. You can access only the products and resources you have purchased. The user can access only the products/ tools they have purchased or been given access to by a purchaser.

Will there be a formal meeting during which ESC staff can discuss implementation plans?

Yes. We will have a regional follow up meeting/training session once the finalized version of the Resource Library has been rolled out.

Would it be possible to have an online community for ESC staff so that we can collaborate and share ideas?

The ESC Resource Center will not have an accompanied online community. We are redesigning our TCDSS website and we will look into the feasibility of adding online community functionality to that site.

Are we going to be able to add administrators to our website or will we have to ask TCDSS to do that?

Yes. TCDSS will add your ESC's initial administrative account. This first account is a super-administrator and can add other ESC Administrator accounts, as well as district users.

The ESC Administrator accounts can add district-level users.

District-level administrator accounts can add non-administrative district users.

Will pricing structures be different across ESCs?

To accommodate the various needs of all ESCs, ESCs will be able to determine how much they would like to charge per product to ensure cost recovery and make the product affordable to their clients.

How do we manage passwords within the system?

Passwords for your account are available under the My Account settings page. Users can also change or reset their passwords through a "forgot password" feature or by logging in and visiting My Account. For security purposes, passwords are not directly visible to outside users.

What will be the delivery system to the ESCs allowing access to customers?

There will be a "Sign In" link on the catalog page. The user will click sign in and be able to access their own tools and products. We will show you more about how this works when we do our regional website trainings.

Who is responsible for setting up accounts and passwords?

Since ESCs will be selling products directly to schools and districts they will be in charge of setting up accounts for all products purchased through the system. TCDSS will only be responsible for setting ESC level accounts.

Monitor and feedback of use and effectiveness of tools statewide?

The system has been designed to pull metrics for the use and access of each tool. This information can be accessed by pulling reports from the website under the Reports section.

How will we know about updates?

TCDSS will be in constant communication with ESC TTC leads about the products in the ESC resource center. We will notify users of any and all updates about the Resource Center products and tools.

Will the website automatically sign you out after a certain amount of time?

Yes. Upon closing your browser you will be automatically signed out of the system.

Are the products password protected for campus access and can be embedded into our existing contracts and services (with pre-paid fees)?

Products are password protected and users will need an account to access the products. The account can be obtained through the ESC. Each username and password is unique to the user and automatically generated upon account creation by the ESC.