# Remember to Regularly Backup Your Computer

It is important to backup your documents regularly. Documents you store on your computer are NOT automatically backed up, so please follow the steps below to regularly backup your data.

Step One: Determine which documents you wish to backup.

Step Two: Login to *Google Drive* using your email *username* and *password*. You can log into *Google Drive* by typing *drive.gresham.k12.or.us* into your web browser. It is recommended that you use the Google Chrome web browser. You can also get to your *Drive* account from your email. Look for this icon when *logged in* to your Gmail account (upper right corner), click on it and select "Drive" from the options that present themselves.

Step Three: Drag the files you wish to backup into your Google Drive folder.
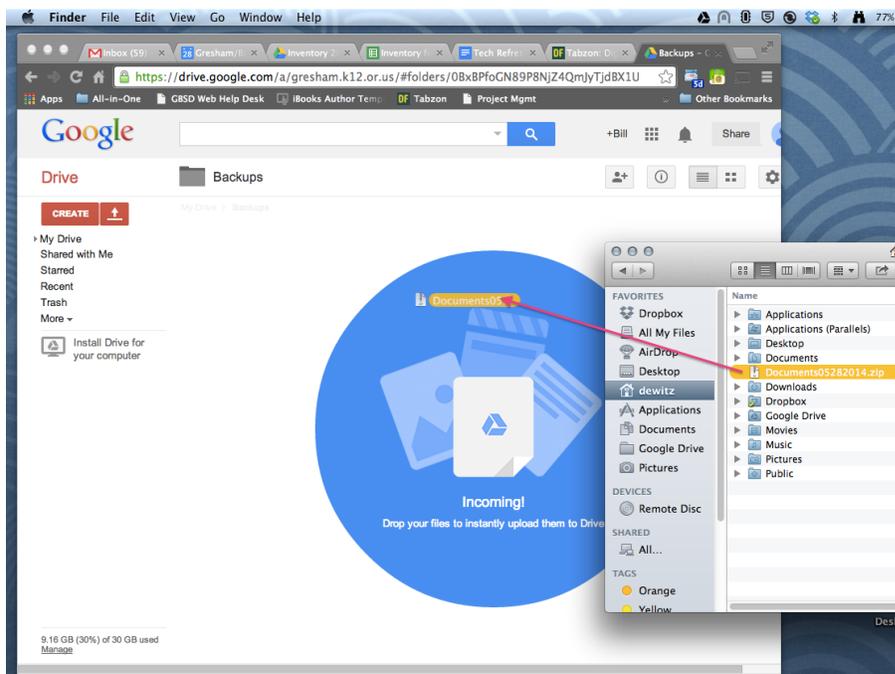
OPTIONS

Option 1: If you wish to preserve the format of all files you are storing in your *Google Drive* account, change your *Upload Settings* in *Google Drive* to "*Confirm Settings Before Each Upload*" so you can choose to have files converted to Google Docs format or to have them saved in their original format.

Option 2: Store all of your documents in *Google Drive* and work directly from your *Google Drive* account on a daily bases. You can work directly with Google Drive through your web browser, or have a *Google Drive* folder installed on your computer that will make this process more convenient. For more information about working in Google Drive, please visit the link below: **https://support.google.com/a/topic/2490075? hl=en&ref_topic=9197**

Need Immediate Technical Support?
Call or Chat the Technology *Help Desk*.

What is the *Help Desk*?

The *Technology Help Desk* is an extension of technology support for GBSD staff members. This support is provided during normal school hours during the school year. The *Help Desk* can be reached by phone or online chat session and is staffed by GBSD technology personnel ready to provide immediate support for a wide range of issues or requests.

When should you contact the Help Desk?

Because *Help Desk* staff can quickly connect remotely to your computer, the *Help Desk* can support a wide range of requests including questions about your computer, Google Apps and email, Synergy and more. Through the *Help Desk,* technology staff can also provide support for network connectivity issues and provide login support. If the type of request does not allow *Help Desk* staff to provide an immediate solution, they will work to expedite your request to the appropriate resource or individual to ensure your request is taken care of as quickly as possible.

How can you contact the *Technology Help Desk*?

If you need immediate support, call the dedicated *Help Desk* phone number
(503) 258-4755 during normal school hours and choose the appropriate support option. You can also begin an online chat support session with *Help Desk* staff by clicking on the orange *GBSD Support* icon located on your computer dock or desktop (seen below).

Look for this icon on your computer dock or desktop.
Double-click to start an online chat support session.

Hours and contact information for the *Technology Help Desk*

Hours: 7:30 AM to 3:30 PM
Days of operation: The GBSD Help Desk opens the last week of August and will be available during normal school days the remainder of the school year.
Chat Online: Initiate a chat support session using the orange *GBSD Support* icon on your computer's dock or desktop.