Welcome from the Information Technology and Support Services Department! We are providing this information to help you get started using your computer. If you have any questions, please contact the Helpdesk at X5555.

Logon and password	To access files and applications on a computer, you must log on to the district network. Press the [Ctrl][Alt][Delete] keys simultaneously at the prompt. In the *User name* field, type in your user name – usually your first initial, followed by your last name, all lower case, no spaces. The first time you log on to the system, type **plainfield** in the *Password* field. The system will then prompt you to change your password. Your password must be at least six alphanumeric characters and is case-sensitive. *New users must log on to a computer within the district and create a password before accessing email via the Internet.*
Phone info	Your telephone extension is _____. To check voice mail, press the Voicemail button or dial X4400. The first time you check messages, enter # (pound sign) as the password. The system will then ask you to change your password. Your voice-mail password must be at least five digits long and must be a number from zero through nine. The password cannot contain a pound sign (#) or an asterisk (*).
MyLearningPlan.com	Your entire email address (user name@plainfield.k12.nj.us) must be used as the user name and password to access **MyLearningPlan.com.** **Please contact Professional Development and Support Services at X4380 for assistance.**
Genesis	To access Genesis, use the following: http://genesis.genesisedu.com/plainfield Your user name is: Your password is:

Frequently Asked Questions

What if I can't log on?	Call the Helpdesk at X5555.
What if I can't get my e-mail?	Call the Helpdesk at X5555.
What if I forget my password?	Call the Helpdesk at X5555. Your password will be reset to **plainfield**, and you will have to create a new one.
Should I turn off my computer before I leave work?	Yes. Before you leave work, click on the *Start* button then choose *Shutdown* from the drop down menu.
What if I can't print?	Call the Helpdesk at X5555.
What if I need additional software installed on my computer?	You will need to submit a request to the I.T. Dept. for approval.
What if I need to move my computer to another location?	Before you do, please call the Helpdesk at X5555.
Can I contact the Help Desk by e-mail?	The Helpdesk e-mail address is: **helpdesk@plainfield.k12.nj.us**
How can I access my email via the internet?	Go to the District website www.plainfieldnjk12.org. Click on the *District Email* link. Click the *External Users* button if you are at home, in a library, etc. Click on the *Internal Users* button if you are in a school or district administrative building. Enter **plainfield/ your user name** and then enter your current password. *New users must log on to a computer within the district and create a password before accessing email via the Internet.*