Technology Services
School Business Advisory Services
5189 Verdugo Way
Camarillo, CA 93012
(805) 383-1978
www.vcoe.org

VENTURA COUNTY OFFICE OF EDUCATION
Stanley C. Mantooth, County Superintendent of Schools
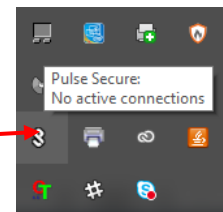
Escape Software User Instructions

Welcome to the Ventura County Office of Education (VCOE) School Business Advisory Services (SBAS) and Technology Services (TS) Escape System software. You have been authorized by your Local Education Agency (LEA) to use the system. Please note when accessing the system:

- You are using your account to log into the system.
- You do not save passwords on your computer.
- You secure all reports and data per your LEA regulations.
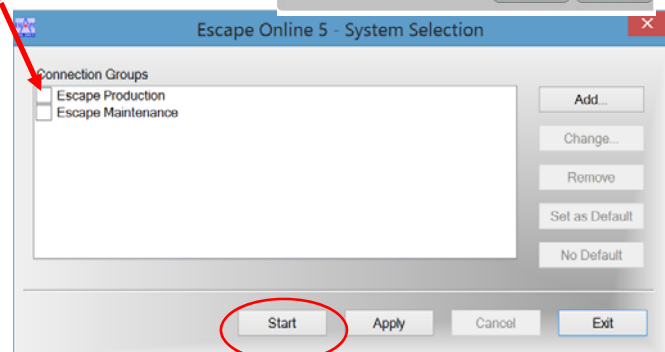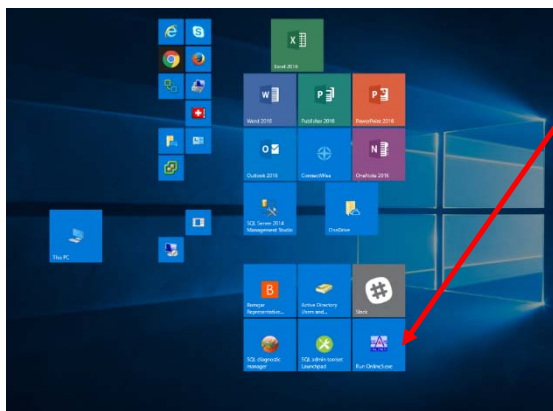- Your password will expire based on VCOE and/or LEA requirements.

Technology staff from your LEA and/or VCOE will provide you with your login information and ensure that your computer has the necessary software installed.

Steps to start Escape

1. Start the **Pulse Secure** software and sign in with your VCOE provided login information. Pulse is available down on your task bar (by your clock) and will require you to click the ^ icon to open the software. The Pulse software is an icon that looks like a S

2. Start **Escape Technology** Software. You should have a shortcut on your Windows wall or desktop.
3. Start the Escape-Production software for the System Selections.

Need Assistance? Your LEA contact is: _____

"Commitment to Quality Education for All"

Troubleshooting/FAQs

The first time you sign into Pulse Secure, you will need to change your password. You will also need to change your password if SBAS has to do a password re-set.

Q: I am getting this screen. What does this mean?

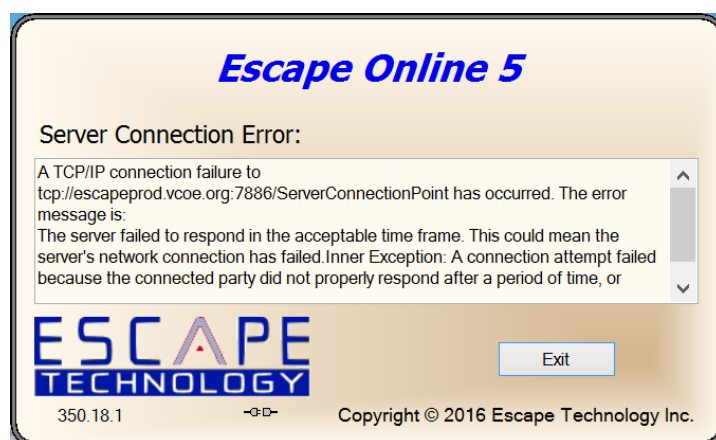**Resolution:** If you receive this error, your user permissions have not been correctly set up.

Please contact your SBAS representative.

Q: I get this screen when starting the software. What does it mean?

Resolution: You have not signed into your Pulse Secure software first. Find your Pulse Secure software (located in your system shelf, open in, and sign in. Restart the Escape Software.

Q: I couldn't remember my login info and a password reset was performed for Pulse Secure. What do I do?

Resolution: Once you are given a temporary password by SBAS, start Pulse Secure and enter your temporary password. You will then be asked to enter a new password (2 times). Your password must have a number, special character, and must be at least 8 characters.

VCOE has established a password management portal for Escape accounts. The address is http://escapepassword.vcoe.org.

Q: Who gives me access to things in Escape?

Resolution: Your LEA point of contact assigns your permissions based on job duties. Your LEA contact also makes a request to VCOE for access to the software itself.

Q: How do I know if I am signed into the Pulse Secure?

Resolution: = Pulse Secure not signed in. = Pulse Secure connected and signed in.

Q: I am having printer issues, who do I contact?

Resolution: Please contact your LEA technical staff for support.

Q: I work on Escape outside of my LEA. How can I do that?

Resolution: Working from outside your normal work space (like a hotel or home) requires a 2-factor authentication. This can be using a fob that is issue to you or through an app on your phone/tablet that will provide you with the 2nd factor. The address to connect to Pulse is offsitevpnescape.vcoe.org.