



IT Work Order

Technology Support

- All technology issues require a technology work request.
- IT staff will generally complete non-urgent issues within 10 days.
- Submit one issue per work request and include room # within the request.
- You can submit a technology work request via the online form located on the [technology page](#) of our website. **The QR code above links to the work request form.**
- Once submitted, a work request # will be sent to your tcrce.ca email (you provide this on the form).
- Using the work request system, an IT staff member may email you for additional information about your issue. Please use that email to correspond – do not create another work request.
- For urgent issues, please call 902-749-5815.

***Urgent issues are systemic. An example of an urgent issue would be total loss of network connection at a school or location.**

Wireless System

- There are several wireless connections that you can see on your device, each serve a specific purpose.
 - TCRCE-Forti → Connection for regionally managed Windows or Mac based laptops and desktop computers.
 - Chrome-Forti → Connection for regionally managed Chromebooks.
 - iPads-Forti → Connection for regionally managed iPads.
 - Health-Forti → Connection for Public Health to use.
 - Public-Forti → Publicly accessible connection for personal devices. While connected to this, there is no access to printing.
- Apart from Public-Forti (password **Tcrce2019**), wireless connection passwords are not shared. Your regionally managed devices will automatically connect to the corresponding wireless network based on how they were configured.

Your TCRCE user Account

- Your user account:
 - Is provided when you begin employment with TCRCE and creates a firstname.lastname@tcrce.ca email address.
 - Enables you to sign into any regionally managed Windows computer that is connected to the TCRCE network.
 - Gives you access to your TCRCE – Office 365 email (<https://outlook.office.com>).
 - Gives you access to Microsoft Office 365 (Word, Excel, PowerPoint, Teams) (<https://office.com>).
 - Gives you access to a variety of other regional services.
- Manage your TCRCE user account password with our self-service portal (<https://selfserve.tcrce.ca:9251>).
 - Passwords must be a minimum of 12 characters and contain at least 3 out of 4 of the following:
 - 1) Special Character (#\$%& etc...) 2) UPPER 3) lower 4) Number

***Changing your tcrce.ca password using the self-serve will also change your gnspes.ca password to match. This change can take up to 24 hours to sync.**

TCRCE Devices

- Your tcrce.ca account will sign you into any regionally managed Windows computer.
- To protect your data, please sign out of your device when not in use.
 - **Important note:** when signing out it's essential to sign out but leave the device **turned on**. This way, necessary updates can run in the evening thus minimizing disruptions during the day. Unfortunately, this isn't always going to minimize disruptions but will in most instances. There are unavoidable times when updates may be forced out during the day to maintain network security.
- Computers and other technical devices are not to be moved, removed, or altered in any way. Doing so can cause unnecessary disruptions to operations.
- Technology should not be moved when changing classrooms. Computers and peripherals are assigned and configured to each space. Your desktop and settings will load on any Windows computer.