Technology Handbook

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1. District Website

The district website is the hub for many of the resources that follow in this handbook. Most of the resources that employees need to use are found at the top right under **Staff** (beside the wrench icon). The district website is updated frequently so it is a good source for up to date information across the district as well - such as school closures, changes to bus runs, etc. The district website address is: www.sd8.bc.ca

The **Staff** link:
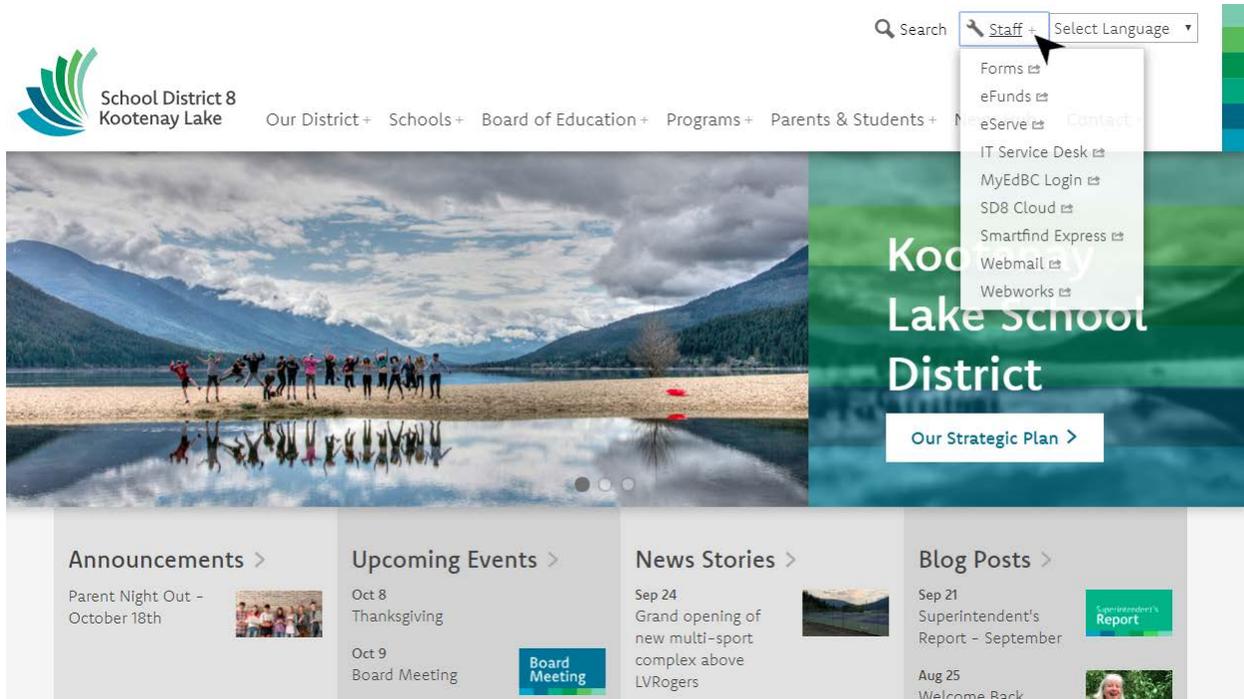
2. District Email and Computer Logins

When you are first employed by the district you will be sent a letter with information including your school district email address. Your email address will be formatted as *firstname.lastname@sd8.bc.ca*. So for John Doe, his email address would *be john.doe@sd8.bc.ca*. You will also be given a temporary password that you will need to change when you first log in. You can check your email by logging into the district outlook web mail. This is found under the **Staff** heading at the top right of the page. When you sign in, you just need to enter your username, not the whole email address, e.g. *john.doe* not *john.doe@sd8.bc.ca*. It works either way.

Your email account also lets you log into almost any school computer. Simply use the same username and password you use for email access to log into a computer

3. Wifi

At our school sites you will notice that there are several wireless SSIDs, most commonly *SD8 School, SD8 Staff,* and *SD8-student*. Each of these has a different purpose:

1. **SD8 School**: for school district-owned devices that are on our Windows domain. If you have a district-issued laptop then this is the network you should be connected to. Being on this network allows access to printing, server shared drives, and other network resources. If you connect your laptop to another network, you may find you are not able to print or cannot find your files. If your district-owned laptop does not connect to this network, contact the IT department to resolve the issue.
2. **SD8 Staff**: for personal devices. This is for your personal phone, tablet, or laptop, not school district owned devices. It allows users to access the Internet, but not network resources for security reasons. Instructions on how to join this network follow below.
3. **SD8-student**: for student use. This network can be used by anyone, but is restricted so that students cannot take up so much bandwidth that teachers are unable to deliver their lessons. The password for this network is: 111222333abc
4. **SD8 Apple**: for district-owned iPads and iPods. This network is not normally visible and can only be joined with the help of a district technician.
5. **Guest**: for guest access. This is for temporary access for community groups, contractors, etc. Each key can only be used on one device for up to two weeks before expiring. These keys can be acquired through the IT department and usually need to be cleared with school admin as well.
6. Others: you may see other networks available at different schools that have specific purposes for that school, are used for testing, or are being phased out.
7. **Note:** some sites have migrated to a new wireless system, which will eventually be implemented at all sites. All the above information applies with the exception of two wireless SSIDs:
    a. **SD8 Staff** will require your SD8 domain/email login (identity = SD8 domain username without the @sd8.bc.ca. For example, if your email address is *john.doe@sd8.bc.ca*, then just enter *john.doe* and your SD8 email password When you join, you will get a certificate message that you need to accept/trust in order to continue.
    b. **Guest** login information has been provided to the school clerical and administrator and will work just like the new SD8 Staff network for logging in.

4. How to connect to the SD8 Staff Wireless Network SSID

Note: this is for the older wireless (Meraki) system. For sites where the new system has been implemented, see note 7 above.

In order to use the SD8 Staff network for your personal device, you will need to create a Meraki account. To do this, do the following:

1. Join the SD8 Staff network on your phone/iPad/computer
2. Enter the following password: **sch00lisc00l** (with zeros)
3. On a mobile device, your browser should open on its own, otherwise open your browser (Internet Explorer, Google Chrome, Firefox, Safari…If your browser doesn't go to the Meraki

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logon page automatically, try to do an Internet search and the logon page should open automatically.)

4. The page should say "Welcome to SD8 Staff"
5. Click on **"Create an Account"**
6. Fill in all the details using your school district email address (e.g. username@sd8.bc.ca). You must use your school district email address so that we can confirm you are a legitimate user as many students are also applying for accounts. You can use any password you wish, but remember it.
7. At the bottom click on **"Create new account" NOT "sign in"** and wait for the splash page to say "Welcome to SD8 Staff"
8. You will be sent an email to the school district email address you provided. You need to go to your email and use the link in the email to confirm your address.
9. Your account will be reviewed and approved by someone in the IT department. We are working to accept these as quickly as possible so you may not get access to the SD8 Staff network immediately, but fairly quickly.

5. Connecting to SD8 Email on Your iPhone or iPad

1. **Settings** > **Mail** > **Accounts > Add Account > Exchange**
2. Enter your SD8 email address (e.g. *john.doe@sd8.bc.ca*) and a description (e.g. *SD8*)
3. Select **Next**
4. Enter your email password
5. Select **Next**
6. It will then take several minutes and be unable to connect. Press **Save** and continue set up to the end. Then go back to **Accounts** > select your email address > enter the following for **Serve*r*:** *mail.sd8.bc.ca*
7. Select **Done**
8. You should be able to go into your email and within a couple of minutes you should see your email showing up, if you have received some recently in your district email.

6. Requesting time off: Logging into SmartFindExpress

To request time off, whether due to illness or any other reason, you must submit a request through the SmartFindExpress (SFE) website. This can be found at the **SmartFind Express** link under **Staff** at the top right of the district web site. In order to log in, you will need your employee number (a 4-digit number) which can be found on your pay stub. Enter your employee number in the **User ID** field. Your password will be the same 5-digit PIN that you use to open your paystubs. This number is mailed to you when you are first employed by the school district. You need to register before using the SFE system for the first time. The instructions for registering are on the site, as well as contact information if you are still having difficulties logging in.

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7. Submitting Time Sheets: Logging into eServe

If you are a CUPE support worker, you will need to submit a time sheet every two weeks on eServe. This does not apply to teachers and administrators. To access the eServe website, navigate to the top right of the SD8 website and click on **Staff** > **eServe**. To log into eServe you need to enter your full SD8 email address (e.g. john.doe@sd8.bc.ca) as your **User Name**. Your password will be the 5-digit PIN that you use for your timesheets

8. District Cloud Storage

The *Freedom of information and Protection of Privacy Act* dictates that personal information in the custody or control of a public body must be stored and accessed only in Canada.   This means that no personal information of students or staff should be stored in cloud storage where the servers are international. This includes services such as DropBox, OneDrive, Google Drive, etc. As an alternative we have district cloud storage that can be found on the school district website. This is found at the **SD8 Cloud** link under **Staff** at the top right of the page. In order to log in, use your email/computer login (e.g. john.doe) with your email password. Once logged in you can upload and share files just like you do with other cloud storage services.

9. Basic Troubleshooting

If you are having issues with a device, try the following troubleshooting steps before calling IT Support:

1. Restart your device. For some devices it requires holding the power button down until it powers down. This might take up to 10 seconds.
2. Search for solutions on the Internet. Often an easy solution can be found with a quick search.
3. Talk to your colleagues to see if they are experiencing the same issue. It could be something wrong with the network or the website you are accessing and not your device.
4. For wireless issues try forgetting the network and re-joining. Sometimes phones need to be rebooted as well when having network issues.
   a. Also, are you connected to the right network?
      i. SD8 School is for district-owned laptops
      ii. SD8 Apple is for district-owned iPads, Chromebooks, and phones
      iii. SD8 Staff is for personal phones, tablets, and laptops
      iv. SD8-student is for student-owned devices
      v. Guest is for temporary access for guests
      vi. Or are you wired in? If so, is your network cable connected?

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10. Technical Support Contact Information

For tech support please submit a ticket to helpdesk@sd8.bc.ca

Briefly state the issue in the subject line, describe the issue in more detail in the body of the email.

For immediate assistance with issues that affect an entire site or more than a few users, helpdesk can be contacted by phone at 250 505 7029.