Technology Support

- All technology issues require a technology work order
- You can submit a technology work order via the online form located on the technology page of our website https://www.tcrce.ca/technology work order/ **The QR Code above links to the work order form.**
- Submit one issue per work order and include the room # in the appropriate field
- Once submitted, a work order # will be sent to your tcrce.ca e-mail (you provide this on the form)
- Using the work order system, an IT staff member may contact you for additional information about your issue. Please use this e-mail to correspond. Do not create another work order
- IT staff will generally complete non-urgent issues within 10 days
- For urgent issues, please call 902-749-5815

* Urgent issues are systemic and would include things like the total loss of network connection at a school or location

Wireless System

- There are several wireless connections, each serving a specific purpose:
    - TCRCE-Forti (Regionally owned Windows / Mac – based laptops and desktops)
    - Chrome-Forti (Chromebooks)
    - iPads-Forti (iPads)
    - Health-Forti (A wireless connection for Public Health to use)
    - Public-Forti (publicly accessible wireless connection for personal devices. **No access to printing**)
- Except for Public-Forti (**password: Tcrce2019**), wireless connection passwords are not shared. They are applied by the technology department when a device is configured

Your TCRCE user account

- Your user account:
    - Is provided when you begin your employment with TCRCE and creates a user.name@tcrce.ca e-mail address
    - Enables you to sign into any Regionally provided Windows computer
    - Gives you access to your TCRCE - Office 365 e-mail (https://outlook.office.com)
    - Gives you access to Microsoft Office 365 (Word, Excel, PowerPoint, Teams) (https://office.com)
    - Gives you access to various other Regional services, like the LMS site (https://lms.tcrce.ca)
    - You can manage your TCRCE user account password with our self-service site (https://selfserve.tcrce.ca:9251)
- Passwords must be minimum 12 characters, and contain 3 out of 4 of – special (*#$, etc…), UPPER, lower, and a number

* Changing your tcrce.ca password using the self-service will also change your gnspes.ca password to match. This usually takes 24 hours to sync.

TCRCE Devices

- Your tcrce.ca account will sign you into any Regional Windows computer
- To protect your data, sign out of your device when not in use
- Leave your device signed out, but on, at the end of the day. This way, necessary updates can run in the evening, minimizing disruption during the day. *** There may be instances when updates happen during the workday. This is unavoidable to ensure we maintain network security ***
- Computers and other technical devices are not to be moved, removed, or otherwise altered. 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