



Technology Support

- All technology issues require a technology work request
- You can submit a technology work request via the online form located on the technology page of our website [https://www.tcrce.ca/technology work order/](https://www.tcrce.ca/technology%20work%20order/). **The QR Code above links to the work request form.**
- Submit one issue per work request and include the room # in the appropriate field
- Once submitted, a work request # will be sent to your tcrce.ca e-mail (you provide this on the form)
- Using the work request 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 request
- 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 gnspecs.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