

# IT NEWSLETTER

**September 2021:**  
**Technology tips to help get  
you started for 2021-2022**

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## Spotlight: Recognize the Scam

In order to help users recognize email scams, we have created a useful infographic that can be printed and posted at your desk. [Click here](#) or on the image of the infographic below to access the full-size document.



## Getting Help

Do you need technical support? If so, your first step should be visiting our Frequently Asked Questions web page that includes answers to common questions. Bookmark the following link for easy access ([click here](#)).



## Resetting Your Password

We have created a set of detailed instructions on how to reset your password. If you forget your password or if you are prompted to reset your password, access these instructions for guidance ([link to instructions](#)).



## Submitting a Service Ticket

To submit a service ticket for general IT issues, use the following link ([click here](#)). You can also email the IT Help Desk at [helpdesk@sd68.bc.ca](mailto:helpdesk@sd68.bc.ca). If you are having problems with MyEd, please email [is-sas@sd68.bc.ca](mailto:is-sas@sd68.bc.ca).



## Connecting a Personal Device to WiFi

If your password has been reset, you will need to force your personal device “forget” its WiFi connection with the “StaffBYOD” network and enter your new password. We have created instructions on how to connect to the StaffBYOD network for both Android and Apple devices ([link to instructions](#)).

