June 2022 – IT Newsletter

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FREE – Microsoft Office for Personal Use

NLPS staff members are eligible for a free Microsoft 365 subscription for home use as a benefit of the District's current license agreement with Microsoft. The benefit for 2022-23 allows employees to install Microsoft 365 applications (Word, Excel, Outlook, Access, PowerPoint, Publisher, Teams, OneDrive and others) on up to five personal devices (PC's, Macs, mobile devices). For instructions on how to install Microsoft Office 365 on personal computers, click here.

Please note that when your employment with NLPS ends, your home use benefit is terminated. If you wish to continue using the applications, you have the option to purchase a personal license for Microsoft 365.

Password Expirations

District passwords often expire over the Summer break and can cause issues when users try to sign-in in September. If your District password has expired, the only way to change it is by using the Password Reset Utility. To further complicate matters, you must enroll in the Utility while your password is still active. Note, the Password Reset Utility only applies to your District password (i.e. not your MyEducation BC password).

In order to ensure a smooth transition into the new school year, we recommend that all users check that they have enrolled in the Password Reset Utility before the start of Summer break. You can find the instructions on how to enroll in the Password Reset Utility at the following link:

https://www.sd68.bc.ca/document/resetting-your-sd68-password/

Internet Explorer Retirement

Please be advised that Microsoft officially retired and stopped supporting Internet Explorer on June 15, 2022. What this means is that there will be no further security updates and the application will be removed from all computers in an upcoming update. If you are an Internet Explorer user, you should switch to using another supported Windows browser such as Microsoft Edge or Google Chrome.

You may still be able to access older, legacy websites that require Internet Explorer by using Internet Explorer (IE) mode in Microsoft Edge. If you are unable to access your legacy web application in Microsoft Edge, please contact the Help Desk.

End of Year IT Updates

All Staff

Accessing Microsoft 365 and Teams Resources and Training

Coming in the new year: learning resources and training opportunities on Microsoft 365/Teams (the District's digital collaboration platform). These resources will be curated and organized with the goal of increasing adoption and improving usage by staff of these powerful productivity apps beyond their use as a meeting and video conferencing tool. Microsoft 365 and Teams provides tools for online collaboration and document sharing using OneDrive and SharePoint online, surveys, lists, low code apps, and simple or complex digital workflows to replace manual or paper-based procedures. As a cloud-based platform, these tools can be used on any device and in any location. What's more is that Microsoft 365 and Teams provide a secure and privacy-compliant environment.

New Software: IT Service Management Tool

Coming next year: a brand-new IT Service Management Tool (aka "HelpDesk Software") to help serve you better. The software will feature a modern, web-based and mobile-friendly interface to report IT incidents, to submit, track and escalate IT service and support requests, and to obtain self-serve answers and solutions to common issues using a helpful IT support knowledgebase.

- Our current "S-Desk" tool doesn't meet today's IT service management needs, is outdated, out of support and in dire need of replacement
- There will be a managed implementation that will include announcements, introductions and onboarding including demos, and how-to's and training
- Meanwhile, if you are unable to access S-Desk to enter or track IT service requests, please submit requests by emailing the Helpdesk (helpdesk@sd68.bc.ca).

School-Based Staff

What to Do with Your District Laptop During the Summer Months

Classroom teachers (0.5 FTE or greater) and all principals / vice-principals (PVPs) are issued a district laptop. Devices for all other staff are acquired by their District department (e.g. Learning Services, HR, Facilities, etc.), and the acquisition process is facilitated by Purchasing and IT.

Teachers / PVP Laptops

- A classroom teacher or PVP laptop is issued to the individual, not to their classroom or school
- The laptop follows the individual as they move within the district, as long as they retain a 0.5+ classroom teacher or PVP assignment in their new role
- Teachers and PVPs may take their assigned laptop home over the summer break if they agree to care for it by keeping it protected from damage, loss, or unauthorized access (i.e. use a padded case, keep it locked and hidden from view, lock the screen or log off when stepping away from it, and don't share the device)
- Classroom teachers and PVPs moving into your school from another site within the District will bring their laptop with them
- New classroom teachers and PVPs to the District and assigned to your school (who qualify for a laptop) will be issued one upon request by the school principal to IT via the school zone tech and/or via a Helpdesk request
- If a teacher or admin in your school is leaving the District or is moving into a non-classroom teaching assignment (i.e. a classroom teacher moving into a Learning Coordinator role), the laptop must be collected (as you would their keys, etc.) and turned in to your school IT zone tech who will prep and store it for re-deployment
- For those PVPs who are changing schools, take your laptop and power cord with you, but make sure to leave the docking station, monitor(s), mouse, keyboard, and wireless USB receiver (see pic below) with the existing docking station. The mouse and keyboard only work with the USB receiver they came with.

Example: USB Receiver

General

- If you have any questions please contact your zone tech.
- Please submit a service request when you are at your new location to have printers and copiers installed on the laptop.

New Student Chromebooks for Fall 2022

Student Devices – Chromebooks, iPads, laptops and desktops – are replaced when they reach their end of useful or supportable life and are deemed no longer fit for purpose:

- IT is replacing 3000+ Chromebooks this summer, which accounts for over half of the District fleet
- There are no plans to refresh any student iPads, laptops, or lab PCs this summer
- The district's goal is to maintain the ETAG-recommended student:device ratios across our system

Information about Student learn68.ca Passwords and MyEd Access

- Students retain access to their learn68.ca credentials through the summer
- Due to Single Sign On (SSO) dependencies on learn68.ca passwords, bulk password resets are not run by IT at any school except upon request from the school principal

- IT maintains a list of delegated "Student Account Managers" at each school who can access the SAM utility to manage student learn68.ca accounts and passwords. Contact the Helpdesk for more info about your school's representative
- MyEd access will be unavailable to staff and students for a period in August to allow for end-of-year processing. Details and dates will be announced shortly

Managing Annual Consent Forms

We are asking schools to hold off on printing the usual batch of start-up paper consent forms (Media Release, Walking Field Trips, Technology, Emergency Release, etc.).

- IT has begun development of a web-based consent forms solution. We are hopeful that a basic, simple, functional, and environmentally-friendly application will be ready for September 2022. More info and details will be provided as progress is made.

Anonymous Access to the Internet on District Chromebooks

Anonymous, untraceable student access to the Internet from District Chromebooks will no longer be permitted. Starting this summer, any login attempt to a district Chromebook will require the use of a valid NLPS login and password

- This move comes at the strong recommendation from ETAG, law enforcement, security advisers, several of our schools and Learning Services leadership, and is in alignment with policy and best practices
- Three schools have run successful pilots to test this out: Mountain View, Quarterway, and Ladysmith Secondary experienced no issues or negative impacts to learning
- Exceptions and approved workarounds for legitimate needs for anonymous access will be accommodated – schools can work with their school zone tech in such situations (e.g. setting aside a small number of 'guest use' Chromebooks that can be signed out by students at the library)

Spaces – New software for Ongoing Communication of Student Learning

FreshGrade notified its customers that it will be cancelling all services as of June 2022. In response to this, the District has chosen Spaces to replace FreshGrade as the supported platform for Ongoing Communication of Student Learning (OCSL).

Spaces offers:

- Easy to add student voice, images, videos, and student work
- Seamless integration with Google Drive
- Updated BC learning standards and proficiency scales can be tagged to assignments
- Student sign in using QR codes

By mid-September 2022, classes will be pre-populated and teacher and student accounts will use their Single Sign on passwords.

For the most updated info, visit NLPS Learns.