Handbooks

- CRT Technology Quick Start Guide
- Staff Technology Handbook

CRT Technology Quick Start Guide

1. Device Setup

All CRT laptops are pre-configured for ease of use:

- **Login:** Users only need to log in; no additional setup is required.
- **YubiKey:** All CRT laptops have a **YubiKey installed in the right-side USB port**.
  - To sign in, simply **touch the YubiKey** when prompted. No additional input is required.
- **Email:** Outlook is pre-configured for your assigned CRT account (e.g., Laptop CRT01 → CRT01 email).
- **Web Browser:** Microsoft Edge is configured for CRT accounts.

⚠ **Do not install or use other web browsers.**

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2. Dashboard Access

When you open **Microsoft Edge**, the dashboard automatically loads:

staffdb.wrc.vic.edu.au

From the dashboard, you can access:

- Compass
- Canvas
- ClickView
- Other essential school resources

> **Tip:** When logging into Compass, click the **orange button**.

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3. Platform Access

- **Compass:** Click the orange button to access your account.
- **Canvas, AccessIT (Library), and Sora:**
  - Go to the respective website.
  - Single Sign-On (SSO) automatically logs you in.
- **ClickView:**
  - A shared CRT account is pre-configured.
  - Credentials are saved in Edge—just click the saved login.

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4. Printing & Copying

All laptops have the **Print Queue 8827-Follow-Me** virtual printer installed.

Printing Steps:

1. Send the print job to **Print Queue 8827-Follow-Me**.
2. Go to any **MFD (multi-function device)**.
3. Scan the **Compass card** provided with your CRT laptop.
4. Press **Release** to print.

Copying Steps:

- On the MFD, select **Device Functions** on the screen.

Refer to MFD-troubleshooting-1.pdf for issues.

⚠ **Important:** Do not remove, shake, or replace toner cartridges. This disrupts the automated toner ordering system.

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5. Network Access

- CRT laptops have the same Internet access as students.
- This is per **Department of Education policy**.

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6. Using AV Equipment in Classrooms

HDI Screens – three connection options:

1. AirServer – named by building and room number.
2. j5create – named as J5-[building]-[room number].
3. HDMI cable – fallback if wireless fails.

Science Room Projectors – two connection options:

1. j5create – named as J5-[building]-[room number].
2. HDMI cable – fallback if wireless fails.

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7. Privacy in Schools

Resources and guides to support privacy and security while working in schools:

- *Schools_Privacy_Policy_FAQs_for_staff.docx* – awareness of proper information handling.
- *PRIVACY_ON_A_PAGE-Principals.docx* – one-page guide for Principals.
- *PRIVACY_ON_A_PAGE-Teachers.docx* – one-page guide for Teachers.
- *Privacy-on-a-page-for-Casual-Relief-Teachers-accessible-version(1).docx* – one-page guide for all staff.
- *Decision-Making Responsibilities for Students* – guidance on consent responsibilities.

> **Tip:** Always consider digital resources before printing large copy jobs.

CRT IT Support Guide

College Maintenance Requests

For **non-IT issues** (e.g., classroom fittings, lighting, furniture, or general building maintenance), please log a maintenance request by emailing: **maintenance@wrc.vic.edu.au**

> This automatically creates a ticket in the Maintenance system, ensuring your request is recorded and actioned in priority order.

⚠ **Important:**

- If the issue is **urgent** (e.g., safety hazard, water leak, or broken essential equipment), email **maintenance@wrc.vic.edu.au** first to log the ticket, then follow up with a **phone call to the office** to ensure immediate attention.
- For all other issues, email alone is sufficient.

College IT Department

The College IT Department is located in **D Wing** (near the main staffroom) and is responsible for maintaining the College's technical infrastructure, including hardware, software, and staff and student devices.

For any IT-related issues, please email: **it@wrc.vic.edu.au**

> This automatically creates a ticket in our system. Once your ticket is received, it will be prioritized according to its urgency.

⚠ **Important:** If you have an **Immediate / Critical issue**, please always email IT first **before calling 5623 9913**. This ensures your ticket is logged and updated accurately when the IT team returns to the office.

IT Incident Priorities

Incident Type	Examples	IT Action

Immediate / Critical	Classroom or office disruptions: - TV/Projector failure - CRT laptop failure - Network outage (Internet) - College service disruption	IT will respond immediately. Action may include troubleshooting, equipment replacement, or providing an estimated resolution time.
High / Urgent	Essential services impacting workflow: - Email not working - Printing failure - Key devices malfunctioning	IT will respond within 2 hours with a fix, equipment replacement, or estimated resolution time.
Medium / Standard	Standard, non-critical student or staff IT issues: - Software problems - Account access / password resets - Minor hardware issues - Classroom scheduling or booking issues	IT will respond within 24 hours with a fix, equipment replacement, or estimated resolution time.
Low / Advisory	General IT inquiries or requests: - Guidance or training requests - Suggestions for improvements - Non-urgent information requests	IT will respond within 48 hours, providing assistance or guidance as needed.

IT Support for Students (Class Time Policy)

- Students should visit the IT Office **outside of class time**, unless the issue is classified as **Immediate / Critical** (see Priorities above).
- If a student needs to attend the IT Office during class time, they must have an **exit pass**. Students without a pass will be asked to return to class.

Presentation & Equipment Setup

- The IT team is available to assist with the setup of technical equipment for presentations and other events.
- **Notice:** Please provide a minimum of **3 days' notice**. Additional notice is appreciated whenever possible.
- All setup requests should be submitted via email to **it@wrc.vic.edu.au**

IT Resources & Knowledge Base

For information relating to school hardware, software, setup instructions, and other IT help, please visit the College IT Knowledge Base: **kb.wrc.vic.edu.au**

IT Office Hours

- **Open:** 8:30 AM
- **Closed:** 4:30 PM

Staff Technology Handbook

IT Support Guide

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Within Zammad, you can:

- View all your open and closed tickets
- Track updates to your current tickets
- Add your own updates or additional information

Emailing **it@wrc.vic.edu.au** will automatically creates a ticket in our system. Once your ticket is received, it will be prioritized according to its urgency.

⚠ **Important:** If you have an *Immediate / Critical* issue, please always email IT first before calling **5623 9913**. This ensures your ticket is logged and updated accurately when the IT team returns to the office.

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https://kb.wrc.vic.edu.au

IT Office & Contact Information

IT Office Team:

- Dean Radford – IT Manager / Systems Administrator
- Matthew Krins – IT Specialist Technician (DET provided)

Office Hours:
Monday to Friday, 8:30 am – 4:30 pm

How to Contact IT / Log a Job:

- □□ Email: it@wrc.vic.edu.au
- □□ Submit a Ticket: WRC Support Portal
- □□ Knowledge Base (KB): kb.wrc.vic.edu.au – Find helpful guides, instructions, and FAQs
- □□ Phone: 9913

Services Managed by IT

- **Staff** should log in with their @education accounts
- **Students** should log in with their @schools accounts
- Limited support is available for external services (e.g., CareerTools, PAT testing)

Core Services:

- Compass
- Canvas
- AccessIT (Library system)
- Papercut (printing)
- Zammad (IT helpdesk)
- Microsoft 365 (Office)
- Microsoft Intune (device management)
- WebEx equipment
- Network & Wi-Fi
- Phones

- Security Cameras
- Staff Laptops
- SnipeIT (asset management)
- Bookstack (knowledge base)

Computer Access

Department-Allocated Notebooks

Teachers, Education Support (ES) staff, and Principal Class employees are provided with notebooks by the Department of Education (DoE) at no cost.

- No application process – schools are allocated notebooks for eligible staff
- Notebooks remain the property of the DoE or the College; assigned for school-related and limited personal use
- Centrally provisioned notebooks include insurance coverage with no excess for approved claims

Important Information

- All equipment is property of DoE or the College and must **not contain personal information**
- Equipment must be returned to the IT Office when on **extended leave (>6 weeks)** or upon leaving the College

Personal Devices

- Staff may connect personal laptops or devices to the College Wi-Fi network

Temporary Loan Devices

- IT can provide a temporary loan laptop until a Department-provided notebook arrives

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Usernames and Passwords

Your **DE password is private** and must **not be shared**.

- Use strong passwords with a mix of letters, numbers, and symbols
- Do not let students see you type your password
- IT may need your password to troubleshoot/configure your laptop **with your knowledge and consent**
- If compromised, contact IT immediately

Available Services

1. **College Network & Systems**
   - Compass / Canvas
   - Internet access
   - College laptops (NSSP)
   - Microsoft 365 (Office)
   - WebEx
   - Adobe
2. **DET Services**
   - eduMail (Email)
   - EduPay / EduSafe Plus / eLearns

Password Management

- DET and College passwords must be changed regularly
- DET sends an email 14 days before expiry; reminders continue daily until changed
- Contact IT for help if locked out

Laptop Local Administrator Rights

- All staff and students are **local administrators** on their laptops, allowing:
  - Software installation
  - Printer addition
  - Connection to other networks

Important:

- Laptops use **built-in Windows security features** (Windows Defender / Security)
- Exercise caution with software installations or websites to prevent issues

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Connecting to the Wireless Network

- IT technicians assist with connecting devices to the College Wi-Fi
- **College (NSSP) laptops** connect using a **security certificate**
- Personal devices, phones, and tablets can also be connected

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Online Services

Compass Student Management System

- Online Student Management System used for:
  - Roll marking
  - Accessing timetables
  - Tracking student performance

Access:

- Staff, students, and parents can log in via the web: https://wrc-vic.compass.education
- Staff access uses **DE SSO**; **2FA required**

Additional Information:

- Compass has a **menu bar across the top**
- Team leaders provide training

Canvas Learning Management System

- Online LMS used for:
  - Hosting course materials
  - Assignment submission and grading
  - Student communication
  - Online/blended learning

Access:

- Staff and students access via **DE SSO**; staff require **2FA**

Additional Information:

- Dashboard provides quick access to courses and notifications
- Team leaders or Learning Technologies Coordinator provide training

Staff and Student Dashboards

- **Staff Dashboard** – Provides access to many essential links, including Compass, Canvas, ClickView, and more.
  - When logging into Compass from the dashboard, **click the orange button** to access your account.
- **Student Dashboard** – Provides students with quick access to key learning platforms and resources, including Compass and Canvas.

Printer Setup

- All staff are automatically connected to College printers
- Contact IT for assistance with printing issues

Backing Up Your Files

- All files created on College laptops for teaching are **DET Intellectual Property**
- Back up files using **OneDrive**, including **Documents, Desktop, Pictures**, and other known folders
- Ensure OneDrive is syncing correctly to avoid data loss

Using Projectors, TVs, and AV Equipment in Classrooms

- Most classrooms have televisions and data projectors
- Connect laptops via **wireless display** or **HDMI cable**

Standard Classroom Setup:

1. AirServer – named by building and room
2. j5create – named as `J5-[building]-[room]`
3. HDMI – if wireless fails

Science Rooms:

1. j5create – named as `J5-[building]-[room]`
2. HDMI – if wireless fails

- Contact IT for assistance

Video Conferencing

- College uses **WebEx**; all staff have it installed on laptops

Available Systems:

- Conference Room System – installed in the Conference Room near Reception
- Portable System – available for loan via the Library

Booking:

- Book the Conference Room in D-Wing via Compass
- Contact Administration Office for booking assistance

Uses:

- Lessons and PD
- Meetings
- Specialist teaching with other schools via Trade Training Alliance

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Curriculum and Professional Learning Resources

- **Arc** – The Department's digital platform providing Victorian teachers with access to curriculum-aligned resources, professional learning opportunities, student events, and software.
- **Victorian Curriculum F–10** – Outlines the knowledge and skills every student should learn during their first 11 years of schooling to become lifelong learners, confident

individuals, and active, informed citizens. Includes:

  - **Digital Technologies curriculum**
  - **Digital Literacy foundational skill**
- **Victorian Academy of Teaching and Leadership (VITAL)** – Offers professional learning opportunities for Victorian teachers and school leaders.
- **Digital Technologies Hub** – Australian Government Department of Education platform providing teaching and learning resources for Digital Technologies.