

# 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](http://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.

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## CRT IT Support Guide

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## 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](mailto:maintenance@wrc.vic.edu.au)**

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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
<b>Immediate / Critical</b>	Classroom or office disruptions: <ul style="list-style-type: none"><li>- TV/Projector failure</li><li>- CRT laptop failure</li><li>- Network outage (Internet)</li><li>- College service disruption</li></ul>	IT will respond immediately. Action may include troubleshooting, equipment replacement, or providing an estimated resolution time.
<b>High / Urgent</b>	Essential services impacting workflow: <ul style="list-style-type: none"><li>- Email not working</li><li>- Printing failure</li><li>- Key devices malfunctioning</li></ul>	IT will respond within 2 hours with a fix, equipment replacement, or estimated resolution time.

Incident Type	Examples	IT Action
<b>Medium / Standard</b>	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.
<b>Low / Advisory</b>	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.

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## 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.

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## 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**

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## 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](http://kb.wrc.vic.edu.au)

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# IT Office Hours

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