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**.

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

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