Staff Technology Handbook

IT Support Guide

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** or log in to the ticketing system, **Zammad**, at https://support.wrc.vic.edu.au using your **@education** account.

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.

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.

Incident Type	Examples	IT Action
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:

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.

Revision #16
Created 2025-09-09 02:18:19 UTC by 10020431
Updated 2025-09-10 01:03:02 UTC by 10020431