New Employee Guide

IT SERVICES

Selkirk College

selkirk.ca

Welcome

IT Services at Selkirk College provides comprehensive technology support for staff, faculty and students, including:

- IT Help Desk support
- Online learning technology including Moodle and streaming hardware
- Assistance with computer problems
- Wireless networking, telephone, and email support
- Classroom and office technology support

For more information about technology services offered by Selkirk College IT Services, please visit: http://selkirk.ca/services/campus-services/it-services

GROUPWISE AND NETWORK

Network

Network Access credentials allow you to access campus computers and the Selkirk College network. You will be prompted the first time you login to the Network. Enter your username (first initial+lastname) then enter the password that HR assigned to you. The same password is used for both the network and email.

Email

Selkirk College employees are provided with an email account. Your email address will be the first initial+last name@selkirk.ca.
For example, John Smith would be jsmith@selkirk.ca.

When accessing your email account for the first time, a login screen will appear.
Enter your password and click enter.

Your email account can be accessed either online at webmail.selkirk.ca or via the Email / Groupwise desktop client.

Passwords

Password resets or changes can be done at password.selkirk.ca. Contact the Human Resource Department for default staff password information. Passwords expire every 9 months. If prompted by Windows to change your password, ignore and continue to password.selkirk.ca.

If you have trouble logging in or need help resetting your password, contact IT Services.

SERVICE REQUEST SYSTEM

IT service requests are submitted online through the IT Service Ticket System. Log into MySelkirk, click on Tools and Resources, then click on Helpdesk. Complete the form, including your campus, room number; and a brief description of the problem you are reporting, including any error messages you see.

ROOM TECHNOLOGY

A standard Selkirk College classroom has a Projector, screen, speaker system and classroom / instructor PC Computer labs have the same setup with an installed instructor computer.

If you require additional equipment in your lab or classroom or run into technical difficulties, please contact the IT help desk at local 55255 or email itshelpdesk@selkirk.ca.

Using ShoreTel 230 Phone

If you have any further questions on this Technology please contact Ken Anderson, ext. 13287.

TELEPHONE SERVICES USING SHORTEL COMMUNICATOR

Access Voice Mail from home

- Call your direct line and wait for your greeting, then press * then # (right after each other)
- OR Call the switchboard, wait for the auto attendant, then press # key
- You will be asked for your extension, enter it
- You will be asked for your Password, enter it followed by the # key
- Your Voicemail will now function as if you were in the office.

Transfer your Local to another phone

- Press the Voice mail button
- Once you hear the auto attendant press the # key
- You will be asked for your extension, enter it
- You will be asked for your Password, enter it followed by the # key
- When the "Main Menu" is reached, Enter 731
- Your local will now be attached to this phone

Check Voice mail from another extension

- Press Voice Mail button
- When you hear attendant press the # key
- You will be asked for your extension, enter it
- You will be asked for your Password, enter it followed by the # key
- Follow the prompts

Conference call

- With first person on the line, select the second line and call or receive second call
- Once the second connection is established, you will see "JOIN" at the bottom of the screen
- Select the button under "Join" and both parties will be on the line
- Continue the same process to add another caller

Change user name for voicemail

- Press Voice Mail button
- You will be asked for your Password, enter your voice mail password
- Press 7
- Press 6
- You will be asked to record your name

MOODLE RESOURCES

Moodle is a web-based learning environment that helps instructors create, manage and organize their course materials.

To access Moodle, go to MySelkirk, Tools & Resources, Moodle Resources.

Moodle Information

Committee and Collaboration Sites

The url is: https://committee.selkirk.ca.

Moodle Development Site

The current employee Moodle playsite, Moodle Faculty Guide, and sign up for Moodle sessions is at: http://moodev.selkirk.ca.

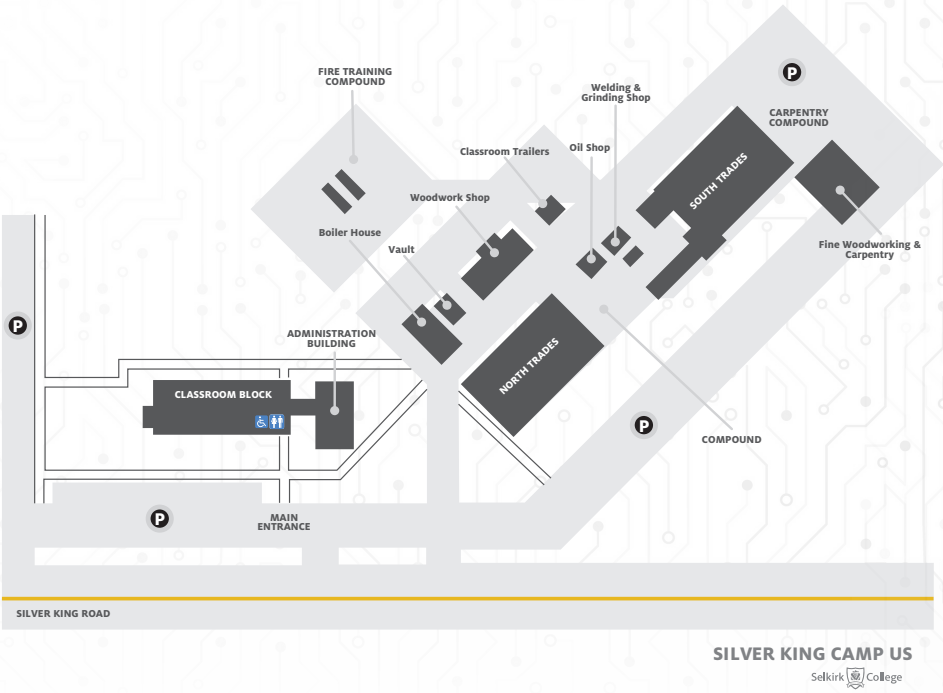
The Information Technology Services Department consists of many dedicated and highly experienced individuals who can assist you with your technology at Selkirk College. We are responsible for the overall functioning of Selkirk College's data networks, maintenance of college workstations, servers, computing labs and telecommunication systems.

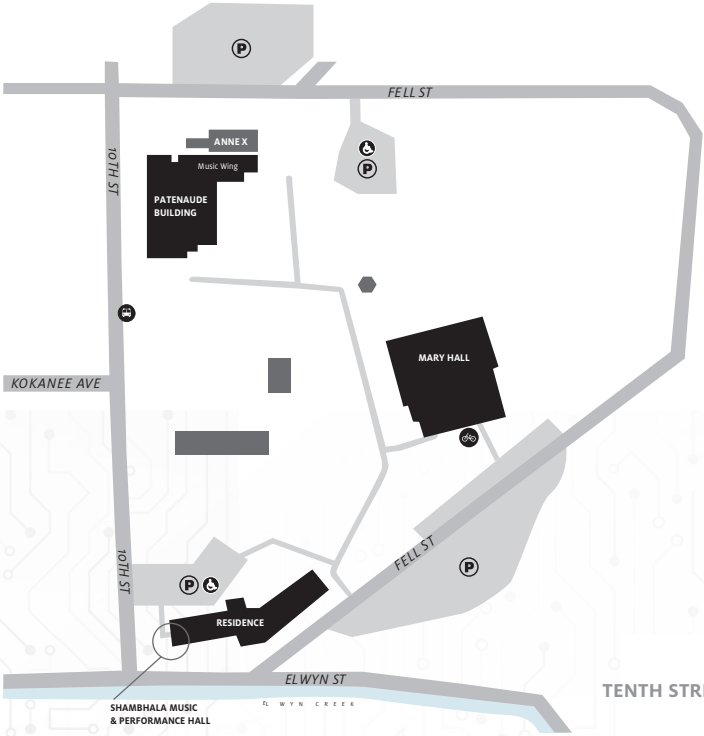
IT Help Desk services are available on 3 of our main campuses, including Castlegar, Silver King and 10th Street. Help Desk Services for Trail, Grand Forks, Kaslo and Nakusp can be utilized through email or phone.

Locations:
Castlegar Campus: B11 (Bonnington)
Silver King Campus: 118A
10th Street: P204 (Patanaude)

Hours of Operation:
8:00AM – 4:00PM
Monday to Friday

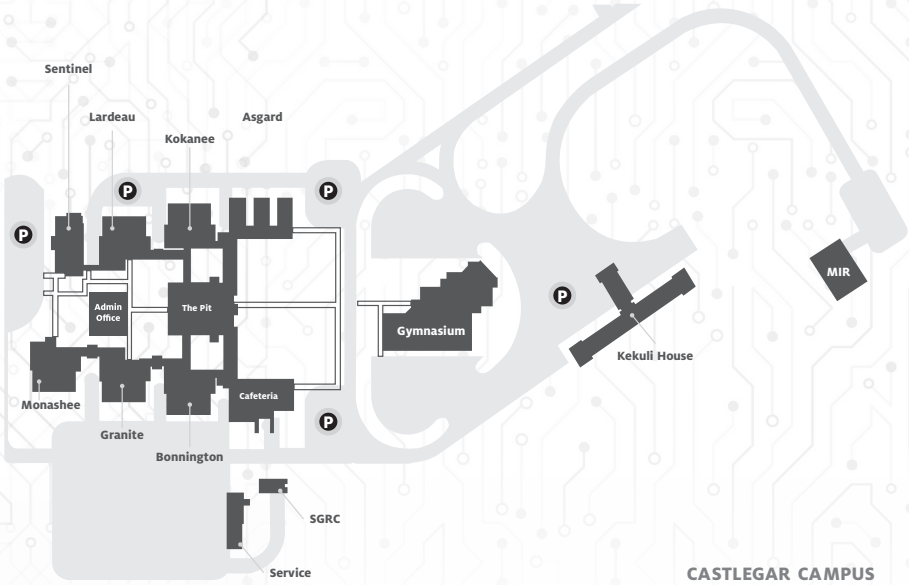
Contact:
Local: 250-304-6500
Toll Free: 1-844-304-6500
Ext. 55255
Email: itshelp@selkirk.ca





TENTH STREET CAMPUS

Selkirk College



CASTLEGAR CAMPUS

Selkirk College