

New Employee Guide

IT SERVICES



**IF YOU REQUIRE ANY ASSISTANCE PLEASE SUBMIT AN
IT TICKET OR JOIN A VIRTUAL SESSION AT:**

[GO.SELKIRK.CA](https://go.selkirk.ca)

Welcome!

IT Services at Selkirk College are the go-to people for providing technical assistance and support related to computer systems, hardware, and software. They are responsible for answering queries and addressing system and user issues in a timely and professional manner.

IT SERVICES TICKETING SYSTEM

To submit an IT Service ticket: go.selkirk.ca

STAFF EMAIL

Outlook

Microsoft Outlook Mail and Outlook on the Web (OWA) are the officially supported applications used to access Selkirk College email for employees.

You can access your O365 email through the Outlook Mail client on any Selkirk College staff desktop or laptop via the Windows start menu.

If you have trouble accessing your email, please submit an IT Service Request ticket.

Passwords

Password resets or changes can be done at <https://passwords.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, prompt and continue to password.selkirk.ca.

****If you are a returning employee**, you will be required to contact IT Services to reset your password. Submit a ticket or or join the Virtual Helpdesk Zoom session.

WORKING REMOTELY

VPN is used by Selkirk staff to access network resources while working remotely. If you require VPN to be installed on your Selkirk College provisioned computer, please submit your request via an IT ticket.

TOP 3 WAYS TO COMMUNICATE WITH STAFF

Zoom

You can find zoom on your desktop or laptop via the start menu located at the bottom left corner of your screen. Open the application and select the SSO option. You will then be prompted to login using your Selkirk College username and password.

Use zoom to send quick chat messages to another employees, schedule and join meetings and access IT Helpdesk via the Virtual Drop-In Zoom link located on go.selkirk.ca.

Note: Webcams can be purchased through the Castlegar Campus Bookstore at bkstore@selkirk.ca or from the Tenth Street Campus .

Email

Outlook email is Selkirk College's officially supported email application. Check out all the Outlook features using the Help function or check out the [Outlook cheat sheet](#).

Telephone

Most on-site Selkirk employees will have a dedicated office space with a telephone. Your phone extension will be given to you from the Campus Manager. Your phone extension will be provided to you by your supervisor.

IT Services can be reach via telephone at extension 55255 or Toll free at: 1-844-304-6500.

WIFI FOR STAFF AND PUBLIC

- SC-Staff is preferred for Selkirk managed devices and provides a secure wireless connection to Selkirk College resources.
- SC-Public is for use with personal devices.

2FA (TWO-FACTOR AUTHENTICATION)

Two-factor authentication (2FA) is an extra layer of security for your Selkirk College network identity designed to ensure that you're the only person who can access your account, even if someone else knows your password.

As a new employee you will automatically be enrolled in 2FA. For information on setting up your 2FA preferences, visit go.selkirk.ca

IT Services has enabled 2FA for select Selkirk College services including [Zoom](#), [Microsoft OneDrive](#), [O365 email \(via Outlook\)](#). Logging into these services with your @selkirk.ca email address will require 2FA, however, you may not be required to authenticate each time you log in. If you work from multiple locations, you will be prompted to authenticate more often than someone who works from the same office and device each day.

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.

Additional equipment requests should be submitted a week in advance. Submit your request via an IT ticket at go.selkirk.ca, join the Virtual Zoom drop in session, call IT helpdesk at ext 55255 or visit the IT helpdesk location on your campus.

MOODLE RESOURCES

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

To access Moodle, go to my.selkirk.ca, Tools & Resources, Moodle Resources.

Consider using a Passphrase instead of a Password

A password is a short character set of mixed digits. A passphrase is a longer string of text that makes up a phrase and is much harder to crack. The combination of using multiple words into a long string of at least 12 characters adds extra security and is easier to remember.

Moodle Resources

Committee and Collaboration Sites:
committee.selkirk.ca.

Moodle Development Site

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

LOCATIONS

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 in person on 3 of our main campuses, including

Castlegar, Silver King and Tenth Street. Help Desk Services for Trail, Grand Forks, Kaslo and Nakusp can be utilized through Zoom, email or phone.

Locations:

Castlegar Campus: B11 (Bonnington)

Silver King Campus: 118A

Tenth Street: P204 (Patanaude)

Hours of Operation:

8:00AM – 4:00PM, Monday to Friday

Check IT availability at go.selkirk.ca

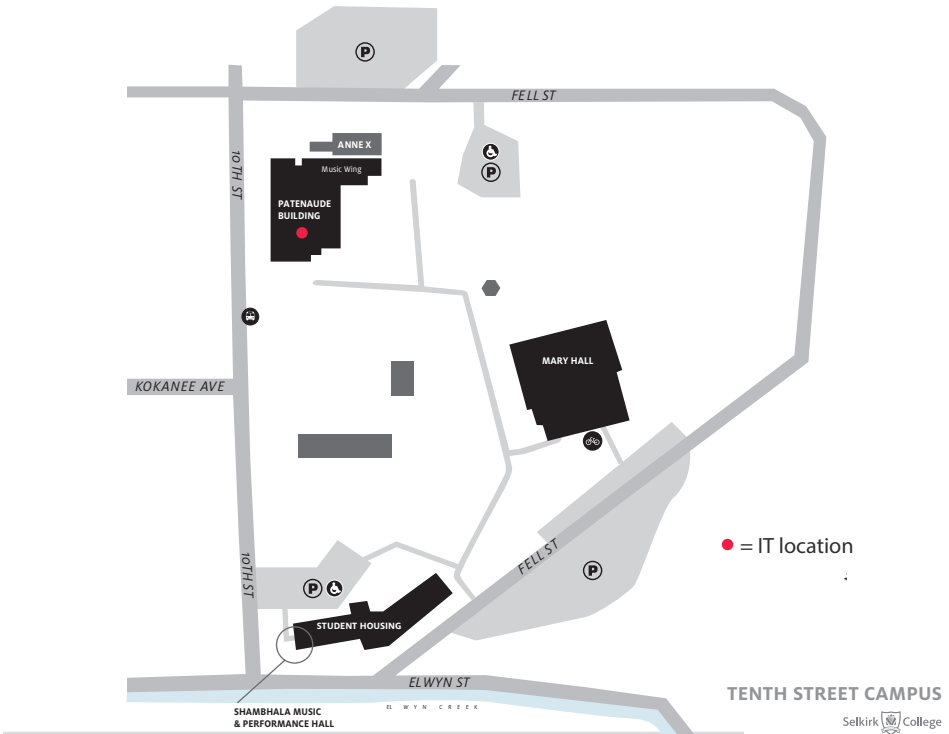
Contact:

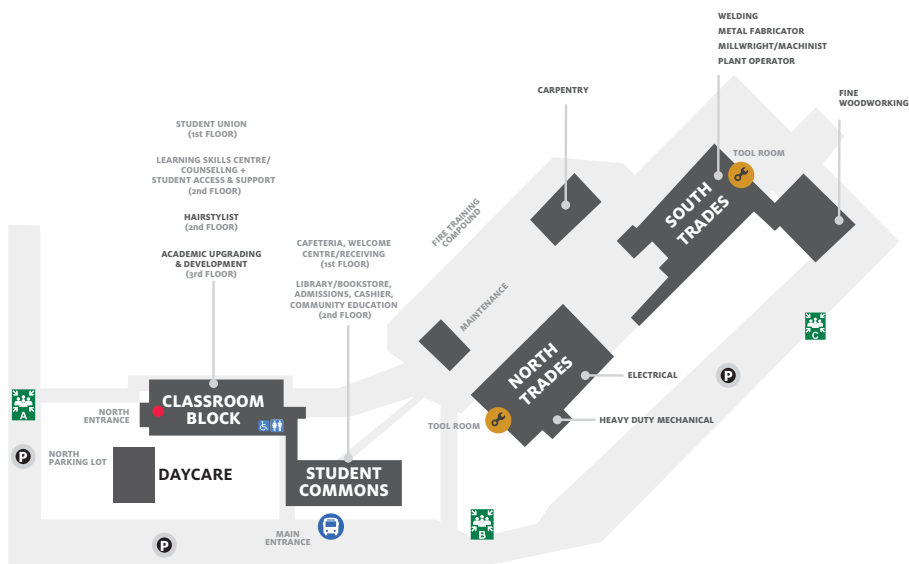
Email: itshelp@selkirk.ca

Virtual Helpdesk: go.selkirk.ca

Local: 250-304-6500

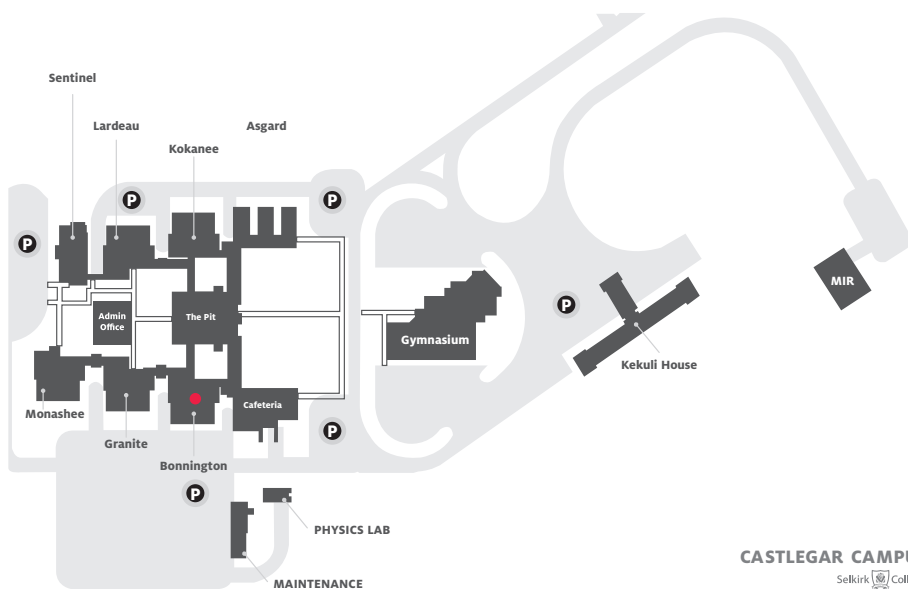
Toll Free: 1-844-304-6500 Ext. 55255





SILVER KING CAMPUS

Selkirk College



CASTLEGAR CAMPUS

Selkirk College