



ICT Quick Reference Guide (STUDENTS)

NOVEMBER 2020

** For instructions CTRL+Click on any topic below to take you to that particular section in the guide*

1. ACCESS FROM PRIVATELY OWNED DEVICE VIA CITRIX
2. HOW TO DOWNLOAD, INSTALL & CONFIGURE CITRIX WORKSPACE TO CONNECT YOUR BOARD DEVICE
3. CHROMEBOOK PRINTING AT HOME
4. PASSWORD RESET & LOGIN
5. REMOTE WORKING CYBERSECURITY AWARENESS & ADVISORY
6. DEVICE HARDWARE SUPPORT

If you require further assistance, please call the ICT – Service Desk
STUDENT SUPPORT NUMBER 1-833-644-1492

Hours of Operation:

Monday – Friday: 7:00 am – 5:00 pm

1. ACCESS FROM PRIVATELY OWNED DEVICE VIA CITRIX

In order to connect to the Boards' internal resources via Citrix Storefront, you must have the "Citrix Workspace" client installed on your privately-owned device.

The Connection to DP Storefront is made directly with your Citrix Workspace client and not a web browser. To download Citrix Workspace for your Privately Owned Device: <https://www.citrix.com/downloads/workspace-app/>

2. HOW TO DOWNLOAD, INSTALL AND CONFIGURE CITRIX WORKSPACE TO CONNECT TO YOUR BOARD RESOURCES.

To download, install and configure Citrix Workspace to connect to Board resources:



VPN - Connect to
DPStorefront with Citr

3. CHROMEBOOK PRINTING AT HOME

Setting up a Printer at home for Chromebook users



Chromebook
Printing - Adding a l

4. PASSWORD RESET & LOGIN

How to Reset an Expired Password?

How to Reset a Forgotten Password with Password Reset Tool?

How to reset a Forgotten Password and Have NOT Registered for the Password Reset Tool?

Click <https://www3.dpcdsb.org/news/news-archives/password-reset-for-dpcdsb-students-and-staff-email>

HOW DO I RESET A STUDENT PASSWORD?

DPCDSB has a password reset tool that is available for student access to reset an expired password. In order to use this tool, the user must have registered for the system. If registered, please click <https://students.dpcdsb.org/> and select Password Reset.

If students have forgotten their Password or have NOT Registered for the Password Reset Tool, they will need to email their teacher, or principal, or call their school and leave a specific voicemail message for assistance in this regard.

STUDENT LOGIN/PASSWORD ISSUES

How to test Student login: If a student is unable to login to a device, you can test on another device to see if the account is working. Go to <https://students.dpcdsb.org/> click on the Office 365 dpcloud.dpcdsb.org tile, and see if they can login.

Student Password Reset: If a student password is not working, please contact your teacher for assistance to reset the Password. If the teacher is unavailable to assist call the Student Support Number.

5. REMOTE LEARNING CYBERSECURITY AWARENESS

We are mindful of the cybersecurity risks and exposure to you and our board, recognizing this is a vulnerable period for most, the risk of cyber breach will intensify. Therefore, we are encouraging students to practice safe information management practices and to join us in exercising a **“Zero-Trust Model”** for all information within your access (i.e. board or your personal information). During this period, treat every request sent to you via (emails and other methods of delivery) as suspect until you have verified that the information originates from a credible source (i.e., DPCDSB account or a sender that you know and trust).

To support you during this process, two attachments are made available to help you during this period. Additionally, please consider the following best practices.

- Avoid the use of public Wi-Fi and or open Wi-Fi access from neighbours.
- Use personal hotspots or your local ISP connection to access internet resources.
- Be mindful when your camera is activated on your device.
- Encrypt sensitive data in email and on your device.
- Lock your computer screen when it is not in use or you must walk away from your PC.
- Always log-off the board VPN when you are done with your work-related activities.
- Ensure your computer is password protected and never share your User ID and/or password with anyone.
- For conference call ensure you regularly change your access code.
- If you are using non-board devices, ensure anti-virus software is installed and fully updated.
- Do not download software from untrusted sites and sources.
- Avoid downloading games and apps on your device from unregistered sites.
- Do not insert USB from friends into board devices.
- Report any issue to ICT staff immediately.



If you have any questions, please call the ICT **STUDENT SUPPORT NUMBER 1-833-644-1492**

6. DEVICE HARDWARE SUPPORT

Edwin Support: Contact Nelson Customer Support Email: edwinsupport@nelson.com

Board Owned Device Support: Board owned Chromebooks of Dell laptops have been deployed to students who identified that they did not have access to a computer. When the student has issues with these devices, Call the Student Support Number **1-833-644-1492** for assistance.

Board Owned Internet Device (Phone): For those families who identified that they did not have internet access, we have distributed Android devices to be used as a “Hotspot” for internet connections. If the students have issues with this device, Call the Student Support Number **1-833-644-1492** for assistance

BYOD (Personal) Device Issue Support: If a student’s BYOD (device owned and paid for by student) is experiencing hardware issues and they do not have access to another device, please contact your Principal to discuss the possibility of a DPCDSB board device.

NOTE: If a student’s personal device or internet connection is not meeting the needs of the student, please contact your Principal to discuss support for the student.