Getting Started Guide

Last updated: October 2019

Introduction

AskUC is the name of our internal central service desk for administrative department support from Human Resources, Information Technology and Facilities. AskUC allows to search for answers or create a request using our Self Service website. AskUC is open to all staff of the Upper Canada District School Board, and any employee can call for assistance.

> **Please note:** Students who require support must do so through a staff member at their school.

Services AskUC Provides

Every employee who has an employee number gets a username and password for logging into any computer on the board network. Each login account is automatically created within 24 hours after the employee is entered into the Human Resources database and is assigned an active job role. Each account also automatically has an email account created. Depending upon your job role and location you may also receive access to network resources specific to your job role; including membership in role specific email distribution lists.

Employees are urged to call AskUC IT as soon as they receive an employee number to obtain their login and password information. Please check your email on a regular basis as important communications are sent visa UCDSB Board email and may require timely responses. To contact the AskUC IT support desk call 1-866-282-5197.

> **Please note:** Employees must call AskUC ITS directly for password information, as passwords are not given out to anyone except the employee themselves for security reasons. We will not reset passwords if your coworker or supervisor contact us on your behalf.

Tips on Getting Started

Logging In

The login used for the school board is your employee number, with the letters UC in front. The password must be obtained by calling AskUC ITS (1-866-282-5197) as we must confirm employee identity for security reasons. If the domain is displayed on the login page, it should read EDU.

When logging in for the first time you will be asked to reset the password that was provided to you by the AskUC support staff. The new password must have the following characteristics:
- Must be at least 6 characters long
- Must include a combination of the four-character attributes:
  - Upper case letter
  - Lower case letter
  - Number
  - Special character (i.e. !, @, #, $, % etc.)

Insite is our Employee portal which will give you access to school and departmental information. For permanent employees, this portal has been personalized with your name and will display UCDSB news that has been targeted to your employee group. On the main Insite page you will find links to Email (Office 365), Self Service applications, and AskUC Self Service, which are described below. You will also find:

- News and Announcements – news for the UCDSB business departments
- I Need To – provides quick access to UCDSB forms, SnapShot and other frequently asked for resources
- Employee Look Up – allows you to search for other UCDSB employees
- Contact Look Up – allows you to search for department and school information
- Quick Links – are our most popular web resources
- Targeted links – links to items specific to your job role

Our Insite SelfServe page contains a few options you may be interested in. To access the Self-Serve site Click on the SelfServe icon at the top of most Insite pages (default homepage in Internet Explorer/Chrome on any board owned computer).

On the Insite SelfServe page you can:

- View your vacation and sick time statistics
- View your paystub
- View your T4
- Change personal information
- Reset student passwords
- Find Information on employee discount plans for mobile phones and computers
- Link to the AskUC Self Service website

Email

Everyone employed with the UCDSB will be provided with an Office 365 account which includes an email account, OneDrive cloud storage as well as a variety of cloud-based Microsoft Office applications. Once logged in to a school computer you do not require a separate login for email, as it should automatically log you in. Simply click on Internet Explorer icon on the desktop and click the Office 365 link at the top of the Insite page.

To access email from home and other locations please go to:
http://Office.ucdsb.ca
Login with your UCDSB email address and password.

Accessing UCDSB Systems and Services Remotely

Most of our systems have their own URL to access them directly. You will be required to login using your UC### and password. Below you will find the direct URL list for these systems.

Please note: Do not try to access any of these application systems by logging into access.ucdsb.on.ca. Doing so will result in skewed page views and data entry issues. Insite should only be used for accessing the Self-Serve page or departmental Insite pages.

PowerSchool
http://sis.ucdsb.ca/admin

Elementary Reports
http://sis.ucdsb.ca/teachers

Secondary Reports
http://sis.ucdsb.ca/teachers

IEP's
https://iol.ucdsb.ca

Virtual Learning Commons (VLC)
http://vlc.ucdsb.ca/

UCARRIS – Call 1-855-319-1829 to register first before using this link
https://uppercanada.eschoolsolutions.com/

Insite
https://access.ucdsb.on.ca

How to Contact AskUC

AskUC's regular hours of operation are 8am-4:30pm, Monday – Friday.

AskUC Self-Service is available 24/7 from any device with internet access. Search our knowledge base or create a request:
http://askuc.ucdsb.ca

Alternate Contact Information

IT:
Phone: 866-282-5197
Email: askucit@ucdsb.on.ca

HR:
Phone: 888-593-5556 ext. 1154
Email: askuchr@ucdsb.on.ca

Other Departments:
Click the **Contact Us** link on the askuc.ucdsb.ca website for contact information for all UCDSB departments.