

ICT Quick Reference Guide

April 2020

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If you require further assistance, please call the **ICT – Service Desk**  
Local:  905-366-3375 Internal Extension:  25000

Long Distance:  1-866-376-5215

**Hours of Operation:**  
Monday – Friday:  8:00am – 4:30pm

[ICT SelfService-HEAT](https://dpcdsb-amc.ivanticloud.com/Modules/SelfService/#home)

## 1. DP Staff Login

A large number of Board resources are directly accessible from the Internet and DO NOT require VPN access. As we have limited VPN licenses to be shared by ALL staff, please review and use the most appropriate option for access. In most cases, the first two should meet your requirements and are the preferred method.

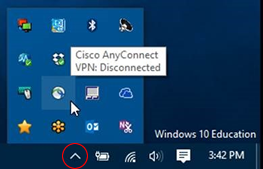
The following resources are directly accessible from the Internet. You ***DO NOT*** need the VPN to connect to them:

|  |  |
| --- | --- |
| ICT Self-Service | [ICT Self Service](https://dpcdsb-amc.ivanticloud.com/account/login?nodefaultprovider=true) |
| ​Report cards | ​[https://elem-rc.dpcdsb.org](https://elem-rc.dpcdsb.org/) or  <https://sec-rc.dpcdsb.org> |
| Tracs | [https://tracs.dpcdsb.org](https://tracs.dpcdsb.org/) |
| Office365 / Email | [http://dpcloud.dpcdsb.org](http://dpcloud.dpcdsb.org/) |
| Brightspace by D2L | <https://dpcdsb.elearningontario.ca/> |
| ​Webmail | ​[http://webmail.dpcdsb.org](http://webmail.dpcdsb.org/) |

## 2. VPN Access for Board Provided Laptop (not for teaching staff)

Accessing internal board systems such as Document Management, Parklane that are not internet browser based (Chrome or Internet Explorer) and accessible via DPStorefront now require AnyConnect. In order to connect to these systems, you need to use the "AnyConnect" client that is currently installed on your Board Provided Laptop.

*Your “AnyConnect client” is located in your hidden icons folder at the bottom–right corner of your screen.*

*Right click the "AnyConnect" icon and select "Connect".*  


[Click Here](https://dpcdsborg.sharepoint.com/portals/hub/_layouts/15/PointPublishing.aspx?app=video&p=p&chid=b71217e1-7609-467c-a446-8de6ac5e2c60&vid=cf712a2e-296c-44a4-a429-2e628f5bbb93) to view a short video located on Office 365 on how to use your “AnyConnect” client.

NOTE: VPN Access is for a limited number of users that DO NOT include teaching staff.

## 3. Access from Privately Owned Device

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/>

## 4. how to Download, Install and configure Citrix Workspace to connect to your Board resources.

The following resources are directly accessible from the Citrix Workspace:

IPPS, iRen, Student Information System (Trillium), OnSIS, Markbook, internal websites such as DP24, HRPortal, Standard Supply Catalogue, and Mileage to name a few.

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



## 5. how to configure Outlook on Citrix to send attachments from your home, departmental and school drives (H: and S:).

[Click here](https://www3.dpcdsb.org/documents/SettingUpOutlookInCitrix.pdf) for instructions on how to configure Outlook on Citrix to send attachments from your home, departmental and school drives (H: and S:).

\***NOTE** Visit for Updated links:

<https://www3.dpcdsb.org/about-us/dp-staff-login>

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## 6. Remote Working Cybersecurity Awareness

As we ramp-up our remote networking infrastructure to staff, we are mindful of the cybersecurity risks and exposure this presents to you and our board.  Recognizing this is a vulnerable period for most, the risk of cyber breach will intensify. Therefore, we are encouraging all staff 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.
* Encrypt sensitive data in email and on your device.
* 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 password with anyone.
* Lock your screen if you work in a shared space.
* For conference call ensure you regularly change your access code.
* If you are using non-board devices, ensure anti-virus 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 HELP DESK or submit a HEAT TICKET. [ICT SelfService-HEAT](https://dpcdsb-amc.ivanticloud.com/Modules/SelfService/#home)

## 7. CYBER SECURITY ADVISORY – COVID-19 PHISHING

**HOW DOES THIS INCIDENT AFFECT DPCDSB?**

Phishing and fraudulent emails remain a prominent way in which attackers can gain access and compromise security:

* Malicious parties can try to steal credentials and make victims think the emails come from a trusted party.
* Malicious parties attempt to convince victims to click on malicious links or malicious attachments.
* In the case of the Ontario Public Sector organization, an internal staff clicked on a link that led to a fraudulent site which convinced users to enter their email credentials.

**WHAT SHOULD I DO?**

* As soon as possible, forward suspicious emails to ICT for immediate action.
* If you have received any emails with the subject line, **“Re: COVID-19 (Payroll Adjustment)”** delete them.
* Be wary **of COVID-19 related emails** asking you to open attachments or click on links. Notably from sources that you would not regularly receive emails from, or from sources that you would not expect to be providing information on COVID-19.
* Exercise caution when opening emails related to COVID-19, even from organizations you expect to receive communication from.
* Exercise a **“Zero Trust Model**” on every electronic communication - threat actors will attempt to disguise their emails so that they appear to come from trusted organizations.

## 8. Accessing your VOICE MAILBOX externally

1) From outside the office you can dial (905) 366-5777.

2) When prompted enter your mailbox number followed by # sign

3) When prompted enter your password followed by # sign. If you are a new user or you have been advised your password has been reset the temporary password is 13579#

Please review the attached document for further information on Voice Mail Operations.



## 9. How do I reset my 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.

## 10. Password Reset for DPCDSB Students and Staff Email

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>

