INTRO:

This guide was built to give new users to the FirstOnSite environment a jump start on how to get into our systems.
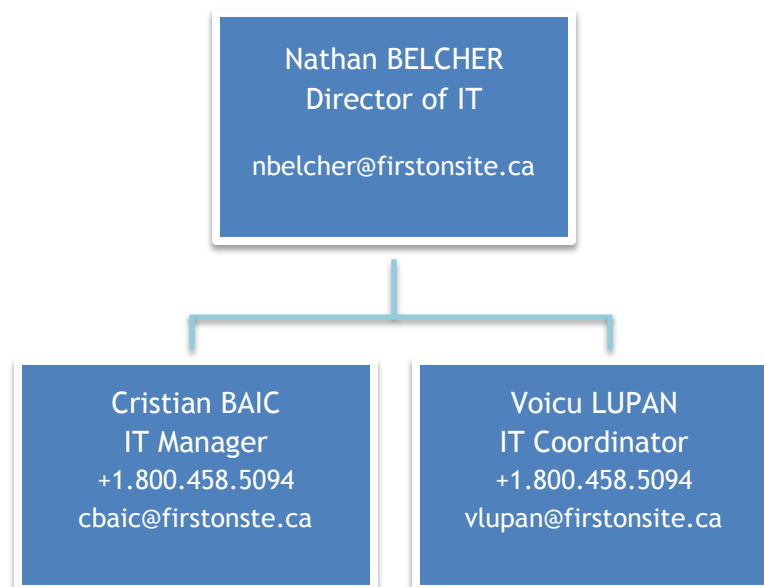
GETTING HELP:

For Support please direct all your calls and emails for help to the following.

FirstOnSite National Helpdesk
Toll-free ☎: +1.866.458.5094
E-Mail ✉: helpdesk@firstonsite.ca

IT ORGANIZATION STRUCTURE:

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OVERVIEW OF THE IT SYSTEMS:

The FirstOnSite IT systems are located in a secure facility in the heart of Toronto and Ontario. We have in estimate about 90 servers working in concert to provide world class application delivery.

These services are as follows:

- A secure Microsoft Active Directory service. This is where we maintain the login security and contact information for all our users.

- A secure remote access gateway. We refer to this technology as the "portal" or "Citrix". These tools are used for allowing remote or travelling users access to our internal system from the external world (AKA the Internet). From this portal you can connect from your Internet at home.

- The Internal System is a term we use to describe the network where all the servers and systems are connected to. You can access these from the Secure Access Gateway (Citrix, Portal) or the Wide Area Network at your Branch. Because FirstOnSite is still a new company we have not connected all the branches to this Canada – Wide Area Network or WAN.

- Email system. FirstOnSite has many servers build on Microsoft Exchange Server technology which provide this email service. We have integrated many divisional email systems under the same umbrella, reducing the complexity and improving our collaboration capability with this centralized system.

- BlackBerry Enterprise Server: better known as the "BES" server, this tool integrates the BlackBerry Phones with our Exchange environment so you can manage emails and contacts from your local Outlook and have them mirrored on your BlackBerry phone.

- The Internal Web Sites, AKA Intranet: This tools is built on Microsoft SharePoint technology and is highly effective collaboration tool, which helps us all to communicate, organize and collaborate from any location in Canada.

- Reporting System: This goal of this system is to bridge the reporting needs of the corporation. The ClaimTrak and Great Plains system each have reporting capability, however are not fully linked. The reporting services system will evolve in time to provide a one stop solution for all our reporting needs.

- ClaimTrak: This is the famous claims management tool which was developed by David Pelland for our British Columbia Division, along with his peers. We have built and enhanced this tool to meet our changing needs. This system manages all aspects of our day to day business.

- Great Plains: This is the backbone of our finance system. It is integrated with ClaimTrak to provide a full spectrum of functionally tailored for the restoration industry while keeping track of the financial books.

IMPORTANT LINKS:

FirstOnSite external website (Public Site)	http://www.firstonsite.ca
FirstOnSite CITRIX portal (this is your gateway to all other systems)	https://portal.firstonsite.ca
FirstOnSite Outlook Web Access Tool	https://mail.firstonsite.ca
ClaimTrack Access	https://claimtrak.firstonsite.ca
Intranet: from Citrix on Internal Network link. This link will only work if your branch is on the WAN or if you are using the icon form the Citrix Portal	https://my.firstonsite.ca
The internal Report Tool: from Citrix on Internal Network link. This link will only work if your branch is on the WAN or if you are using the icon form the Citrix Portal	http://reports.firstonsite.ca/reports

THE FOS INTRANET

The Intranet is FirstOnSite's internal website that allows only FirstOnSite employees the ability to stay connected with the other employees as well as share documents. The Intranet has many tabs in the upper left hand corner. You will see these depending on your access levels.

Clicking on the Shared Documents link will bring you to the area of the site where you can upload documents and read other documents that have been uploaded.
Down the left side of the Home screen is a list of links: the first link is the applications link or Citrix a portal used to access programs to log into to Citrix, going down the list there are links to ClaimTrak that are separated by division.
To login to these programs use the same username and password as you do to login to your personal computer.
Citrix- https://portal.firstonsite.ca/
ClaimTrak links: https://claimtrak.firstonsite.ca

UPLOADING DOCUMENTS TO THE INTRANET

If you want to upload a document to the intranet on either the Home page or other page, click on the Shared Documents link on the left side of the page, the click on the Upload button which is located right above the names of the folders listed under the shared document page, between New and Actions, click the button and hit up load document and then hit the browse button to find the document you are looking for.

CONCLUSION

On behalf of the IT team, I would like to welcome you to the FirstOnSite family. Please explore these sites and feel free to request our assistance and or guidance in finding real world solutions to your business problems or needs. It will be our pleasure to serve you!