

Information Technology Services (ITS) Information

Account Information

Your username and password will be supplied by your hiring manager or designate.

Passwords

Passwords must be at least six characters long and contain three of the four criteria below:

1. Uppercase letter(s)
2. Lowercase letter(s)
3. Number(s)
4. Symbols(s)

Example: Toronto2020 or Toronto!

Your password expires after 60 days and cannot be repeated until nine different ones have been used.

To change your password while on-campus:

- Log into a computer
- Press CTRL-ALT-DEL
- On the subsequent screen, select Change a Password
- Follow the steps.

To reset your password while off-campus, please follow these steps:

- Navigate to: <http://owa.canadorecollege.ca>
- Sign in
- Click on your initials (or picture if you have one)
- My account
- Password

E-mail

When logging-into Outlook on your work computer, enter your EmployeeID@canadorecollege.ca as the username.

For access to e-mail in a classroom or off-site, you can go to the following website:

<http://OWA.canadorecollege.ca>

OneDrive

Canadore has implemented access to Microsoft's OneDrive service. This service provides all Canadore employees with one terabyte of online storage. You can access it through <http://owa.canadorecollege.ca> and choosing the OneDrive shortcut to use the web interface or by using the local client on you work computer. Should the client not be installed, please contact the IT Service Desk and we can schedule an installation.

Computer Access

If you are using a corporate laptop, it must be connected to a network cable for your first log-in. Personal computers cannot be connected to our corporate wired/wireless network nor the wired student lab connections, but access to the Canadore_Students wireless network is permitted.

Contact Information for ITS

If you wish to report an issue, ask for assistance, or make suggestions, please contact the IT Service Desk at ServiceDesk@CanadoreCollege.ca, or by calling 705-474-7600, ext. 5800, or by stopping by room D228 at College Drive Campus.

Office Hours are: Monday – Friday 8:30 a.m. to 4:30 p.m., closed Saturday and Sunday.

Contact the IT Service Desk for:

Log in/password issues

Office computer issues

Lab computer issues

Hardware/software

Electronic classrooms

iCan issues/questions/requests

Printers

Phone issues/new phone requests

Cell phone inquires/requests

Internet issues

Wireless access

Canadore College Password Guide

Quick Links

[Password Expired](#)

[Changing Password Remotely \(Not Expired Yet\)](#)

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[Office365 \(Prompting to Update Password\)](#)

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Password Expired

Description: If your password has expired while you are working remotely please follow the steps below.

NOTE: These instructions consider that you can log into your laptop, if you are unable to log into your laptop, then you will need to connect it to a wired connection at any Canadore Campus.

-**Double Click** and open **Chrome** web browser



-**Copy** and **Paste** the following link in chrome.

owa.canadorecollege.ca

-Log in with your **EmployeeID@canadorecollege.ca** and click **Next**



Sign in

to continue to Outlook

EmployeeID@canadorecollege.ca

[Can't access your account?](#)

[Sign in with a security key](#) (?)

Next

-It will then prompt for your password, even though it is expired, please use that password



← 115330@canadorecollege.ca

Enter password

[Forgot my password](#)

Sign in

-Once you put in your password, it will then ask you to change your password to something **New** and also to **Confirm** your **new password**. Your current password, is the expired one you put in to get to this screen.



115330@canadorecollege.ca

Update your password

You need to update your password because this is the first time you are signing in, or because your password has expired.

Sign in

You will receive the following message provided your password change is successful.

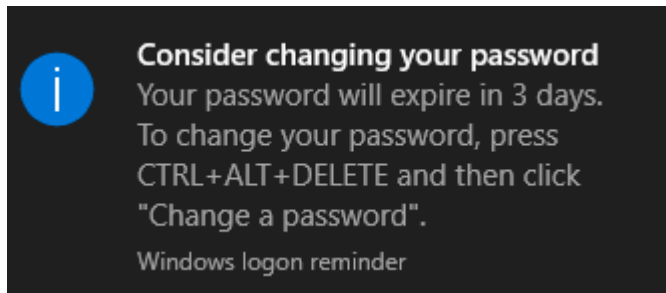
Your password was successfully updated, but our servers take a little time to catch up. Please try signing in again in a few minutes.

-Once complete, close **Chrome** and then open **Chrome** again, now follow the same steps only now you will log into **OWA** (Canadore Web Mail). Your **Network** password will have been updated.

Changing Password Remotely (Not Expired Yet)

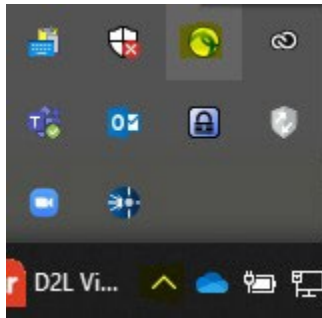
Description: Please use the following to change your **network password remotely before it expires**, and also to **avoid password sync issues** in the future where you have a different password for your laptop and one for your network account.

-If you are receiving the following message on your laptop, I would consider changing your password **before** it expires.



-First you should connect to **VPN**

-**Click** on the up **Chevron** on the bottom right corner and **Double Click** on the **Cisco VPN** app.



-Log in with the following credentials

Employee ID Only

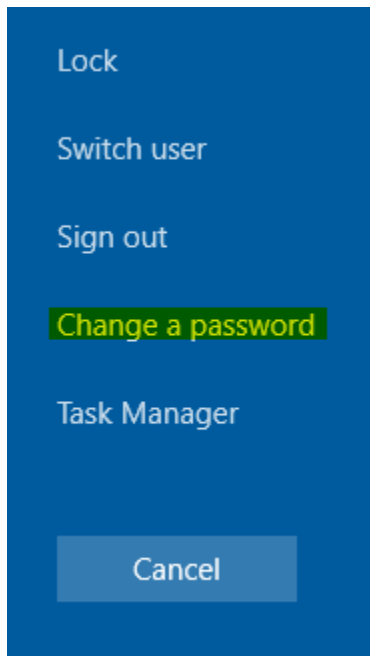
Network Password

-Once you have connected successfully, now it is time to **Change Your Password**.

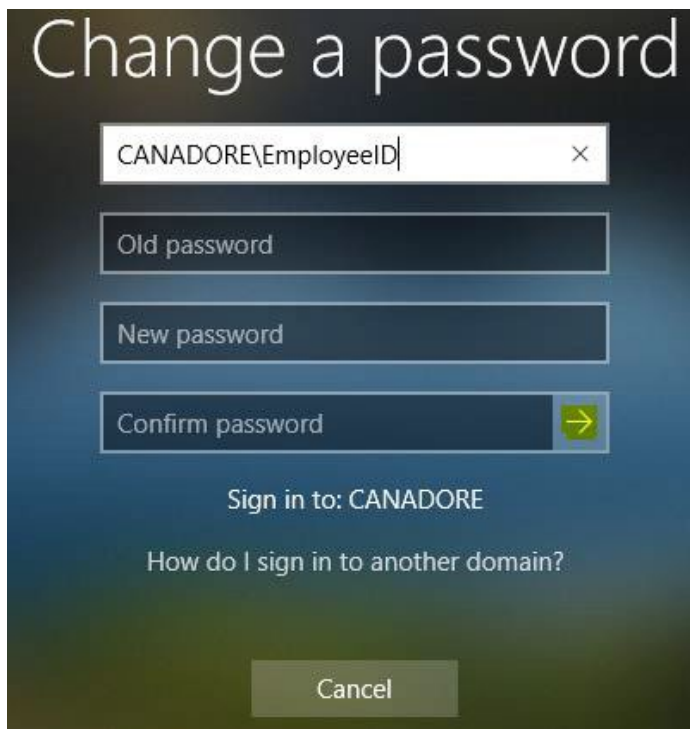
-On your keyboard press **CTRL+ALT+DEL**



-You should have the following menu come up, choose **Change a password**



-It will prompt you for your current password, and new password and to confirm the new password, once complete click on the **arrow**.



-You should receive a message saying your password has successfully changed.

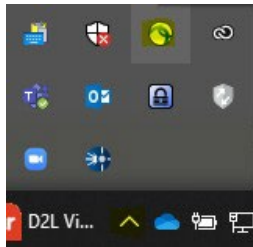
-I would stay connected to **VPN** for **30min** to ensure everything syncs properly. You can then **disconnect** from **VPN** after unless you are working in **Argos** and **Banner**.

Laptop Password + Network Password Sync Issues

Description: Please use this section in order to **Sync** your laptop and network passwords. This happens due to your laptop being (Off the Domain) for a period of time and not being connected on campus.

-First connect to **VPN**

-**Click** on the up **Chevron** on the bottom right corner and **Double Click** on the **Cisco VPN** app.



-Log in with the following credentials

Employee ID Only

Network Password (This is the updated **Network Password**, not the **Laptop Password**)

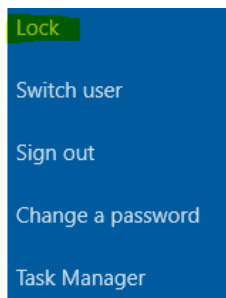
-Once connected to **VPN** you will eventually receive the following message.

NOTE: It may or may not ask you to **Lock** the laptop, then **Un-Lock** it with your new password. The following steps will show you how to complete a lock and unlock of your laptop.

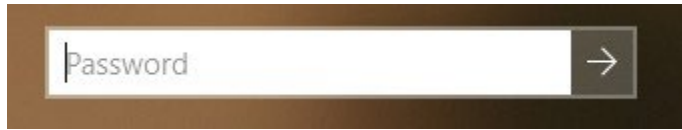
-On your keyboard press **CTRL+ALT+DEL**



-You will be choosing **Lock** this time.



-Once the laptop is locked, hit the **Space Bar** to bring up the login window. Then put in your current updated new password.



-If your laptop unlocks with the **New Updated Network Password**, then your **laptop password** and **network password** should be synced.

-I would stay connected to **VPN** for **30min** to ensure everything syncs properly. You can then disconnect from **VPN** after.

Zoom Account (Password Reset)

Description: Please use the following information to reset your **Zoom** account password if you were provided one from **Canadore College**.

-Open a web browser and go to

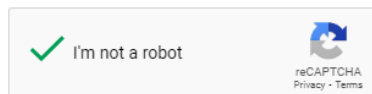
https://zoom.us/forgot_password

-Enter your email address and click on the captcha and click **Send**

Forgot your password?

Don't worry. Resetting your password is easy, just tell us the email address you registered with Zoom.

First.LastName@canadorecollege.ca



Send

-You will receive an **email** with a link to **reset your password**. Click the **link** in the email.

-Enter your **new password**.

-Enter the new password a second time for confirmation.

-**Click Save**. You have now reset your password and should be logged into the Zoom web portal.

-Click **Go to My Meetings** to be taken to the **web portal**.

Office365 (Prompting to Update Password)

Description: Use the following instructions to update your password for the office products installed on your laptop (**Word, PowerPoint, Excel, OneNote**).

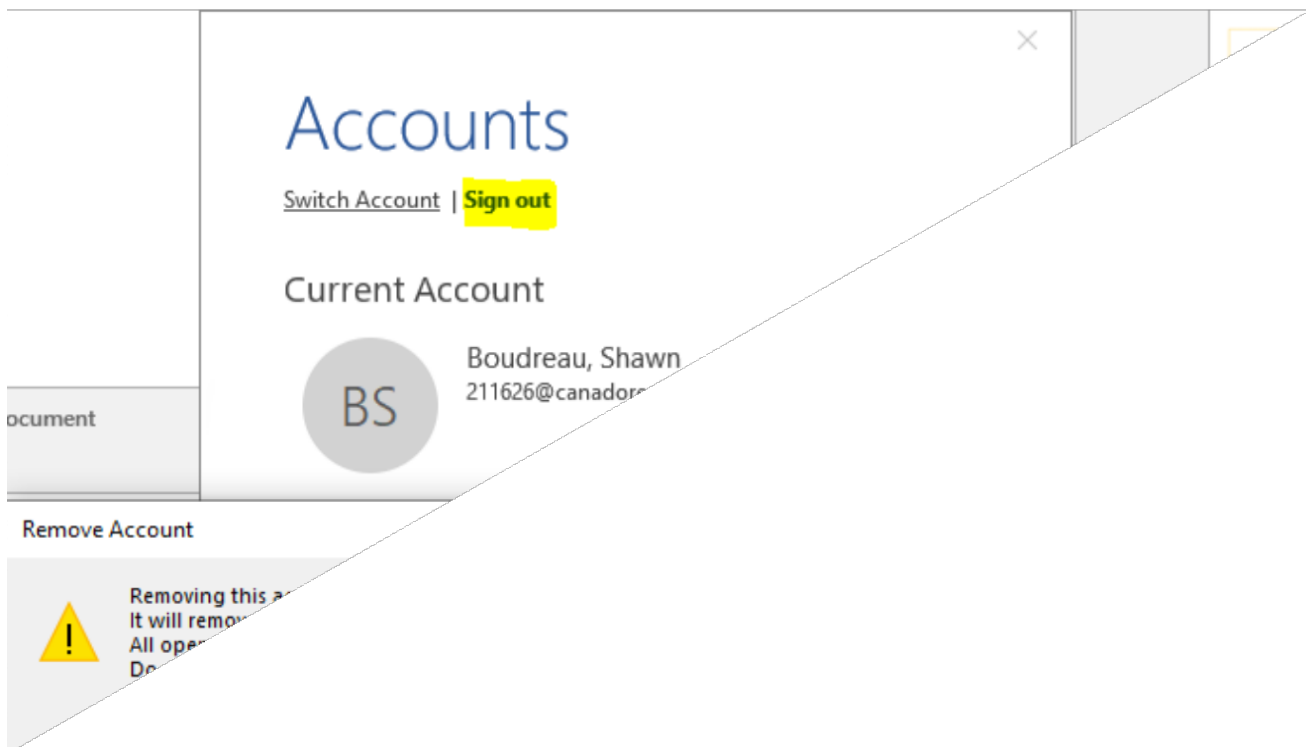
NOTE: You receive messages that say **UPLOAD FAILED – The file was not uploaded because the specified path was not found on the server.**

-Close all of your Office 365 documents that you may have open. This includes Word, Excel, PowerPoint, OneNote.

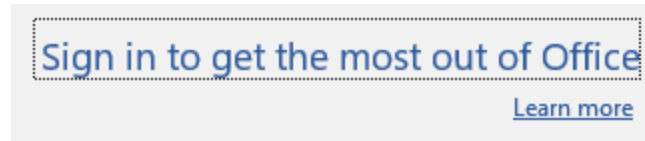
–Open up Word and click on Switch Account in the top right corner.



-Click on Sign out, then Sign Out and then YES



-Click on the following in the top right corner of Word.



-Log in using your Staff ID and Password



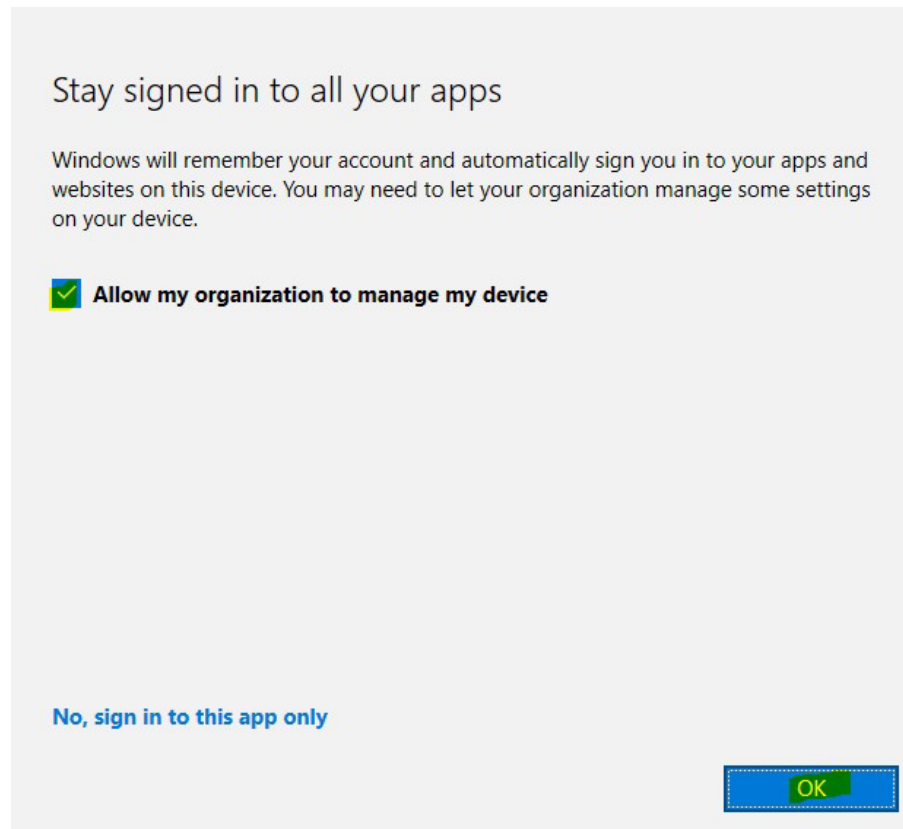
Sign in

StaffID@canadorecollege.ca ✕

No account? [Create one!](#)

Next

-Make sure Allow my organization to manage my device and click on OK.



Adobe Creative Cloud (Password Reset)

Description: Use the following directions to reset your **Canadore Adobe Creative Cloud** password.

Go to your Adobe account sign-in page, enter your **email address** and select **Continue**.

<https://account.adobe.com/>

Sign in

New user? [Create an account](#)

Email address

First.LastName@canadorecollege.ca

Continue

-Select **Reset your password**.

Enter your password



PERSONAL ACCOUNT
janedoe@example.com

Password



Stay signed in


Continue

[Reset your password](#)

Enter the **code** sent to your **email address** or **phone number**.

Update your password



Enter the code we sent to the phone number ending in 

Back

Resend Code

[Get your code another way](#)

NOTE: If you have provided both an email address and a phone number, you can opt to receive your code in an email instead. Select [Get your code another way](#).

In the Update your password screen, enter your new password twice to confirm, then select Reset password.

Update your password



New password

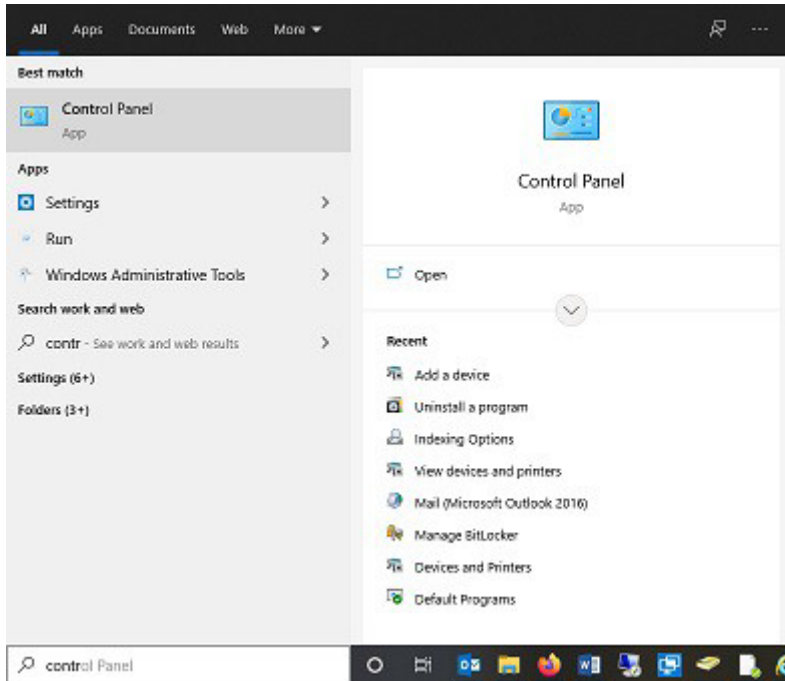
Repeat password

Sign out of all active logins

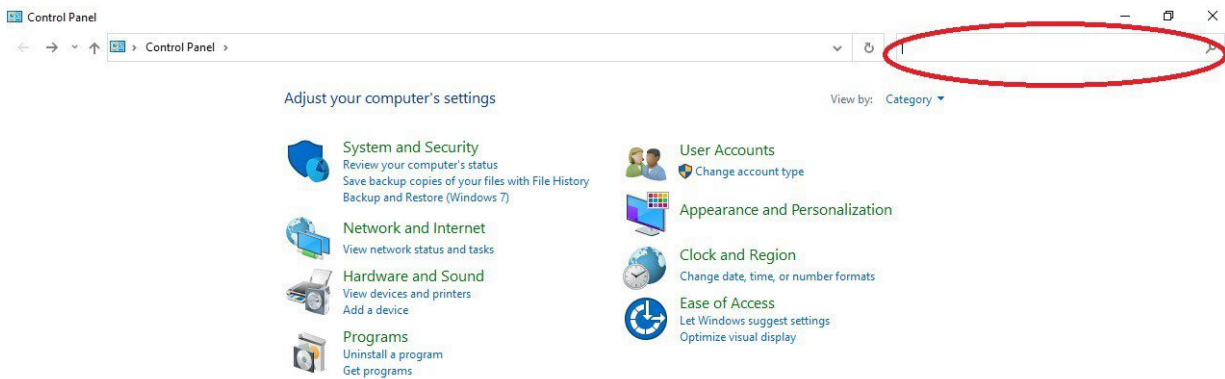
Reset Password

Printer Install Guide

If you are **at home** and wish to install an onsite corporate printer, connect to **VPN** first.



Once you are in **Control Panel**, click in the **Search** field and type the word **Printer**



Control Panel

> 1' > Control Panel >

Adjust your computer's settings

System and Security

Review your computer's status
Save backup copies of your files with File History
Backup and Restore (Windows 7)

Network and Internet

View network status and tasks



Hardware and Sound

View devices and printers
Add a device



Programs

Uninstall a program
Get programs

Devices and Printers

Ubl , - Control Panel , - All Control Panel Items , - Devices and Printers

Add a **device** (Add a printer)

v Devices (4)



CD22602DT-2020



Generic No,n-PnP
Monito,r



Generic No,n-PnP
Monito,r









Generic No,n-PnP
Monito,r

— □ ×
Add a device

Choose a device or printer to add to this PC

Searching for devices

 A106-HPM527 on CAPRINTCORP Printer	 C109h-Printer on CAPRINTCORP Printer
 C110-HPM527 on CAPRINTCORP Printer	 C221-Printer on CAPRINTCORP Printer
 C222-Printer on CAPRINTCORP Printer	 C261-HPM452dw on CAPRINTCORP Printer

The printer that I want isn't listed

Next

Cancel

Select the second option and click on **Next**

← Add Printer

Find a printer by other options

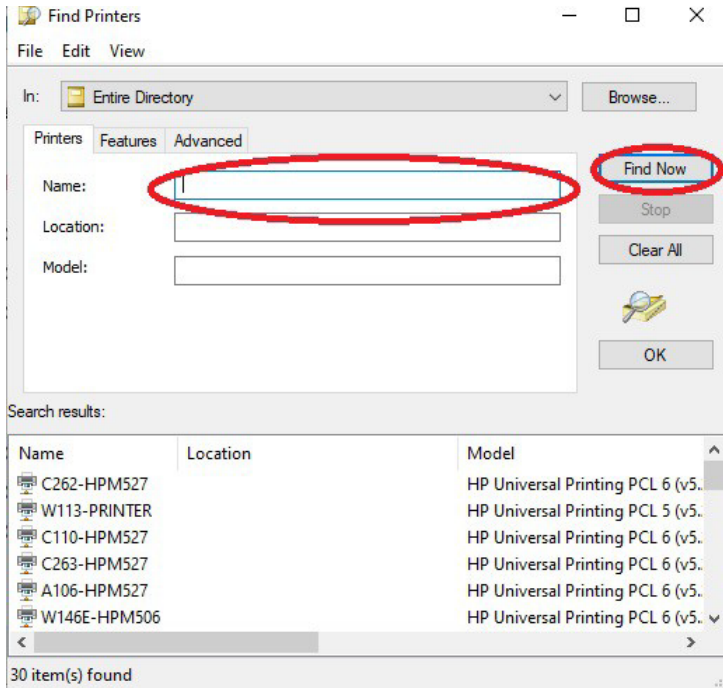
- My printer is a little older. Help me find it.
- Find a printer in the directory, based on location or feature
- Select a shared printer by name

Example: \\computername\printername or
http://computername/printers/printername/.printer
- Add a printer using a TCP/IP address or hostname
- Add a Bluetooth, wireless or network discoverable printer
- Add a local printer or network printer with manual settings

Next

Cancel

In the next window you can put the room number in the **Name** box and then click **Find Now**



When the printer you want to install appears, right-click on it and click on **Connect**. The printer should now install.

