

IT Services tru.ca/its

All IT Services support requests are directed through the IT Service Desk.

We support:

- Reported break/fix incidents (i.e. something is not working or behaving properly)
- Changes and resets for existing internal accounts for Outlook email, staff network, Banner, Blackboard Learn, Moodle, etc.
- Technical support for myTRU, Blackboard Learn, Moodle, Network, Banner, and Wireless.
- Request for access to applications/systems via Applications and Systems Access Request (ASAR) process: one.tru.ca/asar
- Product assistance for TRU supported software and hardware
- Requests for equipment moves (assistance with disconnect and reconnect only)
- Requests for telecom services – moves, adds, and changes
- Consulting services when a need for an application is established.

IT Service Desk (OL120)

Mon - Fri: 8 am to 6 pm

250.852.6800 | ITServiceDesk@tru.ca

Computer Lab Support (OM1326)

Mon -Thur: 8 am – 8 pm, Fri – Sun: 8 am to 4 pm

Summer hours: Mon – Fri: 8 am to 4 pm

250.828.5332

Media Services (HR Building Room 143/145)

Monday to Friday: 8 am to 4 pm

ITV Services & Multi-Media Classroom Support

250.828.5336 | mdoubt@tru.ca

A/V Equipment Bookings & Repair Support

250.828.5070 (A/V Loan Out)

250.371/5880 (Repairs) | aboyda@tru.ca

Media Services

Media Services provides loan out of: LCD projectors/TV/computer carts and audio systems. For best service please give 24hrs advance notice. Loan out requests may be emailed to av_loanout@tru.ca or call 250-828-5070

Media Services is also responsible for maintenance of multimedia equipment in classrooms.

<http://www.tru.ca/its/mediaservices.html>

The Main Library provides loan out of digital video cameras, still cameras, audio recorders, and laptops on a first come first served basis.
250-828-5473

Training

IT Services provides several options for no-cost training for all faculty and staff on most of the commonly used applications.

Lynda Campus: A campus agreement is currently in place to provide access to Lynda.com for online training. You can find information, register and log in at: tru.ca/its/employees/lynda.html

Classroom training can be arranged for Outlook, Banner, Argos, APAR, and SharePoint – OneTRU Intranet.
tru.ca/its/employees/training.html

Mandatory Information Security Sessions are offered several times per year. New employees will be contacted by email or the introductory sessions can be completed online in Moodle.
tru.ca/its/infosecurity/awareness.html

IT Services

LEADING DIGITAL

New Employee Information

tru.ca/its



IT Services

Vision

IT Service leads TRU's Digital Strategy to achieve excellence.

Mission

LEADING DIGITAL

We provide cost effective reliable technology, innovative solutions and strategic guidance.



Learn more about the ITS Strategic Plan and Values at:

tru.ca/_shared/assets/strategicplan201431987.pdf

OneTRU Employee Intranet

OneTRU is a single-stop, secure intranet for employee collaboration, publishing, project and document management needs. You can attend an introductory training session to learn more. More information can be found under "About OneTRU" on the OneTRU home page.

one.tru.ca

Newsletters and Bulletins

Newsletters are distributed semiannually via ECom mail lists (staff, faculty, admin, CUPE) and posted on our website:

tru.ca/its/about_us/newsletter1.html

Important system maintenance or outage bulletins are distributed via ECom mail lists and are posted at: its.inside.tru.ca/

Twitter: @TRU_ITServices

myTRU Portal

Your myTRU portal account provides one-stop access to online services. In the Employee Resources tab, you will access timesheets, employment details and personal information, the FAST suite for financial and HR reporting, etc. The Faculty Resources Tab provides channels with important faculty links, elections, grade assignments, and more.

myTRU portal login information - mytru.ca

Login: TRU ID (T followed by 8 digits)

Password: This password is different than your network account password.

Click on My Account in the top left corner to setup a personal email address for password recovery.

Network Account

All employees are provided with a network account once new employee paperwork has been received and processed. Your network account credentials are used to log in to the campus wireless network, Outlook email, Moodle (Learning Management System), and the OneTRU Intranet when off campus.

When logged in to the campus staff network, you will see your own personal file storage drive H:\ (10GB) and shared group folders Drive O:\. Work documents should be saved to the network. All data on network drives are backed up every night.

tru.ca/its/employees/facultynetworkaccount.html

Network Account Password Reset Portal

Register a personal email address at myid.tru.ca to allow you to change or reset your password at your convenience.

- Login in to: myid.tru.ca
- Enter your network username and password.
NOTE: Select TRU in the "Login to" field. This is the staff network domain name.
MYTRU is the student network domain name.
- Enter your personal email address.
- Click enroll.

Your password will expire one year from the date it was changed.

Campus Wireless

Eduroam is a collaborative network that allows students, staff, researchers and faculty to access wireless services at participating higher education institutions around the world, without the need for obtaining a guest account. Login at TRU or another participating institution using your employee network username@tru.ca and password.

tru.ca/its/employees/wireless.html

Computer Equipment/Software

Employees are provided with a leased Windows desktop computer with MS Office and Adobe Acrobat Pro. Additional software requests or purchases are made by contacting the IT Service Desk. Other computer options are available but must be approved by your Manager/Dean/Director. Details at:

tru.ca/its/employees/supportedhardware.html

Software for Home Use

Through current campus software license agreements, Microsoft Office 365 (free) and Adobe Creative Cloud (nominal yearly fee) are available for your home use.

tru.ca/its/employees/software.html