



**Canadian International School of Hong Kong  
Information Technology Department**

**Getting Started In 5 Easy Steps**

**1. Access your computer account**

As a CDNIS employee you are granted a computer account. This is your main access to the school's IT facilities.

Please read and understand the Acceptable Use of Information Technology Guide before using your computer account.

**2. Access your e-mail**

In addition to the computer account, employees are granted a FirstClass account.

FirstClass is a feature-rich system for e-mails, conferences, calendars, bookings, school newsletters and announcements.

You can access FirstClass and your e-mails from a computer on the Internet anywhere in the world. All inbound and outbound e-mails are filtered automatically for protection against spam and viruses.

**3. Flexible access**

Whilst all employees are assigned a specific computer to use for work, you can log into any computer in the school.

CDNIS also provides wireless access for laptop computers. Currently the wireless access points are in the 9th floor General Office, 10th floor Library, 6th floor Student Cafeteria, 6th floor Staff Lounge, 4th floor Chinese office and 3rd floor Science Wing.

Off-site remote access to the school is achieved through Virtual Private Network (VPN). This is available on request via email to the IT Manager.

#### **4. Access `home.cdnis.edu.hk`**

`home.cdnis.edu.hk` is a web site for general information about IT. It contains self-help documents to common IT issues which you can use to try to fix a problem yourself. There is also free software for download.

#### **5. Find help via IT Helpdesk**

If you have any IT related issues, please file a report containing the details in an email to `helpdesk@cdnis.edu.hk`

IT staff are on duty from 7:30 AM to 5:00 PM during weekdays. Help is provided through e-mail, phone, face-to-face and remote connection.