

Getting Started

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How to Reset Your FVSD Password

Having trouble logging in? This guide walks you through resetting your FVSD password.

Before You Start

Your FVSD account uses one password across all services — email, computer login, Google Workspace, and more. Changing your password will update it everywhere.

Option 1: Reset Your Password From the Login Screen (Windows)

1. On the Windows login screen, click **Reset Password** or **I forgot my password**
2. Enter your FVSD email address (e.g., `j.smith@fvsd.ab.ca`)
3. Complete the verification step (you may be asked to confirm your phone number or answer a security question)
4. Create a new password following the requirements below
5. Click **Submit**

Option 2: Change Your Password While Logged In

If you can still log in but want to change your password:

1. Press **Ctrl + Alt + Delete** on your keyboard
2. Click **Change a password**
3. Enter your current password
4. Enter your new password twice

5. Press **Enter**

Option 3: Reset via Microsoft 365 Online

1. Go to <https://portal.office.com>
2. Enter your FVSD email address
3. Click **Can't access your account?**
4. Follow the prompts to verify your identity
5. Create a new password

Password Requirements

Your new password must meet the following:

- At least **8 characters** long
- Contains at least one **uppercase** letter (A-Z)
- Contains at least one **lowercase** letter (a-z)
- Contains at least one **number** (0-9)
- Cannot be the same as your last 3 passwords

Contact IT

If none of the options above work:

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Please include:

- Your full name
- Your school/site
- The device or service you're trying to log in to

New Staff Onboarding: What to Expect From IT

Welcome to FVSD! This guide explains how your IT account and access are set up when you join the division.

How Your Account Is Created

Your FVSD account is **created automatically** once you've been entered and activated in the HR system (Atrieve) by your school office. IT cannot create your account manually — the HR record must come first.

If you don't have an account yet, contact your school office and ask them to confirm that your record is active in Atrieve.

What Happens Automatically

Once your Atrieve record is active, the following are set up for you automatically:

- **FVSD email address** (e.g., `jsmith@fvsd.ab.ca`)
- **Microsoft 365 account** (Outlook, Teams, OneDrive, etc.)
- **Google Workspace account** (if applicable to your role)
- **Group memberships** based on your school and role — for example, if you're a teacher at La Crete Public School, you'll automatically be added to the LCPS Faculty group and receive the associated email lists and shared resources

You do **not** need to request these — they are assigned based on your HR information.

What You'll Need to Do

1. Get Your Login Credentials

Your school office or IT will provide your initial username and temporary password. You'll be asked to change your password on first login.

2. Sign In to Your Computer

1. Log in to your FVSD computer with your email and password
2. A **PaperCut popup** will appear — click **Sign in with Microsoft** to set up printing

3. Access Your Email

- **Outlook** should be pre-installed on your computer — sign in with your FVSD email
- You can also access email on the web at <https://outlook.office.com>

What to Request From IT

Some things aren't set up automatically and need a ticket:

- **Shared mailbox access** (e.g., the school office mailbox)
- **Specific software** not already on your computer
- **Specialty equipment** (adapters, second monitors, etc.)
- **Access to SharePoint sites** or shared drives beyond your default group access

See the [Requesting Access and Permissions](#) article for details.

Common Questions

Q: I started working but still don't have an account.

A: Your account depends on your HR record in Atrieve. Check with your school office to make sure you've been entered and activated in the system.

Q: I have an account but I'm missing access to certain resources.

A: Many resources are assigned automatically based on your role and school. If your role or school is incorrect in Atrieve, your access won't match. Check with your school office first. For manually assigned resources, submit a request to IT.

Q: I'm a substitute or temporary staff — do I get an account?

A: Substitute and temporary staff accounts depend on being entered in Atrieve. Contact your school office to confirm.

Contact IT

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

Web Browsers

This guide covers the browsers available on FVSD computers and tips for troubleshooting common issues.

Supported Browsers

- **Microsoft Edge (Recommended)** — the default browser on FVSD computers. Edge uses Single Sign-On (SSO) with your FVSD account, so you'll be **automatically signed in** to Microsoft 365 services (Outlook, SharePoint, Teams, OneDrive) without needing to enter your password each time.
- **Google Chrome** — also available if you prefer it. Best for Google Workspace tools (Classroom, Drive, Docs).

We recommend Edge for the seamless sign-in experience, but you're welcome to use Chrome if you prefer.

Clearing Your Browser Cache

If a website isn't loading correctly, is showing outdated content, or is running slowly, clearing the cache often fixes it.

Chrome

1. Press **Ctrl + Shift + Delete**
2. Set the time range to **All time**
3. Check **Cached images and files** (and **Cookies** if needed — note this will sign you out of websites)
4. Click **Clear data**

Edge

1. Press **Ctrl + Shift + Delete**
2. Set the time range to **All time**
3. Check **Cached images and files**

4. Click **Clear now**

Managing Bookmarks

Adding a Bookmark

- Press **Ctrl + D** on any page to bookmark it
- Choose a folder to save it in and click **Done**

Accessing Bookmarks

- Click the **star icon** or **bookmarks bar** at the top of the browser
- Press **Ctrl + Shift + O** to open the bookmark manager

Browser Extensions

- **Do not install browser extensions yourself** — some extensions pose security or privacy risks
- If you need a specific extension for your work, submit a request to IT
- IT-approved extensions are deployed automatically to managed browsers

Common Questions

Q: A website isn't loading or shows an error.

A: Try these steps in order:

1. Refresh the page (**Ctrl + R** or **F5**)
2. Clear your browser cache (see above)
3. Try the site in a different browser
4. If it still doesn't work, it may be a site-level issue or blocked by the network filter — contact IT

Q: I keep getting pop-ups or redirects.

A: Do not click on any pop-ups. Close the browser and reopen it. If the issue continues, contact IT — your browser may need to be reset.

Q: A site I need for work is blocked.

A: Some sites are blocked by the FVSD network filter. If you need a site unblocked for work or educational purposes, submit a ticket to IT with the URL and the reason you need access.

Q: Which browser should I use for [specific tool]?

A: As a general rule — Edge for Microsoft tools, Chrome for Google tools. Most sites work fine in either.

Contact IT

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvsd.ab.ca

File Storage: Where to Save Your Files

This guide explains the different places you can store files at FVSD and when to use each one.

OneDrive (Recommended for Most Files)

OneDrive is your primary cloud storage, linked to your FVSD Microsoft 365 account.

- **What it's for:** Personal work files — documents, spreadsheets, presentations, etc.
- **How to access:** OneDrive is built into File Explorer on your computer (look for "OneDrive - FVSD" in the left sidebar), or go to <https://microsoft365.com> and click OneDrive
- **Benefits:**
 - Files are backed up to the cloud automatically
 - Access your files from any device
 - Easy to share with colleagues via a link or email
 - Version history — you can recover previous versions of a file

OneDrive Sync

FVSD computers use the OneDrive sync tool to automatically back up your **Desktop, Documents,** and **Photos** folders to the cloud. This means files you save to these locations are synced to OneDrive automatically — you don't need to do anything extra.

Make sure OneDrive is running:

- Look for the **OneDrive cloud icon** in your system tray (bottom-right corner, near the clock)
- If it's there, you're all set — your files are syncing
- If it's **not there**, search for "OneDrive" in the Start menu and open it. Sign in with your FVSD account if prompted.
- If the icon shows a **warning or error** (red X or yellow triangle), click it for details or contact IT

Important: Because Desktop, Documents, and Photos are synced, your files in these folders are backed up even though they appear to be on your local computer. However, the **Downloads** folder is **not synced** — avoid keeping important files there.

SharePoint

SharePoint is for shared team or school-level documents.

- **What it's for:** Files that a group of people need to access and collaborate on — school documents, shared templates, policies, etc.
- **How to access:** Through your web browser or links provided by your school/team
- **Note:** You may need to request access to specific SharePoint sites (see the [Requesting Access & Permissions](#) article)

Google Drive

Google Drive is linked to your FVSD Google Workspace account.

- **What it's for:** Google Classroom files, Google Docs/Sheets/Slides, and files used with Google tools
- **How to access:** Go to <https://drive.google.com> and sign in with your FVSD account

Your Computer's Local Storage (C: Drive)

Your **Desktop**, **Documents**, and **Photos** folders are synced to OneDrive and are backed up automatically. However, other locations on your computer are **not backed up**:

- The **Downloads** folder is not synced — move important files out of Downloads to Documents or your Desktop
- Files saved to other locations on the C: drive are not backed up
- If your computer breaks, is lost, or is replaced, only files synced to OneDrive will be recoverable

Quick Reference

| Where | Best For | Backed Up? | Accessible From Other Devices? |

|-----|-----|-----|-----|

| **OneDrive** | Personal work files | Yes | Yes |

| **SharePoint** | Shared team/school files | Yes | Yes |

| **Google Drive** | Google Classroom and Google tool files | Yes | Yes |

| **Desktop / Documents / Photos** | Personal files (synced to OneDrive) | Yes | Yes |

| **Downloads / other local folders** | Temporary files only | No | No |

Common Questions

Q: My OneDrive isn't syncing.

A: Check the OneDrive icon in your system tray (bottom-right). If there's a warning or error, click it for details. Try restarting OneDrive. If it still won't sync, contact IT.

Q: I accidentally deleted a file.

A: Check the **Recycle Bin** on your desktop (for local files) or the **Trash/Recycle Bin** in OneDrive, SharePoint, or Google Drive. Deleted files are usually recoverable for 30-90 days.

Q: I'm running out of storage.

A: Delete files you no longer need and empty the recycle bin/trash. If you're still running low, contact IT.

Contact IT

- **Submit a ticket** through the IT helpdesk
- **Email:** helpdesk@fvds.ab.ca