

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

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