

Software: What's Available and How to Request It

This guide explains how software is managed on FVSD devices and how to request new applications.

How Software Works at FVSD

FVSD computers are managed centrally by IT. This means:

- You **cannot install software yourself** — your computer does not have admin/install permissions
- Software is deployed and updated by IT remotely
- Some standard applications are already installed on your computer (Microsoft Office, Chrome, etc.)

Requesting New Software

If you need software that isn't on your computer:

1. **Submit a ticket** through the IT helpdesk or **email** helpdesk@fvsd.ab.ca
2. Include the following:
3. **Name of the software** (and a link to the product page if possible)
4. **What you need it for** — a brief explanation of the use case
5. **Is it free or paid?** — if it requires a license or purchase, note that in your request
6. **How many people need it?** — just you, your department, or the whole school?
7. IT will review the request to ensure the software is:
8. Compatible with FVSD systems
9. Safe and free of security concerns
10. Properly licensed

What to Expect

- **Standard requests** (common, free, or already-licensed software) are typically completed within **1-3 business days**
- **New software** that requires evaluation, licensing, or purchasing may take longer
- IT will follow up if there are any questions or issues with the request

Software Updates

- Most software updates are pushed automatically by IT
- If you notice an application is out of date or prompting you to update, **do not attempt to update it yourself** — submit a ticket and IT will push the update

Common Questions

Q: I found free software online — can IT just install it?

A: Possibly, but IT needs to review it first. Even free software needs to be checked for compatibility, security, and licensing terms. Submit a request and we'll let you know.

Q: I need software urgently for a class or project.

A: Mark your ticket as urgent and include the date you need it by. IT will prioritize where possible.

Q: Can I use a web-based tool instead?

A: Web-based tools don't require installation and are often a good alternative. If the tool handles student data or sensitive information, check with IT first to make sure it meets FVSD's privacy requirements.

Q: An application stopped working or keeps crashing.

A: Submit a ticket with the name of the application and what's happening. IT can often fix this by reinstalling or updating it remotely.

Contact IT

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