Communication Channels
Learning & Teaching - All Staff

myICT (CGI & ICT Service)
via the Orb, Service Desks or phone

CGI Edinburgh IT Service Desk
CGI Self-Service Portal

0800 783 7158
edinburghitservicedesk@cgi.com

CEC ICT Service Desk
myICT

0131 529 7817 (37817)

Click here for further details on what you should contact the CGI and the ICT Service Desks about.

Digital Learning Team
via the Orb or the Help Desk

Digital Learning Team Help Desk

Click here for further details on what you should contact the Digital Learning team about.

Edinburgh Learns
via SharePoint

Edinburgh Learns SharePoint Site

Click here for details of what information can be found in the Edinburgh Learns SharePoint Site.

Please note, enquiries for the Digital Learning Team should **always be made via the Help Desk** and should **not be sent to named individuals via email**.

In the case of **unusual enquiries or emergencies, please phone us on 0131 469 2999 (22999)**

Click Here for an Index of all items in this document

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MyICT

Any issues regarding CGI managed machines should be reported to the CGI Service Desk.

Issues or requests regarding systems such as iTrent/myHR/myPeople should be reported via myICT

Issues/faults with CGI managed machines (identifier starting BTED5 or EDU-)

Faults or issues with CGI managed machines should be reported to CGI via phone, Report a Fault in the Orb, or Hardware Issue in the CGI Self-service portal.

Issues/faults with the wired or wireless network

Faults or issues with the network should be reported to CGI via phone, Report a Fault in the Orb, or Network Issue in the CGI Self-service portal.

Issues/faults/requests regarding telecoms

Faults or issues with telecoms should be reported to CGI via phone, Report a Fault in the Orb, or Telephony Issues in the CGI Self-service portal.

Requests for additional handsets should be made via Telephony Request in the CGI Self-service Portal. A PO in Oracle is also required. Further details can be found in the ICT Service Catalogue.

Requests for a new extension, update extension name, groups & profile changes, voicemail support and telephone PIN reset, should be made via myICT.

MyICT

LTAD Admin Portal Account changes

AdminFull staff within your establishment can update things such as your display name, phone number and job title in the Admin Portal. To change things such as email address or change a Teacher in Training account to a Staff account, this must be done by CGI. Please see our FAQ document for guidance.

Suspicious/SPAM email

SPAM or suspicious emails and attachments should be reported to the CGI Service Desk on 0800 783 7158 or via email: edinburghitservicedesk@cgi.com

The ICT Security Team have advice on how to report suspicious emails here on the Orb.

Lost or stolen IT Equipment

Lost or stolen IT equipment (both CGI managed and establishment managed) should be reported to CGI and logged as a security incident via phone: 0800 783 7158.

Further information or guidance can be obtained by contacting ict.security@edinburgh.gov.uk

myHR/myPeople/iTrent account set-up, password resets and faults

Requests for myHR access, myPeople access, myHR/myPeople password resets, myPeople Delegated Authority, myHR/myPeople fault, should be made via myICT.

CECil

Information about CECil, account queries, creating an account and password resets can be found on this page in the Orb.

Digital Learning Team

Any issues listed below should be reported via the Digital Learning Team Help Desk. Your ICT Coordinator should be contacted in the first instance, they should then contact Digital Learning Team for issues they need support with.

You can find our Help Desk Help Guide here in the Knowledgebase.

Microsoft Office 365 (School/shared calendars and mailboxes)

Any queries about permissions for/setting up school shared calendars and/or mailboxes should be submitted to us via the Learning & Teaching-Office 365-Access to O365 hosted mailboxes or calendars form in our Help Desk. Email Help Guides can be found here in our Knowledgebase.

Microsoft Office 365 (Teams, SharePoint etc)

Any queries about using O365 which your ICTC can't help with should be submitted to us via the Learning & Teaching-Office 365-services except mail form in our Help Desk. Guidance can be found here in the Technical Support OneNote.

LTAD Admin Portal

If AdminFull staff require support with using the LTAD admin portal, they can contact us via the Learning & Teaching-Admin Portal forms in our Help Desk. Help Guides can be found here in the Knowledgebase and more in-depth information can be found in the Technical Support OneNote.

School/establishment managed machines

Any ICTC/AdminFull colleagues who have queries about school managed machines should contact us via the Learning & Teaching-School managed machine form in our Help Desk. Information can also be found in the Technical Support OneNote.

Digital Learning Team

iPads

Any queries about using iPads which your ICTC can't help with should be submitted to us via the Learning & Teaching-iPad-troubleshooting form in our Help Desk. iPad Help Guides can be found here in our Knowledgebase.

MDM (Mobile Device Management, currently Meraki)

Any queries about using Meraki which your ICTC can't help with should be submitted to us via the Learning & Teaching-iPad-MDM-Meraki form in our Help Desk. Meraki Help Guides can be found here in our Knowledgebase.

VPP (Volume Purchase Programme)

Any queries about using the VPP programme which your ICTC can't help with should be submitted to us via the Learning & Teaching-iPad-Apps-VPP form in our Help Desk. The VPP app request form and VPP education authoriser can be found here in our Knowledgebase.

Glow

Glow accounts are managed by colleagues in your establishment with Glow admin rights - you should contact them regarding getting access to your account. Staff with Glow admin rights who require support should contact us via the Learning & Teaching-Glow form in our Help Desk. Glow Help Guides can be found here in our Knowledgebase.

Edinburgh Learns

Information and resources for the Edinburgh Learns Framework, DPIAs and the Inclusion Hub

Please note that not all areas in the Edinburgh Learns SharePoint Site are accessible by everyone. If you need access to an additional area, please ask your HT to request this for you via the Digital Learning Team Help Desk.

For convenience, you can follow the site by clicking the Follow button at the top right of the screen:

It will then appear in a 'Following' list at the left of your screen when you open SharePoint.

Edinburgh Learns - Framework

You can find tiles which make up the Edinburgh Learns Framework here in the Edinburgh Learns SharePoint.

Here you can find resources and information regarding Equity, Health & Wellbeing, Inclusion, Learning Together, Pathways, Improving Quality in Learning, Teaching & Learning and Leadership. The site is constantly having content added to it, so check back frequently.

Edinburgh Learns - Curriculum Areas

In the Curriculum Areas tile in the Edinburgh Learns SharePoint Site, you will find information and resources for individual curriculum areas including; Expressive Arts, Health & Wellbeing, Languages, Literacy & English, Numeracy & Maths, Religious & Moral Education, Sciences, Social Studies, Technologies and Pupil Support.

Edinburgh Learns

Edinburgh Learns - Communities

In the Communities tile in the Edinburgh Learns SharePoint Site, you will find tiles for Secondary HTs, Primary Leaders, Special School HTs, Quality Improvement Team, The Scottish Attainment Challenge, Breakfast Club, Developing the Young Workforce, CEC Assessment and Moderation, ParentPay and Instrumental Music Instructors

This is also where you will find the Emergency Hub which includes information regarding- Severe Weather, Significant Occurrence, Infection Control, Bomb threats.

Edinburgh Learns - Reference Library

In the Reference Library tile in the Edinburgh Learns SharePoint Site, you will find tiles for:

Inclusion Hub - includes information regarding Additional Support Needs, Whole School, Services & Support, Sharing & Evaluating Effective Practice, Planning & Useful Dates, Inclusion Strategy, Pupil & Parent Engagement, GIRFEC, Specialist Provision and Inclusion Policies & Procedures.

Risk Assessments - Information and resources regarding risk assessments

DPIA - Includes DPIA Advice document and information regarding which software/websites are in the process of having a DPIA processed, which software/websites have been assessed and can be used and which software/websites should not be used now and going forward. If you have a query, please note your query using the following email address in a timely manner: DPIA_for_LearningAndTeaching@ea.edin.sch.uk

Please note that the DPIA process requires input from multiple teams and therefore it is essential that you factor in enough time for your query to be processed prior to you making any procurement arrangements

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