

# IT Implementation & Support

## What is it?

The BC Digital Classroom, a unique collection of digital resources, refreshes periodically. Information on current resources can be found [here](#).

## What are the best practices for accessing the BC Digital Classroom Core Collection?

**Option 1:** Embed the BC Digital Classroom [widget iframe code](#) into district web site to minimize district maintenance and negate disruption to user access

- Note: [EZProxy](#) has been added to the widget configuration to mitigate against any vendor password policy changes.

**Option 2:** Provide BC Digital Classroom access page URL links within district page or site to minimize district maintenance and negate disruption to access

- Direct link to access page : <https://bcerac.ca/bcdc-access/>

Other options are less desirable and require ongoing district effort and oversight.

**Option 3:** District creates customized access that requires maintenance of individual resource URLs

- Publish individual resource URLs as links in your own web pages
- Publish access to the BC Digital Classroom resources within your library system
- Publish access to the BC Digital Classroom resources through a district portal

## Are there other resources to support the implementation?

- Access/Implementation Methods: Appendix 1 below gives an overview of various options
- [BC Digital Classroom Getting Started guide](#)
- [Vendor provided support information](#)

## Are the implementation options for à la carte resources different?

À la carte resource access requires the use of individual URLs. These need to be published internally using one of the other available methods of access listed above and in the chart in Appendix 1.

## What steps do IT Technicians need to take to ensure smooth access to the resources?

1. Maintain your district's IP Implementation Spreadsheet information using the IP Update Template worksheet.
  - Reminder messages are sent to district operational software contacts each August
  - Review, update, submit any changes and/or confirm status prior to the school year
  - Updated district information is shared with vendors for enabling external access
2. Develop your district's access strategy and select the best implementation option (described above).

## What are the various paths for access and authentication for the resources?

- IP Authentication within District locations enables direct, seamless access from school sites:
  - Each vendor has a registered list of subscriber school and site internet IP addresses
- UserID/password for external access from home or offsite:
  - Each vendor has a list of registered ID/password combinations per site your district provided
  - Districts need to provide login/password information to users, from within a secure site. Passwords cannot be published publicly.

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- Exceptions for login procedures
  - Several resources are for educator use only. These require passwords internally and externally.
  - Educators need to create accounts and may require use of a special URL or password. In these instances, your district contacts will have further signup information and usage guidance. This information is for educator purposes only and needs to be shared in a securely.

## Are there recommended best practices for creating external ID and passwords?

- The same ID/password combination can be used for both teachers and students
- The same credentials may be used for all locations in a district
- Include the district number in the ID.
- IDs and passwords should be a minimum of 7 characters in length
- Do not post credentials publicly. Share internally with secure methods/systems.

## How can I test access for my district or (remote) home sites?

Use the BC Digital Classroom access page: <https://bcerac.ca/bcdc-access/>

- Works?
  - *District Access*: Do you see the vendors branded pages?
  - *Remote Access*: Are you prompted for login? Use your ID/password combination
    - Check the links or shortcuts to ensure they match those on the BC Digital Classroom access page (link above).
- Doesn't work?
  - *District Access*:
    - Check if the site has had any network or IP address changes
    - Update your IP Implementation Spreadsheet if necessary
    - Attach and email to [info@bcerac.ca](mailto:info@bcerac.ca)
  - *Remote Access*: Check your IP Implementation Spreadsheet for the correct ID/password

If you are still having problems, see below *How can I access Additional Support*.

## How do I update my IP Implementation Spreadsheet?

- Login to your member dashboard (No login? Use 'Create Account' on the site)
- Click 'Your IP Implementation Spreadsheet' to review the current information
- Are changes needed? Click on the 'IP Update Template – Blank' and download a new template; transfer data and make changes to this template.
- Email completed template to [info@bcerac.ca](mailto:info@bcerac.ca)

## How can I access additional support?

- For Core Resources: send an email with a description of the problem and any errors etc. to [info@bcerac.ca](mailto:info@bcerac.ca)
- For à la carte Resources: address access issues directly with vendors.

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## Appendix 1 BC Digital Classroom Core Collection Access/Implementation Methods

BC Digital Classroom Core Collection access Implementation Method	Embed the BC Digital Classroom iframe widget into district web site	Link to the published BC Digital Classroom resource web page	BC Digital Classroom individual resource URLs published in library system	Use links to individual BC Digital Classroom resources on your own pages	Publish access to the BC Digital Classroom resources with district portal
Effort	Low	Low	Low to Moderate	Moderate to high	Moderate to high
Recommendation	Recommended	Recommended	Recommended if library system support staff are available	Not recommended without dedicated technical development/support staff available	Not recommended without dedicated technical development/support staff available
Advantages	Any BC Digital Classroom changes are reflected immediately  Resources links are integrated with district site	Any BC Digital Classroom resource changes are reflected immediately	Resources integrated with existing library system resources	Resource links can be integrated with district and school sites	Resource links can be integrated with district portal.
Disadvantages	None	Link takes user to visually different external site	Library system supports are required to setup and maintain extensive number of links	Manual edits of site pages to setup and maintain extensive number of links	Portal system supports required to setup and maintain extensive number of links
Technical Requirements	Ability to embed an iframe code within a district or school web page	Ability to add a URL link to a district or school web page	Ability to add and edit resource links in the library system.  Check periodically for resource URL changes and apply to library system	Ability to add and edit resource links on district or school web page(s).  Check periodically for resource URL changes and apply to all edited pages	Ability to add and edit resource links in portal system  Check periodically for resource URL changes and apply to portal content
Recurring Tasks	Annually review your organization's IP Implementation worksheet and submit changes	Annually review your organization's IP Implementation worksheet and submit changes	Annually review your organization's IP Implementation worksheet and submit changes  Monitor and update any changes to resource URLs in Library system	Annually review your organization's IP Implementation worksheet and submit changes  Monitor and update any changes to resource URLs in all site pages.	Annually review your organization's IP Implementation worksheet and submit changes  Monitor and update any changes to resource URLs in Portal system
Support	Resolving access issues with vendor resources is facilitated provincially	Resolving access issues with vendor resources is facilitated provincially	Resolving access issues is district responsibility.  Confirm use of correct URLs.(Review BC Digital Classroom Access page)	Resolving access issues is district responsibility.  Confirm use of correct URLs. (Review BC Digital Classroom Access page)	Resolving access issues is district responsibility.  Confirm use of correct URLs.(Review BC Digital Classroom Access page)