

ICT Support Contact Info

Via Bluewater District School Board Web page <https://www.bwdsb.on.ca>

- Staff Portal>ICT Service Centre – HEAT

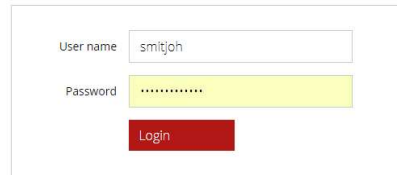
Via Sharepoint >Staff Resources>ICT Service Centre - HEAT

Via Phone

- Dial 1-866-538-0575 or Local # is 519-370-2550 or select top button on school phone sets - it is programmed as a direct dial to HELP DESK

Via HEAT Self Service

- It can be accessed through the web browser on any device wherever you have internet access or via shortcut on school workstations
- Enter the following into the address bar of your web browser:
<https://ictservicecentre.bwdsb.on.ca/HEAT/>
- At the login screen enter in your Active Directory (Network) username (without @bwdsb.on.ca) and password, then click the Login button.



A screenshot of the HEAT login form. It features a 'User name' field with the text 'smitjoh' entered, a 'Password' field with masked characters, and a red 'Login' button below the fields.

- Click Service Catalog link in the menu bar then click the course offering that best applies to the call request you wish to log.



- **Please leave date/time and phone number where you can be reached.**
- Starting at the top of the form fill in each field in order going down the screen. Fields marked with an asterisk (*) are mandatory. When complete click the Submit button.
- When finished in (HEAT) be sure to click the "Log Out" button located in the top right of the screen, then select "Yes".

Help documents on SharePoint

O365>SharePoint/ Staff Resources/ ICT Self Help/ ICT SERVICE CENTRE – HEAT