

Step 5-**Changing Your Password:**

(For security reasons, it is very important that the first thing you do once connected is to change your password. Passwords may consist of letters, numbers, or combinations of the two.)

1. At the top of your FirstClass® Desktop, click on the word **Collaborate**.
2. Find the **Change Password** command and click on it.
3. In the **Old Password** field, type in the password you used to get connected. Now type your **new password** in both boxes and click on OK.

**Step 6-****Finding the “Basic Level Resource Manual”:**

1. From your FirstClass® Desktop, look for the large icon called **“Using FirstClass®”**. Double click on this conference icon to open it up.
2. Find the **“FC Manuals and Tutorials”** icon and double click on it to open it up.
3. Find the **“Basic Level Resource Manual”** and double click on it to download it and open it on your machine.
4. Follow the steps within to become comfortable with FirstClass®!!!

Step 7-**Verifying Your Email/Website Address:**

1. From your FirstClass® Desktop, look for the large icon called **“Using FirstClass®”**.
2. **Double click** on this conference icon to open it up.
3. Find the **Email/Web ID Info** button and double click on it. This will display your new HWDSB email address and website address if you choose to create one.

Step 8-**Updating your Location on FirstClass:**

If you change work locations or roles, please do the following to update your information:

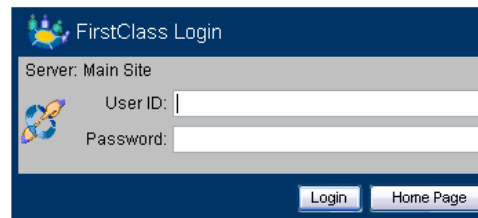
1. From your FC desktop, double click on the **“Using FirstClass”** icon.
2. Find the **“Request Account Change”** icon and double click on it.
3. Enter the required information and explain the required change.
4. Please note that this process will have your FC account and School Connect account (if applicable) updated.

Step 9- (Optional Login Method)**Accessing FirstClass Using Your Internet Browser:**

If you do not wish to install the FirstClass Client Software or are having difficulty connecting to FC, try login in via your internet browser:

1. Access <http://fcinternet.hwdsb.on.ca>
2. Click on the **“Login”** where it indicates the FirstClass Web Interface.
3. Enter your Username and Password.
4. Click on login.

Please note that the web interface does not work exactly like the Client Software and may take some getting used to.

**FirstClass Tips:**

1. Any questions, please go to the **“Using FirstClass”** conference found on your FC desktop and post your question in the Q & A area.
2. In order that web mailto links will launch FirstClass, set FC as your default mail client by going to Edit > Preferences > Check Register FC as default mail client.

HWDSB's FirstClass® Communication System

Forming “Learning
Communities” Online!!!

**FirstClass Features:**

Email, Conferencing, Calendaring
Website Creation and Hosting,
File Transfer, Instant Messaging,
PDA Access, And More.....

Contents of this Brochure:

- What is FirstClass®?
- Download instructions for the FirstClass client (software)
- User ID and Password information
- Instructions on how to log into FirstClass for the first time
- Changing Your Password
- Where to find the “Basic Level Resource Manual”
- Verifying Your Email Address
- Accessing FC via your Web Browser
- FirstClass Tips

What is FirstClass?

FirstClass is a cost-effective, highly scalable, feature-rich messaging and communications solution for schools and school districts, learning organizations and businesses. At the foundation of our award-winning FirstClass Communications Platform is our Collaborative Groupware, which provides our users with the ability to effectively communicate and share valuable resources and information via email, conferencing, directories, individual and shared calendars and online chats. FirstClass has been used by thousands of organizations to create powerful online electronic communities that enable individuals and groups of people to work more effectively. (from www.firstclass.com)



Step 1: Downloading the FirstClass® Client:

1. Access <http://fcinternet.hwdsb.on.ca> using your internet browser.
2. Find the area of the page for “FirstClass Client Downloads” and click on the appropriate Download Page Link., Windows or Mac.
3. Begin the download process by finding the “click here” link on the download page under Step 1.
4. Select **Open or Run** from its current location.
5. Follow the prompts on your computer (**I.e. Run, Yes, Next, Next, Next, Finish**).
6. You have now successfully installed the FirstClass Client (software) on your computer and are ready to do the final setup of the software to connect to HWDSB FC.
7. **Launch FirstClass through the start menu > click on the Setup button > enter fc2.hwdsb.on.ca in the Server field > Click save at the bottom of the window.**
8. Continue to steps 2 + 3 for log in instructions.



Step 2- Knowing Your Username and Password:

1. Your FirstClass® username is based on **first initial + up to seven letters of your last name (I.e. ipellizz)**. Where two staff user names are identical within the HWDSB, a middle initial will be added for one of the employees. Student logins will be **first initial + up to seven letters of last name + last 4 numbers of student number (i.e. jharris7654)**
2. Initial Staff FirstClass® passwords on the new server will be **username + 3 digit location code** found on pay stub. (**I.e. ipellizz795**).
3. Enter your FirstClass user name in the space below for your records.:

Username: _____

Step 3- Logging Into FirstClass®

1. Click on **Start > Programs > (HWDSB) FirstClass® > FirstClass®**
2. On the login screen, **enter your user name and password**. Click **login**.
3. Congratulations, you have logged into FirstClass and should see your **FirstClass® Desktop** as shown on the next page.

Important Note: Some ISP's and Home Network Security Programs block the use of port 510 that FC uses. Please contact your ISP or view your Security Program's Documentation for more information.



Step 4-(skip this step if you are logged in) Having Difficulty Logging In???

1. Verify that the server name has been set up by clicking on the setup button of the login screen and enter **fc2.hwdsb.on.ca**.
2. If a setup button is not visible:
 - Completely exit FC (i.e. no FC icon visible on taskbar).
 - Go to My Documents > FirstClass > Settings > and delete the home.fc file.
 - If the file is not found in this location, go to C: drive > program files > FirstClass > Settings to delete the file.
 - If your computer indicates that the file is locked, look for the FC icon on the taskbar > right click on it and choose exit. Now try deleting again.
 - Once the file is deleted, launch FC again and click on the setup button to verify that the server name is entered correctly.

If you are still having problems, please phone the Help Desk at **905.304.1121** to verify your account information and obtain assistance logging in for the first time or try logging in via your web browser.

