Peter Singh, Executive Officer

IT Services
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School Council Chair/Co-Chair Account Creation Process

1. Principal, Vice-Principal, Office Administrator receives name of school council chair/co-chair

2. Principal, Vice-Principal, Office Administrator creates the account in the School Account Management System (SAMS)

3. Principal, Vice-Principal, Office Administrator shares account information with the chair/co-chair.

School Council - Requesting/changing/deleting accounts

📅 7mo ago • 👁 86 Views • ⭐⭐⭐⭐⭐

Principals can request an account for school council members via SAMS. To extend or delete an existing account, submit a request through ServiceIT.
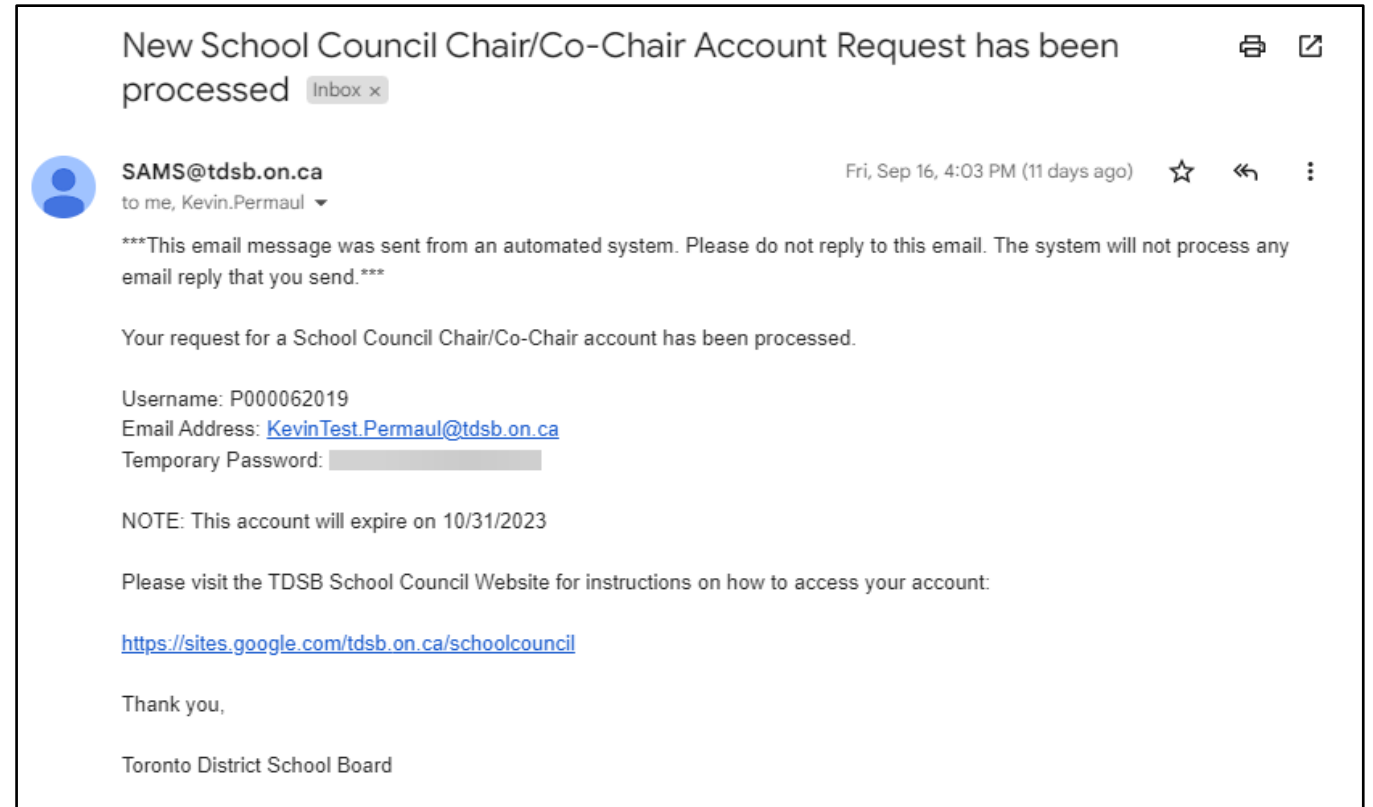
Requesting an account

1. Log in to SAMS (https://sams.tdsb.on.ca/).
2. Click on **Create Council & Volunteer Account**.

🏠 Home

📄 Search for Users/Groups

Search for users and groups by name or logon ID. Example: Input School # to display a complete list of school groups. Build shorter lists and make it easier to accomplish your administrative tasks by selecting and applying the appropriate search criteria.

📄 Create Student Teacher

Create Student Teacher

📄 Create PIAC Account

Create PIAC Account. Only available to Central PIAC office.

📄 Create Council & Volunteer Acco...

Create Council or Volunteer Account

📄 Users: Bulk Password Reset

Using the "Advanced Search" interface search for and select multiple student accounts to perform a password reset.

📄 Groups: Bulk Password Reset

Reset passwords by selecting school group(s), for example by entire grade e.g. 1234-GR1, 1234-GR3. Only available to the school LAA's, principals, vice-principals, and OA's.

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3. Principal, Vice-Principal, Office Administrator shares account information with the Chair/Co-Chair.

4. Email to Chair/Co-Chair personal email.

New School Council Chair/Co-Chair Account Request has been processed   Inbox ×

SAMS@tdsb.on.ca   Fri, Sep 16, 4:03 PM (11 days ago)
to me, Kevin.Permaul

This email message was sent from an automated system. Please do not reply to this email. The system will not process any email reply that you send.

Your request for a School Council Chair/Co-Chair account has been processed.

Username: P000062019
Email Address: KevinTest.Permaul@tdsb.on.ca
Temporary Password:

NOTE: This account will expire on 10/31/2023

Please visit the TDSB School Council Website for instructions on how to access your account:

https://sites.google.com/tdsb.on.ca/schoolcouncil

Thank you,

Toronto District School Board

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School Council Chair/Co-Chair Account Services Provided

1. Individual & Shared Email Account Access

2. Microsoft Teams Account

3. Wi-Fi Access in TDSB schools & locations

4. School Messenger – tool to broadcast emails to the community

School Council Chair/Co-Chair Accounts:

- Total # of Potential Accounts: 630
- Number of Schools with School Council Chair/Co-Chair Accounts in use: 380

Requests for Support from IT Help Desk:

- Total Number of Requests: 440
- Extend an existing School Council account: 122 (29%)
- Delete an existing School Council account: 59 (14%)
- Reset School Council account password: 204 (47%)
- Request Zoom account activation: 44 (10%)

- The average time for resolution 2 days.

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School Council Zoom Accounts

Of a possible 630 school council Zoom accounts,105 have been activated in the last four years.

In the last 12 months, 479 meetings were created.

526 Zoom accounts have not been activated at a cost of $26 each ($13 676).

School Council mailbox account	year	Number of accounts activated by each year
	2020	9
	2021	18
	2022	27
	2023	51
	Total active account	105
	Not Active	526
Total Meeting	12month	479

Support Model in Place since March 2022

- Established a "School Council Assistance" request form in ServiceIT Portal
  - Available to Principals/Vice-Principals/Office Administrators

What's in place already:

- Support for Chair/Co-Chair is provided by School Principals/Vice-Principals/Office Administrators. Please contact your School's Main Office.

- If P/VP/OA needs assistance with supporting their Chair / Co-Chair members, they can contact the Client Service Desk at 416-395-4357, Option 5

New Channel to get additional support:

SVL (Student Virtual Learning) Line for Chair / Co-Chair to contact for additional support during TDSB business hours. Our SVL number is **416-396-9100**

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