FAQ

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Seneca Polytechnic Rebrand and ITS Impact

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Classrooms

Does the domain change impact academic workstations, labs or podium computers?

No, there will be no impact on academic workstations, labs or podium computers due to the domain change. However, it is important to login using your new senecapolytechnic.ca user ID and existing password.

Duo

Does the domain change impact Duo?

There will be no user facing impact with Duo as configuration updates will be done automatically.

Laptop configuration

Do I need to schedule time with tech support for laptop configuration during the domain change?

No, scheduling time with tech support won't be necessary as all configuration updates will be handled remotely. However, after the domain change it is important to log out of your device and login using your new senecapolytechnic.ca user ID and existing password for a seamless transition.

How do I log onto my Seneca provisioned laptop after the domain change?

For Windows 11 users:

You can continue your usual login process following the domain change. Profiles and emails will update automatically, ensuring a seamless login experience.

For Windows 10 users:

After the domain change, please follow these steps:

1. If you haven't done so already, logout of your device
2. At the login page, click **Other User** or **Use Another Account**
3. You'll be prompted for a username and password, enter your new firstname.lastname@senecapolytechnic.ca credentials with your existing password

To verify your device's operating system (OS) before Dec. 20, follow these steps:

1. On your device's search bar, type in **winver** and press Enter
2. A window will pop up, displaying your device OS

Note: If you're unsure about your Windows version, it's not necessary to check — simply proceed with the Windows 10 login steps.

Microsoft Forms

Does the domain change impact Microsoft Forms?

No, Microsoft Forms will not be impacted however, after the domain change it is important to log out of Microsoft Forms and log back in using your new senecapolytechnic.ca user ID and existing password to ensure a seamless transition.
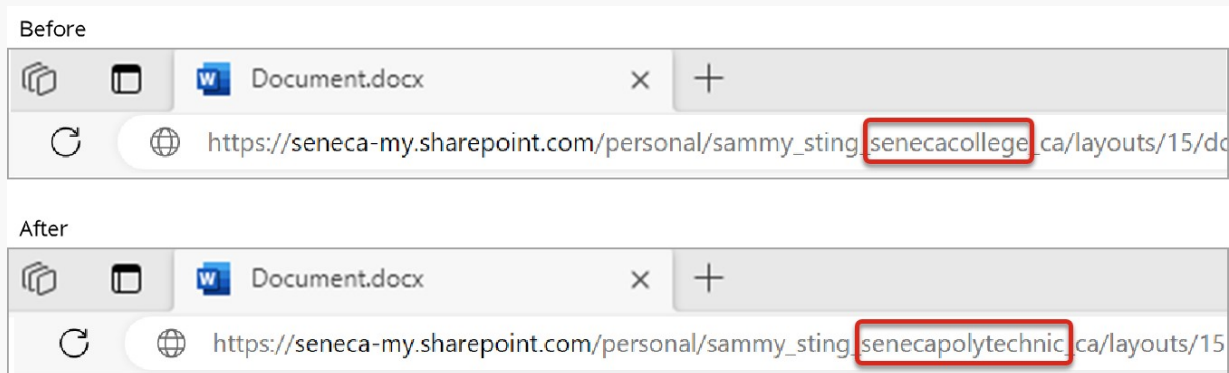
Microsoft OneDrive

Does the domain change impact OneDrive files?

Yes, the domain change will impact previously shared OneDrive files, including OneNote notebooks on OneDrive (please review OneNote FAQ). SharePoint and Teams Channel files will not be impacted.

Why are OneDrive files that I've shared no longer accessible?

If you find that OneDrive files shared are no longer accessible after the domain change, follow these steps:

- If you are the sender, reshare the files to the recipients to ensure they can access them with the updated domain.

- If you are the recipient, ask the sender to reshare the file with you. Alternatively, you can manually change the web address in the file's link from **senecacollege** to **senecapolytechnic**.

Microsoft OneNote

Does the domain change impact OneNote?

OneNote notebooks on OneDrive that have been previously shared or that are accessed on your desktop app will be impacted. However, OneNote notebooks on SharePoint or a Teams Channel will not be impacted.

How can I prepare the desktop app version of my OneNote on OneDrive?

Here are steps for what you need to do BEFORE and AFTER the domain change:

BEFORE Dec. 20, it's recommended to sync all relevant notebooks, follow these steps:

1. From your OneNote *desktop app*, select the **File** tab

2. Click the **View Sync Status** button

3. Select the **Sync automatically whenever there are changes** radio button and then click **Sync All**

AFTER the domain change, follow these steps for all relevant notebooks:

1. Access the OneNote *web application*

2. Point your cursor on a notebook on OneDrive, click the **ellipses** […], click the **arrow** next to Open, and then select **Open in desktop**

3. This will synchronize the *desktop version* with your senecapolytechnic.ca profile. You'll need to repeat these steps for each notebook on OneDrive.


Why are OneNote notebooks that I've shared no longer accessible?

If you find that OneNote notebooks that you've shared are no longer accessible after the domain change, follow these steps:

- If you are the sender, reshare the notebook to the recipients to ensure they can access them with the

updated domain.

- If you are the recipient, ask the sender to reshare the notebook with you. Alternatively, you can manually change the web address in the notebook link from **senecacollege** to **senecapolytechnic.**

Before
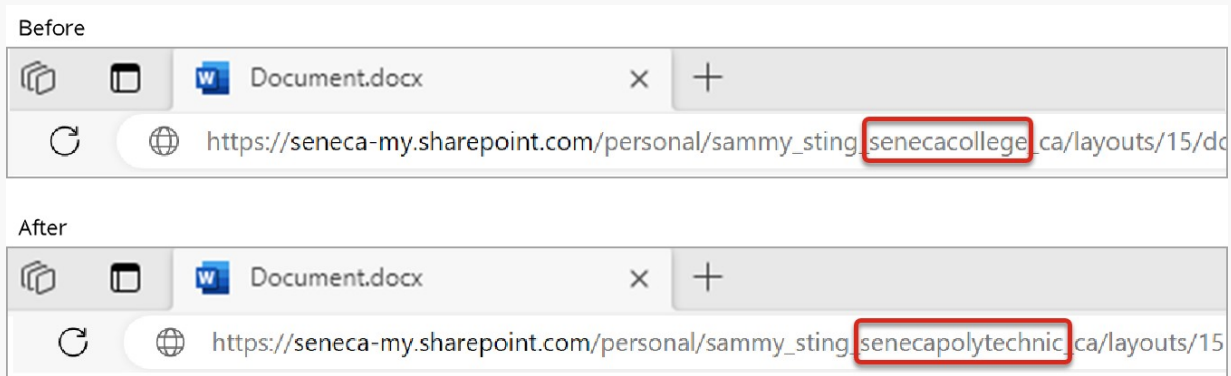
After

Why do I get a 'trouble syncing' message when I access a OneNote notebook using the desktop app?

After the domain change, if you encounter this 'trouble syncing' message when you access a OneNote notebook using the desktop app, it's possible that OneNote is still in the process of transitioning and is pointing to the old senecacollege.ca domain.


In such instances, please follow these steps:

1. Save any changes made to the notebook by copying them into a separate document before closing the notebook in the desktop app. To close, right-click the name of the notebook and then click **Close This Notebook.**

2. Then, access OneNote *web app* and select the same notebook

3. You will receive a 404 FILE NOT FOUND message. Manually change **senecacollege** to **senecapolytechnic** in the notebook's web address link.

Before

After
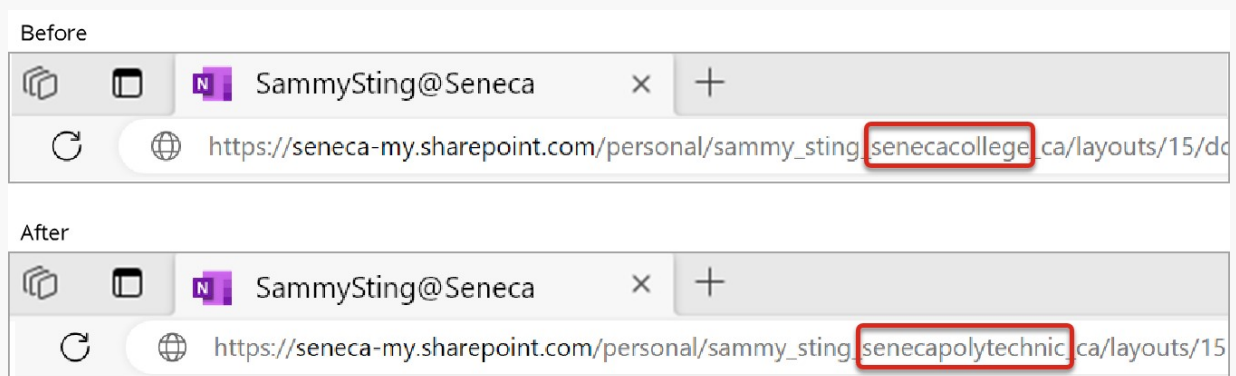
4. You should now be able to open the notebook online successfully. Proceed by selecting **Editing** and then choose **Open in Desktop App**.
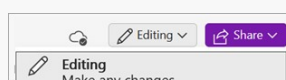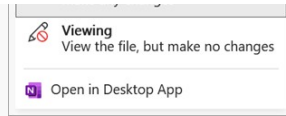
This action will prompt the synchronization of the OneNote desktop app with your new senecapolytechnic.ca profile. You may need to repeat these steps for other notebooks.

Microsoft Outlook / Emails

When will the automatic email forward from our old senecacollege.ca email to our new senecapolytechnic.ca email expire?

No end date has been set; updates will be communicated when applicable.

Why have my Outlook desktop email signatures disappeared after the domain change?

In some instances, your Outlook desktop email signatures may be lost following the domain change, and you'll need to re-enter them.

We recommend using this opportunity to update your email signature with the digital business card, now available for all employees. Sharing your Seneca contact information using one of our digital cards is the sustainable Seneca way forward. Learn more about our digital business cards, including how to set yours up.

Microsoft SharePoint

Does the domain change impact SharePoint or Teams Channel files?

No, SharePoint and Teams Channel files will not be impacted. The domain change will impact previously shared OneDrive files including OneNote on OneDrive.

Does the domain change impact OneNote on SharePoint?

No, OneNote notebooks on SharePoint or a Teams Channel will not be impacted.

Microsoft Teams

Does the domain change impact prescheduled Teams meetings?

No, prescheduled Teams meetings will not be impacted.

Does the domain change impact Teams Channel files?

No, Teams Channel files will not be impacted. The domain change will only impact previously shared OneDrive

files including OneNote on OneDrive.

OneCard

Does the domain change impact OneCard App?

There will be no user facing impact to the OneCard App as configuration updates will be done automatically.

Other applications (Bonfire, Condeco)

Bonfire - Does the domain change impact my Bonfire account?

Yes, the domain change will impact your Bonfire account since it is linked to your old senecacollege.ca email address. Users will need to make updates through a self-service model following these instructions.

Please note that updating your email address may result in the loss of access to past and current RFPs. If you encounter any issues and to restore access to your RFPs, please contact Sonia Karborani for assistance.

Condeco - Does the domain change impact access to Condeco?

Yes, the domain change will impact Condeco access as the URL has been updated from senecacollege.condecosoftware.com to seneca.condecosoftware.com. Be sure to update your bookmarks accordingly.

Student impacts

Does the domain change impact student email addresses?

No, the domain change to senecapolytechnic.ca does not impact student email addresses. Student email addresses will remain the same (myseneca.ca). For more information, please visit ITS Rebrand space for students.

Websites and applications

How do I log into Seneca applications after the domain change?

To access all Seneca applications seamlessly post-domain change, log out of the application if not already done, and log back in using your new senecapolytechnic.ca user ID along with your existing password.

Clearing browser files might also be helpful in ensuring a smooth login experience.

When will the automatic redirects from senecacollege.ca to the new senecapolytechnic.ca domain expire?

No end date has been set; updates will be communicated when applicable.

Which ITS applications and services will be accessible between Dec. 20 to 24?

Beginning at 1 p.m. on Wednesday, Dec. 20 there will be a disruption to Seneca's ITS applications and systems which will undergo maintenance due to our technology rebranding efforts.

This includes but is not limited to disruptions to **email, Teams, Zoom, Webex, laptop configuration, user IDs and single sign-on** to services like Employee i3, MySeneca, Seneca@Learn, SharePoint, Student Home, VPN and more.

Please note that if you need to access Seneca's ITS applications and systems during the dates listed, we cannot guarantee consistent or uninterrupted service. We apologize for any inconvenience this may cause and appreciate your patience.

Which websites and applications will be automatically directed to the new domain senecapolytechnic.ca?

All websites and applications currently hosted on senecacollege.ca, including those with 'senecacollege.ca' in their URL, will transition to our new senecapolytechnic.ca domain. Please see the schedule for when changes will begin.

To ensure a smooth user experience, automatic redirects will seamlessly guide users from the old domain to the new one. In line with best practices, we recommend updating any references to the old domain after the domain change. This proactive approach will contribute to maintaining optimal functionality.

VPN

Does the domain change impact VPN?

As a result of our recent domain change, students and employees will need to update their GlobalProtect Virtual Private Network (VPN) settings to the new domain to ensure uninterrupted access to MyApps, Virtual Commons and other applications that require VPN.

Detailed steps on how to update your VPN configurations can be found on MySeneca. If you have any questions or concerns, please do not hesitate to contact ITS Service Desk which is available 24-7.
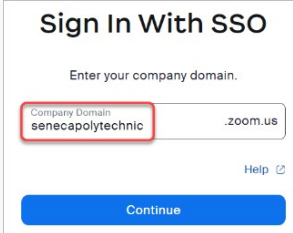
Zoom

Does the domain change impact Zoom?

Yes, Zoom will be impacted by the domain change and will be part of the technology rebranding activities starting Dec. 20, with expected completion before Dec. 24.

After the domain change, please follow instructions for how to sign into your licensed Zoom account.

Does the domain change impact pre-scheduled Zoom Meeting and Webinar links?

Pre-scheduled Zoom meeting and webinar links will be automatically redirected to the new meeting and webinar links associated with the updated company domain for SSO "**senecapolytechnic**" and your **new email**. However, as a best practice, we recommend updating any pre-scheduled meeting invites to avoid potential issues and ensure a seamless transition.

How can I add Zoom in my Blackboard course after the domain change?

Please refer to instructions for using Zoom in Blackboard. Faculty can also refer to Blackboard Ultra resources available from The Teaching & Learning Centre.

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If you have any questions or concerns, please do not hesitate to reach out to us at its.rebrand@senecapolytechnic.ca