TEC Information Product Library
Support information

Tertiary Education Commission
Te Amorangi Mātauranga Matua

The information product library is a suite of business intelligence tools that allow users to explore and analyse selected sector data.

Where to find help to use the information products

You can find quick guides and videos explaining how to use our apps on the TEC website support page.

If you can't find what you need please contact the TEC Sector Helpdesk:

- Freephone: 0800 601 301 (within New Zealand)
- Telephone: +64 4 462 5201 (for international callers)
- Email: sectorhelpdesk@tec.govt.nz

Making the apps a trusted site for users of Internet Explorer

If you are using Internet Explorer you will need to add a URL for the apps from the information product library to your trusted sites. If you don't do this you will get random symbols and Greek letters on your page. To add the apps as a trusted site:
1. Open Internet Explorer
2. Go to the Tools/settings button (i.e. the 'cog' symbol on the top right corner of your browser page).
3. Select 'internet options' from the drop down list
4. Click on the 'Security' tab and select 'Trusted sites'
5. Click on the 'Sites' button
6. Type https://bi-x.tec.govt.nz/sharepoint/ into the text box and click 'Add'.

Note: If the "Add" button is not active you will need to contact your organisation's IT help people to arrange this for you.

Which browsers best support the apps

	Internet Explorer 10 or higher	Chrome	Safari v6.1 or higher	Firefox
Windows 7	✓	✓		✓
Windows 8.x	✓	✓		
Mac OS X 10.7 and higher		✓	✓	✓
Windows Server 2008 R2	✓	✓		✓
Windows Server 2012 and 2012 R2	✓	✓		✓
iOS: iPad 2 and above or iPhone 5 and above with latest iOS			✓	
Android: Chrome Browser only, 4.1.4 (Jelly Bean) and above		✓		
Windows Phone 8.1	✓			

Minimum recommended screen resolution for browsers

Desktops / laptops: 1024 x 768

Tablets: 1024 x 768

Small screens: 320 x 568

Desktops, laptops and tablets: 1024 x 768

For support contact TEC Sector Helpdesk:
Freephone: 0800 601 301 (within New Zealand)
Telephone: +64 4 462 5201 (for international callers) or
email: sectorhelpdesk@tec.govt.nz

We ensure New Zealand's future success.