Flexible Learning ICT Support Information

This is a challenging time for us all and we understand that access to fully operational technology is now more important than ever. The ICT Team at the College will continue to operate and provide support to the Endeavour Community, with additional procedures available to support Flexible Learning.

What do I do if I have an issue with software on my laptop?

If you are experiencing an issue with your school laptop, we have provided some basic troubleshooting steps. These are our standard fixes for numerous problems:

- Ensure your laptop is charged and able to turn on.
- Restart your laptop using the restart button in the Windows menu.
- Go to the Windows Update settings and apply any pending updates.
- Make sure your C: drive isn't full and if it is clear out any unwanted files to free up some space.
- If you have a Lenovo laptop, download Lenovo Vantage from the windows store and check for any system updates.

If these fixes do not resolve your problem, please send an email to *ICTHelpdesk@endeavour.sa.edu.au* where we will aim to reply within 2 business hours where possible and offer more in-depth support and advice.

What if my laptop is damaged?

If you have a damaged laptop (cracked screen, missing keys, etc) we are still offering onsite repair and support. We ask that you please email *ICTHelpdesk@endeavour.sa.edu.au* to let us know the issue and we can advise you on the steps we will take.

How do I drop off my laptop to the school?

After getting into contact with us, we may ask that you drop your laptop off to school. We ask that you drop it into Student Services, and then fill out a ticket and attach it to your laptop. We will then notify you when your laptop is ready to be picked up or we have a hot swap laptop available for you to collect.

My laptop doesn't work, how can I email you?

If you cannot access an email account to contact us, please phone us at the college on 8368 3311 where we will try our best to take your call depending on the availability of IT staff.

My password has expired how can I reset it?

You can change your password by logging into Office 365 and going into your account settings (My Account under your profile icon). Once there go to Security and privacy and choose the Change your password option.

You will still need to use your old password to log on to your laptop until you log on to your laptop whist at the College. However, your new password will work with Office 365 and Edumate. Please note a password change may take up to 15 minutes to fully apply and therefore work with Edumate.

You cannot change your password in Edumate, even though it gives you the option, this will not work.

What can't we help you with?

While we are here to support you as best we can, there are certain things we will not be able to fix. We are not able to provide anything more than generalised support or advice on your home IT equipment or services, such as:

- Home internet or wireless newtwork issues
- Home printer issues

Whilst we will not be able to resolve these issues, we are more than happy to offer advice and get you pointed in the right direction.