



# ICT Support Guidelines

## Cairns School of Distance Education - ICT Team Purpose Statement

Provide students with the skills and confidence required for learning in the 21<sup>st</sup> century. To achieve this we offer technical advice within a reasonable timeframe, minimising the disruption caused by an IT related issue and therefore allowing students to have positive online learning experiences.

### Process if an ICT issue arises

1. Visit the 'Support Resources' page on our website for advice on software installation and configuration. <https://cairnssde.eq.edu.au/Supportandresources/Pages/Supportandresources.aspx>
2. Email or call the connect teacher. Teachers have the ability to reset student passwords and the knowledge/experience to solve or advice on frequently encountered IT issues.
3. A job is logged by the teacher into the Service Centre. Abiding by the Service Level Agreement set out by Education Queensland, the schools Technical Officer will try to contact the student/home tutor within 24 hours and resolve the issue within 5 business days.

What help is offered	What cannot be offered by CSDE
All School owned devices receive complete support	Repair machine
School issued phones & headset splitters	Virus/Malware removal
Advice and support	Broadband Speed
Necessary software installation walkthroughs	

Issue	Support	How to get Support
EQ owned devices	CSDE Repair/Replace	Contact Connect teacher to log a job
School issued phones & headsets	CSDE Repair/Replace	Contact Connect teacher to log a job
Bb Collaborate	Website	<a href="https://cairnssde.eq.edu.au/Supportandresources/Pages/Supportandresources.aspx">https://cairnssde.eq.edu.au/Supportandresources/Pages/Supportandresources.aspx</a>
Mi Stick DVD	Advice	Contact Connect teacher
Broadband Connection	Advice / Fix for slow connections	<a href="https://cairnssde.eq.edu.au/Supportandresources/Pages/Supportandresources.aspx">https://cairnssde.eq.edu.au/Supportandresources/Pages/Supportandresources.aspx</a>
Bb Courses (TLP)	Advice	Connect Teacher / Head of Department QLearn
Ed Studio	Advice	Head of Department QLearn
Email	Password reset / Advice	Connect Teacher / Website - Help sheets for configuring email client