# Computer Issues

- I can't connect to WIFI on my laptop (SD)
- My students can't connect to WIFI in class (SD)
- My computer is doing strange things
  - Restart your machine to see if this fixes the issue
  - Report the problem to servicedesk via email (servicedesk@manurewa.school.nz)
- My computer is slow (SD)
- My students aren't bringing devices to class (SK)
  - Please refer to the Teacher BYOD flow-diagram (below). This gives you some strategies on how to deal with getting devices into class.
  - If issues persist, please get in touch with Ben Silk (SK) (eLearning Coordinator)
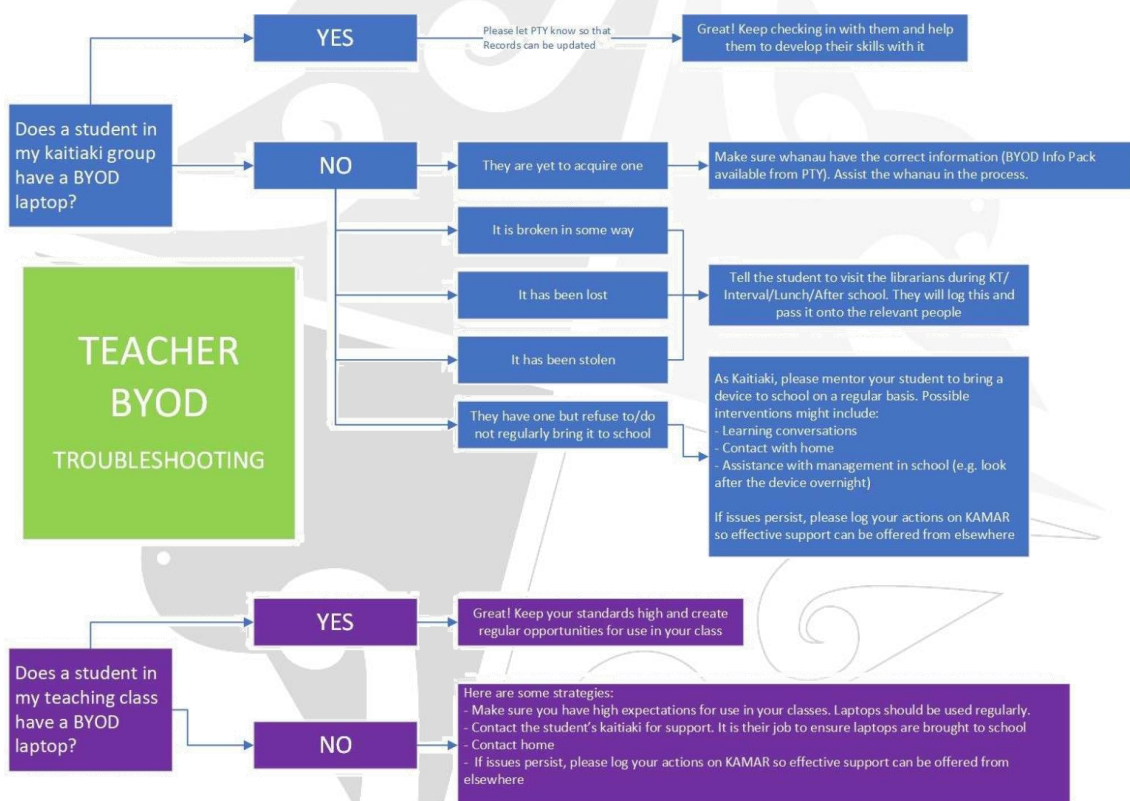
- My student's device is broken/lost/stolen (SK)
  - Please refer to the Teacher BYOD flow-diagram.
  - If you need further support with this please get in touch with Ben Silk (SK) (eLearning Coordinator)

- Where do I go to for updates on eLearning issues?

  - Email will be used in emergencies
  - Otherwise the eLearning Support Groups in Schoology and Teams are the main platforms for communication.
- I want to improve my eLearning pedagogy (SK)

- Visit eLearning Support Group on Schoology, there are lots of resources here. Click for a link
- Make sure you have completed the eREWA Teaching Level 1 certificate. This can be found on Schoology and takes you through some key skills with relation to Office365, Schoology, OneNote and Web-browsing as well as an overall overview.
- The Microsoft Innovative Educator (MIE) programme is a free qualification from Microsoft. You collect points by sitting mini-units which contributes to your certificate. You sit the units where and when you like. Click here for more information. Speak to Ben Silk for further clarification.
- Not enough? Book an appointment with Ben Silk the eLearning Coordinator. Click here for his booking sheet
- Speak to your colleagues and learn from them. There is a wealth of talent, ability and ideas out there!

- I don't understand what eLearning should look like in my classroom
- Here is a background to eLearning at Manurewa High - hopefully enough to get you started - and it will also point you to some other places should you have any further questions.
- Some key points
- eLearning is a priority for the school. We have a dedicated team to support it, customised PD for staff and high expectations for our students.
- We are a BYOD school. In 2019, all Year 9-12 students are expected to have their own laptop – either purchased or loaned through the school
- We have a blended eLearning environment. Although Microsoft (Office365) is our main platform we encourage staff and students to use a blended approach to eLearning. This mirrors what it is to be a digital citizen in the modern world. Anything that you choose to use with your classes is fine if it works (including Google).
- You should centralise everything through Schoology. Schoology is our LMS (Learning Management System) and is as a hub for all the various Apps, websites and other eLearning facilities. Teachers and students have easy access and it is the best place to share learning materials, communicate and collaborate
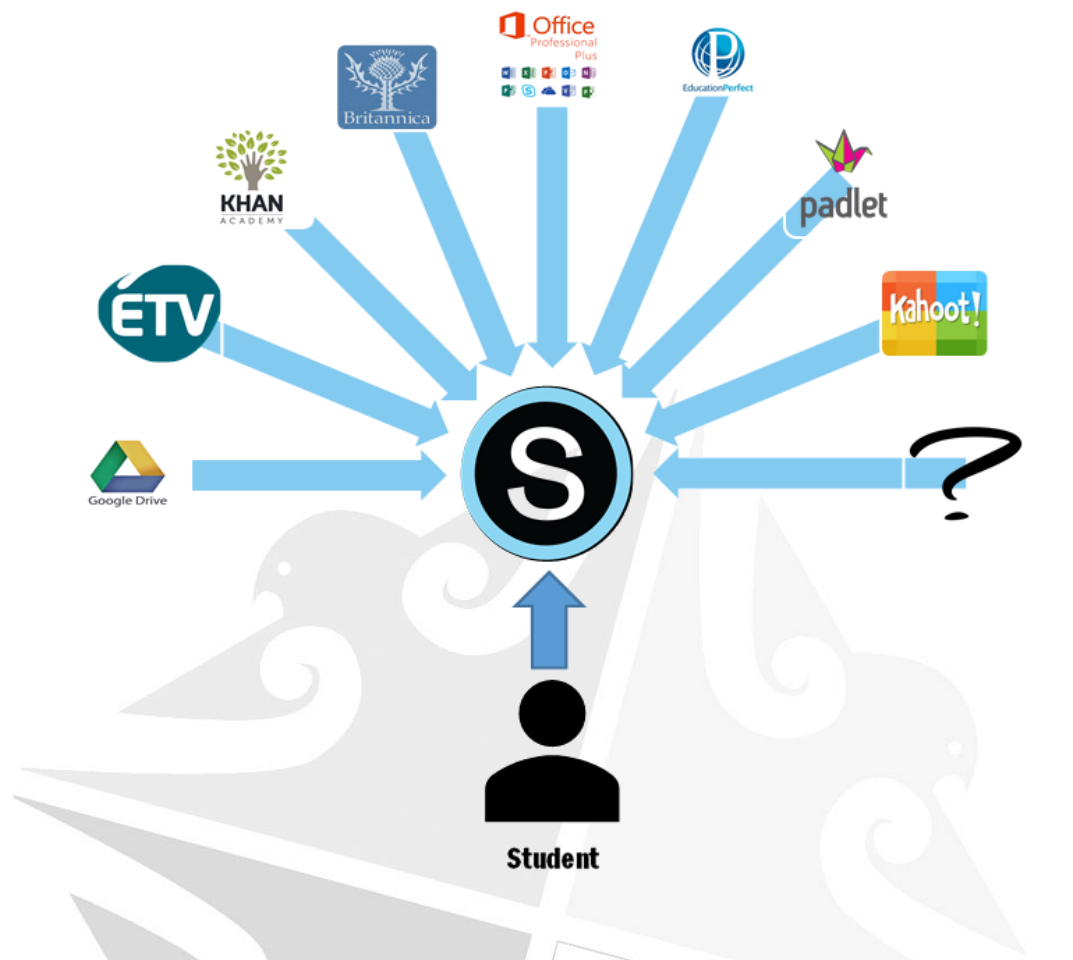
- Diagram showing the role of Schoology our 'one-stop-shop' LMS.
- What eLearning programmes do I and the students have access to?

Most of these are accessed through the home page: www.manurewa.school.nz/kb

- Schoology – our LMS
- Office365 – used for communication (outlook) and document creation (Word/Excel/PowerPoint etc)
- Education Perfect – for English, Maths, Science, Languages, Social Sciences
- eTV – educational television, including EVA which makes videos interactive
- AccessIt - library database that includes EPIC. Can search for and make lists of resources. Click the Library link on the homepage
- Career Central – a place for logging career conversations with your students
- ARA – for student voice, course information
- Projector mounting
- Staff phone WIFI setup
- Access to Network Drive permissions
- Document recovery
- Teachers Laptop repair or service
- Laptops on COW Maintenance in Term break
- OneDrive sync issue fixing
- Printer Adding
- Software installation request
- Speakers\Network\Data projector cable issue solving
- Cartridge replacement
- Permissions on W and S drivers
- E-mail group correction on AD
- Missing laptop updating to Asset system
- Managing ICT equipment asset
- Hardware missing or damage replacing (Keyboard, Monitor, Mouse, Printers.....)
- Print queue\ Printer management
- iPad management (deploying app, lost device tracking)
- Adobe Creative cloud management (Enrolling students and Staff)
- Printing \ Photocopier code \Department management
- CCTV Camera Support in absence of Julie
- Access System tag support in absence of Julie
- Student Laptop \Mobile WIFI connection support
- Display TV management and triple play support
- Cafe and Business centre POS system support
- Gate LED Front Screen software support
- Chromecast TV support (boardroom1 & 2, Library, Careers)
- Staff Laptop tela Insurance and damage support
- Helping\ training staff and Students OneNote, Teams, office 365......
- School Phone Setup and support
- Projector Setup support
- e-asttle test setup and support
- New Teaching Staff laptop setup
- Students and staff Password support
- Education perfect Student \ staff, missing \Adding , class assigning
- Staff IT equipment support (lost, forgot, broken) eg: VGA adapter, charger, iPhone cable...

- Students Voice Survey related support, permission support
- Kamar app support
- Power management related support
- AB Tutor Support adding Lab and Permissions
- Symantec Management (Antivirus issue)
- Intune update support and asset management
- VisTab related support
- Windows Store app management (Purchase app and deployment)
- Windows OS Deployment
- Red laptop damages fixing onsite