BYOD help-sheet 2019

The problem I have is…	Please do the following…
My computer/charger is broken or not working	Take your computer to the librarians in the library IMMEDIATELY during either Kaitiaki Time/ Morning Tea /Lunch /After school. Be sure to provide detailed information of how and why it is broken.
I can't find my saved work	Make sure you save your work on OneDrive. Create folders for each of your subjects.
I can't login	Use the correct password. If you change your password keep it simple and DON'T SHARE IT WITH ANYONE. Ask your Kaitiaki to check you have the correct password
I can't connect to the school WIFI	Make sure you are connected to 'BYOD' network using this year's password
Office365 is not working or causing problems	This is most likely because Office365 is not installed. See video on All Students group to install Office365 properly on your device
My computer is slow!	Check that the computer is not full of movies/photos/games. Failing that see take your laptop to the library to have it checked out
I've lost my charger or bag	You need to purchase a new one. See the librarians to log this request
My computer is lost or stolen in school	Contact a teacher or the whanau team IMMEDIATELY and try to locate the device. Also make sure 'Find My Device' is on: Check SETTINGS, UPDATE AND SECURITY, Find my Device should be ON.
My computer is lost or stolen out of school	Report to the librarians IMMEDIATELY with detailed information. If it has been stolen, report to the police and get a crime reference number
My computer is flat	Charge your computer overnight, every night before school. Your new battery has a 9 hour life