

Damascus College Helpdesk How-To Guide

Students - How to Contact Helpdesk Support

Description

Throughout this offsite period ICT support is still available to you within normal hours of operation. The contact methods and fixes will change as the main method of physically attending the ICT Helpdesk not being available. **The main point of contact will be via email as per below.**

Steps

1. You will need to contact the ICT team by **sending an email to Helpdesk@damascus.vic.edu.au.**

However, if you have a Device Fault or Breakage and **you are unable to email the helpdesk** through your school or personal email account, please call (03) 5337 2222.

2. When putting together your email, it would be helpful to step through the issue and supply as much detail as possible "see examples on page 2" - Key points are as follows.

- a. Description:

Please outline your issue: including what program you are attempting to use, the function you are trying to complete and if practical what steps you are taking to get there.

- b. Error Messages:

If you are seeing any error messages, please include these or even better a screen grab of what you see will be most effective (screen grabs can be taken using snipping tool, see below).

- c. Snipping tool:

If you are unsure how to use snipping tool to get a screen grab.

- i. Open the Start menu and type in Snipping Tool (🔍) and click to open.
- ii. Once open to grab a section on your screen, Click 'New' this will turn your cursor into a +.



- iii. Click and Drag the portion of the screen you want to send (will appear in a red box), when you release the click your boxed section will appear in snipping tool.



- iv. To place this image into your email please press the copy button (📄) and paste into your email as you would text or any other function.



- d. Attempted solutions:

If you have attempted to solve your issue without success it can be beneficial to include what you have done.

3. The helpdesk will be available between 8:30am and 4:30pm Monday to Friday; please keep in mind that we will receive your email and respond to it in due course.

EXAMPLES

DAMASCUS COLLEGE HELPDESK

St Martins Resource Centre Email: helpdesk@damascus.vic.edu.au

Contact Hours: 8:30am – 4:30pm Mon-Fri

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Scenario 1

You are experiencing issues logging into SIMON

Email:

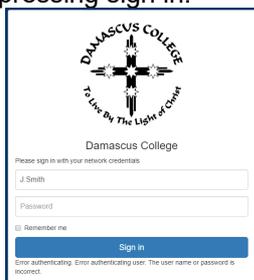
To: Helpdesk@damascus.vic.edu.au

Subject: Unable to login to SIMON

Body:

Hi Helpdesk,

I have been unable to login to SIMON as it keeps taking me back to the login screen. I am using Internet explorer and have also tried chrome with the same result, here is a screen grab of what I see after pressing sign in.



Scenario 2

Your emails are not updating in Outlook even though you are able to access websites without an issue.

Email:

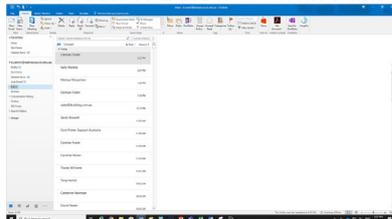
To: Helpdesk@damascus.vic.edu.au

Subject: Outlook not displaying new emails

Body:

Hi Helpdesk,

I have opened outlook on my device and I am unable to see any new emails in my inbox. I am able to access the school website and other internet pages without issue and have attempted to manually send and receive. Below is what I am seeing on my device.



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