

Steps to resolving technology problems:

1. NETWORK

internet	<ul style="list-style-type: none"> • Computers can't connect to internet across the school
Network	<ul style="list-style-type: none"> • The network drives aren't visible when users try to access through 'computer'.
Response	<ul style="list-style-type: none"> • If 1st thing in the day - Principal, relieving principal will log the call, otherwise office staff will log. • NCR helpdesk - 1800338483

2. INTERNET CONNECTION FOR MOBILE DEVICES

Android	<ul style="list-style-type: none"> • Scan for network • Enter DEC password
Ipad	<ul style="list-style-type: none"> • Scan for network • Enter DEC password
Response	<ul style="list-style-type: none"> • If you are unable to connect, please politely request assistance from:

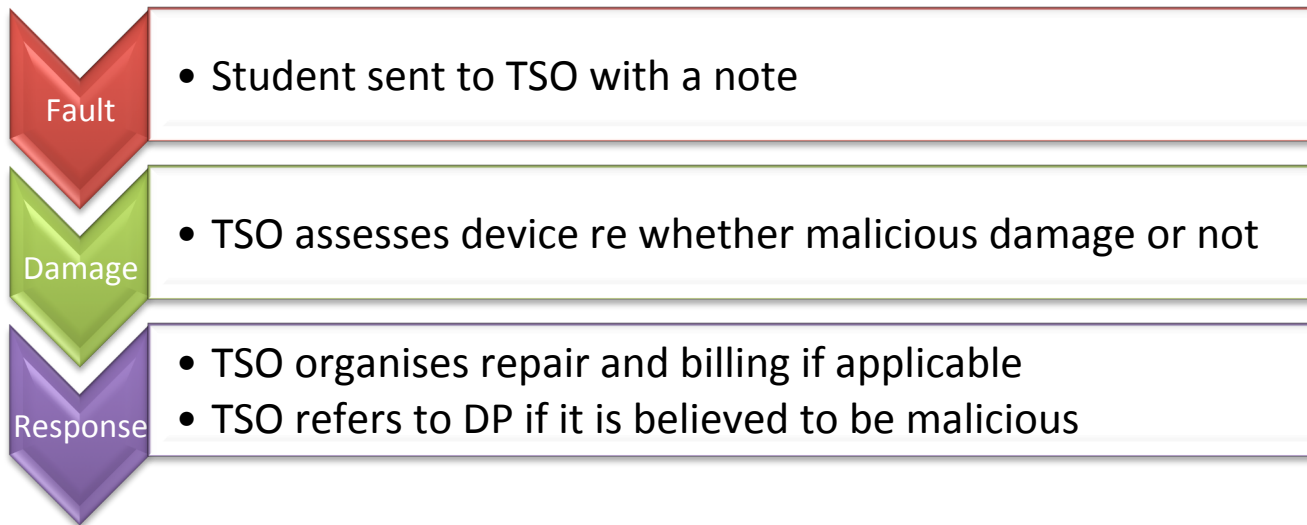
3. PRINTERS

Printers	<ul style="list-style-type: none">• If a desktop printer - check that cable is connected. Turn off and on.• If a network printer, ensure that the appropriate printer is selected. ensure that there are no past print jobs waiting.
Photocopier	<ul style="list-style-type: none">• Ensure that the appropriate paper tray is selected and has paper.• Check that there are no print jobs in the queue• Check for paper jams
Response	<ul style="list-style-type: none">• If it is a machine fault - SAM or office staff will log a call. ph. 1800102413• If it is a network fault - PC won't connect to network printer/s - If identified 1st thing in the morning, Principal will log call- 1800338483, otherwise office staff will log the call

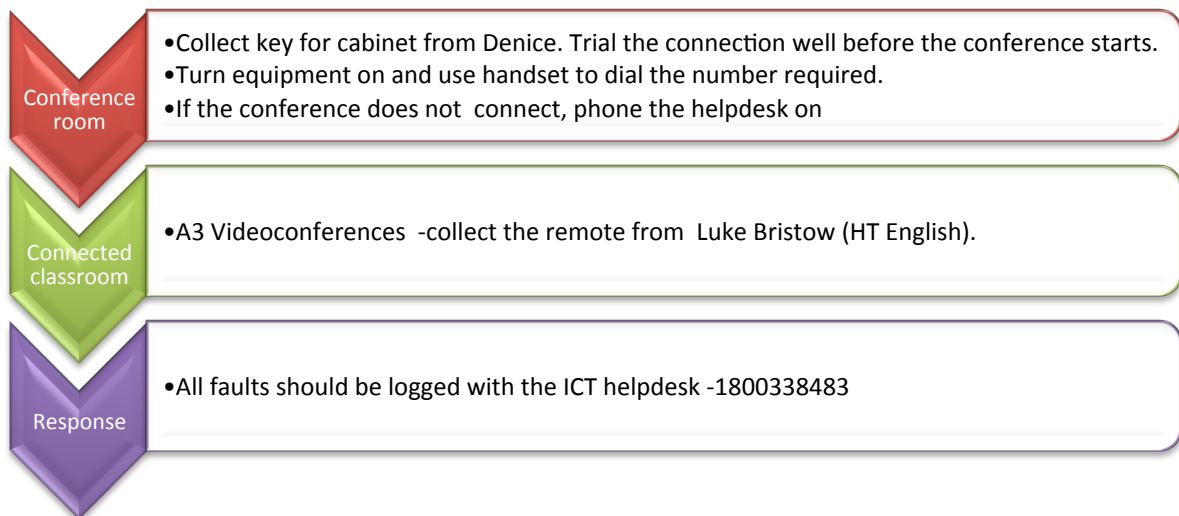
4. FAX or SCANNER

FAX	<ul style="list-style-type: none">• Fax sends an error message - resend, and if error persists contact office staff
Scanner	<ul style="list-style-type: none">• Scanner fails to send pdf to scan folder - retry and if error persists - contact office staff
Response	<ul style="list-style-type: none">• Office staff contact NCR helpdesk• NCR helpdesk - 1800338483

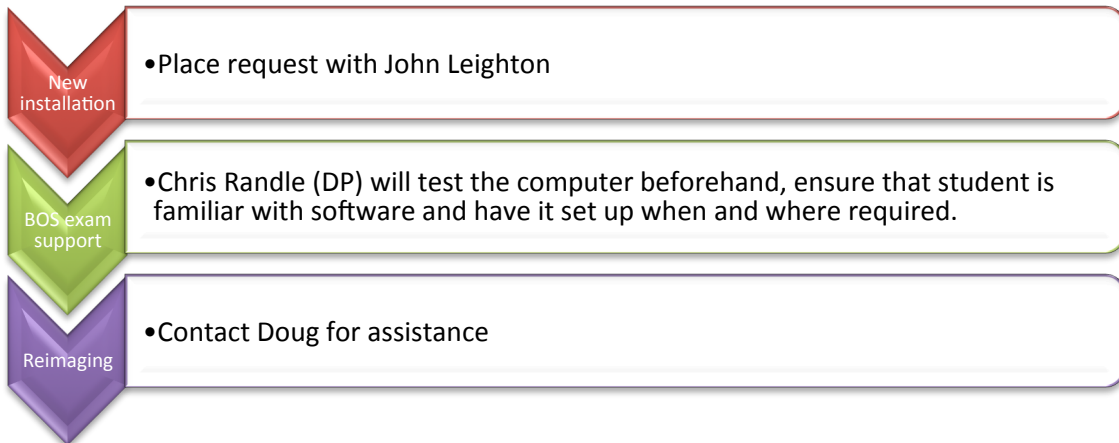
5. DER Devices



6. Video conference



7. Desktop computers



8.

