

ICT SUPPORT

Requesting ICT Support from Home

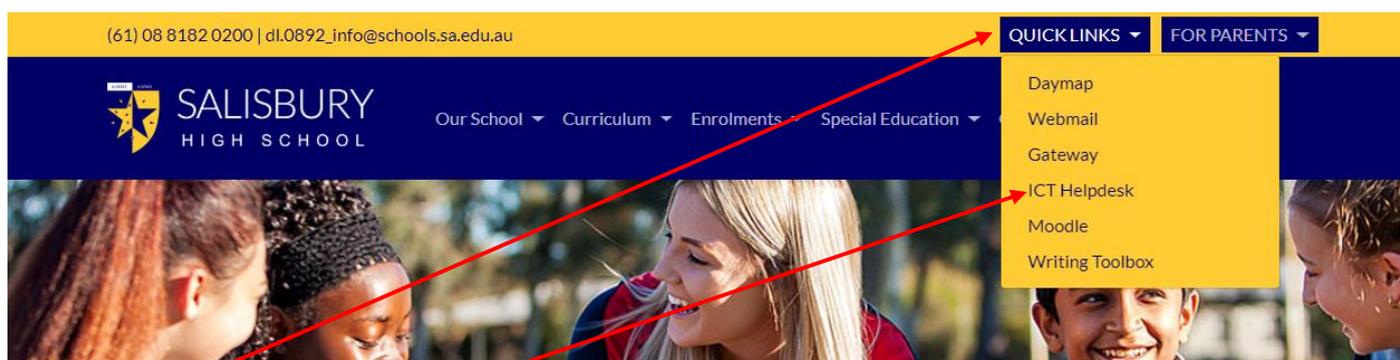
Salisbury High School

2 April 2020

If you are needing your laptop/LearnLink password changed or needing help connecting to Daymap from home, you can now request this through our ICT Helpdesk which is accessible through our school website:

<http://www1.salisburyhigh.sa.edu.au/>

Or you can go direct to <https://help.salisburyhigh.sa.edu.au>



Click on Quick Links, then select ICT Helpdesk.

Login using your school laptop login

Eg:

Username: jsmith

Password: laptop password

Help Request

Request Type

Request Detail

Attachments

Location Room

Priority

Once logged in, it will automatically load the Help Request page. To fill in all areas required, there are multiple options to choose from in the dropdown menu for 'Request Type'. If your option is not there, select 'Other' and describe what the fault is in as much detail as you can to give ICT Support a good idea on what is wrong. If there is a message that has popped up, you can take a screenshot and attach the image to your request by clicking 'Add File' (keep in mind image size cannot exceed 20MB). Once completed, press 'Save' and ICT Support will respond as soon as possible.

Once your request has been completed, or if ICT Support require more information, ICT will Daymap message you to let you know of a solution and/or request more information.

[https://schoolssaedu-my.sharepoint.com/personal/jason_price447_schools_sa_edu_au/Documents/Technology Leadership/Online Learning Portal/help/ICT Request from Home.docx](https://schoolssaedu-my.sharepoint.com/personal/jason_price447_schools_sa_edu_au/Documents/Technology%20Leadership/Online%20Learning%20Portal/help/ICT%20Request%20from%20Home.docx)