

# Learning At Home: IT Support



A range of supports are provided to assist students to resolve a range of common IT issues.

## 1. Video Tutorials

The school IT Help Desk is developing a series of video tutorials that will help you fix the common issues that arise when learning at home. More video tutorials will be developed to resolve common questions and issues.

- A. [Accessing Student Emails - https://youtu.be/mSh8QDTWYkQ](https://youtu.be/mSh8QDTWYkQ)
- B. [Accessing Stile - https://youtu.be/5yOdGc7Elj0](https://youtu.be/5yOdGc7Elj0)
- C. Installing and Activating Adobe Software (such as Premiere or Photoshop) - **Coming Soon**
- D. Installing and Activating Microsoft Office - **Coming Soon**

## 2. Instructions Sheets

A range of instructions sheets are provided to assist students at address common questions and issues. More links to helpful instructions sheets will be added to address common questions and issues.

- A. [How to download and install Microsoft Office 2016 to a Windows computer \(PDF, 769KB\)](#)
- B. [How to download and install Microsoft Office 2016 to a Mac computer \(PDF, 1MB\)](#)

## 3. School IT Help Desk

If these tutorials are not able to fix the issue, you can contact the school IT Help Desk.

- Email: [ithelpdesk@laidleyshs.eq.edu.au](mailto:ithelpdesk@laidleyshs.eq.edu.au) (on school days)  
Phone: 07 5466 8944 (from 8.00 am to 4.00 pm on school days)

It may be necessary to come into school to have your issue resolves. Please ring in advance to make an appointment.

## 4. Department of Education IT Service Centre

Finally, you can call the Department of Education IT Service Centre on 1800 680 445 - (option 2 then option 3 - if school is closed). Please note: During the Coronavirus situation, the Service Centre is experiencing a great number of calls so there may be significant wait times.

## 5. Useful links

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|---------------------|---|
| Student Emails      | <a href="https://owa.eq.edu.au">https://owa.eq.edu.au</a>   |
| Student Office 365  | <a href="https://www.office.com">https://www.office.com</a>   |
| STILE login         | <a href="https://stileapp.com">https://stileapp.com</a>   |
| School Website      | <a href="http://laidleyshs.eq.edu.au">http://laidleyshs.eq.edu.au</a>   |
| School IT Help Desk | <a href="mailto:ithelpdesk@laidleyshs.eq.edu.au">ithelpdesk@laidleyshs.eq.edu.au</a>  |
| BKSB login          | <a href="https://laidleystatehighschool.bksblive2.com.au/bksbLive2">https://laidleystatehighschool.bksblive2.com.au/bksbLive2</a> |
| OneSchool           | <a href="https://oslp.eq.edu.au">https://oslp.eq.edu.au</a>   |
| Campion MyConnect   | <a href="https://www.campion.com.au/myconnect/download/">https://www.campion.com.au/myconnect/download/</a>                       |