

# ICT HELP DESK

Mildura Senior College has invested in reconfiguration of our network to **support students and parents to choose the type of computing device that best suits them**. This is known as BYOD (*Bring Your Own Device*).

The College provides:

- Onsite wireless network connection for all students.
- Email facilities.
- Online course materials accessible at any time.
- Intranet facilities for students and parents to communicate with staff, book interviews, view attendance.
- Licencing for the latest Microsoft Office 365 suite of software, that can be installed at no cost for the time a student is enrolled at the College.
- A wide range of other educational applications that can be installed free of charge.
- Specialist classes will have computer labs with more powerful machines.
- Carts of standard devices will be available for staff to book for specific class purposes if needed to assist students.
- We have some loan devices available for students. These are refurbished from the pre-2014 netbook program.

## Helpdesk Support

The College Helpdesk is located in the library, and is operated by technicians employed by the College between the hours of 8am and 4pm each school day.

Supported	Not Supported
<ul style="list-style-type: none"><li>• Installation of applications to the device's platform that are listed on the college's software portal, on supported operating systems.</li><li>• The configuration of supported operating systems for use with the Mildura Senior college ICT network.</li><li>• Troubleshoot issues accessing the college's web based applications and applications listed on the college software portal, on supported operating systems.</li></ul>	<ul style="list-style-type: none"><li>• The repair of hardware or reinstallation of operating system software on any non-school owned device; these types of issues will need to go to an external IT company to be resolved.</li><li>• Troubleshooting applications that are <b>NOT</b> on the college software portal.</li><li>• Removal of viruses; we can recommend local companies that can fix these types of issues. Users with infected devices will be blocked from accessing school wireless until the infection is resolved.</li></ul>

## Internet Usage and Monitoring

Appropriate use of the internet service within the school network is closely monitored by a filtering system which allows for inappropriate content blocking by a regularly updated list of categories and sites. This does not apply to use of devices outside the school network. Parents are responsible for monitoring usage at home.

## Student printing quotas

Students are allocated \$2 at the start of the year for printing. Additional printing credit can be purchased from the front office. Printing cost is 4 cents per page for grayscale and 20 cents per page for colour.

## Where can I find out more information?

Additional information is available from the *Acceptable Use Agreement*, and from the college website [www.milsen.vic.edu.au](http://www.milsen.vic.edu.au)

Updates to this information will be published on the college website.