

STUDENT IT GUIDE BOOKLET

V4.2 18/01/2022

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Student Online Etiquette

We have created some simple guidelines to help students understand how to behave appropriately in an online environment.

Please note: the Etiquette Guide adheres to the Woodcrest State College Code of Conduct.

Etiquette for Email

1. I understand that all emails from my school account **MUST** be related to school work and that these emails are closely monitored by the schools Administration staff.
2. I have used a polite tone and have explained the reason for my e-mail.
3. I have included a greeting and name of the recipient e.g. Dear John, Hello Mr Smith.
4. If I have included an attachment I have clearly labelled it and explained the purpose for including the attachment.
5. I have included a salutation and my name at the end of the email. E.g. Kind Regards, Sam Smith or Thank you, Sarah Smith

Etiquette for Online Lessons

1. I will be courteous and respectful to my teacher and peers.
2. I will be in school uniform and with appropriate background if taking part in a video lesson.
3. I will provide a greeting to my teacher and class members at the beginning of the session.
4. I will be in the online lesson on time. If I am late I will give my teacher a reason via email.
5. I will make sure I have a working and charged computer and it is ready for each of my lessons.
6. I will listen to the teachers and student contributions respectfully and follow instructions while in the collaborative environment.
7. I am aware that there are other students and teachers in the environment who will see my response and I will be considerate, take turns and give positive feedback when appropriate.
8. I will interact with the Class One Note in an appropriate manner.
9. I will not type in ALL CAPITALS – it is the equivalent of shouting and is considered rude.
10. I will ensure my language is appropriate at all times and I will be considerate of differing opinions.
11. I will not draw/ write/ add an image unless instructed to do so.
12. I understand the difference between social chat and an educational chat.
13. I will never use personal information that will fully identify my address or phone number or those of classmates.
14. I will make a positive contribution to the discussions and collaborative space.
15. If I have technical or connection issues and cannot get into the session or back into the session after access, I will contact my teacher via email or phone call as soon as possible.

Quick Links:

- Woodcrest State College Website: <https://woodcrestsc.eq.edu.au/>
- Student Homepage: <https://qedu.sharepoint.com/sites/0456/WSCStudent/>
- Webmail: <https://outlook.office365.com/mail/>
- Office365 including Word, Excel, and OneNote Online: <https://www.office.com/>
- Password Change (you know your old password): <https://fed.education.qld.gov.au/passwordchange/>
- Password Change (you don't know your old password): contact your teacher
- Adobe Account: <https://creativecloud.adobe.com/apps/all/desktop>
- Learning Place: <https://learningplace.education.qld.gov.au/>

Contacts:

student_IT@woodcrestsc.eq.edu.au

Please be informed that we are not able to help you troubleshooting hardware, operating system, third-party software and internet problems at home.

If you have any questions or problems regarding student's assignments, assessments, class OneNote contents, Class OneNote access and learning materials you should contact the relevant teacher or school administration.

On-board a BYOD laptop at home:

You can on-board your laptop at home if your access to Intune has been set by school.

Please note: if you study from home, you do NOT have to on-board your laptop to be able to have access to learning materials. Explore other sections of this handbook to see how to access to OneNote, Teams and other resources at home. Onboarding your laptop will enable your laptop to connect to the school's network (internet) when you are at school. However, on-boarding your laptop at home will save you time as your laptop will be connected to the school's network as soon as you come to school.

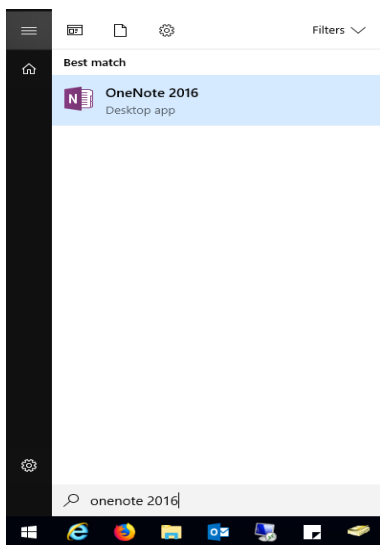
If you are unable to on-board your laptop at home, your teacher and school IT Technicians will help you when you return to school.

Play the video below and follow the instructions to on-board your laptop at home:

<https://mediasite.eq.edu.au/mediasite/Play/715e41cecde3404488298ecca633f6ad1d>

One Note- How to Access

Class OneNote files may not work correctly in Windows 10 OneNote App. For this reason, it is recommended to use OneNote Online (<https://www.office.com/launch/onenote?>) or alternatively “OneNote 2016 or 2019” instead. Instructions on installing Office 365 and OneNote 2016, 2019 on personal devices are outlined in other sections of this user guide (please see the content list).

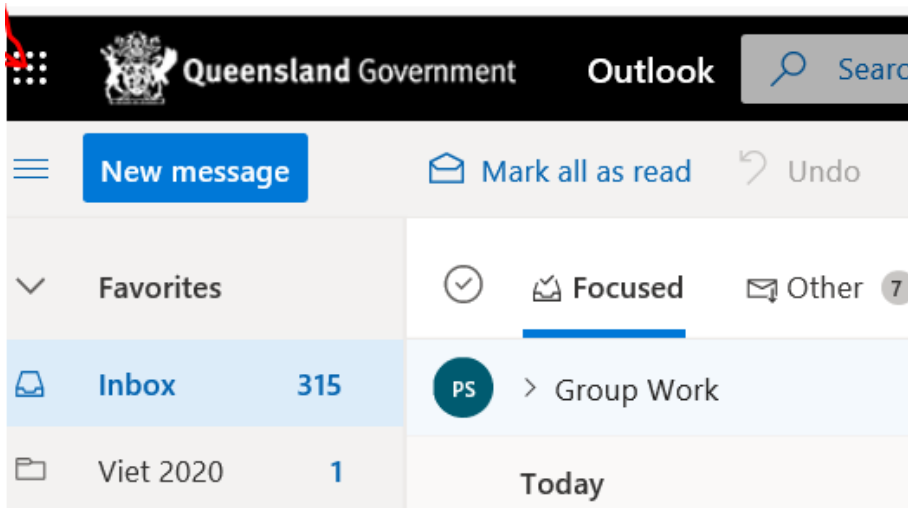


OneNote - Working with OneNote and Accessing Emails

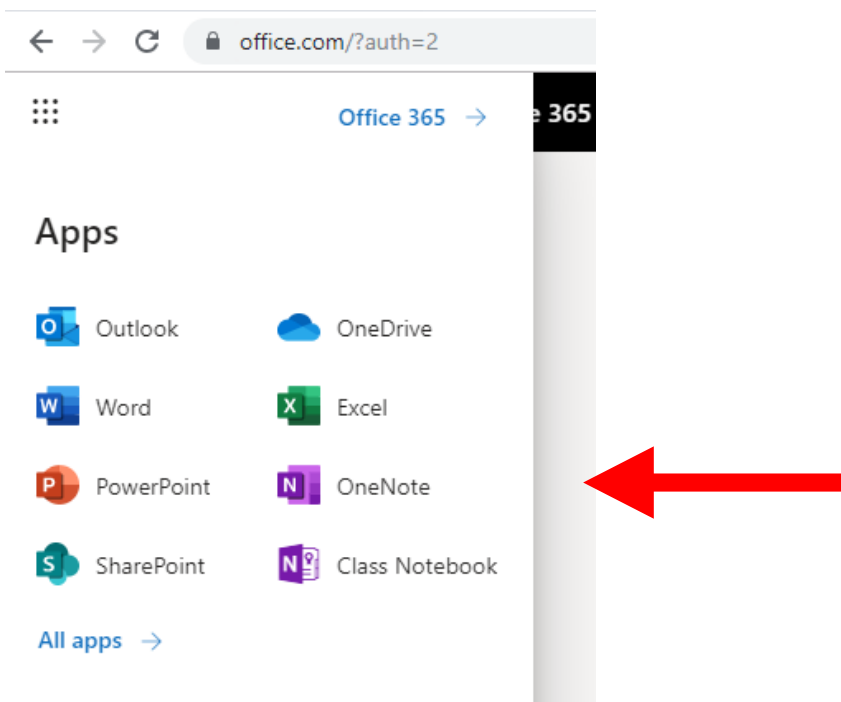
Option 1: Go to school email (<https://outlook.office365.com/mail/>). Enter your School email address (username@eq.edu.au). Then on the next page enter your school username and password:

A screenshot of the Queensland Government Department of Education login page. The page features a header with 'Queensland Government' and 'Department of Education'. On the left, there is a navigation menu with icons for 'Collaboration', 'Calendar', and 'MIS Gateway'. The main content area is titled 'Managed Internet Service' and includes the instruction 'Sign in with your username and password'. There are two input fields: 'Username *' containing 'testaccount' and 'Password *' with masked characters. A checkbox is checked, labeled 'I agree to the conditions of use and privacy statement'. A blue 'Sign in' button is positioned below the fields, and a link for 'Change my password' is located at the bottom left of the form area.

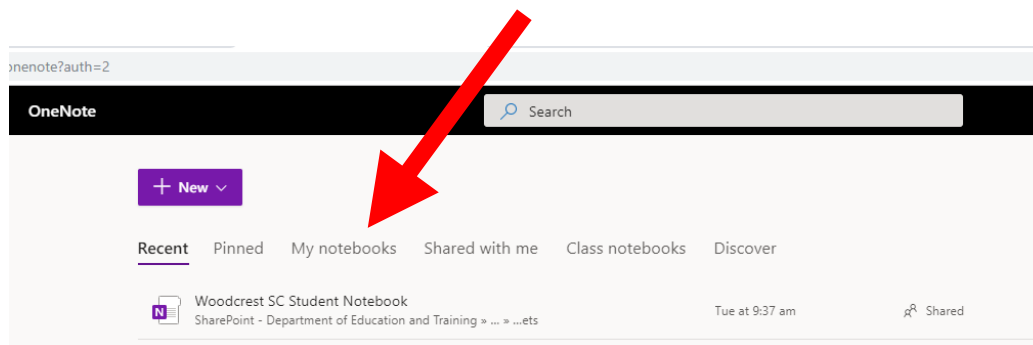
Check OneNote email in your inbox that gives you the link that teachers have shared when they added the students to the OneNote. If you don't have the link in your email inbox, contact your teacher and ask to send you the link.



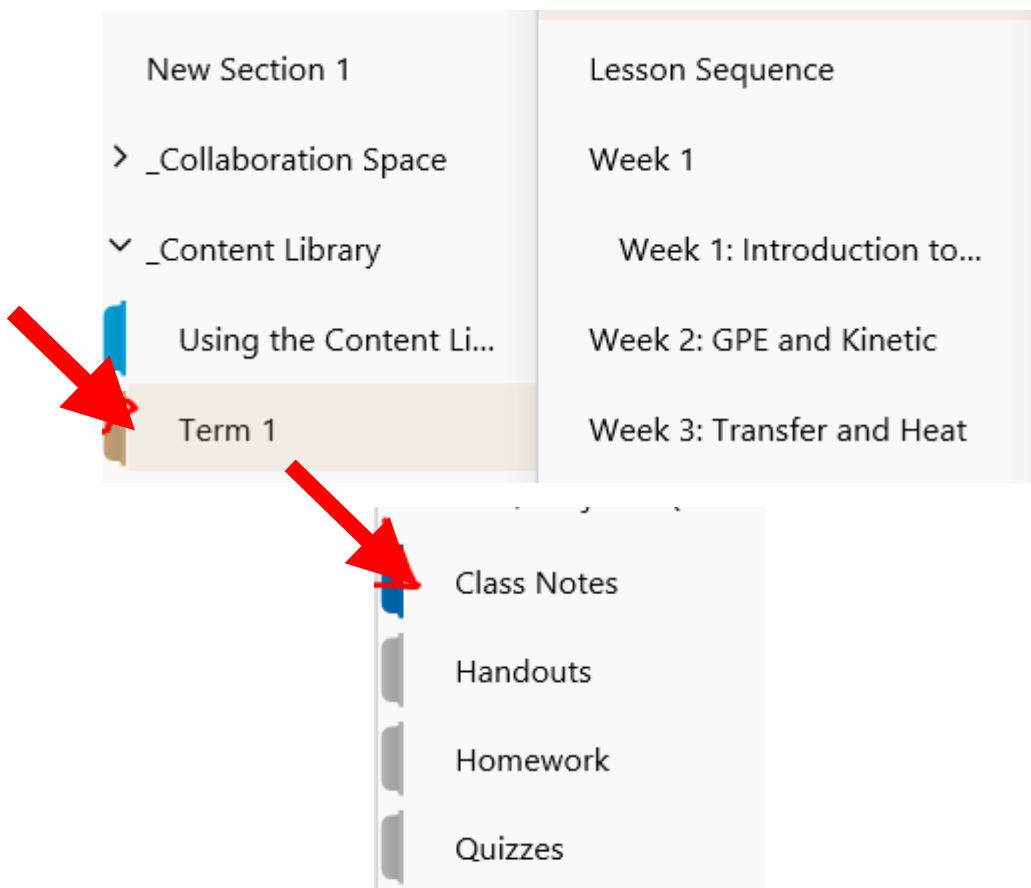
Option 2: Login to your office365 account (www.office.com) using the same method as above. Click One Note from the list.



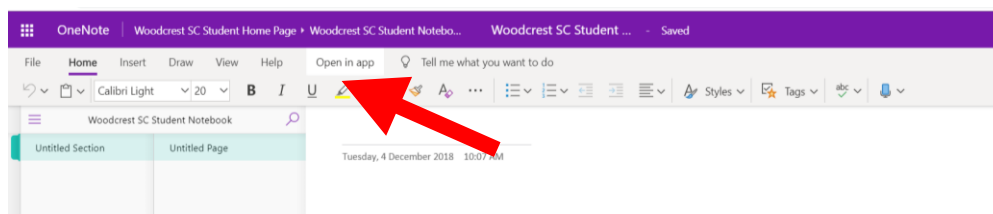
Go to tab "Shared with me" in OneNote




You can access all the OneNote that has been shared with you. There are resources in content library. Copy that resources into your Class Note tab



You can copy relevant section from the content library to the relevant section under your name and work on it. To access OneNote through OneNote 2016/2019 application, click on "Open in app" tab on the top of the menu bar. This will sync you with the OneNote 2016/2019 application. When prompted open with OneNote 2016/2019



Teams - Using My Class Teams to Access My Lessons

1. Use either Chrome, Firefox or Microsoft Edge
2. In google – type in the search bar MIS Portal
3. Select Managed Internet Service
4. Click on the 9 little dots in the top left corner of the screen ☰
5. Click on 'Teams'  Teams
6. If an option comes up – select 'use web app'
7. Click on your Roll Class
8. Teams will open and you can see messages and meeting requests from the class teacher

9. Alternatively, you can install Teams application which is explained in the next page

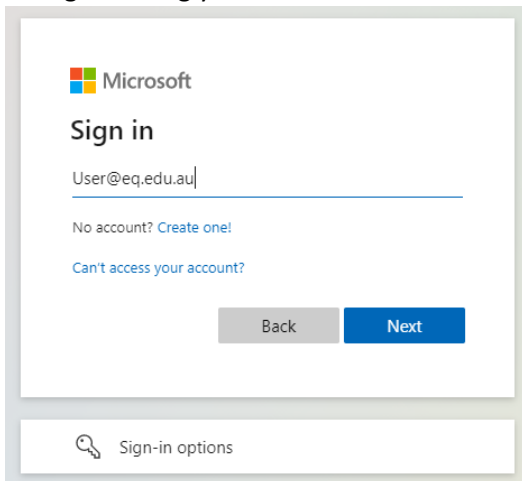
Meeting Rules


Here are a few common rules at Woodcrest when joining a class lesson.

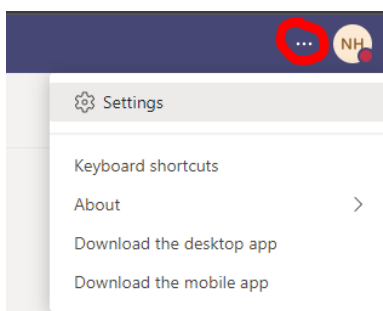
1. When you join the meeting, turn your video camera and microphone off unless your instructor has instructed you otherwise. To do this, click the microphone and video camera sliders so they are both set to off. You can always turn them on in the meeting if the instructor requests it.
2. If your instructor does want you to turn your video camera on, blur or change your background. This creates the best learning experience for all of your peers. You won't have to worry about something behind you distracting another student or being potentially offensive. To blur or change your background, click the middle slider when you join your meeting. This will open a panel on the right side of the screen with several background options. Choose one of these, to obscure details of everything behind you.
3. Use the meeting chat to ask questions. Your instructor will likely have guidance for the best way to raise your hand, but a common way is to click the Chat icon in the meeting, then type Hand up or Raising hand. Then wait for the instructor to call on you.
4. If you make inappropriate choices during your online lesson in any way, your instructor will remove you from the lesson and parents will be contacted.

Teams – How to Install Teams Application

1. Navigate to <https://www.office.com>
2. Sign in using your EQ email address and password if prompted

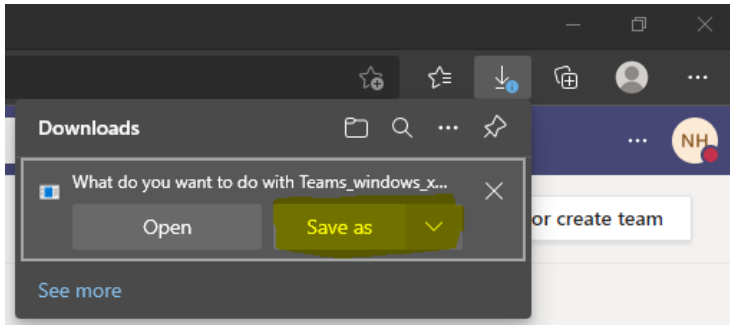


3. From the ribbon menu on the left-hand side select the Microsoft Teams icon 
4. Once the web version of the Teams application has opened, navigate to the top right and select the 3 horizontal dots to the left of your profile icon

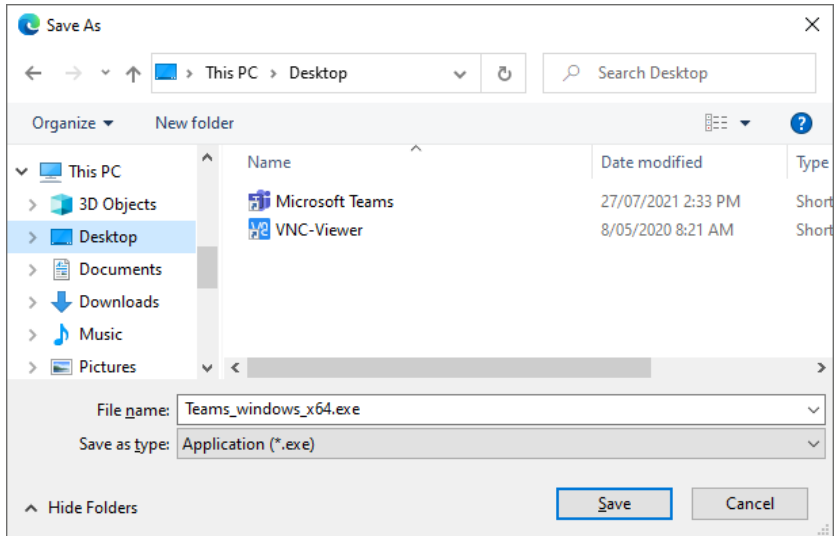


5. From the menu that appears, select download the desktop app

- When prompted to open or save the application select "Save as"



- Save the install file to your desktop

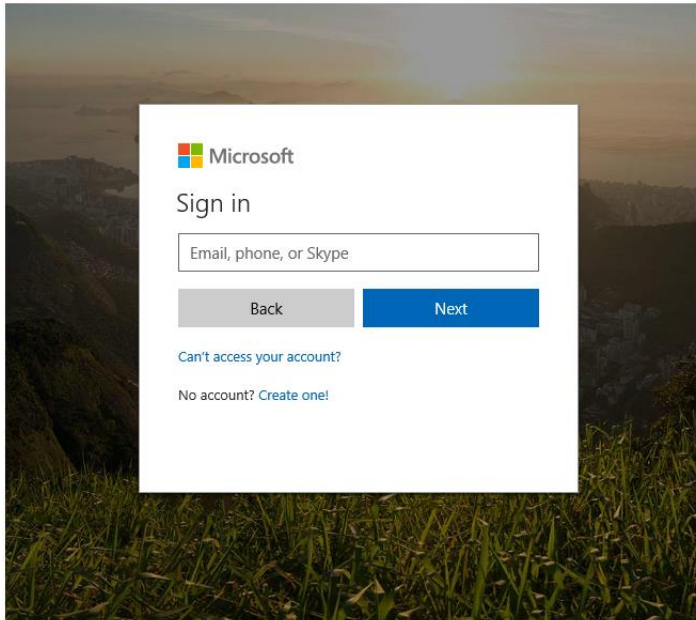


- Navigate to your desktop and double click the Teams installer (Teams_windows_x64.exe)
- Once the Teams app has installed, you may be prompted to enter your EQ email and password in. Enter the information and start using Teams!

Download, update and install Office 365

Important Information: This is not available to download from the School or Corporate networks, it must be done from home.

1. Open internet browser and navigate to <http://www.office.com/>
2. In the top right corner click on "Sign in"
3. In the Username field, type in your DoE email address (e.g. user@eq.edu.au) and click "next".



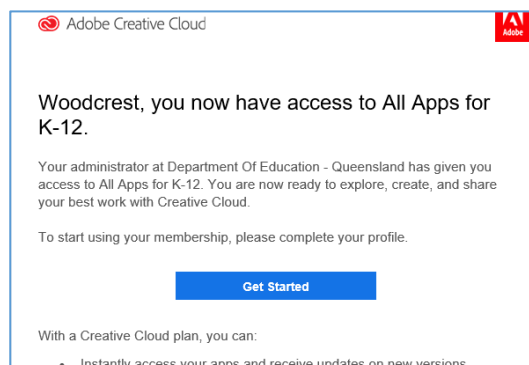
4. You will be prompted for your username and password on the online authentication page. Type your username and password.

Adobe Creative Cloud

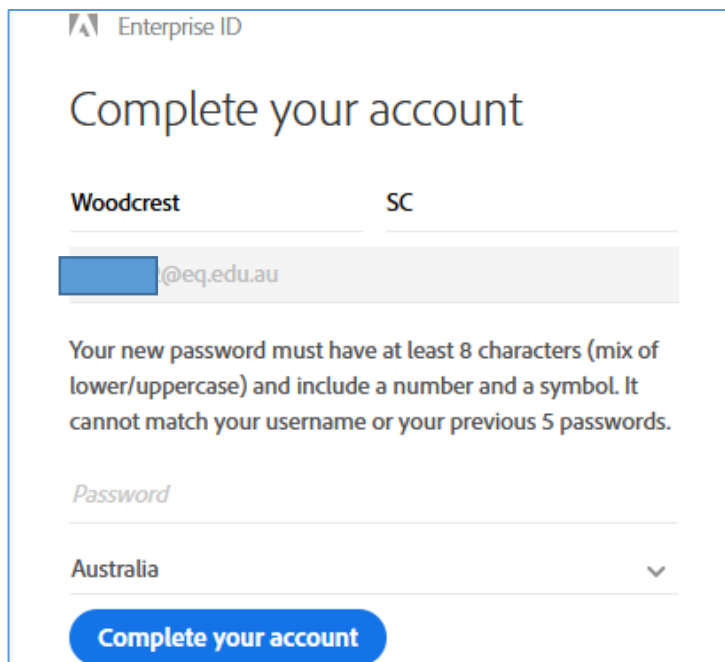
To access Adobe Creative Cloud applications (Photoshop, Acrobat Pro, Illustrator, etc.) on your BYOD or school computers, you will need a Named User licence. Depends on the subject you study at school you may be eligible for a school-supplied Adobe Student Licence. If you are eligible, your teacher will request a licence for you and you will receive an activation email from Adobe.

To activate your license:

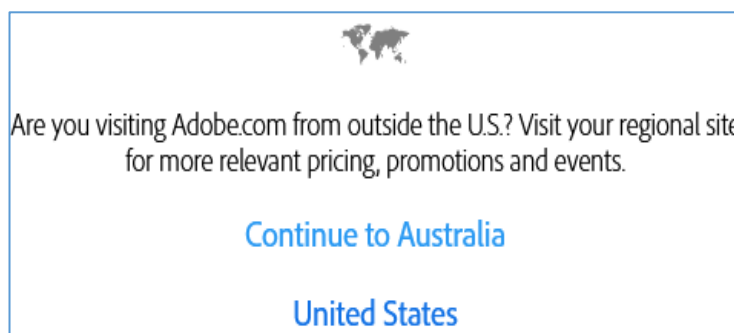
1. Check your school email inbox. If you are eligible you will receive an Email from Adobe Creative Cloud with the subject line of "Access is granted. Enjoy All Apps for K-12 now"
2. Open the email.
3. Click "Get Started" link in the Adobe CC email.



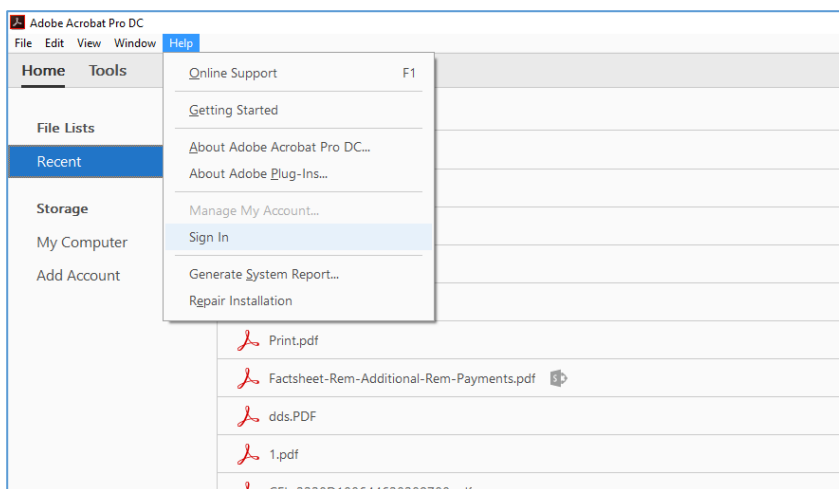
- In the browser window that appears, enter a password of your choice. Try to keep this password different than your school password for more security. Email will be pre-filled. If not, enter your school email address (username@eq.edu.au)



- Click "Continue to Australia" option in pop-up following completion of account details.



Note: At this point you have successfully finished creation of your Adobe account. If your preferred Adobe products are already installed on your machine, open them and sign in with the same credentials.



You are also free to select any of the options for download below after signing into the Adobe website:
<https://creativecloud.adobe.com/apps/all/desktop>

Please remember to choose "Company or School Account - Enterprise" at the time of signing in to Adobe Creative Cloud.

Change password - Forgotten password

If you have forgotten your school password and you are at school, please see your teacher to have it reset. If you are at home, contact your teacher or send an email to: student_IT@woodcrestsc.eq.edu.au

IMPORTANT: We can't reset student's passwords over the school holidays and public holidays. Try your best to remember your password and if your password is expired, change your password using the link below.

If you remember your old password and you want to change it you can click the link below to reset your password:

<https://fed.education.qld.gov.au/passwordchange/>

How complex does the password need to be? What are the complexity requirements?

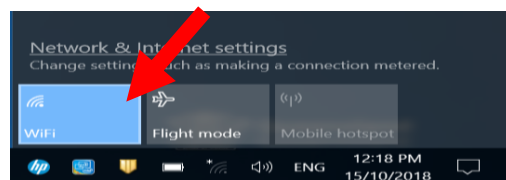
- New passwords cannot have been used during the previous 13 password changes.
- The length of the password must be at least eight characters.
- Not contain all or part of the user's account name.
- The password must contain characters from three of the following four categories:
 - English uppercase characters (A through Z)
 - English lowercase characters (a through z)
 - Base 10 digits (0 through 9)
 - Non-alphabetic characters (for example, !, \$, #, %)

BYOD - Internet access troubleshooting (only at school)

1. Restart computer.
2. Ensure Wi-Fi is not disabled, select the Wi-Fi icon on the taskbar.

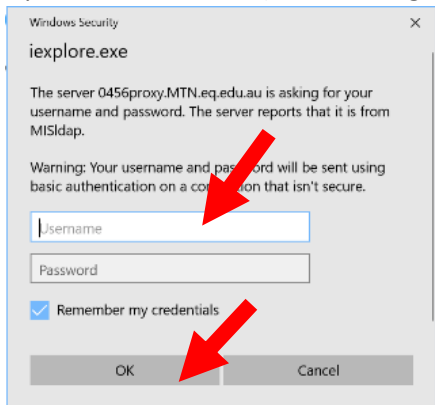


3. If Wi-Fi is disabled, click the Wi-Fi tile to enable it (A highlighted tile means Wi-Fi is enabled).



4. Connect to EQNET.

5. Open a web browser (Chrome, Edge, Firefox) and type in your school username and password if prompted



6. If you keep receiving this prompt in your browser (3+ times) followed by the “access denied authentication failed” error, your username or password is incorrect. See your teacher to have your password reset.

Queensland Government
Department of Education and Training

Access Denied

authentication_failed

Your credentials could not be authenticated: "Credentials are missing.". You will not be permitted access until your credentials can be verified.

This is typically caused by an incorrect username and/or password, but could also be caused by network problems.

For assistance, contact your MIS administrator or the DET Service Centre.

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Queensland Government

7. You may also receive a similar error message when you exceed your allocated internet quota for the month. Instead of “authentication_failed” you will see “access_suspended”. Upon seeing this notification internet access will be suspended until the beginning of the following month, when the quota is reset. If you need to have access to the internet to complete an important assessment, see your teacher as ask to discuss with a deputy principal to enable your access temporarily.

Queensland Government
Department of Education and Training

Access Denied

access_suspended

Download Quota Exceeded

You have been blocked from accessing the Internet because you have exceeded your monthly download limit. Your usage will be automatically reset at the start of the next calendar month.

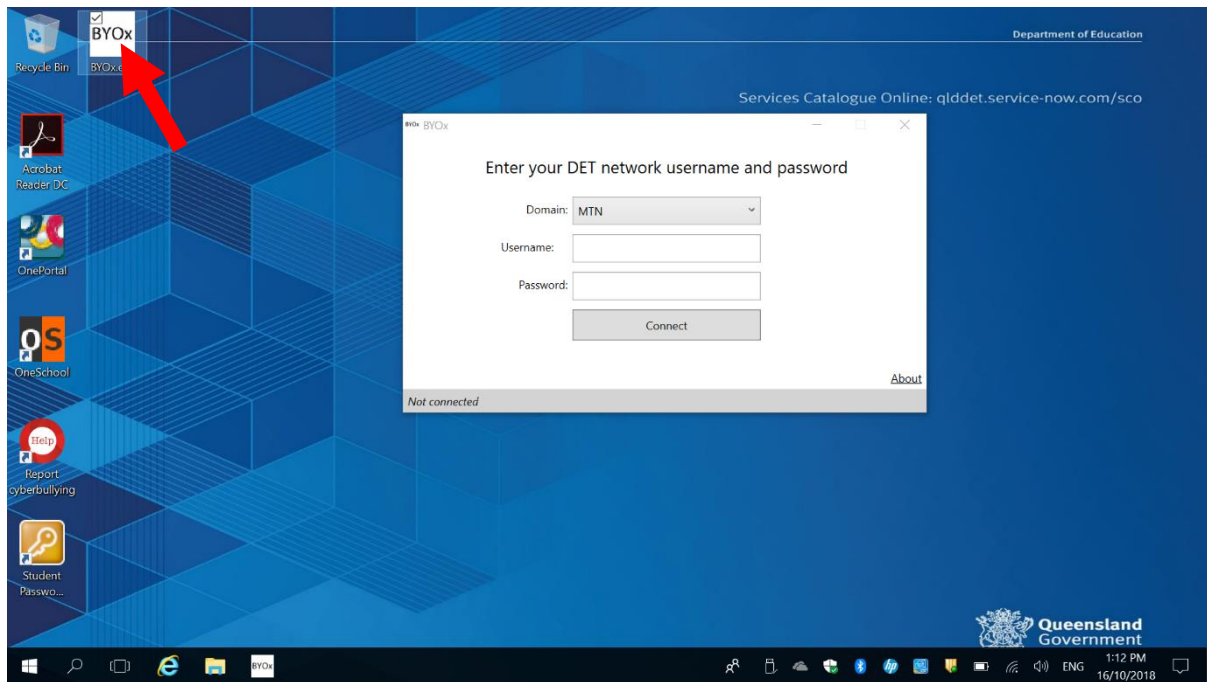
Please contact your MIS Administrator if you require access before then.

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Queensland Government

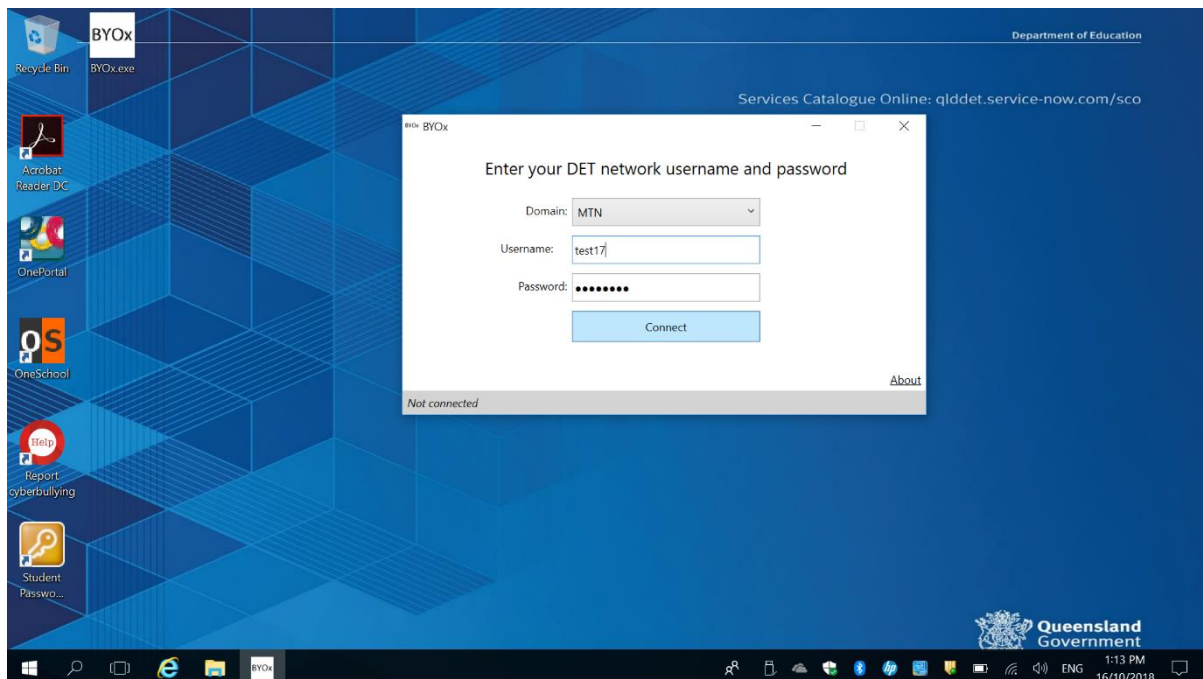
BYOD- How to connect G:/H: drive and printer (only at school)

Note: Both G:\ and H:\ drive are only accessible within the school network not from home!

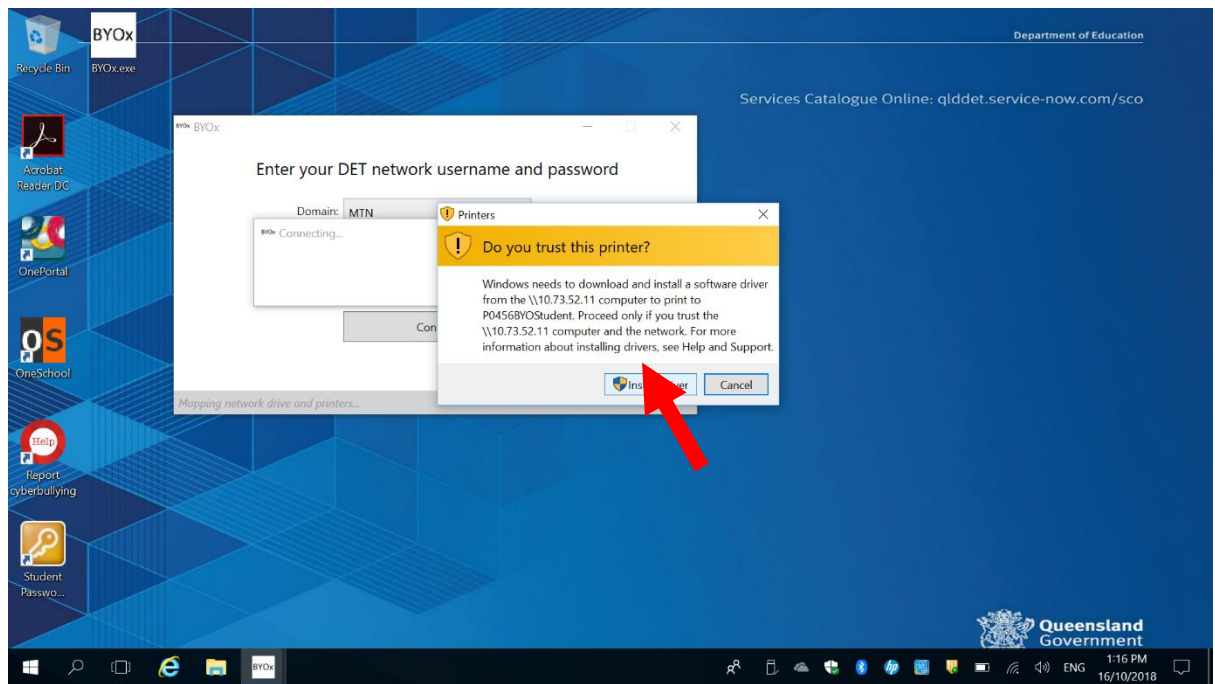
1. Check Internet/wireless connectivity (see the previous section in this handbook).
2. Check the BYOx application is running on your machine. If it is not installed, open 'Company Portal' through the Start Menu, sign in using your school username and password if prompted, and install BYOx app which is available under Application in the Company Portal app. Once BYOx installed, open the app:



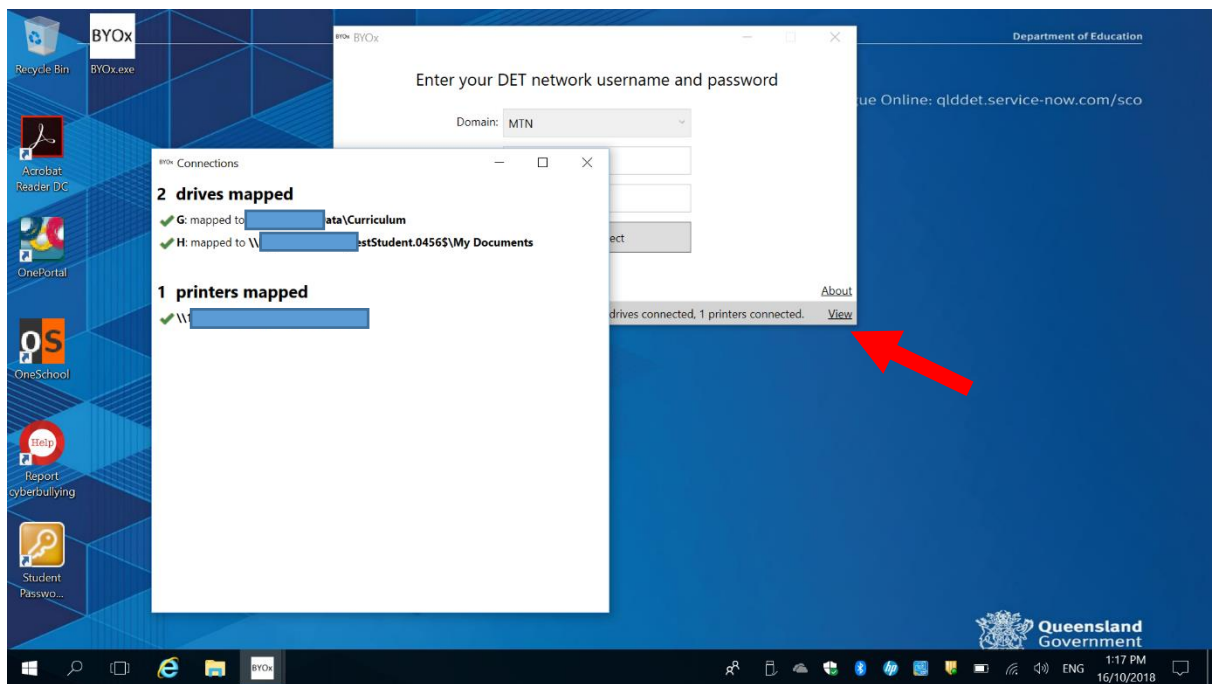
3. Enter your school username/password, then select connect.



4. A printer dialogue box will appear within a minute of connecting, click install driver.

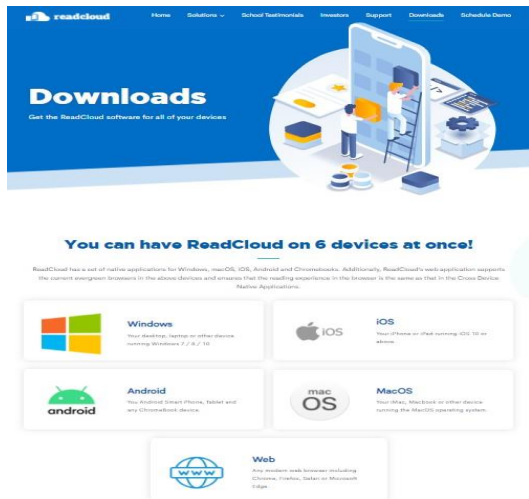


5. Once complete network/printer connectivity can be checked via the "view" link.

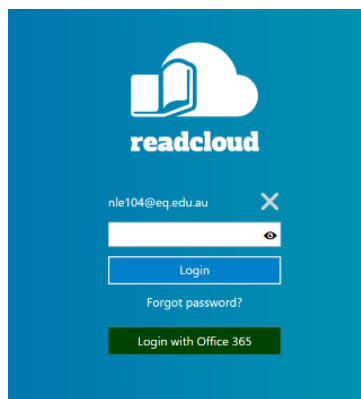


Accessing eBook Platform - ReadCloud

Download the latest ReadCloud App Go to: <https://readcloud.com/downloads/>



Pick appropriate download for your device.
Please remember at the beginning of each year
to update the ReadCloud app



Once downloaded, install the app. **Click** onto the app and log on

Username: school email e.g. jsmit0@eq.edu.au Password: **is sent to your email address**

Please leave your password unchanged so we can assist you if there are problems at any stage.

Where do I go to get help?

Seek help from your teachers, visit the **Resource Centre** during both lunch times or email Mrs Elphick on: celph1@eq.edu.au

Quick Start Tutorials

- Introducing your Bookshelf: https://youtu.be/_UkRiellBwA
- Exploring your Bookshelf settings: https://youtu.be/Ft_zaz1vtwE
- Introducing the eReader: https://youtu.be/gKQJR_fDi_w
- Teachers: creating annotations in an eBook: <https://youtu.be/WcUSnnC4o4U>

Before accessing your publisher accounts could you please make sure you have the correct password. This can be done by going to the publisher websites:

[Cambridge Go](#) (Senior subjects: Ancient history/Art/Legal studies/Maths)

[Cambridge Hotmaths](#) (Year 7 to 10 maths)

[Oxford digital](#) (Jnr Science/Sen Science/Jnr Humanities)

[NelsonNet](#) (Business/Digital Solutions/FTVM)

Use your school email and click onto **forget password** to reset your password. Click on the link sent to your email to reset your password.

- How to access Publisher Digital Interactive Content: https://youtu.be/daGa_QkS4Xg

User Guides

- Students: <https://help.readcloud.com/wp-content/uploads/2020/03/ReadCloud-User-Guide-Student-2020-V02.pdf>

How to access 'Go Formative' on your COMPUTER

Step 1: You will receive an email from your child's teacher with a CODE – **select the link**



Step 3: Enter the CODE



Step 5: Select 'Create Account'



Select
(only the first time – next time just sign in)

Step 7: Fill in details



FIRST NAME:
Write your first name with the first letter of your last name.
LAST NAME:
Woodcrest

Step 2: Select 'I'm a Student'



Step 4: Select 'Join Class'



Step 6: Fill in details



Use your SCHOOL email address
...@eq...

Step 8: Open and Complete



OPEN and Complete each question – you can go in and out (it saves automatically)

How to access 'Go Formative' via your phone

Step 1: Search 'Go Formative'



Select

Step 2: Select 'menu'



Select 'menu' 'Sign up'

Step 3: Select 'I'm a Student'



Select

Step 4: Enter CODE



Your teacher will email you the CODE

Step 5: Select 'Create Account'



Select (only the first time – next time just sign in)

Step 6: Fill in details



Use your SCHOOL email address ...@eq...

Step 7: Fill in details



EXAMPLE:
First Name: KatrinaD
Last Name: Woodcrest

FIRST NAME:
Write your first name with the first letter of your last name.
LAST NAME:
Woodcrest

Step 8: Open and Complete



OPEN and Complete each question – you can go in and out (it saves automatically)