IT SUPPORT

The IT office will assist staff and students remotely. To ensure that IT can provide the correct assistance, we require staff and students to provide IT with detailed information. Screenshots of any error messages are also beneficial.
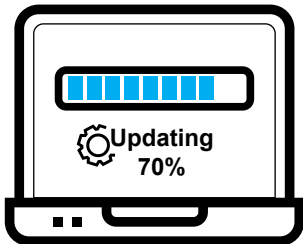
Before contacting IT
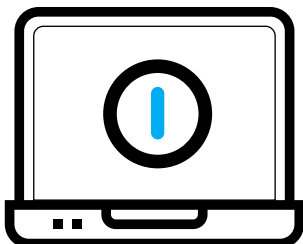
Please ensure that you have done the following:

1

Confirm that your laptop can access the Internet

2

Updating
70%

Check that all Windows and Apple updates have been installed

3

Reboot your laptop and only contact IT if the issue is still there

If you still need IT assistance,

Please raise a Helpdesk ticket or email us

You can raise a helpdesk ticket using the Helpdesk system with details of the problem and someone will get in touch with you. *https://helpdesk.kennedy.wa.edu.au/*

Alternatively, you can send an email with details of your issue to *helpdesk@kennedy.wa.edu.au*

- Leave a contact phone number in case we need to speak to you.

- Monitor your Kennedy email **(not Direqt Messages)** for any responses from the IT team.

IT will endeavour to respond to all requests within 1 business day. However, depending on the problem, actual resolution of the issue may take a bit longer.

Kennedy
Baptist College