IT SUPPORT HANDBOOK FOR BYO DEVICES 2015

Version 2 January 2015
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INSTALLING SOFTWARE

Microsoft Office
You will download the Office suite using your College email address to register. (If you are new to the College and have not yet received your email address, it will be given to you on your first day at the College. Until then you will not be able to download and install Office software. Existing students who know their College email details can download and install.)

To install Microsoft Office you will need to navigate to http://stritas.qld.onthehub.com, or use the link on the Student Portal:

Quick Links

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<td>PANTRY MENU</td>
<td>The library is considering subscribing to a digital collection of fiction book student/staff devices for a nominated period of time. In order to assess collection, could you please fill out this very quick survey.</td>
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<tr>
<td>Library survey</td>
<td>Ms Lassus is doing some research for her final year of university. Could you please fill out this very quick survey.</td>
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<td>Ms Lassus is doing some research for her final year of university. Could you please fill out this very quick survey.</td>
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<tr>
<td>Microsoft Office download</td>
<td>Click to view or download the Senior Video from 2014.</td>
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<tr>
<td>This is the place to download Microsoft Office products</td>
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Clicking this link will take you to our hub for downloading and installing Microsoft products

You must be a member of an academic institution to qualify for ordering academically discounted software. The academic software discounts offered on this website are not for the general public. You will be requested to provide proof of your academic affiliation during the registration process in order to take advantage of the academic pricing available for students and educators.
To install simply click on the product (NB Mac users, select ‘Office for Mac’):

![Microsoft Office products]

Then select **Add To Cart**

**Microsoft Office Professional Plus 2013**

Microsoft Office Professional Plus 2013 provides access to your familiar Office applications, email, calendar, HD video conferencing, and most up-to-date documents. Suite includes: Word, PowerPoint, Outlook, Excel, OneNote, Access, Publisher, InfoPath, and Lync.

Choose a language: **English**

**Download**

**Microsoft Office Professional Plus 2013 (English) (Student Option)**

Available to: Students

Back up media: Available in most countries

Compatible only with Windows 7 and Windows 8/8.1

Free

![Add To Cart]

After this screen you will be prompted to **log in or create an account**. Select **Register**

**Register**

Need to request an account or complete registration? Click the Register button below to continue.

Type in your **College email address**

**Account Verification > Verify Email Address**

Your organization issued email address:

200000@stratas.qld.edu.au

Ensure your email client is configured to accept messages from @kivuto.com.

And fill in the following fields
After filling in these fields and selecting ‘Register’ an email will be sent to the address provided.

Click on the following link to verify your account:

** This is an automated message -- please do not reply as you will not receive a response. **

This email is to confirm the email address that you supplied. Please click the link below to complete the verification of your email address:

http://e5.onthehub.com/d.ashx?u=q9361442

If you are redirected to your institution’s internal sign-in page, use your institution credentials.

For help go to:
http://e5.onthehub.com/d.ashx?u=thirkigshoy

Thank you,
St Rita’s College
http://stritas.qld.onthehub.com

You will then be able to sign in.

And follow the same steps as above to access the product. After selecting your product and adding to your cart you will be taken to a screen where you can check out:
Read the terms and conditions and hit ‘I Accept’

Microsoft Student Option User Acceptance Form

This message applies to:

<table>
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<th>Agreement Number</th>
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http://www.msemalca.com/currentpurs.htm. For graduating students, the right to use the software is perpetual and shall be governed by and subject to the relevant section(s) of the most current Product Use Rights, which the student can view at http://www.microsoft.com/licensing.

2. **Description of rights and limitations.**
   - **Limitations on reverse engineering, recompilation, and disassembly.** Student may not reverse engineer, decompile, or disassemble the software, except and only to the extent that such activity is expressly permitted by applicable law notwithstanding this limitation.
   - **Separation of components.** The software is licensed as a single Product. Its component parts, if any, may not be separated for use on more than one computer.
   - **Rental.** Student may not rent, lease, or lend the software.
   - **Support services.** Students acquiring software under a volume licensing agreement are not entitled to free telephone support.
   - **Software transfer.** Notwithstanding any terms to the contrary in an educational institution's volume licensing agreement, student may not sell, assign or otherwise transfer student's rights under this student license confirmation. In view of the fact that student has acquired the right to use the software under special terms pursuant to an educational institution's volume licensing agreement, any transfer of student's rights under this student license confirmation is strictly prohibited.

Date: Sunday, November 30, 2014
Username: tiiitas.qld.edu.au
Signature (type name): Student Name

I Decline [Accept]
After selecting ‘Start Download’ a new window will open with instructions

Simply follow these instructions and your software will be installed.

**Setting up Office preferences**
Once Office is installed, you can set up many of the preferences that affect how the applications look and behave. Explore these for yourself! Start with the File> Options menu, and then look at ways to customize your toolbar, etc. *A good source of help is the Lynda.com site – instructions for creating your account appear later in this handbook.*

**Setting up your College email account for the first time using Outlook**
Email can be accessed either via Webmail from the College website (see the ‘webmail’ link in the footer) or from another mail client such as Outlook. If you have never used your College email account, you will be helped to set it up in your first few days at the College.

**KBox**
Over the course of your time at St Rita’s you may need to install software specific to your classes. We use a system known as KBox to make this process easier.
To access KBox you need to navigate to the site [http://kbox/](http://kbox/) (while on the College network) and log in:

![KBox login page]

To log in you will need to type in your **student number** and your **network password** (if you are new to the College, you will receive this on your first day):

![User Console Library]

To locate software you need to select **User Console Library** to bring up the list of possible programs:

![User Console Library list]

After this you can simply scroll down the list to find the program needed, or you can use the search box function:

![User Console Library search]

**Adobe Creative Applications**

You will download and install different parts of the Adobe Creative Suite, depending on your year level and/or subject choice.
For Mac
Sign in to KBox and navigate to the console library. Find the Adobe program you need to install and download it to your device.

![Image of KACE K1000 Management Appliance]

The installer download can be found on the Dock at the bottom of your screen. Click it to Run.

- NOTE if your security preferences are set to only allow apps from the App Store, you will get this error message. To allow this installer to run, go to System Preferences, Security and Privacy and click Open Anyway next to the message telling you that the package was blocked recently.

![Image of error message]

For Windows
Instructions for installing Adobe products on a Windows device will be provided at the start of the Term 1.

Printing
You will install the ‘client’ software for the College’s printing solution, Papercut. Instructions on downloading and installing will be provided at the start of Term. You can install any other drivers that are needed to print to your own printers (at home) – follow the printer manufacturer’s instructions. Most printers are ‘plug and play’, which means that, if you are connected to the Internet, your laptop will download the required software (driver) when you plug in your printer.
Specific Subjects - Music
You are not required to download any special software for Music. You will be using the College’s own devices, which have been especially configured and connected to all of the peripheral devices you will need. You may want to work on some files at home, which can be copied using USB sticks.

Useful Tools
There are many useful tools available on the Internet to perform tasks – for example, you may find you want a simple audio or video editing tool. **CAUTION:** a number of tools available online are listed as ‘free’ but may be free only to download, or may require you to install undesirable software that tracks your activity, or forces you to use a particular search engine, or installs other undesirable software. **ADVICE:** The IT Support Department can offer advice and instructions about choosing and downloading these and other useful tools. You are advised to check with them before installing something you are not sure about. A number of the recommended tools will be available on KBox.

CONNECTING TO THE NETWORK

Wireless

For Mac
At the top right of your screen, click the Wi-Fi icon.

Click Student and enter your credentials. Your Username is your Student Number and your Password will be your school network password.
For Windows 7
Go to the bottom right of your screen and select the Wireless icon in the Icon Tray:

Select the “Student” wireless network from the list of options. Make sure that the Connect Automatically box is checked so that your device will connect on its own when you turn it on.

Fill out the Network Authentication box that appears. Your Username is your Student ID and your Password will be your school network password.

For Windows 8
Go to the bottom right of your screen and select the Wireless icon in the Icon Tray.
Select the “Student” wireless network from the list of options. Make sure that the **Connect Automatically** box is checked so that your device will connect on its own when you turn it on.

Fill out the **Network Authentication** box that appears. Your Username is your Student Number and your Password will be your school network password.

**Student Portal**
The Student Portal provides access to notices, calendars, useful general documents, applications for extension in assessed work, as well as to files and activities for your subjects. There are also sections for each House.

Go to: [http://portal.stritas.qld.edu.au/](http://portal.stritas.qld.edu.au/) and sign in with your College Student ID and password. See IT Support if you have forgotten these.

**Family Portal**
The Family Portal provides access to notices, calendars, and useful documents for you and your family.

**Student access**
Go to: [http://portal.stritas.qld.edu.au/](http://portal.stritas.qld.edu.au/) and sign in using your College Student ID and password. See IT Support if you have forgotten these.

**Parent access**
Go to: [http://portal.stritas.qld.edu.au/](http://portal.stritas.qld.edu.au/) and sign in using your College Parent ID and password provided in the Orientation Booklet. Email IT Support if you have forgotten these: support@stritas.qld.edu.au
PROTECTING YOUR DEVICE WHEN ONLINE

Antivirus
It is essential that your device have some form of antivirus software installed, to help protect it from viruses, malware and intruders. There are a number of free and paid antivirus programs available, and can quickly be found with a quick Google search. There are also a number of things you can do along with antivirus to help protect your computer.

- Keep your Antivirus and System up to date: Remember to regularly install System and Antivirus updates. On you Windows devices, system updates are done through Windows Update in the Control Panel. On your Mac devices, system and application updates are managed through the App Store.
- Keep your Firewall turned On: Your Firewall helps to protect your device from most intruders and most malicious software.
- Be careful what you click on: Avoid clicking on Ads or pop-ups. Be wary of any links you are asked to click.
- Be careful what you download: Be careful when downloading from the internet. Only download software from websites you trust. Do not open any attachments from emails unless you know the sender and why they are sending you the attachment.

Filtering

At home
Should you wish to filter internet on your BYOD device while not on the College network, there are a number of ways to do this.

- Install filtering content on the BYOD device. There are a number of free or paid internet filtering programs available, easily found with a Google search. K9 Web Protection is one such example. Some antivirus programs can also offer a level of web filtering.
- Internet filtering setting can sometimes be set through your home connection device (eg: your router)
- Some ISPs can offer a filtering solution through their service. Contact your ISP to see if they offer this.

On the College network
Internet traffic at the College is managed and filtered by the school’s network and internet policies. This means sites and programs that require an internet connection unrelated to any work done at the College will be inaccessible while connected to our network.
BACKING UP YOUR FILES

Using OneDrive
If you have a Microsoft account (Hotmail, Live.com. etc) you have a lot of ‘cloud’ storage available to you. This is a suitable location to store backups, especially of your current work, and has the advantage of being accessible from any browser connected to the Internet.

Using an External drive
We highly recommend using a robust external hard drive or flash storage unit to back up your files. You should back up all of your files at least weekly, and back up the files you are currently working on (especially assignments) each day.

The easiest way to back up your important files is to copy the folder called ‘users’ to your external drive. This folder is located on the C: drive of your device. It contains all of the user files, including documents.

Make sure that you keep your files well-organised so that you can find the ones you want easily. If you have a folder for each subject you study, and then a folder called ‘current’ in each one of those, you will be able to easily identify which files you want to back up daily (i.e., the ones in your ‘current’ folder). Once you are no longer working on those files, you can take them out of the ‘current’ folder and put them somewhere else in the subject folder.

Caring for Your Device

Carrying
Purchase a suitable case for carrying and storing your device and you will avoid a lot of heartache if you drop it, or if something gets dropped onto it. Most damage is accidental, so a good case will mean the impact of accidents is minimized. A case with a strap is always a good idea.

Cleaning
Follow your device manufacturer’s instructions for cleaning. Pay especial attention to keeping the keyboard and screen clean. Do not use your device while eating or drinking, and never use wet cloths or paper towels to clean it.

Managing Power
Devices all have ‘power saving’ schemes that will increase the life of your battery throughout the day. With a full charge each evening, your device will last you all of the next day if you use it for normal school tasks. If you are playing lots of games or video files, this will obviously limit the life of your battery. If you are working in IT subjects, you may also have to do activities that consume a lot of power. Ask your teacher for advice.

If you bring your charger to College, you must:

- Ask a teacher or other staff member before you plug it in anywhere (classrooms, library, corridors, etc.)
- Observe sensible health and safety rules, such as not running cables across walkways, or having tangled cables where people are walking.
• Care for your charger and its cables – do not tightly wind the cable around the transformer box as they will tear/ crack inside the plastic and become dangerous/ unusable. Again, follow the manufacturer’s instructions.

HELPFUL INSTRUCTIONS AND SUPPORT

Lynda.com

Lynda.com is an excellent online tutorial site. The College has a licence that allows students and staff to register for their own account using their College email address, giving access to thousands of handy tutorials.

You may have set up an account in your IT classes, but if not, you can set one up as follows (NB you must be connected to the College network when you set this up for the first time).

1. Open Internet Explorer (or similar) and browse to iplogin.lynda.com. You will see the page below:

2. Click create a profile and fill in your details as required, remembering to use your school email address.

3. That’s it – now explore the resources available. These are organised alphabetically by subject (eg., audio courses), by software (eg., Adobe Premiere) or by author (if you want to follow a particular online tutor!). They cover an enormous range of topics from basic file management to manipulating digital photographs to creating your own website. They also include basic, intermediate and advanced tutorials in common applications like Word, Excel and PowerPoint.

4. You can track your progress in my courses if you wish, returning to continue a lesson where you left off, or to follow more advanced courses, and ultimately receiving certificates on completion.
IT Support Department
The IT Support Department are available from 8am until 4pm each day to support students (and staff) with issues related to:

- Connecting to the College’s wireless network
- Downloading and installing College software
- Troubleshooting simple issues like printing to College printers or connecting to the Portals
- Advising about backing up and recovering your work

If you purchased your BYO device through the College ecommerce portal, you will also be able to access support with your hardware, namely:

- If your device has a fault, we will try to fix that fault
- If we can’t fix it, we will organize the necessary repairs or replacement parts
- While your device is being repaired, we will lend you a device to allow you to carry on working.

The IT Support staff sometimes have to give you unwelcome news about lost files, etc. Please remember that they can only help as far as the technology allows. You can do a lot to minimize your frustration if you set up good habits in backing up, checking for viruses, and other preventative maintenance.