



Guidelines for accessing IT Support in the event of school closure

- Support will be provided in a new Team called [SHC – Remote Learning Support](#). Announcements will be made in the **Posts** section of this team. The Staff Support and Student Support channels should be used for requesting support.
- A minimum of two members of IT support will be monitoring this chat along with the helpdesk and helpdesk telephone number, between 8 am and 5 pm Monday - Friday.
- We are able to provide support with accessing the following school systems: Microsoft Teams, OneDrive, Firefly & Foldr.
- Support for anything other than the above, confidential requests or those which need to be actioned on site, should be logged with the service desk in the usual way by emailing servicedesk@uk.gdst.net
- If you require support, post a message in the relevant support channel and it will be replied to as soon as possible by one of the team.
- All staff and senior students are members of this team. Prep students should request help via their teacher.
- Prep pupils and their parents can request help via Firefly or by emailing itsupport@schs.gdst.net.
- You can contact us by phone on 0203 123 9170, if you are unable to access Teams (for instance, if your device will not turn on).
- Please only use the telephone number if we have asked you to call, or if you have Internet related problems. Please do not give this number to students. If a student cannot access Teams, their parent should email itsupport@schs.gdst.net for support.
- Non-urgent requests and those not related to remote learning should not be submitted until the school is re-opened.
- Should there be an issue with a faulty device that requires physical IT Support, this would have to be assessed on an individual case basis. Depending on the situation, IT Staff may be able to be on site at School to assist if appropriate and at an agreed time.

Chris Jordan
Head of ICT Operations