

HELP DESK

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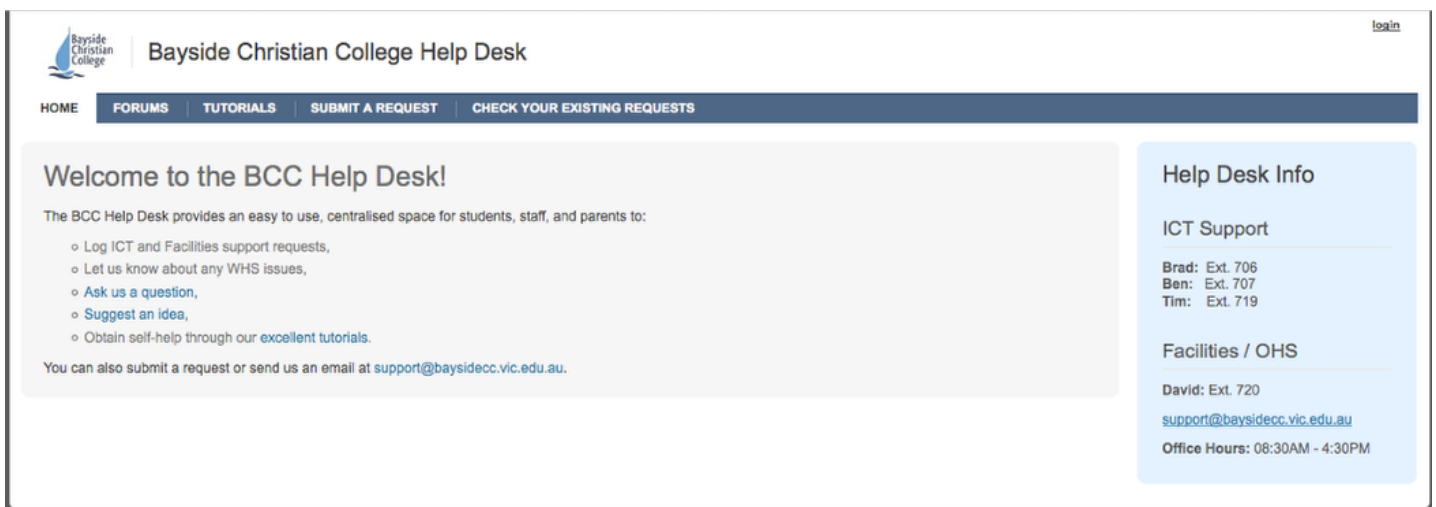
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Introduction

Overview

The Help Desk is where you can log ICT and Facilities requests or issues; see important announcements regarding ICT or Facilities-related matters; search our forums and ask questions or submit ideas; or, peruse our excellent tutorials (such as this) online or downloaded as a PDF.

Help Desk



The screenshot shows the Bayside Christian College Help Desk website. The header includes the college logo and the title "Bayside Christian College Help Desk" with a "login" link. A navigation bar contains links for "HOME", "FORUMS", "TUTORIALS", "SUBMIT A REQUEST", and "CHECK YOUR EXISTING REQUESTS". The main content area features a "Welcome to the BCC Help Desk!" message, explaining the purpose of the site and listing ways to get help: logging requests, reporting WHS issues, asking questions, suggesting ideas, and using tutorials. It also provides the email address support@baysidecc.vic.edu.au. A sidebar on the right titled "Help Desk Info" lists ICT Support contacts (Brad, Ben, Tim) and Facilities/OHS contact (David), along with the support email and office hours (08:30AM - 4:30PM).

Bayside Christian College Help Desk [login](#)

[HOME](#) [FORUMS](#) [TUTORIALS](#) [SUBMIT A REQUEST](#) [CHECK YOUR EXISTING REQUESTS](#)

Welcome to the BCC Help Desk!

The BCC Help Desk provides an easy to use, centralised space for students, staff, and parents to:

- Log ICT and Facilities support requests,
- Let us know about any WHS issues,
- [Ask us a question](#),
- [Suggest an idea](#),
- Obtain self-help through our [excellent tutorials](#).

You can also submit a request or send us an email at support@baysidecc.vic.edu.au.

Help Desk Info

ICT Support


Brad: Ext. 706
Ben: Ext. 707
Tim: Ext. 719

Facilities / OHS

David: Ext. 720
support@baysidecc.vic.edu.au
Office Hours: 08:30AM - 4:30PM

The Help Desk is available 24/7 at <http://support.baysidecc.vic.edu.au> and you are able to login using your existing network account (e.g. Edumate, Rubicon Atlas login).

Submit a Request

 Bayside Christian College Help Desk [login](#)

HOME | FORUMS | TUTORIALS | **SUBMIT A REQUEST** | CHECK YOUR EXISTING REQUESTS

Submit a request

Your email address *

Subject *

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Request Type

Submit a request for assistance


Fields marked with an asterisk (*) are mandatory.

You'll be notified when our staff answers your request.


Create a ticket on the Help Desk using the "Submit A Request" tab. Provide the subject, a description, the Request Type (ICT, Facilities, OHS) and any additional details required and your request will be automatically assigned and reviewed by the appropriate person.

You may also attach screenshots or relevant documents to your requests.

Check Existing Requests

 Bayside Christian College Help Desk


HOME | FORUMS | TUTORIALS | SUBMIT A REQUEST | CHECK YOUR EXISTING REQUESTS

 Welcome back, Test Staff

You have no open requests

Users can check the status of all outstanding requests on the Help Desk by clicking the "Check Your Existing Requests" tab

Forums

 Bayside Christian College Help Desk

HOME | FORUMS | TUTORIALS | SUBMIT A REQUEST | CHECK YOUR EXISTING REQUESTS

Forums

Overview | Recent

Support »

Frequently Asked Questions (3) »

- How do I use the Help Desk?
- How do I login to Google Apps?
- Salary Sacrifice

Known Issues (0) »

No topics found

Ideas »

Ideas (0) »

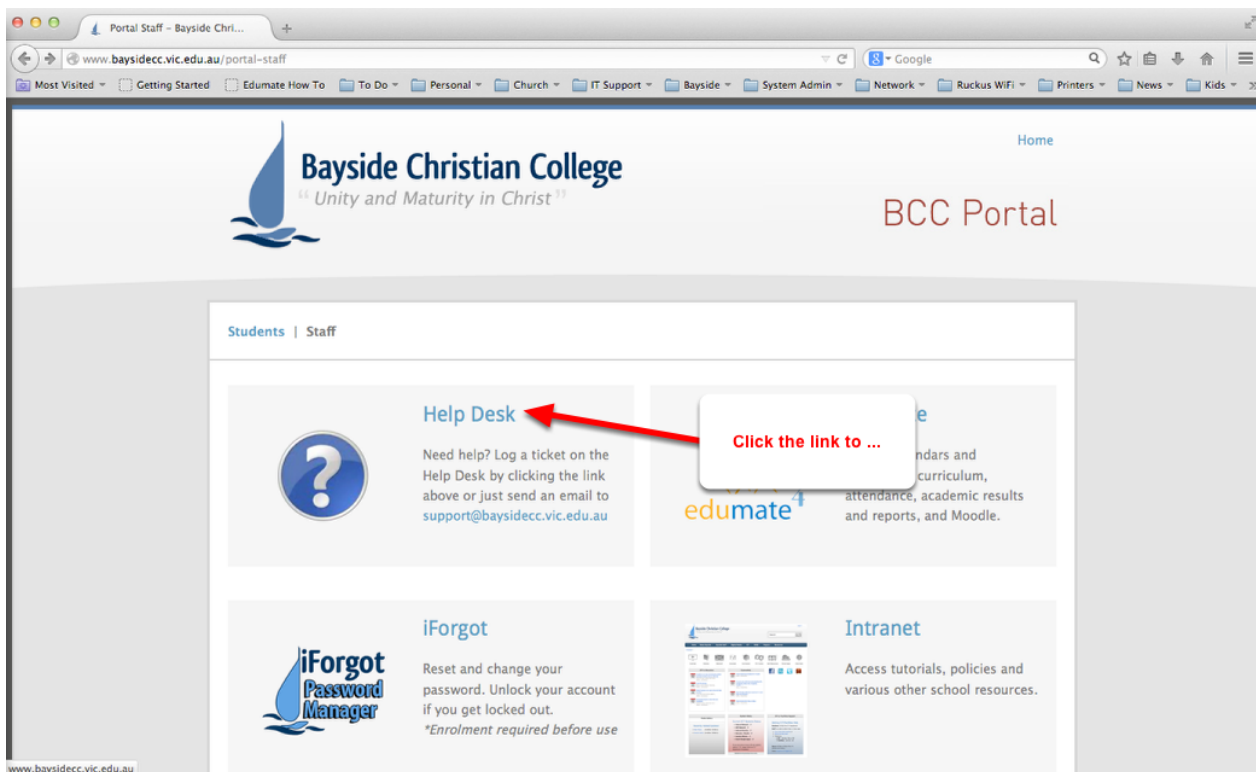
No topics found - [Add Article](#) »

The Help Desk has Forums offering a FAQ section, known issues, as well as the option to submit new ideas.

Logging Into the Help Desk

This lesson will explain how to login to the Help Desk using the website portal page, Intranet site, or using the Help Desk website address directly.

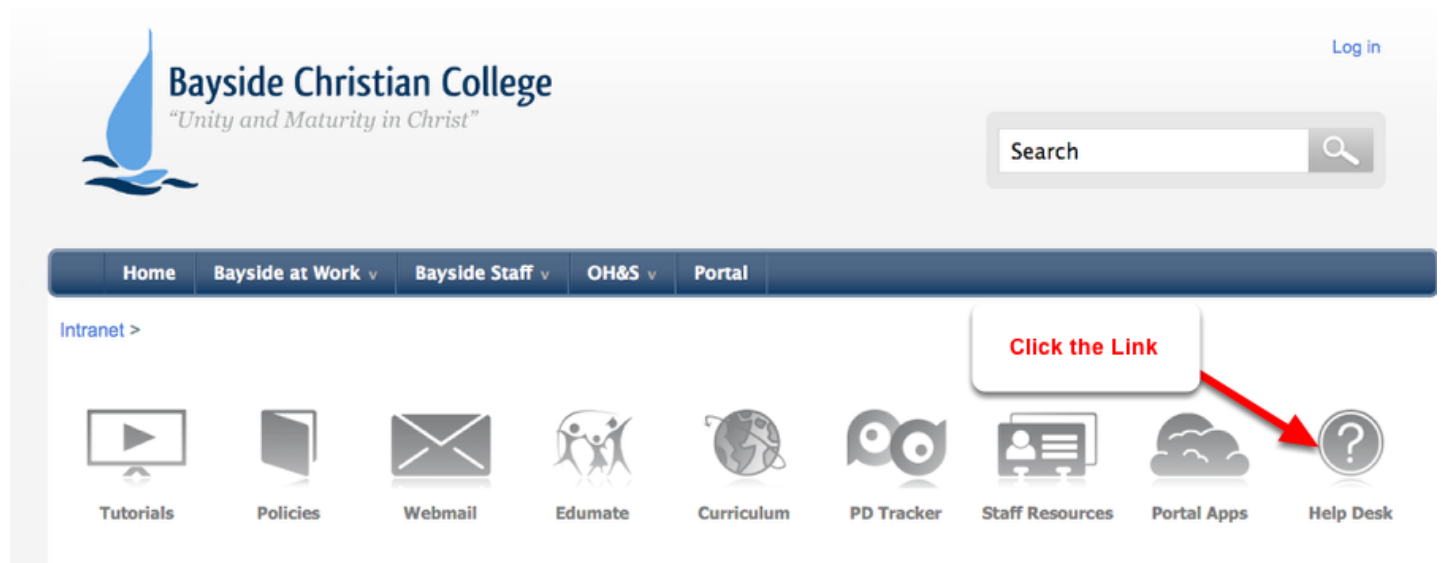
Open a Web Browser



To access the Help Desk, open a compatible browser on a Windows, Mac, or Linux computer (Firefox, Safari, Google Chrome, or Internet Explorer 9 or later). The example below shows above shows Firefox on a Mac.

Next, go to the Portal page on the [Bayside website](#) , or go to the [Intranet](#) (see next step below) and click on the Help Desk link provided.

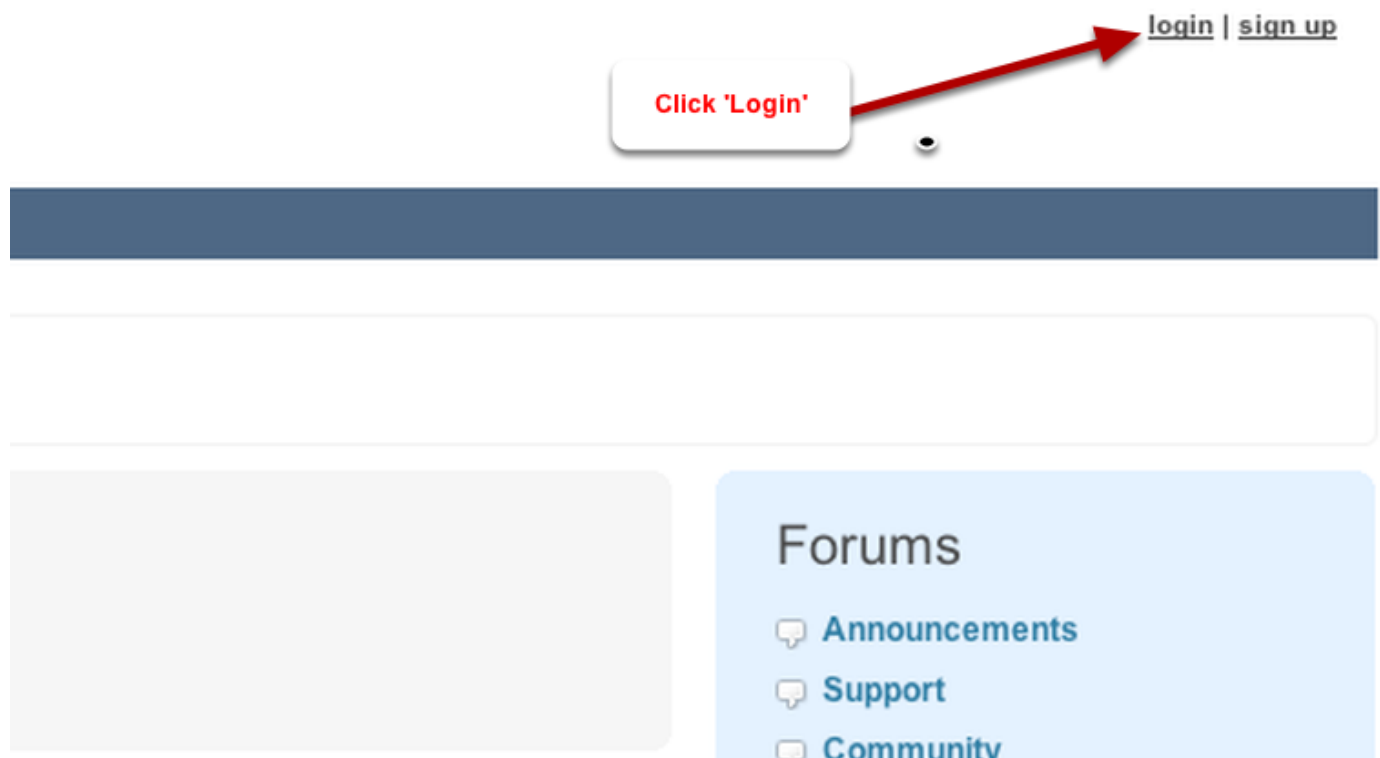
Access Help Desk from the Intranet



In addition to the Bayside website portal page, the Help Desk can be accessed by going to the Intranet site (intranet.bcc.vic.edu.au) or by entering the Help Desk URL directly into a browser:

support.baysidecc.vic.edu.au

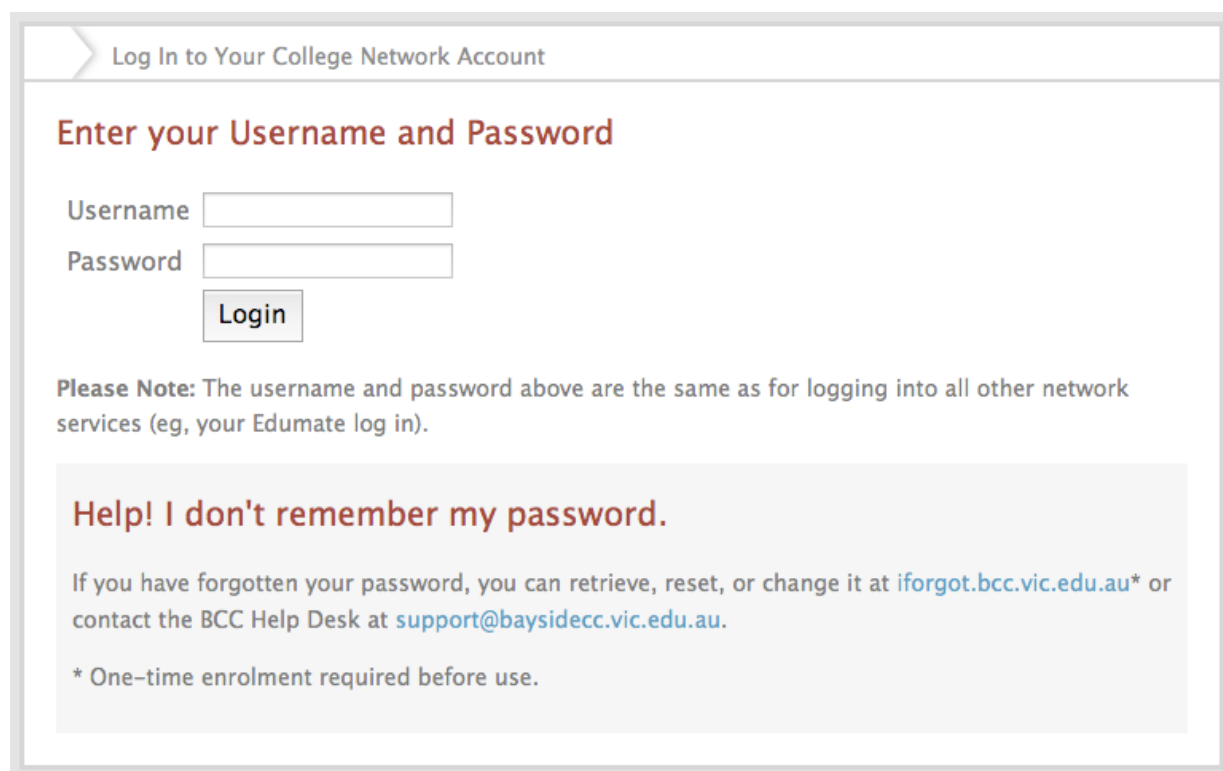
Logging Into the Help Desk



Next, click the "Login" button on the upper right hand corner of the Help Desk screen to login.

NOTE: only staff and students can login to the Help Desk. Parents and other users must email the Help Desk at support@baysidecc.vic.edu.au

Login Using Your Network Account



The screenshot shows a login form titled "Log In to Your College Network Account". Below the title is the heading "Enter your Username and Password". There are two input fields: "Username" and "Password". Below the "Password" field is a "Login" button. Below the login fields is a "Please Note" section stating: "The username and password above are the same as for logging into all other network services (eg, your Edumate log in)." Below this is a section titled "Help! I don't remember my password." which contains the text: "If you have forgotten your password, you can retrieve, reset, or change it at iforgot.bcc.vic.edu.au* or contact the BCC Help Desk at support@baysidecc.vic.edu.au." At the bottom of this section is a footnote: "* One-time enrolment required before use."

Once you are redirected to the Help Desk login page, enter your network user account details. This is the same login that is used to logon to computers on the network, Edumate, or Rubicon Atlas.

If you do not remember your logon details, click the link for the iForgot website shown in the "Help! I don't remember my password" section or contact the ICT Department for assistance.

Making A Request

Facilities Requests

All requests for maintenance, procurement, or OHS issues related to Facilities at the College must be submitted via the Help Desk. This enables the College to prioritise actions, document steps taken to resolve OHS issues, and identify recurring or systemic problems that may require something more than a simple (and repeated) fix.

With new OHS regulations coming into effect on 1 January 2012, the College will be required by legislation to keep records of all maintenance and repairs completed. Therefore, it is essential that the Help Desk is used to record any Facilities-related requests.

Create a New Request

Submit a request

Subject *

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Request Type *

-

▾

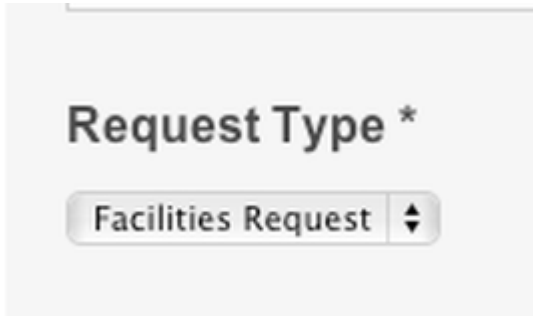
Attachment(s)

[Attach file »](#)

Submit

The first step in creating a request for Facilities maintenance, reporting of an OHS issue, or procurement request is to create a new request in the Help Desk

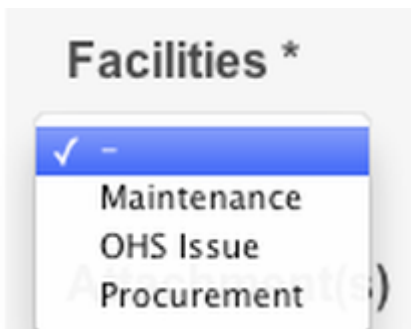
Select Request Type



The image shows a web form with a label "Request Type *" in bold. Below it is a dropdown menu with a light gray background and rounded corners. The selected option is "Facilities Request" in a dark gray font. To the right of the text is a small downward-pointing arrow icon.

For a facilities related request, select "Facilities Request" in the 'Request Type' select list on the ticket.

Choose A Topic



The image shows a web form with a label "Facilities *" in bold. Below it is a dropdown menu with a light gray background and rounded corners. The dropdown is open, showing a list of options. The first option is "Maintenance" with a blue checkmark icon to its left. The second option is "OHS Issue". The third option is "Procurement" with a faint "Argument(s)" text to its right.

You will then be prompted for the type of Facilities Request:

- Maintenance
- OHS Issue
- Procurement

Enter Required Details

Request Type *

Facilities Request

Facilities *

Maintenance

Maintenance Type *

✓ -

Cleaning

Electrical

Fixture/Office

Heating / Cooling

Landscaping

Lighting

PA System

Plumbing

Security System

Other

Depending on whether you have selected "Maintenance", "OHS issue", or "Procurement", you will be required to enter different details. For instance, if you selected "Maintenance" you will need to provide the type of maintenance required and the building where this is needed. The more detailed the information you can provide, the better records it will provide us for OHS audits.

Submit the Ticket

Subject *

Test Electrical Request

Description *

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Blown fuse.

Request Type *

Facilities Request

Facilities *

Maintenance

Maintenance Type *

Electrical

Building *

location of the equipment experiencing the issue

A block

Room

Enter the room number

A20

Attachment(s)

[Attach file »](#)

Click Submit

Submit

Once you have provided all of the required information and as much detail as possible about the Facilities request click the

Cleaning Requests / Issues

Requests for additional cleaning or issues with cleaning not being completed properly must be submitted through the Help Desk as a Facilities Request (Maintenance > Cleaning) so that these requests can be compiled by David and Roger to be communicated to the cleaning company.

The process for logging cleaning requests is detailed below.

Create a New Request

Follow the instructions for [logging into the Help Desk](#) and creating a new [Facilities Request](#) if you are not sure how to do this.

Submit a Cleaning Request / Issue

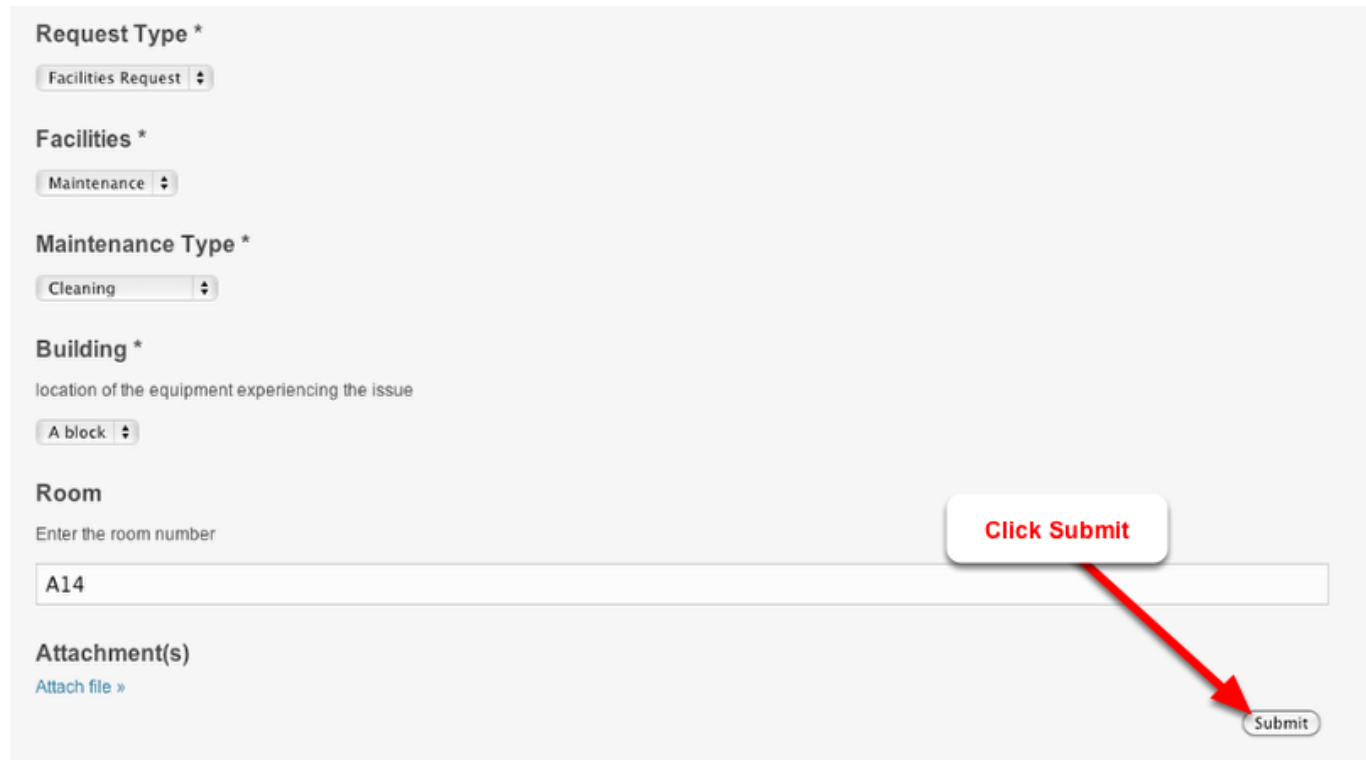
The screenshot shows a web form titled "Submit a request". It contains several fields with numbered callouts (1-7) indicating the required information:

- 1** Subject *: A text input field containing "Carpet needs to be cleaned".
- 2** Description *: A text area with the placeholder text "Please enter the details of your request. A member of our support staff will respond as soon as possible." and the entered text "The carpet in A14 needs to be steam cleaned, mud has been tracked in from outside."
- 3** A small circular icon with the number 3 is located within the description text area.
- 4** Request Type *: A dropdown menu with "Facilities Request" selected.
- 5** Facilities *: A dropdown menu with "Maintenance" selected.
- 6** Maintenance Type *: A dropdown menu with "Cleaning" selected.
- 7** Building *: A dropdown menu with "A block" selected. Below this field is the text "location of the equipment experiencing the issue".
- Room**: A text input field with the placeholder text "Enter the room number" and the entered text "A14".
- Attachment(s)**: A link labeled "Attach file »".

1. Enter an appropriate subject to describe the request or issue
2. Provide adequate details to explain the reason for the request and any specific details relevant to the cleaning request.
3. Select **"Facilities Request"** as the Request Type
4. Select **"Maintenance"** as the Facilities option

5. Select "**Cleaning**" as the Maintenance Type
6. Select the Building and Room that the cleaning request is for
7. Add any attachments (optional) such as photos that are related to the request.

Submit the Request



The screenshot shows a web form for submitting a request. The form is titled "Request Type *" and includes several dropdown menus: "Facilities Request" (set to "Facilities Request"), "Facilities *" (set to "Maintenance"), "Maintenance Type *" (set to "Cleaning"), and "Building *" (set to "A block"). Below these is a "Room" section with a text input field containing "A14". At the bottom, there is an "Attachment(s)" section with a link "Attach file »". A red arrow points from a callout box labeled "Click Submit" to a "Submit" button at the bottom right of the form.

Request Type *
Facilities Request

Facilities *
Maintenance

Maintenance Type *
Cleaning

Building *
location of the equipment experiencing the issue
A block

Room
Enter the room number
A14

Attachment(s)
[Attach file »](#)

Click Submit

Submit

Click the **Submit** button to send your request to David and Roger for action.

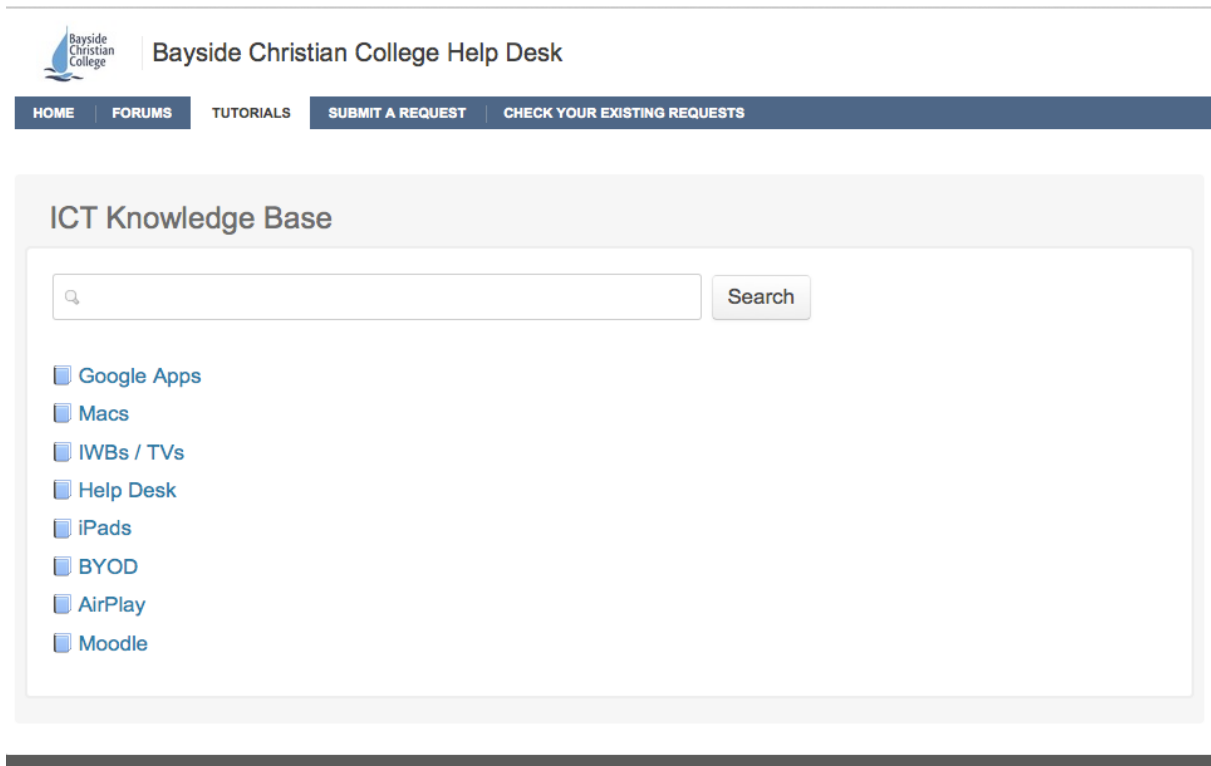
Tutorials

Using the Tutorials Site

The College provides ICT Tutorials on the Help Desk ("Tutorials" tab) at tutorials.baysidecc.vic.edu.au. These tutorials provide easy-to-follow visual instructions (such as the one you are now reading) designed to answer many of the common ICT questions staff may have.

There are many tutorials available now covering a wide range of topics, so if you have a question about anything ICT-related check the Tutorials on the Help Desk and you are quite likely to find the answer.

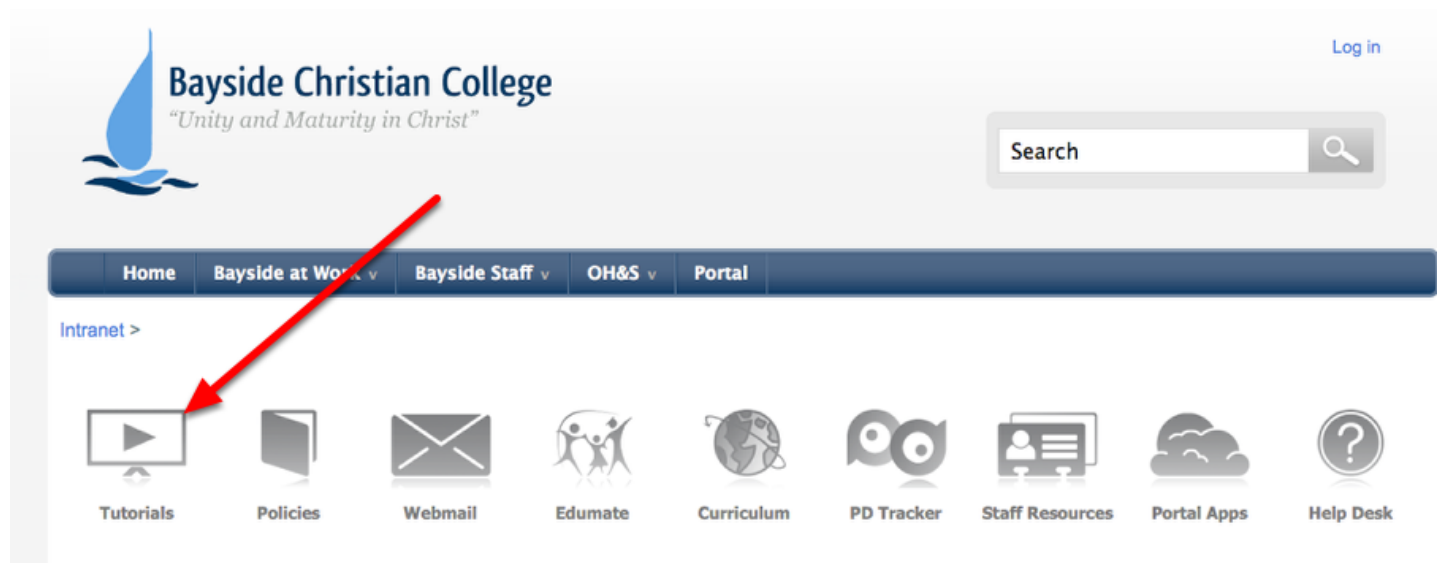
Tutorials - From the Help Desk



The screenshot shows the Bayside Christian College Help Desk interface. At the top, there is a logo for Bayside Christian College and the text "Bayside Christian College Help Desk". Below this is a navigation bar with links: HOME, FORUMS, TUTORIALS, SUBMIT A REQUEST, and CHECK YOUR EXISTING REQUESTS. The main content area is titled "ICT Knowledge Base" and features a search bar with a magnifying glass icon and a "Search" button. Below the search bar is a list of topics, each preceded by a blue square icon: Google Apps, Macs, IWBs / TVs, Help Desk, iPads, BYOD, AirPlay, and Moodle.

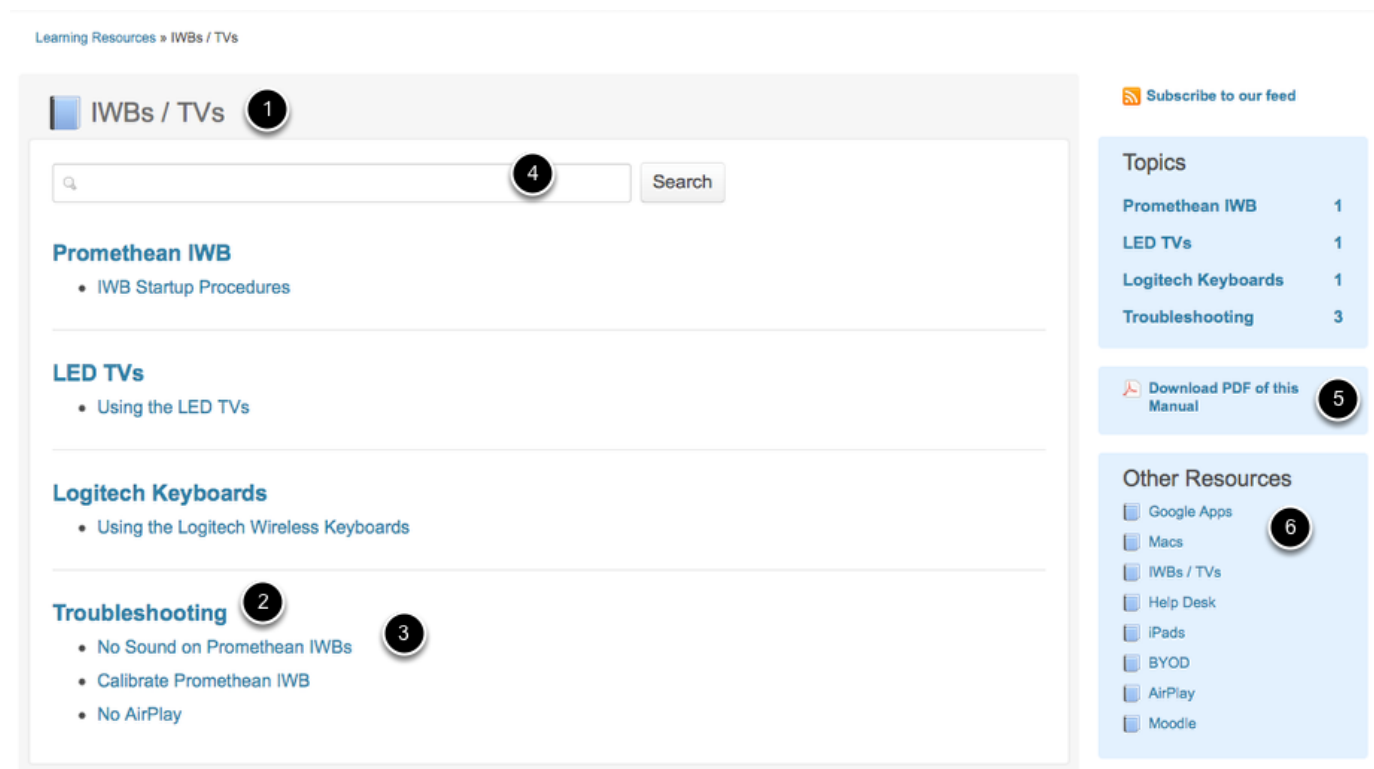
On the Help Desk, click on the "Tutorials" tab in the menu of the site and the page above will be displayed allowing you to navigate or search on the tutorials.

Tutorials on the Intranet



The tutorials site is also available from the Intranet landing screen. Clicking on the "Tutorials" icon will open a window for the Tutorials site.

Tutorials Layout



Tutorials have the following layout or structure and features:

1. **Manual** - Each Tutorial is broken up into "Manuals", "Chapters", and "Lessons". The Title at the top of the page is name of the Manual that is currently being viewed
2. **Chapter** - In each Tutorial the "Chapters" will be shown in bold, large text with the Lessons listed beneath each Chapter. Clicking on a Chapter will focus the tutorial on only the lessons within that Chapter and also allow the individual chapter rather than an entire Manual to be printed. Not all Tutorials have Chapters.
3. **Lesson** - Every Tutorial will contain one or more "Lesson". These are the actual step-by-step visual instructions of the tutorial. Lessons allow complex instructions to be broken down into more compartmentalized bite-size instruction sets. Clicking the link for a Lesson will focus on that lesson only and allow the user to print the lesson only rather than an entire Manual or Chapter
4. **Search Bar** - The search bar is available within every page of the Tutorials and allows for quick searches on keywords or phrases.
5. **PDF Downloads** - All Tutorials contain PDF versions of Manuals, Chapters, or Lessons depending on the level of a Manual a user is currently in. These PDFs can be downloaded and viewed offline or printed as required.
6. **Other Resources** - The sidebar of a Manual, Chapter, or Lesson also shows the other Manuals that are available.

Navigating a Lesson

Learning Resources » IWBs / TVs » LED TVs » Using the LED TVs

PREV: IWB STARTUP PROCEDURES

1 NEXT: USING THE LOGITECH WIRELESS KEYBOARDS


Using the LED TVs

This lesson shows how to use the Sharp 70" TVs using the wall plate controllers.

Subscribe to our feed

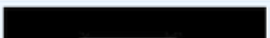
2

Turn on the TV and Speakers



To turn on the TV, ceiling-mounted speakers, and use the Mac Mini as the video source press the "Mac Mini" button on the wall plate near the TV. If you do not use the wall plate controller to turn on the TV, the amplifier controlling the speakers will not be turned on either and there will be NO SOUND!

Changing the Volume



Topics

Promethean IWB	1
LED TVs	1
Logitech Keyboards	1
Troubleshooting	3

Last Updated

Jun 11, 2014

3

Download PDF of this Lesson

Download PDF of this Manual

When a lesson is viewed, the page layout changes slightly so that the following information is displayed:

1. **Navigation Buttons** - Inside of a lesson, "Prev" and "Next" buttons will be displayed at the top of the page along with the title of the previous and next lessons in a Manual. These can be used to step through a Manual or Chapter one lesson at a time.

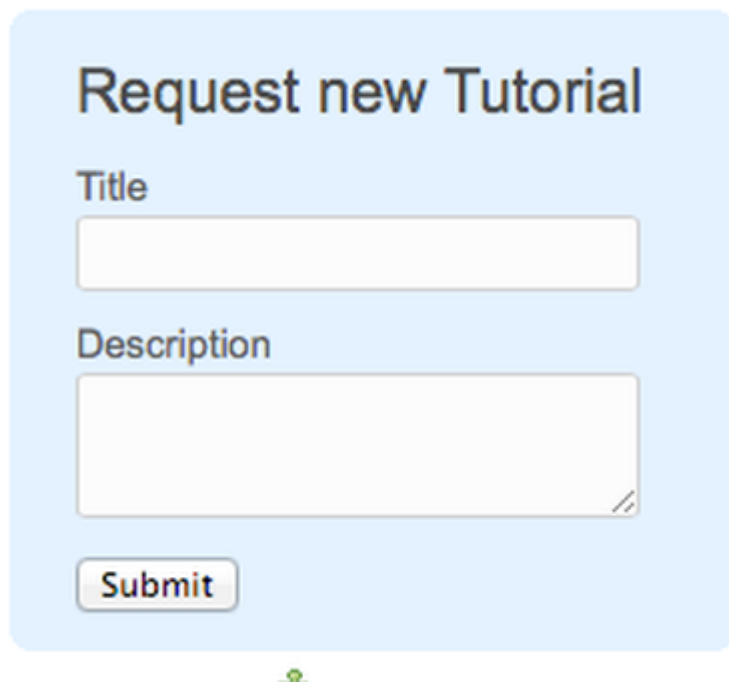
2. **Search Bar** - The search bar moves to the right sidebar of the screen rather than at the top of the page. The functionality remains the same; however, and searches look across every lesson. If you want to find a keyword within the current lesson, use the Find function in the browser (CTRL+F or CMD+F)
3. **PDF Downloads** - Rather than the entire manual, PDFs for both the Manual and the specific Lesson being viewed can be downloaded from the sidebar.

Global Search (Tutorials)

The screenshot shows the Bayside Christian College Help Desk interface. At the top, there's a navigation bar with links: HOME, FORUMS, TUTORIALS, SUBMIT A REQUEST, and CHECK YOUR EXISTING REQUESTS. Below this, a breadcrumb trail reads 'Learning Resources » Search Results'. The main content area is titled 'Search Results' and features a search bar with the text 'airplay' and a 'Search' button. Below the search bar, it states 'Total articles found: 5' and provides a 'Reset Search' link. Three search results are displayed, each with a title, a brief description, and a 'MANUAL' link. The first result is 'AirPlay from the iPad', the second is 'AirPlay from a MacBook (Air or Pro)', and the third is 'What is AirPlay?'. Each result is dated 'Updated on: Jun 12, 2014'. On the right side, there is a 'Filter Search Results' section with a heading 'Check the options below to only search specific manuals'. It contains a list of categories with checkboxes: Google Apps, Macs, IWBs / TVs, Help Desk, iPads, BYOD, AirPlay, and Moodle. The 'AirPlay' checkbox is currently selected.

Tutorials have an excellent search function that allows users to search for any topic based on one or more keywords or entire phrases. This provides a "self-help" feature that may allow you to find answers to your questions faster than logging a ticket and awaiting a response.

Request New Tutorials



A light blue rounded rectangular form titled "Request new Tutorial". It contains two input fields: "Title" (a single-line text box) and "Description" (a multi-line text box with a small icon in the bottom right corner). Below the description field is a "Submit" button with a slight gradient and rounded corners.

Request new Tutorial

Title

Description

Submit

On the Home or Forum pages of the Help Desk, a widget is available in the right sidebar that allows logged-in users to request new Tutorials. This enables staff to suggest the Title and Description of new Tutorials that would be helpful to themselves or other staff.