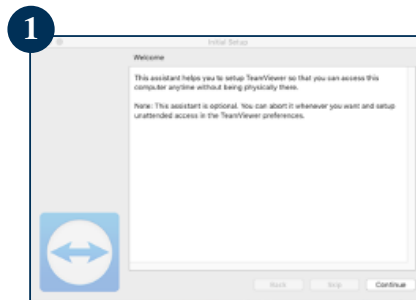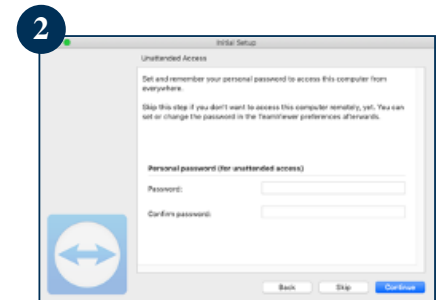# IT SUPPORT
FOR STUDENTS AND PARENTS

TEAMVIEWER

IT has installed TeamViewer on your laptop to remotely assist you with technical assistance should the need arise. When you see this initial setup menu pop up please follow the prompts.
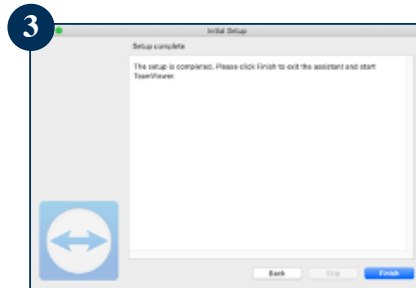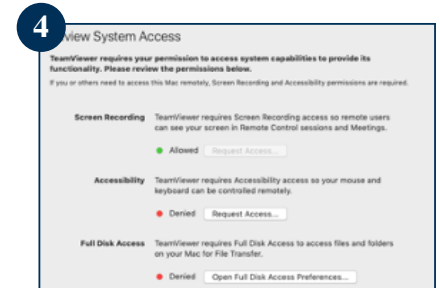
1. Select continue

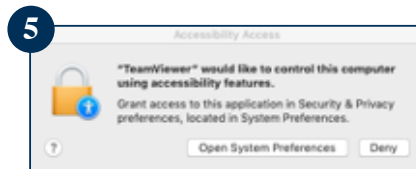**2.** Enter your school password as the unattended access password.

3. Select Finish

4. You need to Review System Access and Allow Screen Recording, Accessibility but don't worry about giving Full Disk Access.

5. Select Open System Preferences

6. Unlock padlock, enter your TAS password

7. Tick TeamViewer to allow access

8. You do not have to Allow Full Disk Access. Select Close.

If you have poor internet at home please contact your teacher for alternative options.

IT can be reached on **servicedesk@as.edu.au** or call **02 6776 5911**. If we are unable to answer your call, please leave a detailed voice message including a return phone number and we will call you back as soon as possible. You have 24./7 support if you log on to Canvas and go to the student help page. Here you will find Troubleshooting tips, how to guides and updated information.
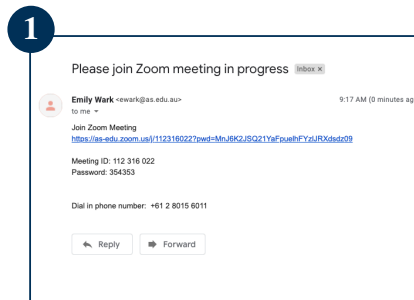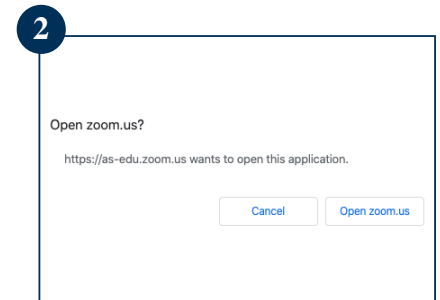
IT SUPPORT
FOR STUDENTS AND PARENTS

ZOOM

Your teachers will use Zoom to run your online video classes. They will invite you to join each lesson where you can then follow these steps to get started.
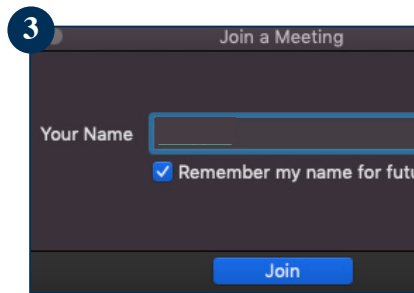
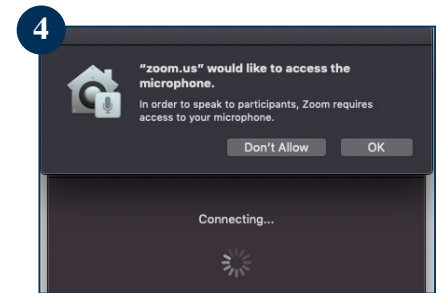**1.** Click the link to join the meeting that you will be sent via your email.

2. Select the popup and press the "Open zoom.us" button.
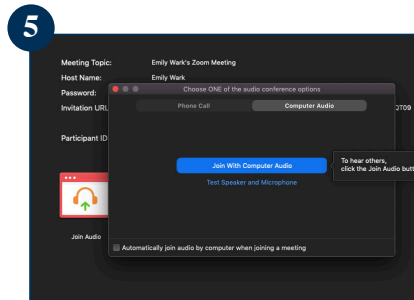

3. You will then be asked to enter your name upon joining the meeting.

4. You will need to accept the access to the microphone by pressing the "Ok" button.
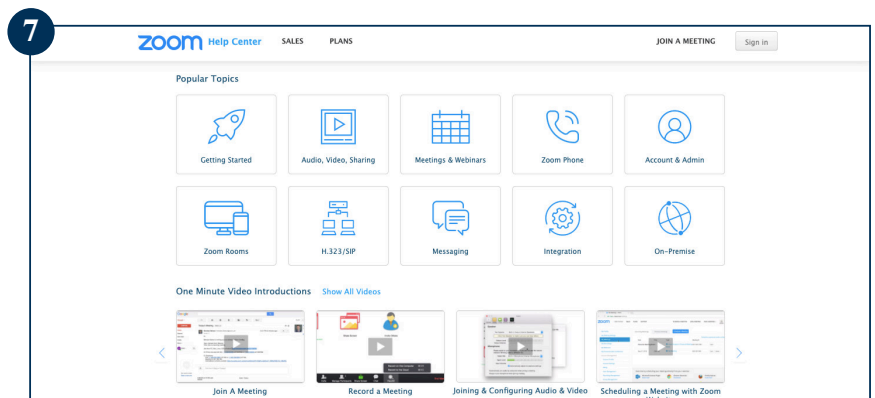

5. Select "Join with Computer Audio"

6. Your video will now appear and you can access the live video.

7. If you ever need more assistance with Zoom head to:
https://support.zoom.us/hc/en-us where they have tutorials on everything.

If you are unable to connect by the web, you can join the meeting via the phone link in the email that your teacher sent.

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