

New Mills School Help Desk

All IT problems must now be logged through the following:

helpdesk@newmillsschool.co.uk

or, leaving a message on extension 182

Logging Help Desk calls:

In the case of emailing please provide as full a description possible of the problem, where it occurred as well as the time.

With phone calls please offer as much information as possible on the answer machine.

Username/Passwords

All Staff have access to the Impero Management Console to change student log in passwords (shortcut available on each teachers PC Desktop in every IT room, if not please log a call and we can show you how to do this). If you are unable to do this then please email the students user account & full name to the Help Desk address above, we will reply with a password/details as soon as possible. In the case of multiple students this may take some time but we will endeavour to sort these as quickly as possible.

With email account passwords we will require the students email address and full name, we will respond as quickly as possible to these requests.

Help Desk:

All IT problems must be logged.

All calls and emails will be logged and attended depending on importance.

To prevent disruption to lessons and other classes, we ask that staff please refrain from sending students out of lessons to come to the IT office.

Any students calling to the IT Office will be turned away, we can only respond to logged staff support calls.

The IT Office answering machine will be checked regularly throughout the day and when the IT Staff become available they will come to the classroom.

We will be clearing out all logged issues as soon as possible; we will no longer be able to stop to take support requests in the corridors.

Please note due to the extra workload we will not be able to fix any home/personal IT issues and will have to turn away any such requests.

Any issues or problems with logged calls can be forwarded to Garry Cash. We will do our best to sort all problems in a reasonable time depending on importance and workload.