GBCA Student IT Support Guide

In order to cope with the GBCA's plan during the Coronavirus special period, GBCA IT support team has developed the following IT support action plans to support requests.

## IT request for student learning at GBCA labs

Training staff can contact IT team on **itsupport@gbca.edu.au** on behalf of students and IT team will response as soon as we can and provide ETR for the request depending on workload.

For students working at a lab's computer and needing IT support on it, IT staff will use the TeamViewer software to connect to the computer remotely. The URL link is here

https://download.teamviewer.com/download/TeamViewerQS.exe

Student can download and run it on a lab computer without administrator permission.
Once the software launched, please provide IT team the **ID number** and **password,** then IT staff can connect to and work on the computer remotely.
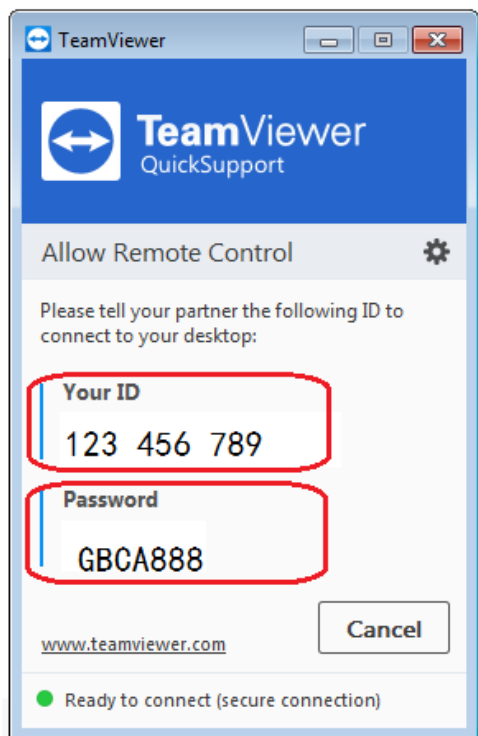
For urgent IT request/issue on campus which could not be resolved remotely, IT staff will attend it onsite within one hour.

For student working at home on their personal devices

To ensure students can transit to online learning at home smoothly, GBCA IT will provide limited remote IT supports to students' home computer device, provided that a student has confirmed the internet connection is working properly at home.

This support is mainly to assist students to setup their home computers for the online learning such as Zoom setup and troubleshooting etc.

Please contact IT team on **itsupport@gbca.edu.au** and IT team will response as soon as we can and provide ETR for the request/issue depending on workload.

IT staff will use the full version of TeamViewer software to connect to student's computer at home remotely. The URL link is as following:
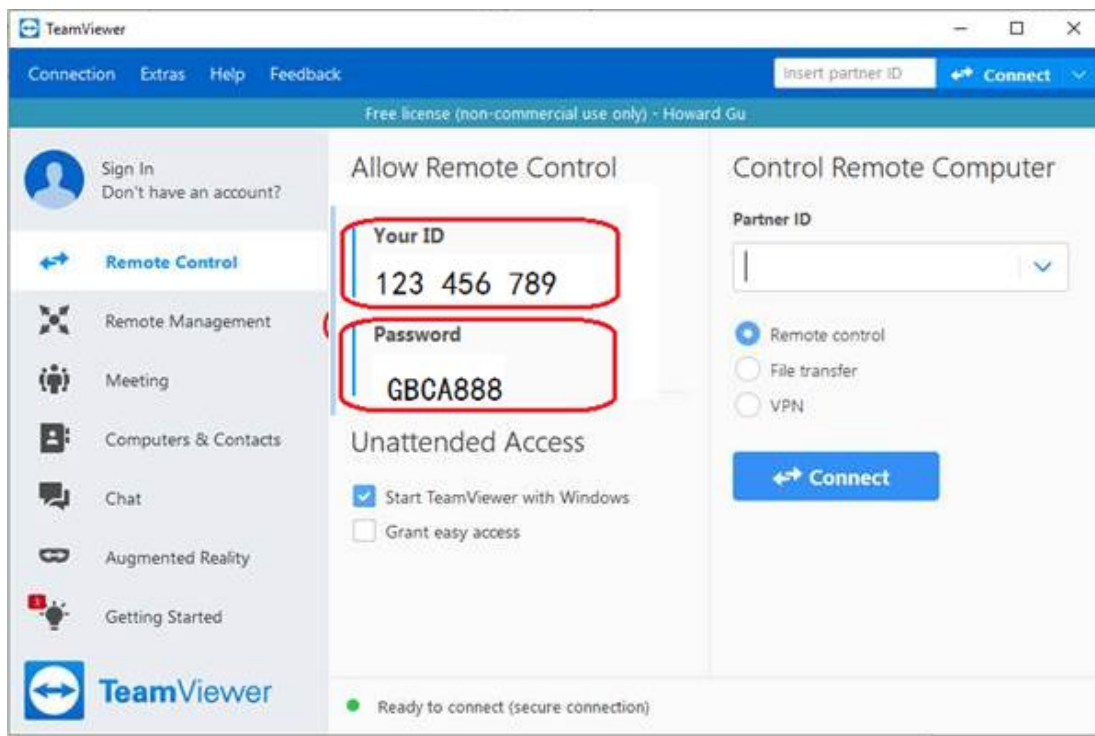
For Window computer:

https://www.teamviewer.com/en/download/windows/

or MAC:

https://www.teamviewer.com/en/download/mac-os/

Once the software is downloaded and installed, student can launch it and provide IT the **ID number** and **password,** and then IT staff can connect to and work on student's computer remotely.

GBCA IT team will also provide training and develop relevant instructions on online training and other IT related area to ensure it running as smoothly as possible.

If you have any question please inform GBCA IT team. All suggestions are most welcome.