Student Password Issues

If a student is having difficulty accessing resources, they should first try and contact their teacher and explain the issue (through parent email if their email/teams will not work). If the teacher determines it a password reset to resolve, they will reset this for them.

Once the teacher resets their password, they will be able to provide it to the email address or phone number listed in OneSchool for the parent contact, or with the student in person. If your OneSchool parent contact details are not correct, please speak with administration to get this updated.

If a student is at school, they can also come and see IT during a support time to get assistance with their issue.

IT Support times:

Secondary – All in the Secondary Library

	Monday	Tuesday	Wednesday	Thursday	Friday
Before School	8.30am – 9am	8.30am – 9am	8.30am – 9am	8.30am – 9am	8.30am – 9am
First Lunch	11.20am-12.05pm	11.20am-12.05pm	11.20am-12.05pm	11.20am-12.05pm	11.20am-12.05pm
Second Lunch	1.15pm – 1.40pm	1.15pm – 1.40pm	1.15pm – 1.40pm	1.15pm – 1.40pm	1.15pm – 1.40pm

Primary

	Monday	Tuesday	Wednesday	Thursday	Friday
Before School – Secondary Library	8.30am – 9am	8.30am – 9am	8.30am – 9am	8.30am – 9am	8.30am – 9am
First Lunch – Primary Library	10.40am-11.25am		10.40am-11.25am		

Afternoon appointments may be possible, please organise this in advance with the IT Manager if this is something you would like to do.