

Getting IT Help for Students

Firstly, most of the problems we see with student laptops can be solved by doing these two things:

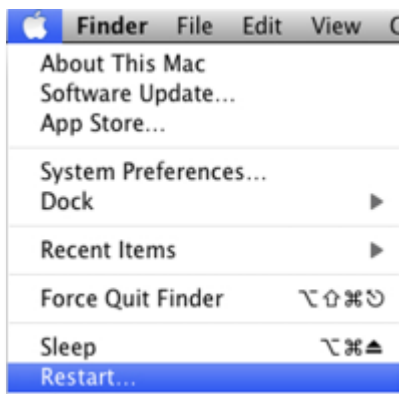
Step 1: Restart

Save all your work and restart the laptop.

Windows: Click the Windows/Start button bottom left, click the Power button then click **Restart**:



Mac: Click the Apple button top left, then click **Restart**:



Step 2: Updates

We observe that many students ignore updates!

Windows: Click the Windows/Start button bottom left, then click Settings (the gear wheel) > Update & Security > Windows Update and click **Check for Updates**

Mac: Instructions here: <https://support.apple.com/en-nz/HT201541>

If that doesn't work...

Step 3: Get Help

This will put you in touch with our friendly Cyclone technicians. They're used to dealing with teachers, so it's worth saying in your message something like, "Hi, I'm a student and..." and then explain your problem. Remember to be clear, polite and patient. They'll be busy!

Simply click the **Helpdesk** icon top left in Teams:

