

### ***How does my child find SharePoint?***

The fastest way for your student to find SharePoint is to visit the [school's website](#). A SharePoint Tile has been specifically created.

Alternatively, you can click on the image below.



### ***How does my child log-in to SharePoint?***

For a student to be able to access SharePoint they will need their MIS Id (Student Username eg jblog1) and Password. An email communique was sent with this information on Thursday, 26 March 2020 to you, and a copy to your student on Friday, 27 March 2020.

### ***My child is have trouble using SharePoint. Who should they contact?***

Your child should contact their teacher, via email, in the first instance. Teacher email addresses can be found [here](#).

### ***My child is having trouble opening other departmental resources. What log-on details do they use?***

The site may ask for either a username or email address. When the Username is requested your child must use their username only, eg: jblog1. If the site requests an email address, use the email address provided in the communique to you on Thursday, 26 March 2020. An example email may be jblog1@eq.edu.au.

### ***Can my child use any email address to communicate with teachers?***

No. Your child must use the department's [webmail platform](#).

### ***How does my child access the department's webmail platform?***

The department's webmail platform address is <https://owa.eq.edu.au>. To access their email account your child will need the MIS ID (Student Username) and password. An email was sent with this information on Thursday, 26 March 2020 to you, and a copy to your student on Friday, 27 March 2020.

### ***What if my child doesn't understand the work provided on SharePoint?***

Your child should contact their class teacher by email to ask for a clarification on the set work. Teacher contact information can be accessed [here](#).

**Where can my child find their teachers details?**

Teachers email can be found [here](#).

**How does my child submit their completed class work for feedback?**

Individual teachers will communicate with your child regarding the submission of work and provision of feedback.

For all email communication with the class teacher your child must use the department's webmail platform.

**My child is unable to activate/edit MS Office Documents, what do they need to do?**

Your child should Open the MS Office product and click on File, then click on Account, there will be an activate account key, click here and follow instruction, using their MIS ID. All students have free access to MS Office products. For further information on software click [here](#).

**My child doesn't have Acrobat Reader on their computer. Do I need to pay?**

No, Adobe Reader is a free download. Visit <https://get.adobe.com/reader> to download a copy.

**My child doesn't have MS Office on their computer. Do I need to pay?**

No, the Department of Education has a long standing agreement with Microsoft that allows students to download a copy using their school username (MID Id) and password. To download visit Microsoft Office: <https://office.com> or visit information on software via our school website by clicking [here](#).

Make sure your child has uninstalled all other forms of MS Office from their computer before commencing the download. That includes any Microsoft Desktop Apps, OneNote App, MS Office (any version that is on your computer).

Restart the computer and proceed to download and install MS Office from [office.com](https://office.com).

**My child's account has been locked out. How do they get access/unlock their account?**

Accounts will be unlocked every 30 minutes. If your child is locked out of their account, please wait 30 minutes and then try again using the default password that was emailed to all parent on Thursday, 26 March 2020.