

### ***Where do I find SharePoint?***

The fastest way for you 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 do I log-in to SharePoint?***

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

### ***I am having trouble using SharePoint. Who should I contact?***

Contact your teacher, via email, in the first instance. Your teachers email addresses can be found [here](#).

### ***I am having trouble opening education resources. What log-on details do I use?***

The site may ask for either your username or email address. When the username is requested you must use your username only, eg: jblog1. If the site requests an email address, use your school email address. This was provided in an email to you on Friday, 27 March 2020. An example email may be jblog1@eq.edu.au.

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

No. You must use the department's [webmail platform](#) to communicate with your teachers.

### ***How do I access the department's webmail platform?***

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

### ***What if I don't understand the work provided by my teacher on SharePoint?***

You need to contact your class teacher by email to ask for a clarification on the set work. Your teachers email addresses can be accessed [here](#).

***Where can I find my teacher's email address?***

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

***How do I submit my completed class work for feedback?***

Individual teachers will communicate with you about the submission of your work. For all email communication with your teachers you must use the department's webmail platform.

***I am unable to activate/edit MS Office Documents, what do I need to do?***

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 your MIS ID. You have free access to MS Office products. For further information on software click [here](#).

***I don't have Acrobat Reader on my computer. Do I need to pay?***

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

***I don't have MS Office on my computer. Do I need to pay?***

No, the Department of Education has a long standing agreement with Microsoft that allows students in Queensland state schools to download a copy using yourschool 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 you have 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 account has been locked out. How do I get access/unlock my account?***

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