

## Student Online Learning FAQs

### Where can I find my classwork during online learning?

The fastest way for you to find the learning materials for online learning during lockdown is to visit the [school's website](#). An Online Learning Tile has been specifically created.

Alternatively, you can click on this image. 



### 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 was sent with this information on Monday 2 August 2021 to your parents.

### 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 other departmental 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. 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 Monday 2 August 2021 to your parents.

### 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?

Compass is a student platform that allows students to see their timetable, email their classroom teachers, see their current merit points or teacher's email can be found [here](#).

### **Where do I find Compass?**

As a student you can access Compass on through your web browser. To access Compass click [here](#). Your school username and password is required for access to Compass. An email was sent with this information on Monday 2 August 2021 to your parents.

### **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 your 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 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 Monday, 2 August 2021.

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