How do I get help remotely?

"I am currently working or learning from home, how do I get IT support?"

The Brigidine College IT department has been working hard developing strategies so that we can continue to support students, parents and staff with their IT needs.

Contacting IT

- Emailing IT support on support@brigidine.qld.edu.au is your first course of action to receive IT help remotely. Emailing this address will lodge an IT support ticket which can then be tracked by the IT team and actioned in an appropriate amount of time.
- Once a ticket is submitted you will receive a confirmation email letting you know IT has received your request.
- Communication from the IT team will come through to your email. To respond, simply reply to the email with your response.
- If an issue cannot be solved via email we may send you help articles which you will be able to work through at your own pace. The Brigidine IT Knowledge Base can be found here.
- Issues that are more complex may require remote access from a member of the IT department, instructions on how this occurs will be sent to you by email if needed.
- Physical damages / faults to the laptop that require repair will need to be dropped off at IT. We have procedures on how drop offs and collections will work, this will be detailed in the email you receive if physical repairs are required. There is a minimum of two working day turn around for any physical repair, you will be issued with a loan computer that will be provided to you drop when the laptop is dropped off. The loan computers will be sanitised before they are given out.

Related articles

- Student Attendance Report Procedure
- Scan to OneDrive
- Padlock loaning and Maintenance
- Responding to your tickets (Email)
- Creating and Managing a Google Meet Video Call