School of Distance Education

Return to school user handbook

Contents

About this handbook

This handbook covers some of the tasks that Schools of Distance Education (SDE) families will be required to undertake in preparation for the return to school. Responsibility for acting on any advice included in this document is the sole responsibility of the individual, and the Department of Education and Training will not be held responsible for any negative impacts from advice followed in this document. It is a guide only to assist parents, home tutors and students to set up the conditions for online learning to be successful.

1 Task checklist

1.1 Before the start of the school year

- Check the Internet connectivity. See Section 2.1
- Check the ergonomics of the learning environment. See Section 2.2
- Remove dust from the computer unit and clean the screen, keyboard, and mouse. See Section 4.3
- Run System (e.g. Windows) updates (*), virus updates and scan; as well as a disc clean up routine. See Section 7
- If a laptop is powered only by battery, ensure it is in good condition.
- Use the Internet browser to access websites used in lessons and ensure email is working.
- Print a test page on the printer; ensure you have sufficient ink/cartridges and other supplies. See Section 10
- Perform a backup to ensure important data is safeguarded. See Section 6
- Run a defragmentation routine.

1.2 Before each iConnect (web conferencing) session

- Power up your computer 30 minutes before the lesson.
- Check that the computer connects to the Internet.
- Log into iConnect 10–15 minutes before the lesson. This will enable lesson content to download before the lesson commences. See Section 8.3
- Check that the 'connection speed' and webcam settings in the preference list are correct. See Section 9
- If voice communication for the lesson is via the computer, check your microphone and speakers or headset. If the lesson audio is via telephone check it is working and the headset is functioning. See Section 9

1.3 At the end of each week

- Update your virus definitions.
- Run a virus scan.
- Run a backup.

1.4 At the end of each month

- Run a disk clean up routine.
- Empty the recycle bin.
- Check for System (Windows or Mac OS) updates.
- Change your password

1.5 At the end of term

- Update your virus definitions.
- Run a virus scan.
- Run a backup.
- Clean the computer unit, screen, keyboard and mouse.
- If applicable, check microphone, speaker and camera operation.
- Check your printer is operating correctly and there is sufficient ink and paper supplies for next term.
- If operating your computer only on batteries, ensure they are working correctly.
- Change your password

2 Getting started

2.1 Internet connectivity

It is essential that your Internet is working before you start a lesson. If your classroom computer will not connect, you will need to check if the issue is with it, or whether there is a wider problem. Test different options until you locate the problem.

If you have other computers located elsewhere in the house, can you connect them?
- ✓ If you can, the issue is with the classroom computer, or how it connects to the Internet. Try using another browser (Google Chrome or Mozilla Firefox) and if they work, reset the Internet Explorer to the default Internet settings.
- ✓ Check the [Learning Place system requirements.](#)

If none of the browsers work, try another computer using the same connection as the classroom computer.
- ✓ If it works, the issue is likely to be in the classroom computer. If it does not work try connecting the classroom computer using the working computer's connection.
- ✓ If you are using a wireless router try plugging the classroom computer directly into the router. If this works, the issue is with your router's Wi-Fi or in the Wi-Fi setup on the computer.
- ✓ If it does not work, the issue is in the classroom computer.

If none of the computers in the house work, the issue is at a common point (e.g. your modem). Connect a computer directly to the Internet modem.
- ✓ If it works, the issue is likely to be with your router.
- ✓ If you are using a wireless router in the classroom, try plugging the computer directly into the router via a network cable. If it works then the issue is with the Wi-Fi in your router or in the Wi-Fi setup on your computer.
- ✓ If it does not connect you should try another computer if possible. If it also does not work contact your Internet Service Provider (ISP).

2.2 Telephone lines

Families with more than one child using a telephone to access SDE lessons should consider installing (an) additional telephone line/s to ensure all children can participate in lessons.

2.3 Ergonomic posture

To prevent the overuse of a computer causing physical pain, be aware of how you are using it:
- Use a computer or a laptop on a desk (if possible).
- Use a chair that promotes good posture.
- Stretch and relax tensed muscles.

Some ergonomic rules to look at:
- The desk and computer/laptop should be adjusted so the user can adopt a 'neutral' posture — ankles, knees, hips and elbows at about 90 degree angles and hands in alignment with wrists (see diagram).
- Sit about an arm's length from the screen (depending on individual eye conditions, etc.).
- Typing and holding the mouse should be light with hands and arms rested when not typing or using the mouse.
- Take regular breaks to rest your eyes and muscles — stand up and stretch, walk to the printer, change posture and perform other tasks.

- When on a laptop for extended periods use an external monitor, mouse and keyboard whenever possible.
- Consider using a backpack to carry the laptop from place to place.
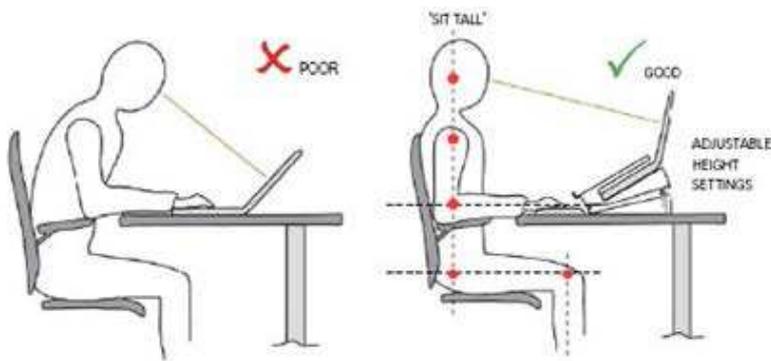
2.4 Preventing eye strain

- Ensure there is adequate lighting in the room while using the computer.
- Adjust screen colours and brightness to prevent eye strain.
- Increase font sizes if having difficulty reading.
- Relax your eyes by focussing on a distant object for a few seconds. Every 30 minutes, look 30 metres away for 30 seconds.

3 Computer maintenance

3.1 Before each lesson

- Power-up the computer at least 30 minutes before the lesson.
- Make sure that you can connect to the Internet.
- If using a laptop on batteries, make sure that there is sufficient battery power for the duration of the lesson.
- Log onto iConnect 10–15 minutes before the lesson. Check that your microphone and speakers are working correctly.
- The slides from the session will start to download automatically — when the slides are fully downloaded it is possible to save them to your computer as a PDF file (an arrangement with the teacher may be required).
- Make sure all programs that are not required for the lesson are closed and any other devices (e.g. iPad, iPhone, gaming console or tablet) connected to the Internet are turned off or disconnected as these may be using bandwidth as well.

3.2 Weekly

- Run a virus scan and, if possible, update the anti-virus definitions.

3.3 Monthly

- Do a disk clean-up to remove temporary files, empty the recycle bin, and remove any files and other items that you no longer need.
- Do monthly system (e.g. Windows or Mac OS) updates.

3.4 School Holidays

- During the school holidays turn the computer on regularly to receive anti-virus updates and Windows updates.
- Physically clean the computer.

4 Taking care of your computer

4.1 General precautions

- Food or drink should never be placed near computers.
- Plugs and cables should be inserted and removed carefully.
- Laptops should be carried in their protective cases and never with their screens open.
- Laptop batteries should be fully charged for each day.
- Laptops should be turned off before placing them in their bags.

4.2 Protecting a laptop screen

- Avoid touching the screen.
- Don't lean on the laptop when it is closed.
- Avoid placing anything on the keyboard before closing a laptop lid.
- Avoid placing anything in the laptop carry case that could press against the cover.

4.3 Cleaning computer keyboards and screens (including laptops)

Important Note: Make sure the computer is turned off. In the case of a laptop, turn it off and remove the battery.

Computer keyboards (including laptops) can fill with dust and dirt and other foreign objects. Use a vacuum cleaner with a crevice tool (or without any end fittings) and a new paint brush to clean closely in between and around the keys.

Once the dust and dirt has been removed the keys can be cleaned using an alcohol wipe (baby wipes are also suitable), making sure excess moisture does not go down between the keys.

When the dirty marks are wiped clean, dry the keys with a microfiber cloth. Cleaning wipes can be used on computer screens (including the laptop screen). Again ensure the wipes are not too wet. Finish off using the microfiber cloth. If the screen only has a few marks the cloth by itself will do the job. **DO NOT use paper towels or harsh material cloth to clean; these will scratch the surface.**

4.4 Cleaning a desktop computer

Desktop computers can attract dust and dirt particularly around cooling fans, especially when the computer boxes sit on the floor. Make sure the computer is unplugged from the power and, using a vacuum cleaner and paint brush, move the vacuum crevice tool in and around the case paying particular attention to the fan inlets. Don't forget to reconnect the computer to the power.

4.5 Battery charging

Taking care of your rechargeable battery is very important now that they are non-removable in many tablets and smartphones. It is important to follow the manufacturer's battery charging information. Charge the battery and make sure you unplug the charger. For the best results, strive to keep your device at room temperature (20°C–26°C). A hot battery will have a shorter operating life and lifespan. Finally, if you are not using features such as GPS or Wi-Fi, turn them off.

5 Security

5.1 Security overview

Accessing the seemingly limitless information and opportunities on the web can come with serious risks to your computer and your digital security. We recommend several habits you can adopt to improve the security of your online activities. Most of these simple habits will significantly improve computer security, protecting your identity and data.

- **Keep your browser software up-to-date**
  This is crucial as new patches are often released to fix existing weaknesses in browser software. This recommendation doesn't apply solely to browser software — it is critical to keep operating system software and any other software you have up-to-date for the same reason.

- **Run an anti-virus program**
  Anti-virus software provides protection by scanning for and removing malicious files on your computer. There are many excellent options for virus protection software (both paid and free). For example, the department offers 'Norton Security with Backup' to students and staff which is currently only $10. More information can be found by logging on to the DET Learning Place student space. The Norton product can be used with Windows, Mac, Android or iOS devices.

- **Watch out for phishing**
  Phishing involves sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the receiver into surrendering private information later used for identity theft. Scammers use online communications (usually email) to trick users into giving out their sensitive information. Often these messages appear to be from banks, social media sites, shopping sites, or payment processers. Phishing messages frequently contain links that lead to counterfeit versions of popular sites. You can avoid falling victim to phishing schemes by ignoring unsolicited messages and not clicking on hyperlinks or attachments in emails.

- **Passwords**
  Using a good password is something you should do for every site you sign up for on the Internet. Using the same password on all sites is dangerous.

  Always use a unique password for each site. Do not use these for any other site. Creating a good password is fairly simple. You want it to be complex enough that it cannot be guessed, yet meaningful enough to you so that you can remember it. A good password has at least eight characters (with a mix of upper and lower case letters), one or more numbers and at least one special character (!@#. or similar). If you must write down your passwords to remember them, do not keep them on or near your computer, and never record banking or financial password. Put the list in a secure location, like a safe or locked drawer.

Our Department has single sign on to all learning environments. When accessing departmental sites such as the Learning Place from an external location (not a physical school site), you will be asked for your departmental username and password. If you do not have your username and password please contact your school.

If your password has expired or is due for renewal, a mechanism has been created to allow you to change your password when you are not at a school. For example, if you are accessing a DET site (e.g. OneSchool, the Learning Place) from an external device such as a personal computer, laptop or iPad that is not connected to the DET network and your password has expired or is up for renewal, you will be presented with a password reset page. Changing your password from this page will synchronise with your email and network accounts. The password reset page will display as:

Please enter and confirm your new password.

Username

Old Password

New Password

Confirm New Password

Change   Cancel

- **Use HTTPS**
  The 's' in 'https' stands for **Secure**, meaning that the website is employing SSL encryption. Check for an 'https:' or a padlock icon in your browser's URL bar to verify that a site is secure before entering any personal information.

  https://www.ato.gov.au/   Australian Taxation Office

  File   Edit   View   Favorites   Tools   Help
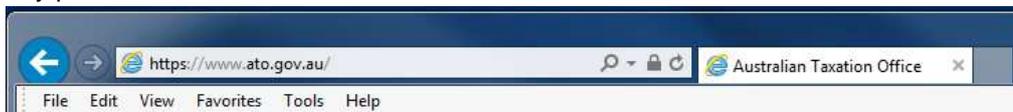
- **Read privacy policies**
  Website privacy policies and user agreements should provide details about how your information is being collected and protected as well as how that site tracks your online activity. Websites that don't provide this information in their policies should be avoided.

- **Regularly monitor your bank statements**
  Keeping an eye on your online statements will allow you to react quickly if your account has been compromised.

- **Disable stored passwords**
  Nearly all browsers and many websites in general offer to remember your passwords for future use. Enabling this feature stores your passwords in one location on your computer, making them easier for an attacker to discover if your system is compromised. If you have this feature enabled, find the function which disables it and clear your stored passwords.

- **Additional software bundled when installing programs (e.g. Adobe)**
  Even legitimate, popular software providers try to encourage you to install additional software you probably don't need. For example, when trying to download the Flash Player from Adobe's official download page, you will find McAfee Security Scan Plus is checked by default. Users who accept the default option or don't uncheck it will end up with this additional software on their computers. To avoid this sort of thing, be careful on download pages — uncheck any additional software you don't want to install before downloading and during install.

- **Online safety**
  The internet, social media, smart phones and devices provide wonderful opportunities for your child to learn, be creative and socialise online. However, it is important for students to understand that just like in the real-world, not everyone is their friend and these tools may be used to send nasty and inappropriate messages to others. Below are some simple tips and strategies to help young people have a safe and positive online experience.

- **Home internet filtering and parental control tools**
  To have a basic level of web filtering at home it is suggested parents and caregivers turn on the safe search function that is available in all major search providers such as Google, Bing and Yahoo. Other considerations would be to install a home Internet filtering product and the Federal government's cybersafety help button.

  Filtering and monitoring systems are not fool-proof and do not replace the need for parental supervision when students are online. It is just as important to set some clear rules on where devices are used within the home, what sites and activities they are permitted to access and who they are connecting with online. As parents and caregivers you have the right to know what your child is doing online and ensure they are safe just as you do in the real world.

  The Department uses BlueCoat content filtering to protect the Department from inappropriate websites. A free home version of this product, BlueCoat K9, is available for families to [download](#).

- **Google SafeSearch**
  Google's 'SafeSearch' facility is a free feature that Google provides for users of its Google search engine. When 'safe search' is activated within a browser, internet content that Google considers inappropriate is filtered from the search results. Enabling this filter feature can be helpful for parents to protect their children from inappropriate content being displayed in search results such as adult pornography or other content deemed to be explicit by Google. More information can be obtained through the Google support website.

  Note: Encourage your students to search for educational resources in the Learning Place. All Learning Place resources are quality assured and aligned to the curriculum.

- **Cybersafety help website**
  To help protect students when using devices at home, parents can visit the [Department's cybersafety website](#) and make use of the resources available and report cyberbullying.

- **Online safety resources**
  The Department has published a guide for parents and caregivers. It provides important information for parents about cybersafety and cyberbullying. It suggests what parents and caregivers can do if their child is the target of, or is responsible for, inappropriate online behaviour. You can read more about cybersafety in Queensland state schools and download eye-catching posters at www.qld.gov.au/cybersafety.

5.2 Antivirus

Malware and viruses can do irreparable damage to your computer, making it extremely important to have an antivirus solution (preferably anti-malware as well).

Viruses can enter through:
- Removable media such as CDs, DVDs and USB memory sticks
- Emails
- The Internet (including web browsers, FTP programs and chat rooms)
- File downloads
- Network file shares, such as servers and shared folders.

Antivirus applications can be 'free' or purchased; include adware/malware protection; and be easy or complex to setup and use. Everyone has a different opinion on which is best.

If your computer is running Windows 8 or Windows 10, you can use the built-in Windows Defender to help you remove viruses, spyware, or other malware. If your computer is running Windows 7 or Windows Vista Windows Defender only removes spyware. To remove viruses and other malware, including spyware, on Windows 7 and Windows Vista, you can download Microsoft Security Essentials for free.

Remember Microsoft offers Microsoft Security Essentials for free, and the department offers 'Norton Security with Backup' to students and staff which is currently only $10. More information can be found by logging on to the DET Learning Place student space. The Norton product can be used with Windows, Mac, Android or iOS devices.

6 Backup

Backup should be an essential part of your computer maintenance if you spend great amounts of time on your computer and use it for important personal, business or school lessons. Many people have lost all of their files due to system crashes or computer viruses. When you backup your files, store them separately from your computer. If your computer crashes or is infected with a virus that results in a loss of files, you will still have access to your files and can restore them from your backup device.

USB drives are a good backup medium, allowing you to copy your files to the external drive. In addition there is Windows 7 Backup, Windows 8 and 10's File History, or OS X's easy-to-use Time Machine.

Some solutions provide 'cloud' backup. This means your files are being stored on a computer elsewhere on the Internet (off-site storage) maintained by a third party. Using a cloud solution would not be an economical or practical solution in low bandwidth situations, such as satellite or 3G.

Some people think of a backup as a way to protect your files against hardware failure or a broken or stolen computer. This is just one of the many reasons to duplicate (backup) your data.

The second stage of backing up is 'restoring' or saving the files back to the computer after a failure or loss. Typically you would use a backup to restore files/folders following:

- Accidental deletion or corruption
- An operating system reinstall
- A hard drive replacement.

An important part of a backup strategy is being aware of where the files you save end up on the computer. Files are located by default in 'Libraries' in Windows 7, 'Documents' in Windows 8 or 'Documents / Media' in Mac OSX. It is recommended that you backup your files weekly.

7 Operating system maintenance

7.1 Disk clean up

If you want to reduce the number of unnecessary files to free up hard disk space and help your computer run faster, use the operating system's disk clean up utility. (The disk clean up function can be found by right mouse clicking on the local drive then selecting Properties.)

It removes temporary files, empties the recycle bin, and removes a variety of system files and other items that you no longer need.
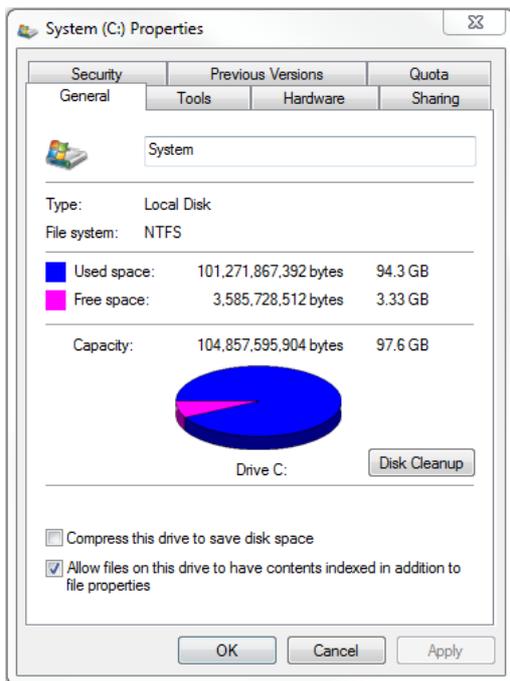
7.2 Recycle bin

You can increase the amount of disk space available by emptying the recycle bin. The icon for this is located on your desktop screen. When you delete a file, it is usually moved to the recycle bin where you can restore it later if necessary. You can permanently delete individual files from the recycle bin or empty the entire contents.

7.3 Turn off Live Tiles in Windows 8.1 and Windows 10

A new feature on Windows 8 and 10 Start Screen/Menu is called 'Live Tiles' which can display a constantly updating stream of new information related to that particular app. This allows you to have all the up-to-date information you need displayed in one place as it occurs. Having the latest finance news, weather and sport updates is great but when you have limited download available, not so useful. You can disable the tile by right-clicking on the tile and turning 'Live Tile' off.

8 Preparing for school lessons

This section takes a quick look at what can be found within the Learning Place; how to get the 2013 version of Microsoft Office; and, getting started with 'iConnect' for remote learning. Included is some information on ensuring your computer is ready for use at lesson time.

8.1 Learning Place

The Learning Place (public site url: http://education.qld.gov.au/learningplace/) is the Department's comprehensive eLearning environment. It provides secure access to a range of innovative digital tools, resources and online spaces for teaching and learning, collaboration and networking. The Learning Place supports up-to-date teaching practice and helps students to steer their own learning and arrive at their own ICT-enriched learning destinations.

A special information page has been set up for SDE families including:

- a Learning Place flyer showing the range of tools and spaces available for students and home tutors
- latest updates and resources to support online learners.

Learning Place student space
https://students.learningplace.eq.edu.au

Students have a secure online personalised space featuring direct links to their edStudios, edTube albums, Virtual Classrooms and high quality digital resources. There are thousands of high quality resources that can support student learning. Home tutors can access Virtual Classrooms (eLearn) if they are provided with a login by their school.

8.2 Microsoft Office

All state school students from Prep to Year 12 can now download multiple free copies of the Microsoft Office 2016 Suite to their personal home and mobile computer equipment. Students who want the free software will need an active Managed Internet Service (MIS) login, school email account and password. Students who don't have these should contact their school's MIS Administrator or class teacher. The administrator will help students activate their login. Please note that the initial login page requires a MIS email address and password with the following authentication page only requiring MIS ID and password.

The software is available by following the instructions at this link: https://qlddet.service-now.com/sco/detail.do?sysparm_document_key=kb_knowledge,aa71eed86facf140a722d9619d3ee422&src=home .

8.3 iConnect getting started

iConnect is the Department's web conferencing platform (Blackboard Collaborate) and is used extensively to deliver lessons to SDE students. There are two ways a student can access an iConnect session. The teacher will either provide a session link (URL) to enter as a guest or provide you with instructions on how to access sessions via your Virtual Classroom (eLearn):

Teacher has sent me a session link (URL)

1. Select the session link (URL) provided by the teacher. Contact the teacher for help if the link doesn't work.

2. Enter your display name (name that appears in the session) and email address. Select 'Submit'.

3. Select Join Room if a meeting.collab file does not automatically download.

4. If prompted to Download Launcher, only select Download Launcher if you do not have the Launcher installed. If you already have the launcher installed, select Launch Blackboard Collaborate now.

5. Select 'Open' for the meeting.collab file. Different browsers provide different options for opening the COLLAB file.

6. If this is your first web conference, allow extra time for the required files to download and install.

7. If any security warnings appear, select the option that allows you to run the web conferencing (Blackboard Collaborate) application.

8. When you connect it may ask you to specify a connection speed. For the best experience on slow internet connections it is recommended to change the connection speed to 'Wireless (300kpbs)'.

Once downloaded, the iConnect (web conferencing) software will open and connect to the server. You have successfully joined a web conference.

Teacher has provided me with instructions on how to find sessions in my Virtual Classroom (eLearn)

1. Log into eLearn with your MIS logon ID and password. If you don't know your password or it doesn't work, contact the teacher.
    eLearn url: https://elearn.eq.edu.au or go to the Learning Place public site and select eLearn from the right-hand menu.

2. Select your virtual classroom. If you do not see your class in the list, contact your teacher.

3. Follow the instructions provided to you by your teacher to find your session. Sessions may be listed under a tab called Session links or under a teachers name in the menu.

4. Select your session

5. Select Join Room if a meeting.collab file does not automatically download.

6. If prompted to Download Launcher, only select Download Launcher if you do not have the Launcher installed. If you already have the launcher installed, select Launch Blackboard Collaborate now.

7. Select 'Open' for the meeting.collab file. Different browsers provide different options for opening the COLLAB file.

8. If this is your first web conference, allow extra time for the required files to download and install.

9. If any security warnings appear, select the option that allows you to run the web conferencing (Blackboard Collaborate) application.

10. When you connect it may ask you to specify a connection speed. For the best experience on slow internet connections it is recommended to change the connection speed to 'Wireless (300kpbs)'.

Once downloaded, the iConnect (web conferencing) software will open and connect to the server. You have successfully joined a web conference.

9 iConnect troubleshooting

9.1 iConnect (Blackboard Collaborate) general settings information

In an iConnect session the audio uses 'Voice over Internet Protocol' (VOIP) — put simply, a telephone connection over the Internet. It allows you to talk to your teachers or listen to a pre-recorded session. It is recommended you complete the Audio Setup Wizard every time you connect to an iConnect Web Conferencing session. This way you can ensure the correct connections are always selected.

Remember the microphone and speaker volume sliders located in the Audio & Video panel can be adjusted at any time. If you have an issue hearing the lesson or with your microphone step through the below audio settings to make sure your speakers and microphone are working. If you continue to have problems with the microphone and speakers, go through the computer audio settings.

When you are connecting to an iConnect session via a satellite or slow 3G Internet connection, the session would be more stable with some changes to the 'connection speed' and 'webcam' settings in the 'Preferences' list.

Web conferencing support for SDE students and parents is available on the Learning Place.

9.2 The session link isn't working

- Contact the teacher who provided the link and ask them to resend it to you.
- Follow the 'Teacher has sent me a session link (URL)'instructions to join your session using the new link.
  Note: Teachers set the time for when a session is available so it may just be that it's not available yet. Check with the teacher.

9.3 I am receiving an error message when I try to log into eLearn

- Check you are entering your logon details correctly.
- Contact the teacher and ask them to reset your MIS password, or
- Contact the teacher and ask them for the session link.
- Follow the 'Teacher has sent me a Session link (URL) instructions to join your session using the new link.

9.4 You start a session, the first window that comes up is 'Get the Launcher'

Collaborate Launcher

Get the Launcher

The Blackboard Collaborate Launcher makes joining sessions and playing recordings simple and reliable.

Download Launcher

Already installed the launcher? Launch Blackboard Collaborate now.

Learn more about the Blackboard Collaborate Launcher.
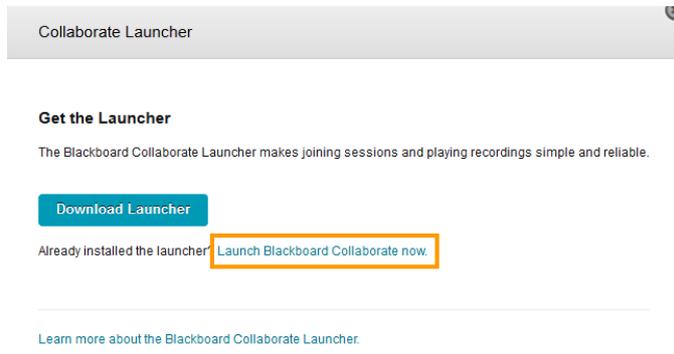
If you are certain that you already have the launcher installed, select **Launch Blackboard Collaborate now**.

To check if you do have the launcher installed:

1. Go to the **Control Panel**
2. Select **Programs and Features**
3. Blackboard Collaborate Launcher is listed in the list of programs.

9.5 I keep dropping out of my session

- Follow these steps to prevent dropping out of sessions:
  Lower your connection speed

    1. Join your web conference session.
    2. Select **Edit** > **Preferences**.
    3. Select **Connection**.
    4. Change the **Connection Speed** to **Wireless (300Kbps)**.
       Note If Wireless (300Kbps) is already selected then choose a slower connection speed (these are the settings higher up the list – ISDN, etc.).
    5. Check that **Prompt for speed** is set to **When Location Changes**.
    6. Select **Apply**.
    7. Select **Close**. You have successfully lowered your connection speed.

  Change your audio sample rate

    1. Join your web conference session.
    2. Select **Edit** > **Preferences**.
    3. Select **Audio / Video** > **Microphone Settings**.
    4. Change the **Microphone Sample Rate** to a lower rate.
       Note: Choose a rate left of the current selection.
    5. Select **Apply**.
    6. Select **Close**. You have successfully changed your audio sample rate.

  Change your video frame rate (if using or viewing video during the session)

    1. Join your web conference session.
    2. Select **Edit** > **Preferences**.
    3. Select **Camera Settings**.
    4. Change the **Video frame rate** to **5** or lower.
    5. Select **Apply**.

6. Select **Close**. You have successfully changed your video frame rate.

Also remember to check if other people are using your Internet connection at the same time. This may impact your access to available bandwidth.

9.6 I can't see the whiteboards

- Follow these steps to view the whiteboards:

    Adjust the Audio & Video panel:

1. Turn the camera (video) off.
2. If not corrected, minimise the Audio & Video panel (select the down pointing arrow).
3. Turn the Talk button off in the Audio & Video panel.

Tip: If you are using VOIP–let the teacher know you will be using the chat window to send messages and contribute to the lesson.

    Increase your connection speed:
1. Join your web conference session.
2. Select **Edit** > **Preferences**.
3. Select **Connection**.
4. Change the **Connection Speed** to **Cable/DSL**.
5. Check that **Prompt for speed** is set to **When Location Changes**.
6. Select **Apply**.
7. Select **Close**. You have successfully increased your connection speed.

Note: If you start dropping out of the session follow the 'I keep dropping out of my session steps'.

9.7 I can't hear anything

- If you can't hear anything in your session follow these steps:

Turn your audio up.

1. Use the audio sliders to adjust your audio volume during the web conference.

2. Check the audio settings on your computer to make sure they are turned up and not muted.
3. Check the audio settings on your audio output device (i.e. headset or speakers) to make sure they are turned up and not muted.

Run the audio setup

- Follow the Set up your audio instructions.
- Check your audio device is plugged in and working
- Every audio device is different so you may need to check the manufacturer's instructions for installing and using your audio device.

9.8 No-one can hear me

- If you have pressed the Talk button but no-one can hear you in your session follow these steps:

Turn your audio up

1. Use the audio sliders to adjust your audio volume during the web conference.

2. Check the audio settings on your computer to make sure they are turned up and not muted.
3. Check the audio settings on your audio output device (i.e., headset or speakers) to make sure they are turned up and not muted.

Run the audio setup

- Follow the Set up your audio instructions.
- Check your audio output device is plugged in and working,
- Every audio device is different so you may need to check the manufacturer's instructions for installing and using your audio device.

10 Troubleshooting your printer

10.1 Print a test page

1. Select the Start button ( ) on your computer then select 'Devices and Printers'.
2. Right-click on a printer then select 'Printer properties'.
3. Select the 'General' tab.
4. Select 'Print Test Page'.

11 SDE Device Loan Scheme

11.1 What is the SDE Laptop Hire Scheme?

The scheme offers K-12 geographically isolated SDE enrolled students the opportunity to supplement their computer and broadband subsidies by hiring a laptop device from their SDE for educational use. The parent/caregiver opts into the program with their students' respective SDE, pays a yearly fee and signs a Memorandum of Understanding to agree to participate in the scheme.

11.2 Do I qualify for the program?

Each student must comply with the following criteria to access the program:

- Be registered in a Queensland School of Distance Education.
- Be identified as a Geographically Isolated student.
- Qualify to receive the computer and broadband subsidies.

11.3 How much does the scheme cost?

As of August 2017 the scheme is a three year commitment of $500 per year. Participants can choose to use their Queensland Education Hardware Subsidy to participate in the scheme. Additional value is provided in the scheme where:

- The device has been purchased using DETs bulk purchasing power.
- All software identified as being necessary for SDE learning experiences has been purchased and pre-installed on the device (no need for parents to purchase this separately).
- The laptop is supported for all warranty faults and issues for the 3 years of the scheme and then they can choose to receive a new device.

11.4 What is the device?

The device is renegotiated and changes yearly. The device for the 2017 trial is a HP 640 G2 laptop device which includes Touch Screen functionality. The specifications are:

- Model: HP ProBook 640 G2
- Processor: Intel® Core™ i5-6200U with Intel® HD Graphics 520 (2.3 GHz, up to 2.8 GHz with
- Intel® Turbo Boost Technology, 3 MB cache, 2 cores) 1,2
- Memory: 8GB (2x4GB) 2133 DDR4
- Storage: 500GB HDD
- Display: 14.0" FHD SVA LED (1920x1080 resolution) with touch
- Networking: Intel Dual Band Wireless – AC 8260 802.11 HP lt4120 Qualcomm® Snapdragon X5 LTE Mobile Broadband Module
- Communication: Bluetooth 4.2
- Ports and Interfaces: 2xUSB 3.0, 1xUSB Type C, 1xVGA, 1x Ethernet, 1xHDMI, 1 x DisplayPort
- Battery: 3 Cell 46 WHr Long Life 840
- The device also comes with a backpack carry bag and mouse.

11.5 Does the laptop come with warranty and support?

The 2017 device comes with a three year HP warranty. It is also fully supported by the SDE school technician who receives priority service from the Departments service centre. The device can receive remote support from the SDE technician and is also supported by a hot-swap program at the SDE. In the event that the device needs to be returned for repair, a new device will be sent prior to ensure continuity of use.

11.6 What software comes on the laptop?

The 2017 device will arrive pre-installed with Windows 10 and with core software packages for educational use including:
Adobe Reader, Audacity, Bluecoat Proxy Client, Internet Explorer, Java, Macromedia Flash, Microsoft Silverlight, Microsoft Edge, Microsoft Office 2016:Access, Excel, OneNote, Outlook, PowerPoint, Publisher, Word, PDF Creator, Paint.NET, Photo Story 2, Quicktime, Symantec Antivirus, Voice Recorder, Windows Media Player and Movie Maker and many more. The laptop device also comes with an in-built camera with software and drivers for distance education lessons.

11.7 Can I install my home printer (or other software)?

Each laptop device will come with a parent administrator account with each parent being provided with an administration password. If the parent/caregiver decides it is appropriate to install software or change settings they are free to do so.

11.8 Is the laptop safe for my student to use?

The 2017 device comes with a Bluecoat K9 proxy client that prevents the user from accessing inappropriate web content. The student can request that sites be unblocked if they deem it necessary for their studies through their parent. Parents also have the ability to change settings or allowing software to be installed by logging in with the provided parent account. It is strongly encouraged that all parents utilise this software to support a safe learning environment for their child.

11.9 What if the laptop is damaged?

The 2017 device is covered for warranty faults. In the event of non-warranty damage, the participating family is liable for the repair costs. It is recommended that options are explored by the family to add the device to their relevant insurance policies.

Contact your School of Distance Education for more information and to check if they are

participating in the scheme.