



Dear Parents and Caregivers,

Our IT provider have provisioned a dedicated support phone number that will be resourced with dedicated team members to provide parents/guardians with general IT support for their children throughout this remote learning period. They expect to be able to help you with issues such as;

- My device won't connect to the wireless;
- Internet isn't working;
- I can't print;
- I can't open Google Apps for Education;

This general support for parents/guardians can be accessed by phoning **03 9998 6392** between the hours of **8:30 am and 5 pm Monday to Friday** and will continue to operate throughout the remote learning period.

The service will be active from Friday the 16th of July 2021 until the 20th of July 2021, this will be extended if required. It is important to note that in the interests of child safety, they will only be able to provide support to parents/guardians and not the child themselves.

