BE CONNECTED WHILE YOU STUDY

STUDENT TECHNOLOGY SERVICE DESK (STSD)

HOW WE CAN HELP

The STSD can support you learn through the virtual classroom with issues relating to:

- Your student portal
- Learning Management Systems including:
  - TAFE Digital Campus
  - Moodle
  - OLS and SAKAI
- Microsoft Office 365
  - Teams for Classroom
  - Outlook
  - Installation of Word, Excel, PowerPoint
- TAFE Virtual Desktop
- Connecting to Wi-Fi
- Bring Your Own Device connectivity
- Linking your TAFE NSW card to our printers
- Multi Factor Authentication for Students (MFA)

FOR OTHER TECHNICAL SUPPORT

TAFE NSW Library Services:

- Technology for Learning
- Wi-Fi support – getting started
- Print, copy and scan support
- Read&Write software support

Call 131 601 and follow the prompts for help with:

- login and password issues
- studying with TAFE Digital
- course payments
- results
- other administration queries

CONTACT US ON 131 601

and follow the prompts to speak with our team.

Opening hours: 8am to 6pm, Monday to Friday

To help us find your account quickly, it would be great if you could have your TAFE NSW learner number, login username and email address ready.

If you have a hearing or speech impairment, contact 13 36 77 before you call or visit the National Relay Service. You can also lodge an enquiry using the Get Technology Help Form.

YOUR ONLINE RESOURCES

We've created in-depth information sheets and Quick Reference Guides to help you navigate the virtual classroom & associated applications:

- Virtual classroom expectations guide
- Getting ready for the virtual classroom off campus
- How to access my student and learner portal

Learning Management Systems

- Getting you started in Moodle
- Learning through your Moodle
- Submitting your assessments and receiving feedback

Office 365 & Adobe

- Welcome to your TAFE NSW Office 365 account
- Microsoft Teams guide for students
- How to install Office 365 applications
- How to access your email
- How to access your OneDrive
- How to access your Adobe Connect room
- How to install the Adobe Creative Cloud suite

tafensw.edu.au/study/ways-to-study/virtual-classrooms

EXPLORE. ENQUIRE. ENROL.
TAFENSW.EDU.AU
131 601