



ROYAL HIGH SCHOOL BATH

G D S T

IT Support when Working Remotely

Should the school be forced to close, we expect staff and students to be working remotely using Teams; the Royal High School IT support will also be provided using Teams.

- Support will be provided in a new Team called RHS – Remote Learning Support. The general conversation channel will include announcements. The Staff Support and Student Support channels can be used for requesting support by conversation.
- This Team will announce who is currently on live support as we hand over between staff during the day. A minimum of two members of IT support will be monitoring this chat, the Helpdesk and the Helpdesk telephone number for staff at all times between 8:00am - 5:00pm Monday - Friday.
- If you require support, post a message in the relevant channel and it will be replied to as soon as possible by IT Support. Colleagues or peers may also reply to help each other.
- All staff and Senior School students will be members of this group. Prep School students should request help via their teacher. Prep School pupils and their parents can request help via their teacher or by email to servicedesk@rhsb.gdst.net
- If a student cannot access Teams, their parent can email servicedesk@rhsb.gdst.net for support.
- Any support requests that are either confidential or need to be actioned on site when we are back open should be logged on the IT Helpdesk as normal. We would recommend that non-urgent requests that are not relevant to remote learning are not sent through until the school is re-opened.
- Should there be an issue with a faulty device that requires physical IT Support, this would have to be assessed on an individual case basis. Depending on the situation, IT Staff may be able to be on site at School to assist if appropriate and at an agreed time.

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ICT Operations Manager