



Student trouble shooting document

Forgotten / Reset Password

1. Contact the school IT Technician at dleve6@eq.edu.au or 07 4971 4348 (direct line)
2. Provide your EQ username to the technician
3. You will receive an email with a new generic password which you will then need to change once you have logged in.

Accessing your school email

If you have a device (Apple or Android) download the **Microsoft Outlook app** and log in using your EQ username and password

If you are using a computer, you can access Outlook webmail by:

1. Searching for Toolooa State High School's webpage: <https://toolooashs.eq.edu.au/>
2. Navigate to the **quick links** section
3. Select the **outlook** option
4. Log in with your EQ Username and password

For a step-by-step tutorial, follow the link to our website:

<https://toolooashs.eq.edu.au/supportandresources/formsanddocuments/documents/student%20access%20for%20onenote.pdf>

Accessing office 365 applications

All students have access to the following applications for free

- Microsoft OneDrive (Central place to save all documents)
- Microsoft OneNote (Virtual Classroom / majority of Classwork)
- Microsoft Excel
- Microsoft Word
- Microsoft PowerPoint

For further help with using any of these applications follow the link to the Microsoft help centre:

<https://support.office.com/>

To use these features on a device (Apple or Android) search for them in the app store and log in using your EQ Username and password.

To access them via the internet or a computer you need to;

1. Log into your EQ Webmail (See the steps above)
2. Once in your emails click on the 9 DOTS in the top left-hand corner (This is like your home button)
3. This will launch the app browser where you can access the applications



For a step by step of how to access office 365 apps via the internet (Laptop / computer), follow the link to our website:

<https://toolooashs.eq.edu.au/supportandresources/formsanddocuments/documents/accessing%20office%20365%20on%20your%20computer%20or%20via%20the%20internet%20on%20your%20device.pdf>

For a step by step of how to access office 365 apps via a device (Apple / Android), follow the link to our website:

<https://toolooashs.eq.edu.au/supportandresources/formsanddocuments/documents/accessing%20office%20365%20on%20your%20device.pdf>

For a step by step tutorial to using OneNote, follow the link to our website:

<https://toolooashs.eq.edu.au/supportandresources/formsanddocuments/documents/student%20access%20for%20onenote.pdf?fbclid=IwAR2hX6PbB5AC-DJYVkbdb-7wFF4tI4C14libsVrpNUFVk9-yufnGt2BW4>

I cannot see the new work on my OneNote

Firstly, check that you are logged in with your EQ Username and Password

You will need to make sure that your device is connected to internet and that your OneNote has synced to find new work that teachers have put on. If you do any work on your OneNote, you will also need to make sure that your OneNote has synced so that teachers can view your work.

This will occur automatically on a computer or laptop as long as you are connected to the internet. To sync the OneNote App, you need to pull down on your screen which will automatically refresh and sync your notebook.

For more detailed help of syncing OneNote please follow this link; <https://support.office.com/en-us/article/sync-with-onedrive-bb89981b-e382-4969-b8fd-d413a90b6db3?ui=en-US&rs=en-US&ad=US>

For more detailed and specific help please follow the link to the OneNote help page and select the page relevant to the device you are using: <https://support.office.com/en-us/onenote>

Uploading documents to OneDrive (On a computer or laptop)

1. Open your EQ Email (See above)
2. Navigate to the office 365 app launcher (9 dots in the top left)
3. Select the OneDrive app
4. Click on and open the folder for the subject you are working on
5. Select **Upload > Files** or **Upload > Folder**
6. Select the files or folder you want to upload
7. Select **Open** or **Select Folder** (The Document will save)



Save a document to OneDrive (On a computer using office 365 online)


In your document click on the file tab → Save as → Save as (save a copy online) → Save to another folder → Select the folder in your OneDrive where you wish to save your work

Save a document to OneDrive (On a Device)

Make sure that you have downloaded the OneDrive application onto your device and signed in using your EQ username and Password.

1. Tap on the page with 3 dots through it at the top left
2. Click save
3. Select your OneDrive folder
4. Select the subject folder you want to save the work to

Sharing a document via OneDrive (One a device)

1. Select the file or folder you want to share (press and hold to select it).
2. Tap **Share**  > **Email in Outlook**.
3. If you don't have Outlook for iOS on your device, tap **Share** > **Mail**, then use the iOS mail app, or choose the app you want to use.
4. An email message opens, including a link to the files you're sharing. Enter the address of the people you want to share with, and add a note if you want, then send the message.

Sharing a document via OneDrive (On a laptop)

1. In your OneDrive, click on the file or folder you want to share
2. Click on the share icon (arrow coming out of a box)
3. In the **Enter a name or email address** field, start typing the email addresses or contact names of people you want to share with. When you begin to enter info in the box, you can also choose a contact from the list that appears.
4. Add a note to recipients if you want.