ICT Support/Service Reference

HOD ICT: Mr Henry Ong (HP: 9797 3102) Email: ong_kok_fong_henry@ schools.gov.sg

Technical Support Team (TST)

IC: ICT Manager(Mgr): Mdm Noor Ijah (HP: 9733 5886)
                 Email: noor_ijah_zainol@schools.gov.sg

2IC: Desktop Engineer 1 (DE1) - Ms Thirusuganthy Elankovan (98191443)

Member: Desktop Engineer 2 (DE2) - Mr Rayden Tan Xing Rong (85690235)

Desktop Engineer's Email Support: g-ncs3615sde@ncs.com.sg

Description	Who to look for
Windows log In Error/ locked (for Students' and Teacher's Account)	DE1 / DE2
MIMs Password reset (**Students**' Account – using BC/NRIC number)	
Classified Email System (CES) and iCON2.0 Email technical Issues	
SSOE2 device damages.	
Laptop Peripherals Replacement e.g. VGA Cable replacement, Mouse etc.	
Printer Issues	
Wireless / LAN connectivity Issues	
ICON2 Email, Bit Locker and VPN Password reset or account related	**SSOE2 Helpdesk 1800 – 7663 663**
Student Learning Space (SLS Password Reset	Form Teachers/Subject Teachers/ICT Mgr
MIMs Password reset (**Students**' Account – using Class and Name)	ICT Mgr
MIMs Password reset (**Staff** Account)	HOD ICT/ICT Mgr
PDLP iPad related issues	ICT Mgr
OPAL 2.0 related problems. (E.g. Account Locked, Course Application etc)	SSD, Mr Anil
IEXAMS account related problems	IEXAM coordinator, Mr Suhadi
School Cockpit related problems (All other modules except Results Management)	School Cockpit Coordinator (HOD ICT)
School Cockpit related problems (Result Management Module)	Information Management Committee(IMC) ICs Henry (HOD ICT)/ Mr Mike Thye (SH SWB) / Mr Chio Kah Leong (SH Maths)
School Sharing Folders matters (Increase Storage)	Email HOD ICT, cc to ICT Mgr

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Booking of facilities/mobile carts for lessons *Booking to be done 2 working days in advance* *Computer Lab 1 & 2 Not available for booking. Reserved for designated lessons and exams only.*	Online Resource Booking Service (RBS) **https://rbs.avero-tech.com/login.html** For national/school wide survey, pls contact ICT Mgr for the venues
ICT T&L learning needs e.g. ICT T&L Resources, ICT T&L Lesson Support etc.	HOD ICT / ICT Mgr
Problems relating non SSOE2 devices. E.g. iPads, Classroom Projectors, Visualizers, (Excluding Projector Screen (OM))	DE1 /DE2 / ICT Mgr
EAE Interviews (Venues and technical issues)	DE1 /DE2 / ICT Mgr
AV support for special Venues: Conference Room, EEHub, X-CAPE and Library	DE1 /DE2 / ICT Mgr
Hall PA system usage	Email Request to AV Teacher In Charge Mr Alfred Wee / Mr Sim Sze Wei (SH Maths)
School Website Matters	ICT Mgr/Mr Azmi
Loss of SSOE2 devices	HOD ICT/ICT Mgr
Electrical Outlets issues (electrical fittings, extension etc)	OM

For other matters, please approach ICT Mgr for clarifications.

SSOE2 Reminders

- SSOE2 Devices/Laptop to be **locked** at all times with the cable lock for **each day**.

- SSOE2 Devices/Laptop to be **locked** away from sight (Lock and Key) at the end of **each day**.

- Please take good care of your SSOE2 Laptops.

  (SSOE2 warranty does not cover user damage. User may be asked to pay if the damage caused is due to officer's negligence)

Procedures for Lost of SSOE2 laptop/devices

- Inform/Call HOD ICT. Subsequent actions to take place upon HOD ICT's instructions.
  i. Police Report
  ii. SSOE2 Password Reset
  iii. Inform RO