



SOUTHRIDGE IT SUPPORT



IT Support is available
Monday - Friday, 8 am - 4 pm

Email any support requests to:
itsupport@southridge.bc.ca

Any questions about privacy and
data protection can be directed to:
Helen Setsikas, Director of IT
hsetsikas@southridge.bc.ca

Junior School Educational
Technology Leader:
Alyshah Jiwa
ajiwa@southridge.bc.ca

Let's be Cyber S-M-A-R-T

- Always use a secure WIFI connection.
- If your child(ren) has a scheduled Huddle, make sure streaming on your home WIFI is limited to ensure a positive experience.
- Ensure your child(ren) continues to use their school issued network login and device **for Southridge learning only**. Grade 5-7 students should never use their school-issued laptop for recreational or personal purposes. No learning = no laptop use.
- Keep laptops out of the bedroom 24/7 - students should be working in a high-traffic area at home where their screen is visible.
- Students should check their Southridge email regularly.
- Huddles will be recorded for safety purposes only. If you don't want your child to be recorded please turn their camera function off.
- Your child(ren) should login and out of their device regularly and restart it periodically for good measure.
- Your child(ren) should make sure their device is charged and in good working condition for their classes.
- Only use authorized Southridge applications.
- Never use the Southridge network or email account to sign up for any applications that are not specifically approved by Southridge
- Be aware of Phishing and Social Engineering
- Take extra care and caution with emails and senders asking for information.
- Don't click! hover to discover
- Passwords in an email = epic fail!
- If you didn't expect it, reject it.

Expectations for Care and Maintenance

To help support parents and students in a virtual learning environment the Southridge IT Team is here to help, so don't hesitate to reach out! Southridge Gr. 5-7 students are in good hands with a solid foundation in place to continue learning with the use of cloud-based systems like G-Suite for Education, The Ridge, and other Southridge authorized applications. The School's, Director of IT, Systems Administrators, Database Manager, and Educational Technology Leaders are here to help. Students and Parents can email itsupport@southridge.bc.ca for support requests or to ask questions if you need some guidance or assistance with your school issued laptop. This email is constantly monitored and is the quickest way to get a response.

The School's System Administrators and Database Manager can provide support for the following:

- My laptop will not turn on
- My laptop is broken
- My charger does not work
- My computer is acting up
- I can't log in to the school's network or cloud-based applications (G-Suite, The Ridge etc.)
- I am having problems with my Wifi or can't seem to get a Wifi connection
- I think I have been hacked
- I don't seem to be receiving important emails from Southridge School
- any other questions you may have

Please do not take the school issued laptop to be fixed or looked at by anyone other than the Southridge IT Department. These devices have an extended warranty that could become void if taken elsewhere.

Parents and students should review the Southridge Acceptable Use Policy available in the Parent Portal (under Policies---Technology) and the in the Gr. 5-7 Student Prep Book. This policy applies to learning/laptop use anywhere/any time.