

Booking an ICT Support Appointment



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Last Updated: 19.11.2020

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Booking an ICT Support Appointment

1. Access the following website:

<https://outlook.office365.com/owa/calendar/SconeGrammarSchool@sgs.nsw.edu.au/bookings/>

2. For security reasons a Scone Grammar login is required. It is recommend for this step and any subsequent step that requires sign in, you ask your son or daughter to sign in with their Scone Grammar credentials (full email address and password) and make the booking on your behalf.



Sign in

studentkei@sgs.nsw.edu.au

No account? [Create one!](#)

[Can't access your account?](#)

[Sign-in options](#)

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3. Select your preferred date and time.

Scone Grammar School - IT Support Booking

IT Support
15 minutes
Free

19 May

< > May 2020

Mo	Tu	We	Th	Fr	Sa	Su			
				1	2	3	10:00 am	10:15 am	10:30 am
							10:45 am	11:00 am	11:15 am
4	5	6	7	8	9	10	11:30 am	11:45 am	12:00 pm
11	12	13	14	15	16	17	12:15 pm	12:30 pm	12:45 pm
18	19	20	21	22	23	24	1:00 pm	1:15 pm	1:30 pm
25	26	27	28	29	30	31	1:45 pm	2:00 pm	2:15 pm

4. Add your details (Parent name, email and phone number (optional)). For issues where MS Teams / email is not working, please make sure to include your contact number for IT Support to provide support via phone call rather than an online Teams meeting.

Add your details

Name

Email

Phone number (optional)

Provide additional information

Please select your Year Group (Students Only) (optional)

-

Please provide brief description of your requests/issues. (optional)

Book

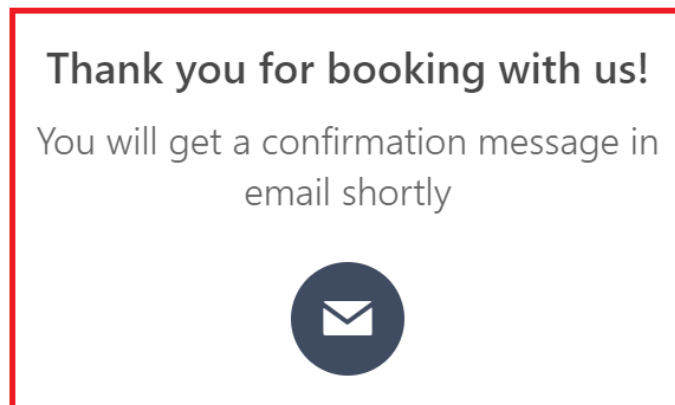
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5. Click Book to schedule the ICT support session.



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- You will receive an email confirmation. Please click the attached files to add the appointment to your Outlook calendar.

The screenshot shows an Outlook email interface. On the left is a list of emails, with the top one highlighted: "Scone Grammar School - IT S... Confirmed: IT Support 12:26 PM". The main pane shows the email content: "Confirmed: IT Support" from Scone Grammar School - IT Support Booking to Kei Lawrence (Staff) on Mon 5/18/2020 12:25 PM. An attachment "booking.ics 4 KB" is visible. The email body contains a confirmation card with the Scone Grammar School logo, the text "Confirmed booking for lawrence Test", "IT Support", and the appointment details: "Tuesday, 19 May 2020 2:00 PM - 2:15 PM (UTC+10:00) Canberra, Melbourne, Sydney".

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7. Click "Yes" for add the appointment to your Outlook.

Confirmed: IT Support

 Scone Grammar School - IT Support Booking
To  Kei, Lawrence (Staff)

 booking.ics
4 KB

Microsoft Outlook

 **Add this Internet Calendar to Outlook?**

You should only open calendars from sources you know and trust.

Attachment "booking.ics" from "Confirmed: IT Support"

Confir

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8. Double Click "Accept" to add to your Outlook calendar.

The screenshot shows an Outlook meeting invitation window titled "IT Support - Meeting". The ribbon includes "Meeting", "Scheduling Assistant", "Tracking", "Insert", "Format Text", "Review", and "Help". In the "Meeting" ribbon, the "Accept" button is highlighted with a red box. Below the ribbon, the meeting details are displayed: Organizer: Scone Grammar School - IT Support Booking; Time: Tuesday, May 19, 2020 2:00 PM-2:15 PM; Location: Our office address. The "Respond" section shows "Accept", "Tentative", and "Decline" buttons, with "Accept" highlighted by a red box. Below the meeting details, there is a "Manage booking" link and a "Join Microsoft Teams Meeting" link with a long URL. At the bottom, there is a note about local numbers and a link for more information about Teams meetings.

The screenshot shows an Outlook calendar interface. On the left, the "My Calendars" list includes "Calendar - lkei@sgs.nsw.edu.au" (checked), "United States holidays", "Birthdays", "Smart, Paul (Staff)", and "Calendar - Outlook Data File". Below this are "Other Calendars" and "Shared Calendars". The main calendar area shows a grid with days 1 through 6. A blue appointment bar is visible on day 4, labeled "IT Q&A SGS Staff". A red arrow points from the "Accept" button in the previous screenshot to a red-bordered box on the calendar grid. This box contains the text "IT Support; Our office address; Scone Gran".

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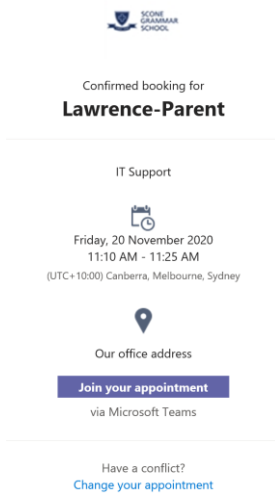


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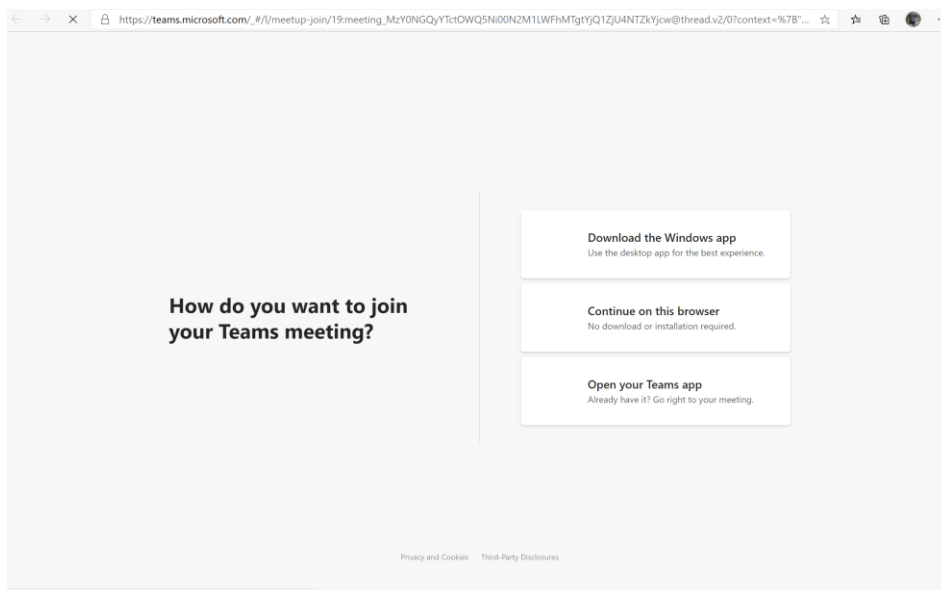
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Joining the ICT Appointment

1. Click the email "Join your appointment".



2. Clicking on this link will redirect you to "Download the Windows app", "Continue on this browser" or "Open your Teams app" page.



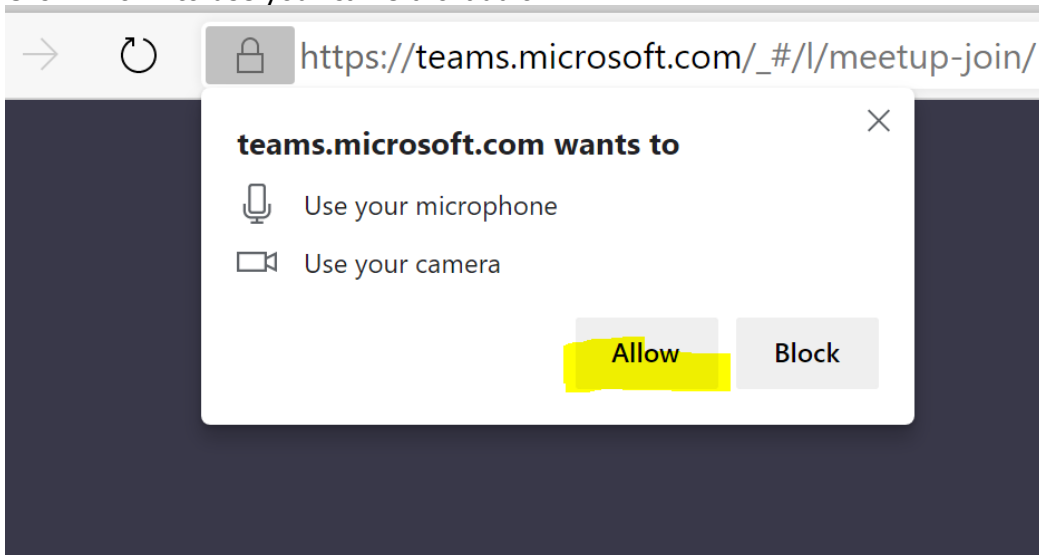
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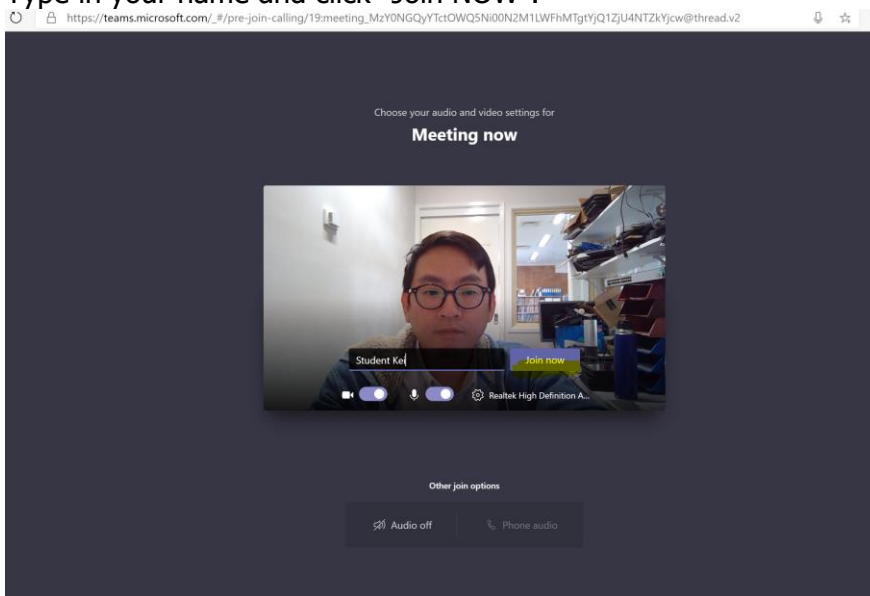
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3. If you don't already have Teams installed on your device it is recommended that you select "Continue on this browser".
4. Click "Allow" to use your camera & audio.



5. Type in your name and click "Join NOW".



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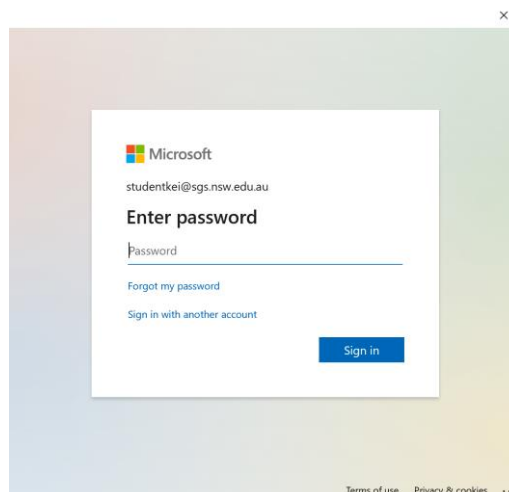
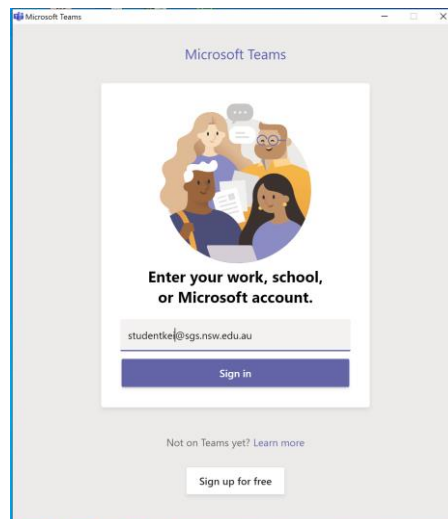


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Joining the ICT Appointment using a Window Desktop App/MacOS App

1. Sign in with your son or daughter's credentials (email address and password).



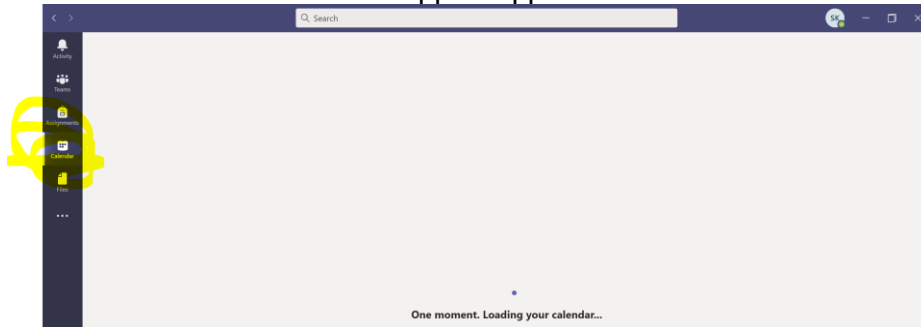
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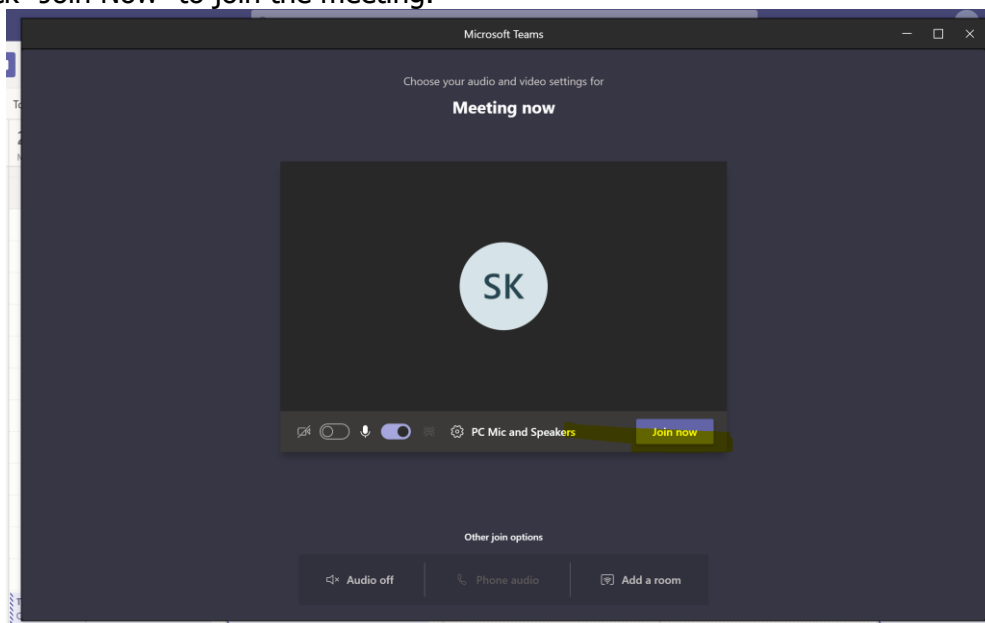
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2. Click "Calendar" and select the ICT support appointment.



3. Click "Join Now" to join the meeting.



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Joining the ICT Support Appointment with an iPad

1. Download the Microsoft Teams App from the Apple app store.
2. Logon using your son or daughter's credentials (email and password).
3. Click the calendar and select the event to join the meeting.

