

21 July 2021

Dear Parents/Guardians

During the State-wide Lockdown, the School is providing direct ICT support, to facilitate online learning, for Staff, Students and Parents.

This is technical ICT support for online learning on Tyndale Christian School supplied devices - issues relating to access or things 'not working'. We do not support 'non' Tyndale Christian School supplied devices.

Any curriculum related questions - assignments, work or how to use our ICT systems (Canvas or Class Dojo etc) should be directed to the relevant classroom teacher.

### **Phone Support**

**For ICT technical phone support please call 1300tyndale.** This number will be monitored between the hours of 8:30am and 5:00pm. We will endeavour to answer the call in person. Any unanswered calls will go through to voicemail.

If this occurs, please have the following information on hand in case you need to leave a message:

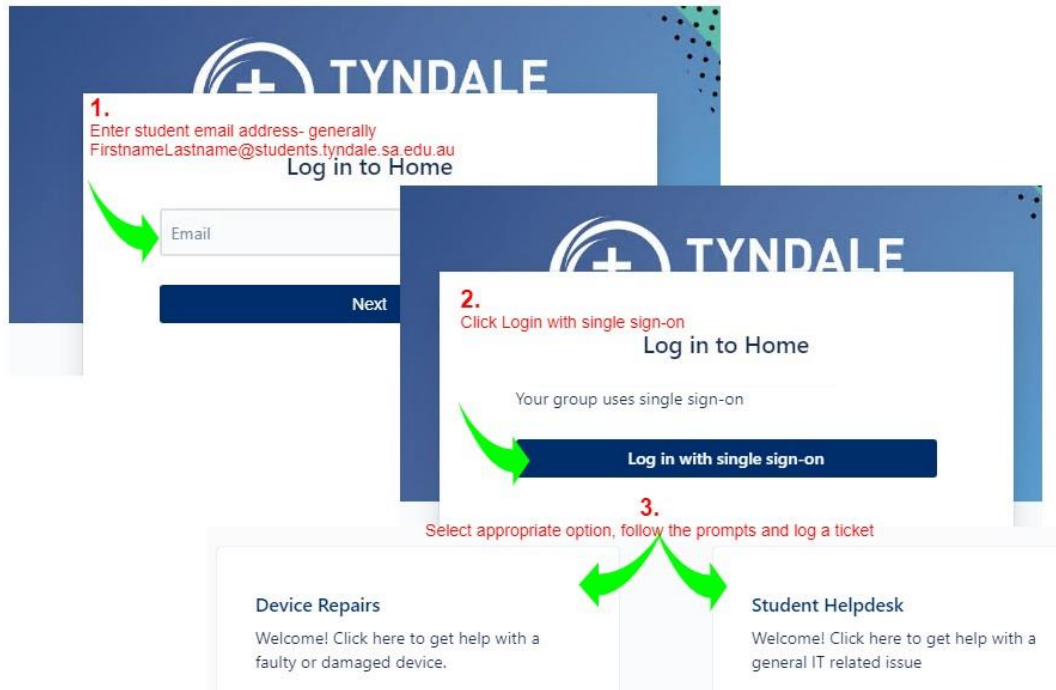
*Name, school location, year level of the student, contact number and a description of the issue.*

### **Parent Portal**

**Issues relating to Parent Portal must continue to be raised via:**  
[portalsupport@tyndale.sa.edu.au](mailto:portalsupport@tyndale.sa.edu.au).

**Help Desk Support**

**Alternatively, students can log a service desk ticket at <https://tyndale.atlassian.net/servicedesk>**



God bless

Joshua Martin  
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