

# BYO SOFTWARE ISSUES

issue	applies to	resolution	required files / websites / products
I don't have Microsoft Office or Adobe software installed.	All win + mac	Follow the guide to download and install your BYOD software	<a href="http://cronullahs.weebly.com/byod-software.html">http://cronullahs.weebly.com/byod-software.html</a>
When I try to get my license keys it says not available at this time	All win + mac	The server is busy, wait at least 30 minutes and reload the page *remember to copy the key down	
I am trying to activate MS office at school and keep getting errors	mac OS	This must be done on your home network due to the department's proxy filter	
Student Response Network (SRN) will not start in windows 8	win 8	Download and run the windows 8 libraries fix	<a href="http://studentresponsenetwork.com/download/">http://studentresponsenetwork.com/download/</a>
Java apps wont play on websites	All win + mac	Install the latest version of java * the website will auto detect the correct version for your system	<a href="https://www.java.com/en/download/">https://www.java.com/en/download/</a>
I had to reinstall my operating system and have lost all my BYO software	All win + mac	You will have to re-install your BYOD software, collect the installation files from the computer staff and remember to have your license keys ready when you install again.	

# HARDWARE ISSUES

issue	applies to	resolution	required files / websites / products
My Mac has a warranty issue eg. It wont power on or boot up	mac OS	You will need to get your device repaired or replaced for school use, ring Apple Customer Care 1300 321 456 or 133 622 to arrange for a warranty service call, this can be organised to be completed at school or at home.	A temporary loan laptop can be negotiated from the school, depending on the length of time required a small rental fee may be applied.
I have dropped my laptop and broken it	all	You will need to get your device repaired or replaced for school use, HiMark computers at Sylvania have prices and parts available for Lenovo laptops	A temporary loan laptop can be negotiated from the school, depending on the length of time required a small rental fee may be applied.
My laptop has an issue that may be warranty	all	You will need to get your device repaired or replaced for school use, contact the vendor or store that you purchased it from to organise a warranty call.	A temporary loan laptop can be negotiated from the school, depending on the length of time required a small rental fee may be applied.

# WIRELESS AND INTERNET ISSUES

issue	applies to	resolution	required files / websites / products
When I try to browse the internet nothing happens, my username/password box does not appear	All win + mac	Make sure your proxy settings have been entered correctly	<a href="http://cronullahs.weebly.com/get-connected.html">http://cronullahs.weebly.com/get-connected.html</a>
I cannot see the 'nswdet' WiFi network	All win + mac	Your BYOD laptop is not capable of 5GHz wireless, connect to the Cronulla-HS wireless or buy a dual band WiFi dongle	WiFi Dongle with minimum N600 standard eg. Netgear WNDA3100 <a href="http://www.netgear.com.au/home/products/networking/wifi-adapters/WNDA3100.aspx">http://www.netgear.com.au/home/products/networking/wifi-adapters/WNDA3100.aspx</a>
I cannot get onto the 'nswdet' WiFi network	All win + mac	Make sure you know your school internet account name and password and follow the connection guides, if you still can't get connected see a computer staff member for a password reset	<a href="http://cronullahs.weebly.com/get-connected.html">http://cronullahs.weebly.com/get-connected.html</a>
My proxy setting will not apply, the apply box is greyed out	win 7 + 8	Install Mozilla Firefox and enter the manual proxy settings from within Firefox *download and installation must be done on your home network	<a href="http://www.mozilla.org/">www.mozilla.org/</a>
Safari wont accept my username and password and keeps asking me to put it in	mac OS	Ddownload and install the Google Chrome browser for use at school	<a href="http://www.google.com/chrome">www.google.com/chrome</a>