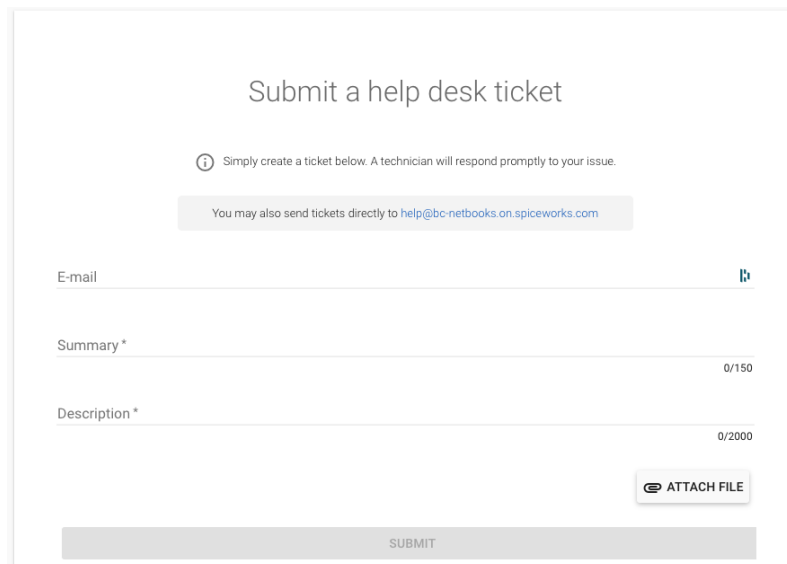# How to report a Technical or IT issue related to school equipment and accounts e.g. email or netbook issues

The school has recently setup an online portal that allows you to report any IT or technical concerns you have with school equipment or accounts. The following link will take you to a page with the following form to be completed.

http://bc-netbooks.bcweb.org.uk

Email
Please include your email address. The IT team will use this email address to make further communication with you about the issue you are having.

Summary
Please provide a quick overview of the issue. For example, if the problem relates to accessing a school email account because of password not known, "school email account – password problem" would be perfect. If the issue was related to a netbook device, the term "Netbook" followed by the main issue would be perfect. For example, "Netbook – screen not showing yet power is on".

Description
It is here that we ask you provide as much detail about the issue as you possible can. If the issue relates to a student's email account, please be sure to include the **students name**, **year group** and if known, their **school username**. If it relates to a technical problem with a netbook device, please be as specific and descriptive as possible about the issue. If there are any error codes or technical terms used to describe the fault, please also include these.

Attach File
This allows you to attach a file to the support request. For example, this could be a screenshot of the issue that you are facing. If it is a physical fault with a device, it could be a photo taken on a separate device. Multiple attachments are allowed if required.

NOTE: If you have more than one issue, please use separate requests to report them.