

Windows

- [Install Printers](#)
- [Finding your BitLocker recovery key in Windows](#)
- [Device encryption in Windows](#)
- [How to Disable BitLocker Encryption on Windows 10 and 11](#)
- [OneDrive sync problems](#)
- [Switching out of S mode in Windows - Microsoft Support](#)
- [How to Delete a Saved Wi-Fi Network on Windows](#)
- [Add an email account to Outlook](#)
- [Back up your folders with OneDrive](#)
- [Zscaler staff access](#)
- [How to add SharePoint document library to file explorer](#)
- [How To Fix The app you're trying to install isn't a Microsoft-verified app On Windows 11](#)
- [Switching out of Windows S mode](#)
- [Update @education password for printers](#)
- [Create and add an email signature in Outlook](#)
- [Setting up a new Windows laptop](#)
- [Setting up an Existing Windows laptop](#)
- [Touch Screen stopped working](#)

Install Printers

You must be on Campus to install printers.

Method 01: For **Students** or **Staff**

1. Open a web browser: Launch your preferred web browser on your device.
2. Navigate to the [Student](#) or [Staff](#) Dashboard.
3. Locate and click Install Printers.



4. After you are redirected, download and run the **Mobility Print** installer. (If not using Windows, select your system first)

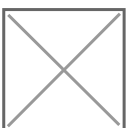


5. Select **8827-Follow-Me** and click next.



6. When the installer prompts for authentication, use your DE account:

- Students: **edu002**\username and your DE password.
- Staff: **edu001**\tonumber and your DE password.



7. Wait for printer installation to complete.

Method 02: For **Staff** (Windows Only)

1. Open the Run dialog: Press the Windows key and the letter "R" together (Win+R), or search for run in the Windows start menu.



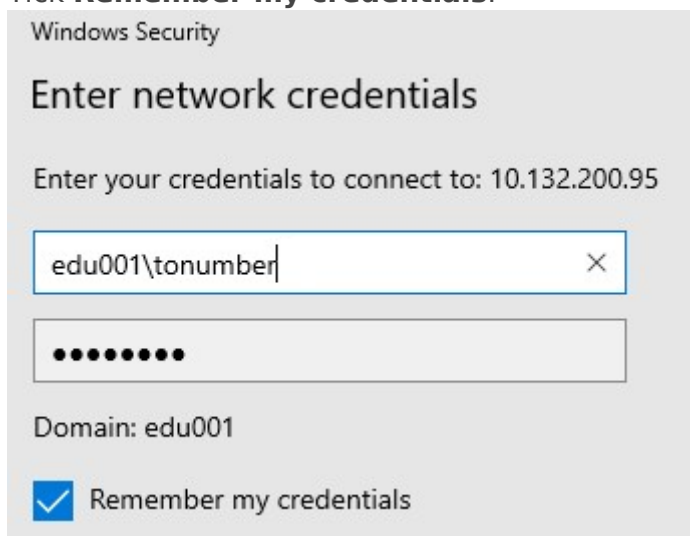
2. In the Run dialog box, type \\10.132.200.95 and click OK. This will connect you to the print server.



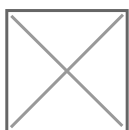
3. Enter username and password: You will be prompted to enter your username and password.

- **Staff:** edu001\tonumber and your DE password.
- **Students:** edu002\username and your DE password.

Tick **Remember my credentials**.

A screenshot of the Windows Security 'Enter network credentials' dialog box. The title bar says 'Windows Security'. The main heading is 'Enter network credentials'. Below it, it says 'Enter your credentials to connect to: 10.132.200.95'. There are two input fields: the first contains 'edu001\tonumber' and the second contains a series of dots representing a password. Below the password field, it says 'Domain: edu001'. At the bottom, there is a checkbox labeled 'Remember my credentials' which is checked.

4. File Explorer will open: Once you've entered the correct credentials, File Explorer will open, and you'll see a list of available printers. Double click the 8827-Follow-Me print queue. This will initiate the installation process for the printer on your device.



5. Wait for printer installation to complete.

Finding your BitLocker recovery key in Windows

<https://support.microsoft.com/en-us/windows/finding-your-bitlocker-recovery-key-in-windows-6b71ad27-0b89-ea08-f143-056f5ab347d6>

Device encryption in Windows

<https://support.microsoft.com/en-us/windows/device-encryption-in-windows-ad5dcf4b-dbe0-2331-228f-7925c2a3012d>

How to Disable BitLocker Encryption on Windows 10 and 11

<https://www.howtogeek.com/805225/disable-bitlocker/>

OneDrive sync problems

<https://support.microsoft.com/en-us/office/fix-onedrive-sync-problems-0899b115-05f7-45ec-95b2-e4cc8c4670b2>

Switching out of S mode in Windows - Microsoft Support

<https://support.microsoft.com/en-us/windows/switching-out-of-s-mode-in-windows-4f56d9be-99ec-6983-119f-031bfb28a307>

How to Delete a Saved Wi-Fi Network on Windows

<https://www.howtogeek.com/246104/how-to-delete-a-saved-wi-fi-network-on-windows-10/>

Add an email account to Outlook

Windows

<https://support.microsoft.com/en-us/office/add-an-email-account-to-outlook-6e27792a-9267-4aa4-8bb6-c84ef146101b>

macOS

<https://support.microsoft.com/en-us/office/add-an-email-account-to-outlook-6e27792a-9267-4aa4-8bb6-c84ef146101b#PickTab=macOS>

Back up your folders with OneDrive

Windows

<https://support.microsoft.com/en-us/office/back-up-your-folders-with-onedrive-d61a7930-a6fb-4b95-b28a-6552e77c3057>

macOS

<https://support.microsoft.com/en-us/office/back-up-your-folders-with-onedrive-d61a7930-a6fb-4b95-b28a-6552e77c3057#ID0EDBH=macOS>

Zscaler staff access



Background:

Due to a change in the way internet is delivered to Warragul Regional College in 2024, staff by default will now have the same access level as students. If Staff install the Zscaler client / software they can then receive the same filtering policy and security profile as regional and corporate staff, which is reasonably open with most content unblocked.

Actions Required:

Staff must install the Zscaler client / software if they require additional access, such as social media and streaming services.

Staff using a BYOD can also choose to have the app installed while connected at school, home or other locations, however it will filter content and inspect internet traffic (blocking bad sites) **24/7**. When accessing the internet for personal use the department policy and corporate profile may restrict the user experience.

If you want to later remove the client, a [Service Request](#) will need to be lodged to get a password to uninstall the software.

Installation:

The Zscaler client / software can be obtained from Teams [here](#) or via the [eduSTAR catalogue](#) (search for zscaler):

DET-Zscaler app - Windows-4.1.0.102 x64
 DET
 PC
 Zscaler, the creator of the Zero Trust Exchange platform helps you reduce business risk while enabling you to realize th...

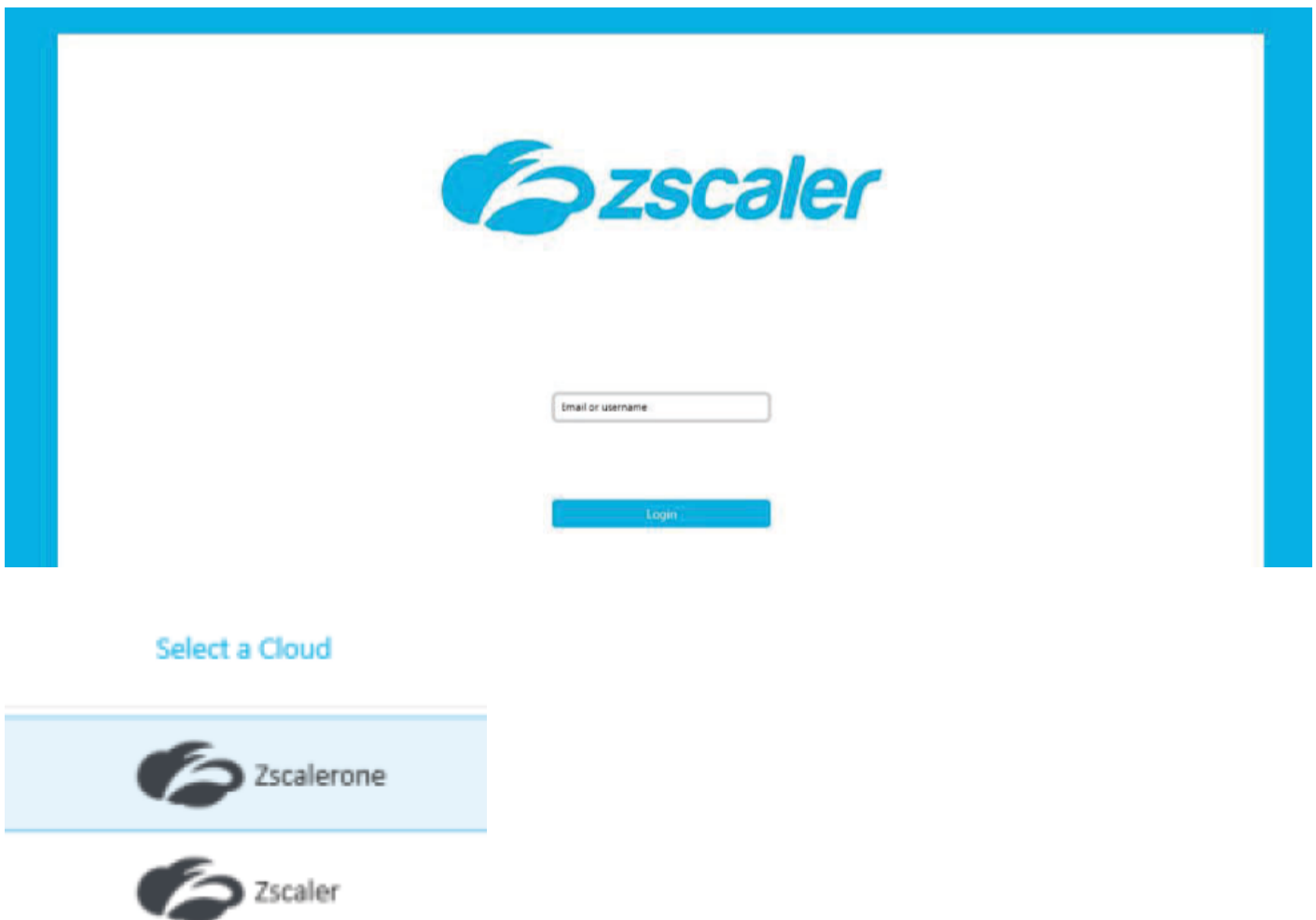
DET-Zscaler app - Linux - 1.3.0.31
 DET
 PC
 Zscaler, the creator of the Zero Trust Exchange platform helps you reduce business risk while enabling you to realize th...

DET-Zscaler app - macOS Version - 3.9.0.95
 DET
 MAC
 Zscaler, the creator of the Zero Trust Exchange platform helps you reduce business risk while enabling you to realize th...

DET-Zscaler app - Windows MSI 4.1.0.102 x64
 DET
 PC
 Zscaler, the creator of the Zero Trust Exchange platform helps you reduce business risk while enabling you to realize th...

Download the installer for your respective OS (Windows/Mac) and follow the prompts to install.

Once the client starts, login with your @education email address, and when given the option, select the top **Zscalerone**.



Follow any additional prompts, and the client should now be installed and running. Confirm by navigating to facebook.com or some other address which students do not have access to. If you are still blocked or have any other questions, please contact the IT department.

How to add SharePoint document library to file explorer

<https://www.youtube.com/watch?v=ihyvGX3MGUM>

<https://support.microsoft.com/en-us/office/map-a-network-drive-to-a-sharepoint-library-751148de-f579-42f9-bc8c->

[fcd80ccf0f53#:~:text=1%20In%20Internet%20Explorer%2C%20select%20the%20Settings%20icon,in%20the%20previous%20procedure.%20...%205%20Select%20Add.](https://support.microsoft.com/en-us/office/map-a-network-drive-to-a-sharepoint-library-751148de-f579-42f9-bc8c-fcd80ccf0f53#:~:text=1%20In%20Internet%20Explorer%2C%20select%20the%20Settings%20icon,in%20the%20previous%20procedure.%20...%205%20Select%20Add.)

How To Fix The app you're trying to install isn't a Microsoft-verified app On Windows 11

[How To Fix The app you're trying to install isn't a Microsoft-verified app On Windows 11 \(youtube.com\)](#)

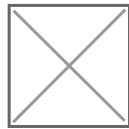
Switching out of Windows S mode

<https://support.microsoft.com/en-us/windows/switching-out-of-s-mode-in-windows-4f56d9be-99ec-6983-119f-031bfb28a307>

Update @education password for printers

Windows

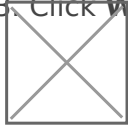
1. Open the Start menu.



2. Search for **Credential Manager**.



3. Click **Windows Credentials**.



4. Find and expand the entry for **10.132.200.95** or **8827SPRINT01**, click Edit.



5. Update the password field with your **new** @education password and click Save.



Create and add an email signature in Outlook

[Create and add an email signature in Outlook - Microsoft Support](#)

Setting up a new Windows laptop

1. Start the laptop and follow the Windows setup wizard prompts.
2. Sign in with or create a **personal** Microsoft account e.g. johnsmith@outlook.com.

*Note: All users under the age of 16 **must** be linked to a Family account.*

1. Once setup is complete, install the **Company Portal** app from the **Microsoft Store**.

*Do **not** sign in to the Company Portal app. This will be done on the first day of school.*

1. **Bookmark** and/or set the browser (edge recommended) home page to the **Student Dashboard**:

<https://wrc.vic.edu.au/student>

Please download and install NAPLAN from the Student Dashboard <https://wrc.vic.edu.au/student>
NAPLAN is not available for Chromebook



Setting up an Existing Windows laptop

1. Ensure any work or important files are ***backed-up*** via OneDrive, Google Drive, USB, etc.
2. Login to the laptop and search for **Reset this PC** in Settings.
3. Choose “Remove Everything” and follow the prompts.

Please download and install NAPLAN from the Student Dashboard <https://wrc.vic.edu.au/student>

NAPLAN is not available for Chromebook



Touch Screen stopped working

- 1. registry tweaks might disable touchscreen functionality for that user.

Fix:

Press Win + R, type regedit, and go to:

HKEY_CURRENT_USER\Software\Microsoft\Wisp\Touch

Look for TouchGate and ensure it's set to 1 (or delete it if unsure).

Restart your PC.