

Windows

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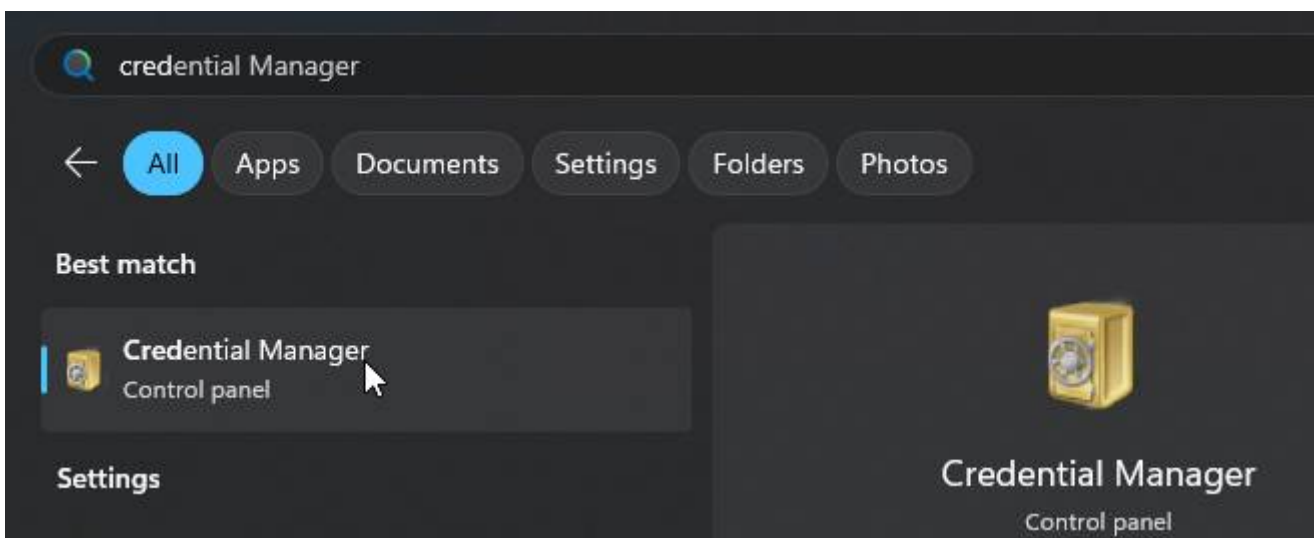
Updating Saved Passwords for Network Drives and Printers

If you have recently changed your `@education` or `@schools` password, you may need to update the saved password in **Credential Manager** to regain access to your network drives and printers.

Windows Instructions

Step 1 — Open Credential Manager

1. Open the **Start Menu**
2. Search for **Credential Manager**
3. Open the app



Step 2 — Open Windows Credentials

Click **Windows Credentials**.



Step 3 — Find Saved Network Drive and Printer Credentials

Look for entries named:

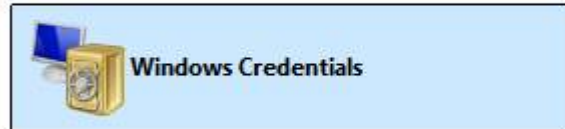
- 10.132.200.95
- 8827SPRINT01
- Any other entries starting with:
 - 10.132
 - 8827

These entries may be used for network drives and printer access.

Click each entry to expand it, then click **Edit**.

Manage your credentials

View and delete your saved log-on information for websites, connected applications and networks.



[Back up Credentials](#) [Restore Credentials](#)

Windows Credentials

[Add a Windows credential](#)

10.132.200.95 — or 8827SPRINT01

Modified: 15/07/2024 ^

Internet or network address: 10.132.200.95

Username: edu001\10020431

Password: ••••••••

Persistence: Enterprise

[Edit](#) [Remove](#)

Step 4 — Update Your Password

Update the password field using your **new** `@education` or `@schools` password.

Edit Windows credential

Make sure that the username and password that you type can be used to access the location.

Internet or network address
(e.g. myserver, server.company.com): 10.132.200.95

Username:

Password:

Username Format

Staff

edu001\username

Students

edu002\username

Click **Save** when finished.

Finished

Your network drives and printers should now reconnect correctly.

If you still have issues:

- Restart your laptop
- Try printing again
- Check your network drive access
- Contact the IT Department if the problem continues

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>

Create and add an email signature in Outlook

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

Device encryption in Windows

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

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>

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.>

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/>

How to Disable BitLocker Encryption on Windows 10 and 11

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

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

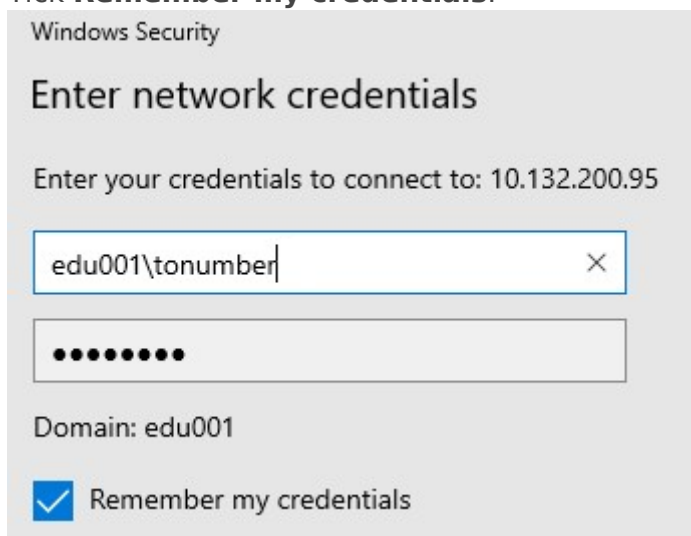
[How To Fix The app you're trying to install isn't a Microsoft-verified app On Windows 11 \(youtube.com\)](#)

How to Install Printer Windows

You must be on Campus to install printers.

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.
33192
2. In the Run dialog box, type \\10.132.200.95 and click OK. This will connect you to the print server.
33187
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.**



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.

33189

5. Wait for printer installation to complete.

How to Map a Network Share to a Drive Letter

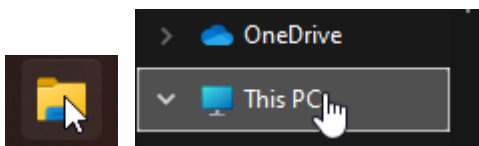
☐☐ What You'll Need:

- The path to the network share (e.g., `\\servername\sharename`)
- Optional: Username/password if required by the network share

☐☐ Step 1: Open File Explorer / This PC

Instructions:

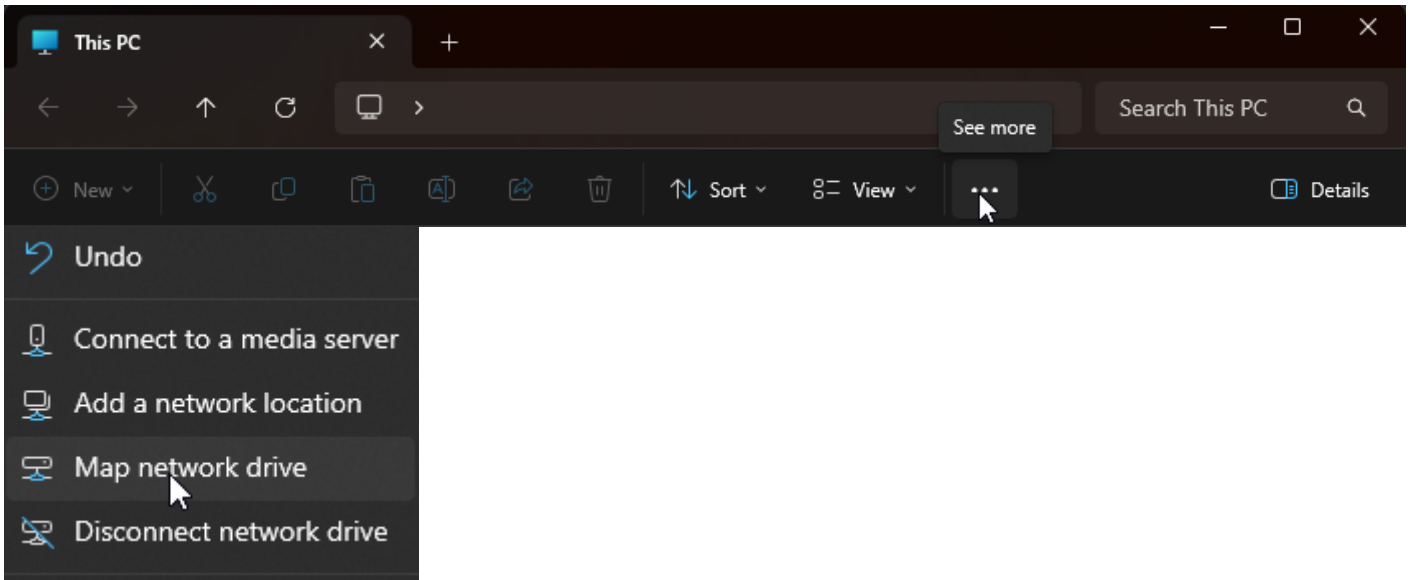
- Press `Windows + E` to open **File Explorer**
- Or click the **folder icon** in the taskbar
- If you are not already in there, In the left-hand sidebar, click on **This PC**



☐☐ Step 2: Click "Map Network Drive"

Instructions:

- In the top toolbar, click on the **three-dot menu** (...)
- Choose **"Map network drive"**



☐☐ Step 3: Choose Drive Letter and Folder Path

Instructions:

- Select an available **Drive Letter** (like `Z:`)
- In the **Folder** field, type the path to the network share (e.g., `\\ServerName\ShareName`)
- Optionally, check:
 - **Reconnect at sign-in** if you want it to persist
 - **Connect using different credentials** if needed

What network folder would you like to map?

Specify the drive letter for the connection and the folder that you want to connect to:

Drive:

Folder:

Example: \\server\share

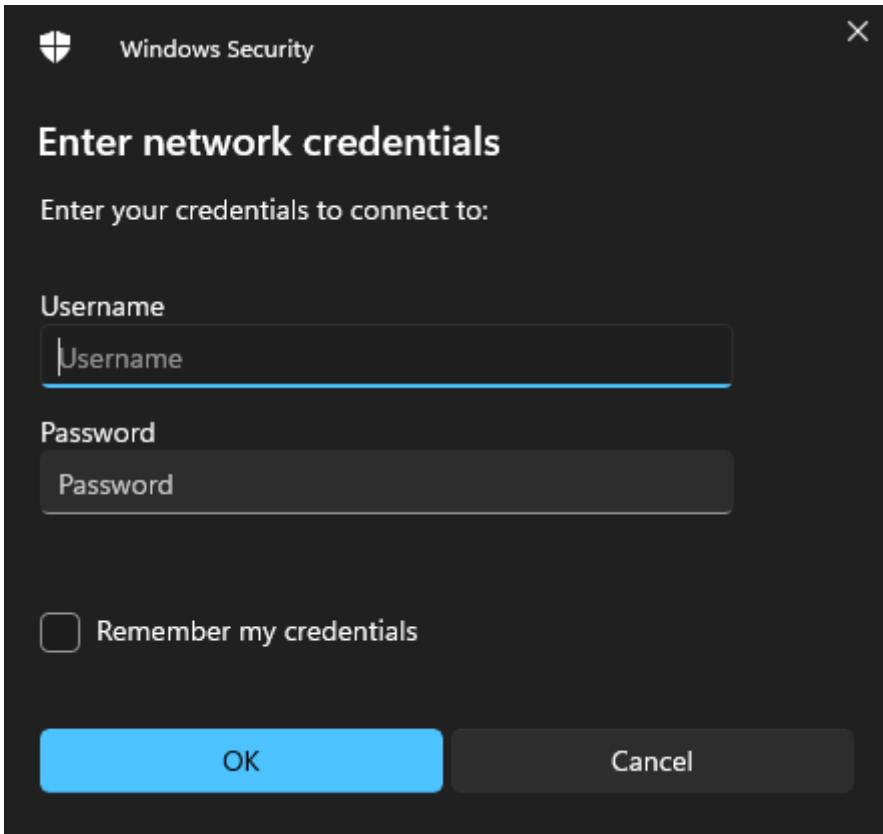
- Reconnect at sign-in
- Connect using different credentials

[Connect to a website that you can use to store your documents and pictures.](#)

Step 4: Enter Network Credentials (if prompted)

Instructions:

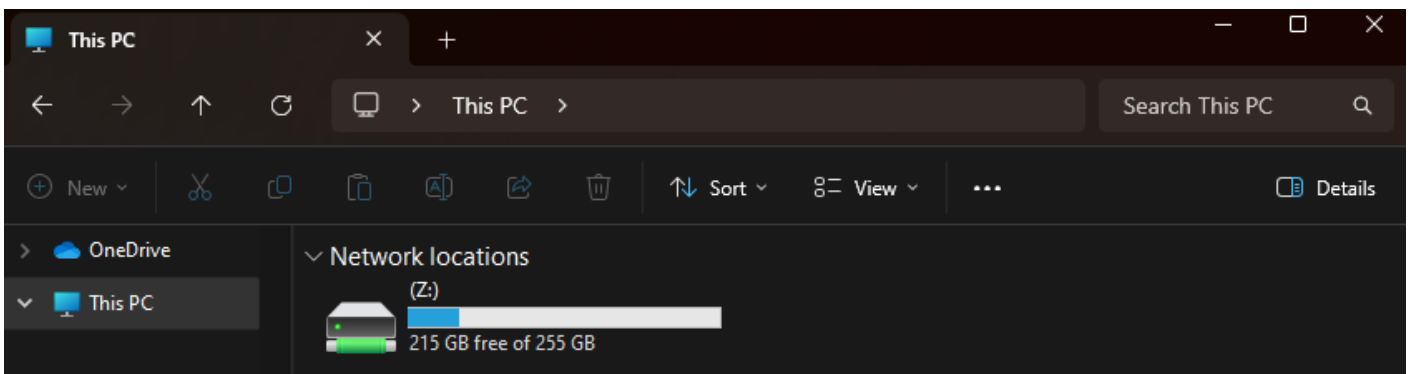
- If the share requires a username/password, a login prompt will appear.
- Enter your **credentials**, and check **Remember my credentials** if you don't want to enter them every time.



☐ Step 5: Access the Mapped Drive

Instructions:

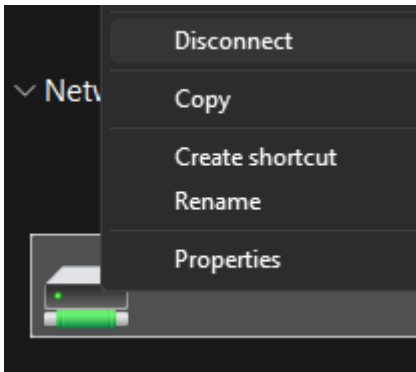
- You'll now see the new drive in **This PC** under **Network Locations**
- You can open it just like any other folder / drive.



☐ Done!

You've successfully mapped a network drive to a drive letter in Windows 11. It will now show up in File Explorer every time you log in (if you selected the "Reconnect at sign-in" option).

If you want to remove this mapped drive at any time, simply **right click** it and choose **disconnect**.



How to Map a Network Share to a Folder

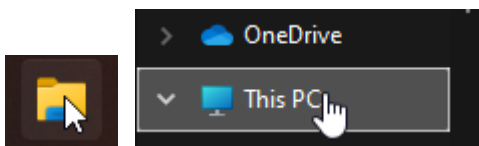
☐☐ What You'll Need:

- The path to the network share (e.g., `\\servername\sharename`)
- Optional: Username/password if required by the network share

☐☐ Step 1: Open File Explorer / This PC

Instructions:

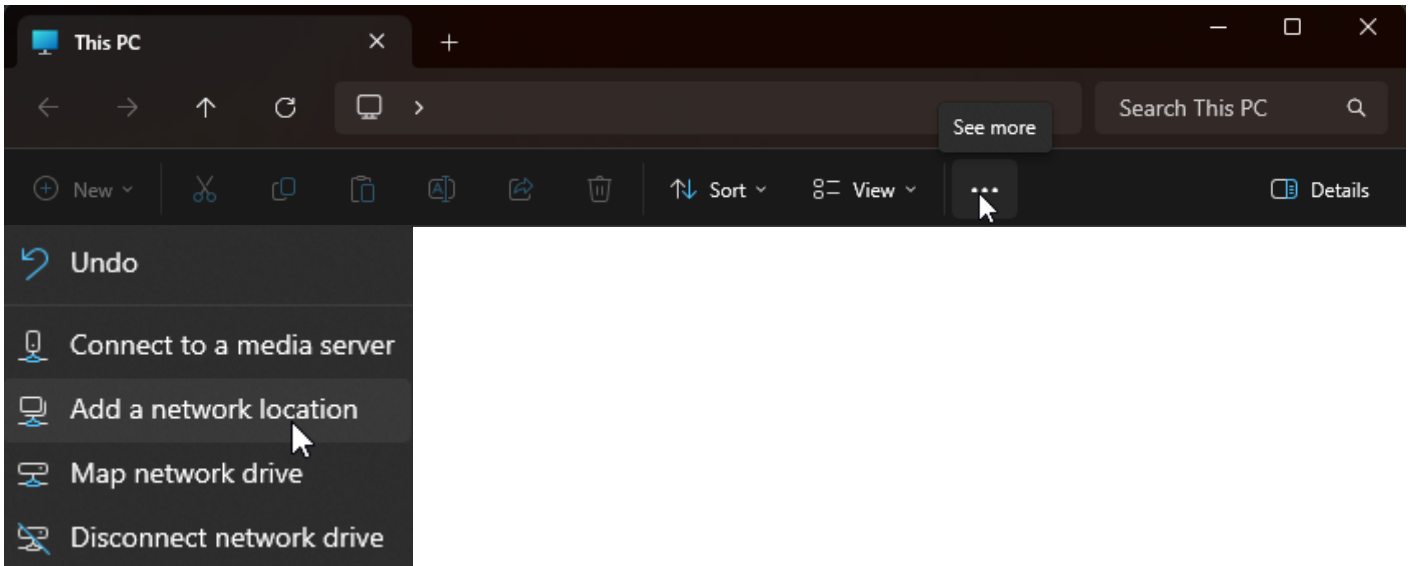
- Press `Windows + E` to open **File Explorer**
- Or click the **folder icon** in the taskbar
- If you are not already in there, In the left-hand sidebar, click on **This PC**



☐☐ Step 2: Click "Add a network location"

Instructions:

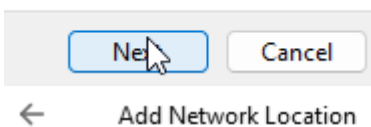
- In the top toolbar, click on the **three-dot menu** (...)
- Choose **"Add a network location"**



Step 3: Choose Folder Path and Name

Instructions:

- Follow the prompts. Click next, then next again.
- In the **Internet or network address** field, type the path to the network share (e.g., `\\ServerName\ShareName`)
- Click **next**, then choose a **Name** to call the folder.
- Click **next** and then **finish**.



Specify the location of your website

Type the address of the website, FTP site or network location that this shortcut will open.

Internet or network address:

[View examples](#)

What do you want to name this location?

Create a name for this shortcut that will help you easily identify this network location:

\\10.132.200.97\Imports\$\.

Type a name for this network location:

My Stuff

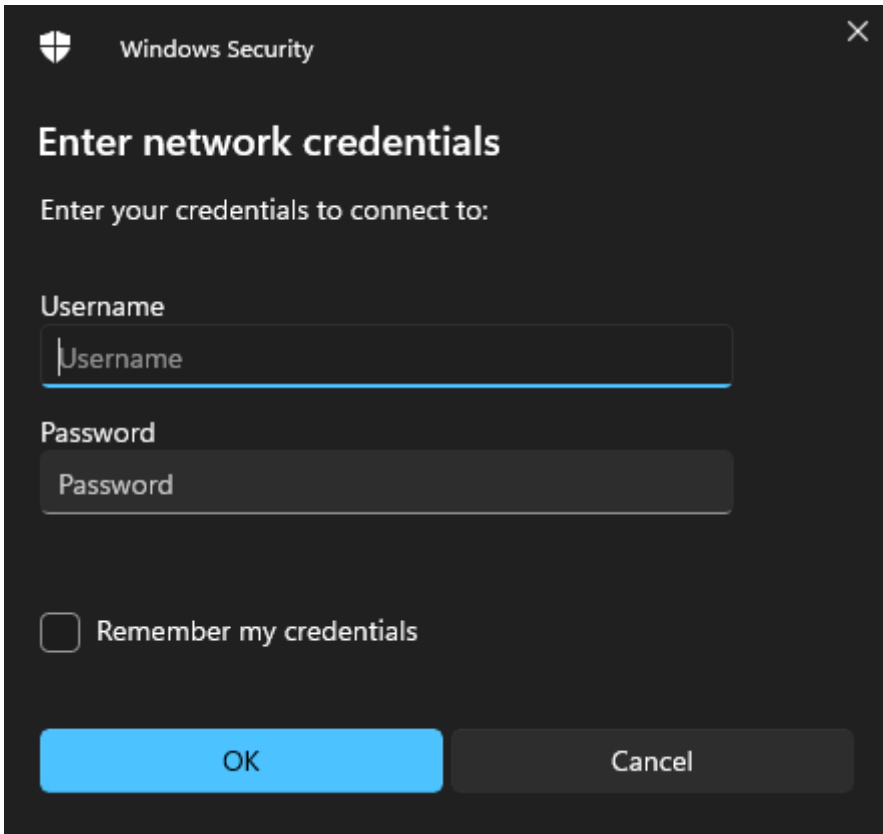
Next

Cancel

Step 4: Enter Network Credentials (if prompted)

Instructions:

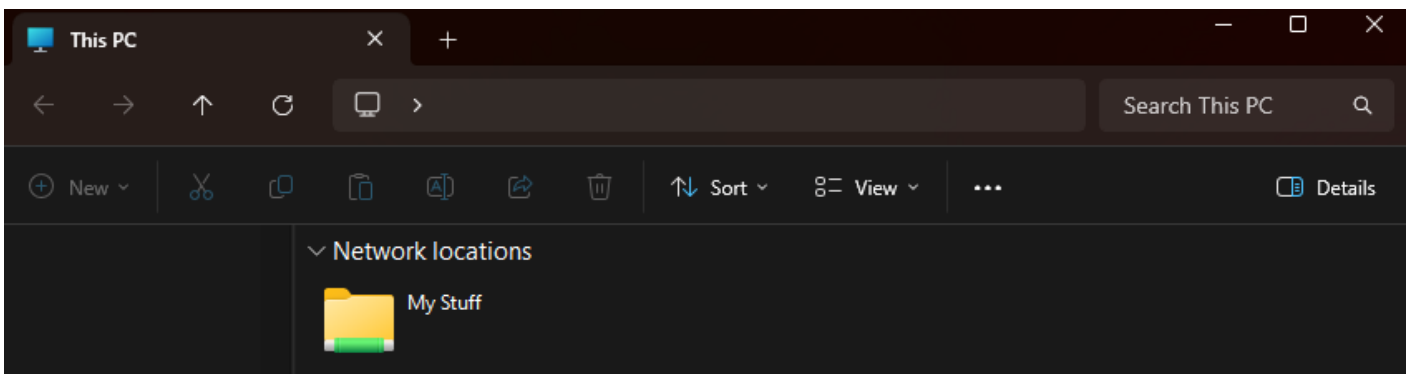
- If the share requires a username/password, a login prompt will appear.
- Enter your **credentials**, and check **Remember my credentials** if you don't want to enter them every time.



☐☐ Step 5: Access the Mapped Folder

Instructions:

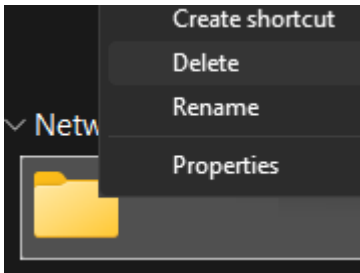
- You'll now see the new folder in **This PC** under **Network Locations**
- You can open it just like any other folder / drive.



□ Done!

You've successfully mapped a network drive to a folder in Windows 11. It will now show up in File Explorer every time you log in.

If you want to remove this mapped folder at any time, simply **delete** it like you would any other folder.



OneDrive sync problems

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

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>

Task Manager No Longer opening after running NAPLAN

1. Press `Win + R`, type `regedit`.
2. Navigate to:
`HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Policies\System`
3. Look for a value named `DisableTaskMgr` and delete it or set it to `0`.

Touch Screen stopped working after running NAPLAN

1. 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.