

There have been some requests for technical assistance during the items pickup time at the schools.

We are currently working on a process and protocol to handle technology repair requests. For now please place a Helpdesk call either through <https://intranet.nbed.nb.ca/helpdesk/> or by phone at 1-888-636-3131 and we will triage the request and do all possible assistance on software issues remotely while you are at home. For those calls that are hardware related, further information on that process will be forthcoming.

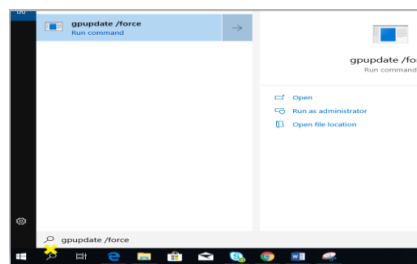
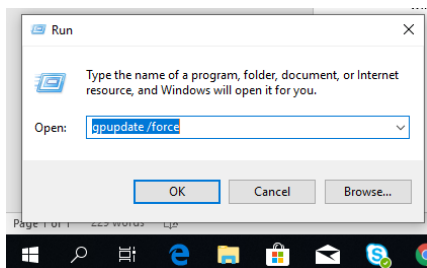
Our technicians are working remotely from home and will only be on site at a location if they need something they have forgotten, to work from home.

If you are picking up your laptop at the school we ask that you power on your laptop and login to it before leaving the building, should your laptop have been powered up and idling in your absence please perform a fresh reboot before packing up to take home. This will allow all policies and updates to be applied to your laptop to ensure you do not experience any difficulties when you return home.

As a final note, a fresh restart should kick start the policy update process, as a surefire method you can manually initiate this process by using the “**gpupdate /force**” command from the windows run bar, windows search function or command prompt.

Windows 10:

Right click the windows symbol in the lower left corner and select run, then type the command as bolded above into the run bar, or as an alternative using the Windows search window, small magnifying glass lower left side of task bar. As with the first option, type the command into the search window. Screenshots enclosed.



Windows 7:

Left click the windows Globe in the lower left corner of the screen, in the search bar enter the command as displayed above “**gpupdate/force**”

