

## Free IT Support Helpdesk

As part of the Department for Education's overarching strategic partnership, i-trust (part of the Cover Group), in association with Children England, are opening a free IT helpdesk for voluntary, community and social enterprise sector organisations that work with children, young people and families. The helpdesk will be able to give advice and guidance on IT/ICT matters as well as 1st Tier IT support which may include but is not limited to;

- Confirming general hardware set-up
- Initial information gathering – including details of the reported issue and what happened just before the problem presented itself
- Resolving basic user issues
- General software support and advice
- Verification of correct hardware/software set up and configuration
- Assistance with general navigation and usage of core software applications
- Sign-posting to further sources of advice and support including remote support and onsite technical assistance

## The service will launch on Monday 30<sup>th</sup> January 2011

The IT support can be accessed in two ways. To speak to an adviser, call the helpline on **0800 028 0085**. This will be available from 09:00 to 16:00 Mondays to Fridays, excluding Public and Bank Holidays. Any calls outside of the core hours will be dealt with when the helpdesk is next open.

Alternatively, you can use the dedicated email address: [support@i-trust.org.uk](mailto:support@i-trust.org.uk). Support requests by email will be dealt with, where possible, by next working day but within 3 working days.

*This service is provided on behalf of the Department for Education's overarching strategic partnership for voluntary, community and social enterprise sector organisations that serve children, young people and families. Led by Children England, and working with Community Matters, NCVYS, NAVCA, the Race Equality Foundation and Social Enterprise UK, the programme will include information, learning resources and opportunities, and peer support networks. For more information please [click here](#).*