



pcMedia is extending our remote support services to students at home.

This is limited to supporting applications students use for school purposes and assisting in connecting the student device to the internet.

For any support requirements:

Please email support@pcmedia.co.nz from your school email account.

Please provide your name and a phone number, along with the issue that needs resolving.

If you are unable to email from your school account please add your school name to the subject line of your email.

Upon receiving your email, one of our team will come back to you with the steps we need to take to resolve your issue. We may need to remote into your device, in which case we will need you to download a Teamviewer application from our website.

<https://www.pcmmedia.co.nz/support/> One of our staff will assist with this process.

Please note our hours of service are from 8.30am to 5.00pm, Monday to Friday.

We will be with you as soon as staff come available and appreciate your patience.

If required please contact us on 0800 578 1100.

If possible, please email our team as described above first.

Please be aware we will not be able to fix non-school related issues as part of our service. All care will be taken in resolving your issues, although pcMedia takes no responsibility for non-school faults or hardware failures.

Kind Regards

The pcMedia team.