

WSCC Property Portal

Troubleshooting

Using the correct website LINK

Please ensure that the correct link is used to access the Property Portal, shown below or it is searchable on the internet by searching "wscc property portal".

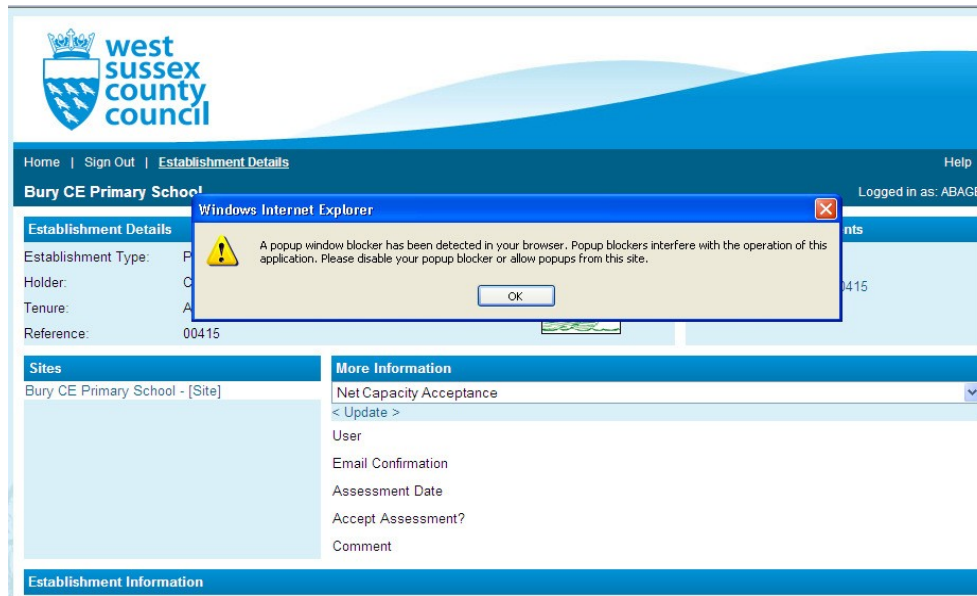
<http://buildings.westsussex.gov.uk/PropertyPortal/faces/index.jspx>

Compatibility View Settings

When you are at the login welcome page above, under the "**Tools**" menu, find the "**Compatibility View Settings**" and you'll see that the westsussex.gov.uk site will be shown, you'll be able to "Add" this to your compatible sites below by hitting the "**Add**" button, then click "**Close**". You'll then need to retry by logging in again. This will ensure you can view and amend functions within the Portal.

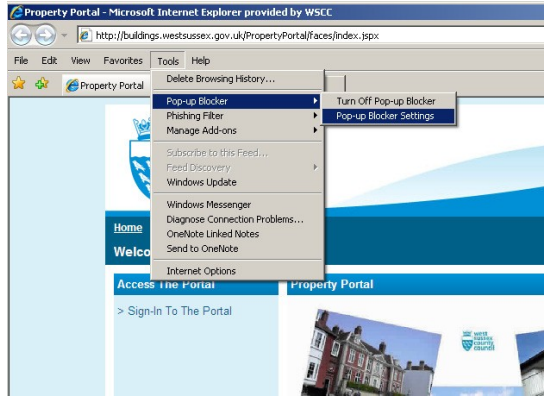
Pop-up Blockers

You may come across pop-up blocks, this was unforeseen and whilst we do not anticipate any further problems we cannot rule them out. Should you get a "pop up" message please follow the instructions below:-

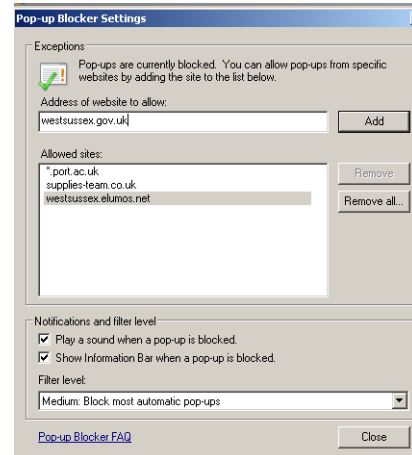


1. At the point in which the pop-up blocker occurs, click "OK" to close the box.
2. Click on the "Tools" menu at the top of the page and choose "Pop-up Blocker Settings"

WSSC Property Portal



3. Once the Settings box appears, add the words “westsussex.gov.uk” and/or “buildings.westsussex.gov.uk” and click “Add” and then “close”.

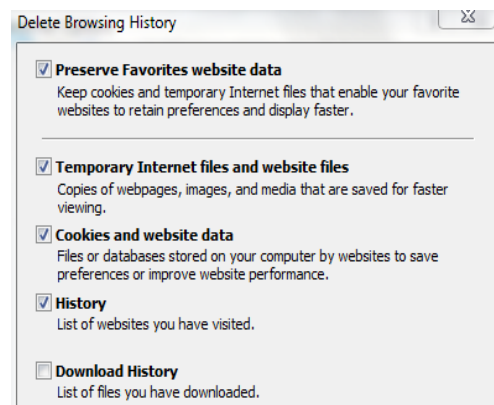
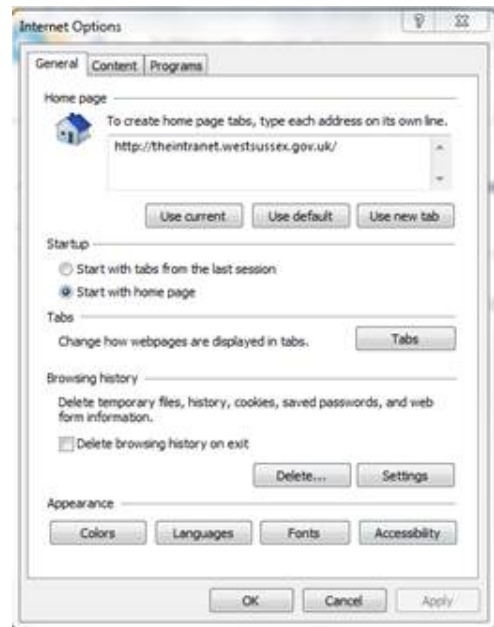


4. You should then refresh your webpage and try again.

INTERNAL SERVER ERRORS

If you're receiving errors such as “500 internal server error”, is to go to Internet tools> Internet options>

Under Browsing History, click the Delete tab





You may need to delete “cookies and website data” or others

WSCC Property Portal

listed to ensure the website works without your error message, but you may want to check with your IT support before doing so, if you rely on website logins to remember for you.

Schools IT Support Team



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Search

A to Z search: **A B C D E F G H I J K L M N O P Q R S T U V W X Y Z #**

Home

Living

Learning

- Schools (ages 4-16)
- Children and families
- Ages 16+ and adults
- Special educational needs (SEN)
- West Sussex Grid for Learning
 - Support for school staff
- Management information and services
 - Curriculum
- School places
- West Sussex Music
- Learning resources
- School transport

Your Council

Doing business

Leisure

Home > Learning > West Sussex Grid for Learning > Management information and services > IT support for schools > **Schools IT Support Team**

Schools IT Support Team




The Schools IT Support Team (SITST) can be contacted in the following ways:


- Phone - Service Desk: 01243 777300 (calls to the Service Desk may be recorded for quality and training purposes)
- Fax: 01243 775072
- Post: Schools IT Support Team, County Hall, Chichester, West Sussex, PO19 1RG
- Email: sitst@westsussex.gov.uk
- Map to our office in Power Place, Chichester


Use the index below to locate support resources, information and downloads for your school.

- Frequently asked questions**
This page containing links to questions commonly asked by schools regarding support and installation of software and hardware.
- IT hardware maintenance support**
Information on supported IT hardware under the maintenance support contract.
- Online computer hardware inventory update request form**
It is important that you complete this form fully, particularly in relation to the asset number which may be found on the blue label attached to the equipment.
- Schools software downloads**
The download is only available to West Sussex school staff who have logged on to this website. More will be added over the next few months.
- SITST customer feedback form**
Use this page to send feedback to SITST.
- SITST price list**
Introduction to the price list produced by SITST. You can also view important notes relating to placing your orders.
- SITST SLA and Supported Technology List**
The information on these pages makes up the Schools IT Services Team's supported technology list as referred to in the IT Services SLA.
- Support**
Support information from the Schools IT Support Team.
- West Sussex Support helpdesk**
Having problems with IT in your school? Log a help call to West Sussex Support here.

Get in touch >>

-  **Alert me**
-  **Contact us**
-  **Have your say**

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Related links >>

- Schools Computer Administration Service (SCAS)
- ICT Strategy & Initiatives
- SITST Service Level Agreement