

## Unexpected characters when inputting keys

If you press	And get
[SHIFT] [3] for a hash (#)	Pound sign (£)
[SHIFT] [2] for an at sign (@)	Double quotation mark (")
Backslash (\)	Hash (#)

### You may have the wrong keyboard type selected in Windows...

Hold down the **Windows** key and press the **spacebar**.



A language selector should appear.

While continuing to hold down the Windows key, select **English (Australia)**

**DO NOT USE** English (United Kingdom)



**NOTE:** Some language subjects (e.g., Japanese) may require another keyboard type selected to enable characters to be inputted in that language set. Your teacher will advise you if this is required.

### If you need to add a keyboard type

#### Windows 11

1. Click the **Start** button (bottom-left corner)
2. Click on the **Settings** (cog) icon (see All Apps if not available)
3. On the left panel, Click the **Time & Language** tab
4. Click on **Language & region**
5. Click on **Add a language**
6. Add **English (Australia)**

#### Windows 10

1. Click the **Start** button (bottom-left corner)
2. Click on the **Settings** (cog) icon (left panel)
3. Select **Time & Language** (click Home in top-left if not visible)
4. On the left panel, click on the **Language** tab
5. Under **Preferred languages**, select **Options**
6. Select **Add a keyboard**
7. Add **English (Australia)**