Unity College

Student 1:1 Laptop Computer Program

Policy and Guidelines Booklet
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EDUCATIONAL OPPORTUNITIES OF A 1 TO 1 LAPTOP PROGRAM

Contemporary learning environments offer flexibility and opportunities for collaboration, independence and connectivity to global resources. This sort of anytime, anywhere learning is supported by access to portable technologies (eg laptops)

The Brisbane Catholic Education approach is developed out of the following emerging issues related to the National Secondary School Computer Fund (NSSCF) program and implications for contemporary learning and teaching in all schools in Brisbane Catholic Education. This federally funded project ends in 2014.

*Learning and Teaching:*

- Learners and teachers create contemporary learning environments and quality learning outcomes as they shape and enrich their own and others’ worlds.
- Contemporary learning is personalised and provides anytime, anywhere access for students to portable technologies.
- Teachers’ access to the Australian Curriculum and supporting professional resources will be delivered online.
- Brisbane Catholic Education is establishing access to teacher and student online learning and teaching environments and content.

*This is underpinned by the following assumptions:*

- The world of students within and beyond the school is connected by the use of contemporary information processing, communication and collaboration tools.
- Teachers engage in continuous learning to enhance their professional practice and the practices of their students.
- School and organisation leaders create the conditions that enable the vision to be realised.
- Parents are empowered to become actively involved in their child’s education by accessing online communication, learning, reporting and monitoring systems.
- Planning and resourcing is future focused and flexibly delivered within the learning context of the school.
- Accountability and improvement are reviewed through the School Cyclical Review process.

*21st century education integrates technologies, engaging students in ways not previously possible, creating new learning and teaching possibilities, enhancing achievement and extending interactions with local and global communities.*

*MCEETYA – Contemporary Learning: Learning in an Online World (2005)*
OVERVIEW OF STUDENT AND PARENT RESPONSIBILITIES

Students and parents will be responsible for the overall care of the laptop computer. Students will have full local administrator rights to the laptop computer and will be responsible for its ongoing maintenance including updates and reimaging. Students will be trained to be competent users and maintainers of their assigned loan laptop computer.

Unity College will provide students with Dell Accidental Damage Protection Insurance, which provides for repair or replacement of the loan Dell Latitude™ laptop for any accidental damage that is caused by accidents.

A protective bag will be supplied. Students will be required to carry the laptop computer in its bag at all times. In the interest of student safety, laptop computers are not to be used in a public place. The laptop is to be treated with care and stored in its bag when not in use. The College will implement regular hardware, software and data inspections. Students will be subject to the terms of the Acceptable Use Agreement.

Students will be encouraged to back up their data regularly. They will be supplied with access to Skye Drive for the storing of their data. All students will be responsible for the backup of their data on their sky drive and/or any other form.

All laptops will include all necessary software to assist the learning of the student. Students will not be permitted to install any other applications that do not have the proper licensing without the permission of the College or delete any of these applications or any of the existing folders. Students will also be able to install additional home-based printers, scanners and other peripheral devices if they wish.

The laptop is a tool to assist learning and should not be used for any other purpose. Students must be aware of and abide by the Acceptable Use Agreement. Failure to abide by the user agreement could result in disciplinary action in line with the Behaviour College Management Policy.

Laptop computers will be recharged at home each night ready for the next school day. The laptop can be connected to the student’s home internet at the parent’s discretion. Parents are encouraged to supervise proper usage of laptops at home, especially whilst students are using the internet.

"Learning will not take place only inside schools and colleges, but in communities, workplaces and families. The shift to thinking about learning beyond the classroom requires a shift in our thinking about the fundamental organizational unit of education...from the school, an institution where learning is organized, defined and contained...

...to the learner, an intelligent agent with the potential to learn from any and all of her encounters with the world around her.”

Tom Bentley, DEMOS
Terms and Conditions of the Acceptable Use Agreement

General Conditions of Use of College Resources

i. By accessing and using the ICT and other learning resources provided by Unity College, you are agreeing to abide by these Terms and Conditions of the Acceptable Use Agreement.

ii. These terms and conditions apply to all Unity College resources, regardless of how they are accessed. This includes access to computers, materials, equipment and other physical learning resources.

iii. Only devices issued or authorised by Unity College will be permitted to connect to the College network, via wired or wireless connection. Authorisation must be granted by a member of the College Leadership Team – Principal, Head of Secondary, Assistant Principal (Curriculum). This includes all student personal computers and devices.

iv. Loaned laptop computers must be used in accordance with the warranty conditions so as not to negate the vendors Warranty.

v. While staff and students may be called upon in the course of their duties to undertake activities beyond those permitted by the terms of this agreement, it is expected that any such activities undertaken must be done in accordance with the spirit of this statement.

Ethical, Legal and Responsible Use of Learning Resources

vi. Unity College requires all users of its Learning resources to do so in an ethical, legal and responsible manner.

vii. Users of Unity College Learning resources must be aware that uses of these resources are subject to the full range of laws that apply to communications, workplace health and safety requirements and to Unity College policies. Such laws and principles includes users' obligations in relation to copyright, intellectual property, breach of confidence, defamation, privacy, bullying/harassment, vilification and anti-discrimination legislation, the creation of contractual obligations, and other civil and criminal laws.

viii. Unity College’s resources must not be used for unauthorised commercial activities or unauthorised personal gain. Actions performed using Unity College’s resources must comply with the terms of any licence and contract agreements.

Copyright and Intellectual Property Rights

ix. Users must not, through the use of Unity College resources, copy, download, store or transmit material which infringes copyright or the intellectual property rights of others without appropriate approval. Such material includes music files, movies, videos or any other form of media.

x. Users should be aware that actions performed using computer and network resources, regardless of any disclaimers that might be made, ultimately reflect on our educational institution and community as a whole. This is particularly relevant where users post or submit material in a way that makes it publicly available over the internet.
Security and Privacy

xi. Users have a role to play in ensuring the security and privacy of information transmitted by use of the ICT resources. Users are issued with unique usernames and passwords, which should be kept strictly confidential at all times.

xii. Users must protect systems, information and accounts by:

- choosing a secure password which is changed regularly (a secure password is one that is difficult to guess, for example, containing a combination of letters, numbers and symbols and not simply a name or date of birth)
- using access to ICT resources only as authorised;
- respecting the privacy and confidentiality of information that they may come across through access to the resources;
- only downloading, installing or using authorised software;
- reporting any breach or prospective breach of network security to the appropriate technical personnel;

xiii. Unacceptable conduct by users which could result in a breach of security or privacy includes:

- disclosing your username and password details to another person;
- disclosing other private or confidential information to unauthorised persons;
- gaining unauthorised access to any systems by any means;
- using Unity College’s ICT resources to attack or compromise another system or network;
- downloading, installing or using unauthorised software programs;
- deliberately installing computer viruses or other malicious programs;
- accessing or intercepting others’ electronic communications without permission.

xiv. Users should not, as a general rule, display personal information about themselves in a way that is publicly available. Where such disclosure is made through authorised avenues (for example, by the use of email or an official website), users should be aware that invasions of privacy may sometimes occur and it is outside Unity College’s control to prevent such instances from occurring.

xv. Users are reminded that email should not be used to send sensitive and confidential information.

xvi. Users must, however, be aware that the operation and maintenance of systems often requires the backup and catching of data, the logging of activity and the monitoring of general usage patterns and as such, complete confidentiality and privacy cannot be guaranteed. Unity College may also be required to inspect or provide copies of communications where required to by law, or where the investigation of possible misuses of resources is required.

Breaches of these Terms and Conditions of the Acceptable Use Agreement

xvii. The breach of these Terms and Conditions of the Acceptable Use Agreement will be taken seriously and may result in disciplinary action being taken in line with the Behaviour Management Policy.

xviii. Examples of possible consequences range from loss or restriction of access to Learning resources, to formal disciplinary action for breach of College Behaviour Management Policy. Cases of serious, deliberate, and/or criminal breach will be referred to external authorities and may result in civil or criminal proceedings.
STUDENT ACCEPTABLE USE AGREEMENT FORM

STUDENT & PARENT 1:1 LAPTOP COMPUTER GUIDELINES

Unity College

Student and Parent 1:1 Laptop Computer Guidelines
This document should be read in conjunction with the 1:1 Laptop Operating Procedures document.

1. Education Purposes
a. The use of the loaned laptop is for student educational purposes.
b. The laptop computer comes pre-installed with all the necessary software for student use. Only College authorised software is to be stored on the laptop computer.
c. The College reserves the right to carry out software, hardware and data inspections of laptop computers at anytime.

2. Student Responsibilities:
a. Take reasonable care of the equipment to protect it from accidental damage and secure it from theft.
b. To not remove any identification labels from the laptop computer. Laptops are to be kept clean and free from graffiti and stickers. Replacement costs will be issued to students for damaged or vandalised labels.
c. To charge the laptop computer at home each evening.
d. Carry the school laptop computer in the protective bag issued with the device.
e. To use the laptop computer in a safe working environment at all times.
f. To load appropriate software onto the laptop computers that is licensed to the College. Students are not permitted to copy, transfer or delete software.
g. Store and back up electronic files on the Skye Drive.
h. Log any fault with the device to only DELL or i2. Other technicians, companies are unable to service the device.
i. To not bring chargers to school.
j. **When not in use, the laptop computer should be in its protective bag inside the student’s locked locker.**

3. Parent Responsibilities:
a. Ensure students fulfil their responsibilities as outlined above.
b. Monitor student use of the computer when at home including their Internet use.
c. Ensure the student has their computer at school each day, like any other resource, in a condition that will enable it to be usable for educational purposes.
d. Comply with the policy of the school in relation to the return/transfer of the device in the event of the student leaving the school prior to the end of Year 12.
e. Take reasonable care of the equipment to protect it from accidental damage and secure it from theft.
f. Do not load any third party virus software onto the school issued device.

4. Data Backup and Software Upgrading
a. Students are responsible for the backup of all data as recommended by the College.
b. Students are responsible to ensure that all software is kept up to date. (eg. Operating System and installed Virus Software).
5. Technical Support
a. Students will be given full local administrator rights of their laptop computer.
b. In the event of a software or hardware malfunction students may contact Information Technology Office (i2) (during the advertised hours) or Dell Pro Support for assistance.
c. No school devices are to be taken to any other repairer.

6. Use of the College Wireless Network and Internet Access
a. The use of the College Wireless Network and all associated infrastructure are available for educational use with student laptop computers.
b. The internet is only to be accessed through the College Wireless Network.
c. Students and/or parents are not to remove the virus software provided and replace it with another type of virus software.
d. Specific network settings are not to be removed or altered as this could affect the laptop computer’s ability to connect to the College Wireless Network.

7. Loss, Theft
a. Student laptop computers are covered by a four year warranty. This warranty does not cover accidental/malicious damage, loss or theft. In the event of a hardware malfunction a report must be made to the Information Technology Office (i2) as soon as possible for warranty repair to be organised. The form for submission can be located on the College’s website.
b. Claims for accidental damage may be covered under the Dell Accidental Damage Protection Insurance policy; refer to the College website for specific limitations of this policy.
c. All instances of loss, damage or theft must be reported to Information Technology Office (i2) within 24hrs or the next school day. All issues in relation to loss, theft and repairs are managed in accordance with the College’s Behaviour Management Policy. This states that in the event of any College’s resource/property being lost or damaged the parent/guardian/carer will be responsible for the replacement of the said property or resource.
d. All instances where loss or damage is the result of negligence, carelessness, inattention or apparent disregard for the laptop or accessories are not covered by insurance. If after the investigation by the school it has been deemed that the laptop or accessories has been intentionally damaged or that the student/parent/guardian/carer has been negligent in caring for the laptop the parent/guardian/carer will need to pay an additional $400 cost for the repair or replacement of the laptop. A replacement laptop will not be issued until payment has been received by the College. It is the responsibility of parents/carers/guardians to replace lost Power Adapters. Power Adapters are not to be brought to the College.
e. In the event of theft a detailed report, accompanied by a Queensland Police Reference Number must be provided to the College by the parent(s) of the student. (Refer to College Website). Theft is defined as the stealing through forceful entry of a locked vehicle where equipment is out of site, or through the forceful entry of premises reasonably secured from being accessible by the intruder or the public. If after the investigation by the school it has been deemed that the laptop has been stolen the College will provide a replacement device of the same age and model (as defined above).

8. Assessment and Homework
a. Students are encouraged to use their laptop computer for homework and assessment tasks. The loss of data or hardware malfunction cannot be grounds for the appeal of any assessment task or homework. The Assessment Policy in the Student Diary outlines the expectations relating to assessment responses and due dates.
9. Classroom / School Usage
   a. Student laptop computers are to be brought to school each day fully charged. The classroom teacher will manage the use of the laptop computers in the classroom.
   b. No student is to take out or use a laptop computer without the permission of the classroom teacher.
   c. When in use, the laptop should be placed on a table or desk, not on laps. The laptop should not be carried around whilst the screen is open.
   d. Students can use their laptops during recess times for academic use in learning spaces such as the Learning Resource Centre.
   e. Students are required to carry the laptop in the provided bag at all times.

10. Ownership
   a. Students have use/loan of the laptop computer whilst they are enrolled at Unity College. When leaving the College, students are to return the laptop computer and accessories in good order. If this is not done, the loan laptop will be dealt with under the Behaviour Management Policy. The parent(s) or carer(s) may be financially responsible for the replacement of the laptop.
   b. At the end of the four year period, all software and data will be removed from the computers. It is the student’s responsibility to ensure that any data they want to keep is saved to an appropriate location.

College 1:1 Laptop Operating Procedures

This documentation is intended to provide a series of operating processes for students to help ensure the proper care of their laptops. While this list is quite in depth, it cannot serve as a complete list. In addition to following guidelines, students are expected to use common sense and best judgment to protect all of the laptop computers on and off campus. Failure to follow these guidelines may result in disciplinary action under the Behaviour Management Policy. This could result in financial responsibility for loss or damage.

If in doubt – Ask!
If you ever are not sure about the best way to do something, or what the right way to manage your laptop is, then ask a teacher or personnel located at the Information Technology Office (i2). Although your loan laptop is owned by Unity College, it is your responsibility and you must maintain it in good condition for the time that you are at the College. Please treat it with great care.

- Follow the Acceptable Use Agreement at all times and in all locations.
- Remember that you are not to lend your loan laptop to anyone.
- Back up your data. At least once a week, you should copy your important work to the Skye Drive and/or an external device.
- At times it will be necessary for the College IT department to send announcements to all laptop users. Keep up to date with all messages sent to your Live@edu email address (username@mybce.catholic.edu.au)

Manufacturer Warranty, Insurance (Accidental damage), Theft/loss

- The laptops will have a comprehensive hardware warranty provided by Dell that will fully cover hardware failure and repair over four years. Hardware failure is to be notified to the Information Technology Office (i2) within 24 hours or the next school day. The repair will be organised by the Information Technology Office (i2) and completed by Dell Services.
- The College has sourced accidental insurance through Dell for non-warrantable damage (Dell Accidental Protection Insurance). All accidental damage is to be notified to the Information Technology Office (i2) as soon as possible (within 24 hours or the next school day). The repair will be organised by the Information Technology Office. Deliberate damage – e.g. engraving your name on the notebook is considered as deliberate damage – is not covered by the policy. Any such damage is covered under the Behaviour Management Policy and, with the expectation that you will incur a repayment to the College for replacement/repair to the laptop.
• Loss or theft of a laptop is to be notified immediately to the Information Technology Office (i2) located near M16 and no later than 24 hours after the event. A Queensland Police Reference Number should accompany this. Replacement of laptops after theft/loss is not covered where the laptop is left in an unsecured position e.g. a laptop left on the bus.
• A computer bag (also included in the costs) will be provided and students are required to use the bag for transportation of the device at all times.

Service Life of Laptops, Data Transfer and Data Ownership
• The service life of the laptop is four years (though software and the operating system will be updated more frequently through the Information Technology Office.)
• As part of the clearance process, it is necessary for laptops to be returned to the College when students leave the College. If this is before the end of the four-year process, the College will retain the laptop. Students are responsible for the copying of any data they wish to keep.
• All software installed on the laptop by the College remains the property of the College.

What if something goes wrong?
• When there appears to be a physical/hardware issue with the loan laptop, the first process is to re-image the laptop by pressing the appropriate key. The laptop will need to be returned to the Information Technology Office (i2) for the Wireless Certificate to be placed on the machine.
• Do not try to fix it any other problems yourself. Instead take it to the Information Technology Office (i2) as soon as possible.
• If you are having software issues, you may try to fix them using the instructions “1-to-1 Windows Image-Recover Windows” available on the College website. If you are experiencing difficulties, go to i2 for assistance during student open hours. It is a requirement that students have backed up all data before providing their laptop to the Information Technology Office (i2).
• The Information Technology office is open before school or during recess only for student access.
• Outside of College term time (ie School Holidays) students should contact Dell Pro Support on 1300 662 370 to log a support call for repair or troubleshooting assistance. A Dell visit to home is complicated by the need for Dell to synchronize a home visit with working parents’ schedules. In the event that the problem cannot be resolved by Pro Support the student should return the laptop to the College’s Information Technology Office (i2) when school resumes.
• If you have any questions, ask for help.

General Care
• Each laptop and power pack has several identifying labels and the power cord has an electrical test tag. Under no circumstance are you to modify damage, write on or destroy these labels.
• You may not decorate your laptop to personalise it using removable stickers on the top outside of the lid, and never use markers, paint, pen or pencil, etc.
• Under no circumstances are you to open the laptop case, adjust screws, or remove any parts, as doing so will render the warranty void. This will be dealt with under the Behaviour Management Policy which means that you could be financially responsible for any damage or loss of value.
• Liquids and other debris can damage the laptop. As such you must avoid eating or drinking while using the computer.
• Laptops contain many easily broken parts, and sudden shocks, bumps, tapping on them, hitting the table, etc can all cause internal damage that will not be covered by the Dell Accidental Insurance policy or warranty – you may be liable for the cost of the repairs under the Behaviour Management Policy - care for College resources and property.

Carrying the Computer
• You should never transport your laptop with the lid up. Always close the lid before moving and make sure that nothing is trapped between the screen and the keyboard.
• Closing the lid sends the laptop into sleep mode. To prevent permanent damage to the hard drive, you should wait for your system to enter standby before moving it. For prolonged periods of inactivity, you should shut down completely before closing the lid. This will help to conserve the battery.
• Always make sure the laptop is fully shut down – otherwise it may overheat and be damaged.
• You may not place any other items in the protective bag. Doing so may cause damage to the laptop. (Especially power adaptors)
• The laptop is required to be carried and stored in the protective bag provided at all times.
• Make sure you don’t lean on your laptop, drop it, crush it or put pressure on it.

In Class
• When instructed by your teacher to do so, unpack your loan laptop carefully and set up your work area so that it will be safe and secure.
• Hibernate or shut down your laptop at the end of class, and give it time to complete this. Pack up your loan laptop carefully and carry and store the device in the protective bag.

Taking Care of the Screen
• Laptop screens are very susceptible to damage from excessive pressure and bending. In particular never hold or move the laptop by the screen.
• Always open the laptop screen from the centre, or both corners at once – never lift one corner to open the lid as this bends the screen and can crack it. This would be negligent damage which is not covered as an accident or warranty.
• Be certain to never touch the screen with a finger or pen – doing so can scratch or mark the screen permanently, and this will not be regarded as accidental damage.
• You may clean the screen as you would a camera lens or prescription glasses, using an anti-static-cloth. You must never clean the screen any other way than described in the care instructions.

Maintaining your Battery
• You are expected to come to school with a fully charged battery. Each night when you go to sleep, your loan laptop should be shut down completely (don’t just close the lid). Plug it in for a good night’s rest and recharge, and it will be ready for work in the morning!
• Keep your loan laptop and battery cool, both in storage and when in use or charging. Never leave it in the sun or a hot car, near a window at home, etc.
• A full discharge puts more strain on your battery than several partial discharges. Get into the habit of recharging the battery when it reaches 10-20% or before. You may not get a chance later. Do not allow your battery to discharge to 0% frequently – as this can render your battery useless and will certainly shorten its life and reduce its capacity. However, calibrate your battery’s fuel gauge by doing a full discharge every 30 cycles (about once every two months). Run the battery to the cut-off point in your notebook to keep the battery’s fuel gauge accurate.
• If you will be on AC power for an extended period of time (e.g. all day on a weekend), you can prolong your battery’s lifespan by removing it and putting it into prolonged storage (a week or more). This should be done in a cool, dry place and at a 40% charge-level.
• Remember the better care you take of your battery – the more power it will store and the longer your laptop will run!
• Adjust the power settings on your laptop to minimise power drain – reduce the screen brightness, let it go to sleep mode, etc whenever possible.
Daily Organisation

- You are to bring your loan laptop in its approved bag to school every day.
- You are to take your loan laptop home and charge and store it safely every night.
- When the computer is not in your immediate vicinity, it should be secured in its bag, locked in your locker during school hours.
- During after-school activities, you are still expected to maintain the security of your laptop.
- Avoid using your laptop in areas which may lead to damage or theft e.g. bus stops.
- Do not use your loan laptop around sporting activities where it might be knocked over. Never leave your loan laptop in a public space, especially after school.
- Laptops are not allowed on overnight trips or field trips without the explicit approval of the teacher in charge.

Information Technology Office (i2)

- The Information Technology Office (i2) is located near M16 and is open to students 8:10-8:30am and during recess times. The Information Technology Office (i2) can be contacted by email (Unityit@bne.catholic.edu.au). For all lodged i2 incidents it is a requirement that a fault form is completed by the user. This is available via the College website. The Information Technology Office (i2) provides students and teachers with the following services;
  - Warranty support – logging of faults with Dell Support for the remediation of warranty claims.
  - Insurance support – logging of insurance claims with Dell Pro Support
  - Assisting with reimaging of computers that are deemed to be faulty.
  - Reloading of school certificates for access to the schools 1:1 network.
  - Provision of spare pool laptops for students at the discretion of School Management.
- As noted previously it is the student’s responsibility to backup their data and the Information Technology Office (i2) takes no responsibility for any loss of student data.

References

Online safety:


Other websites of interest:

www.uc.qld.edu.au
CYBERSAFETY

cyber rules
stay safe and have fun on the internet

- Be careful who you trust online. Making new friends can be fun, but there's a chance that they may not be who they say they are.
- Set your profile to 'private' so your personal information is kept secret.
- Don't open messages from people that you don't know. These could be nasty, contain viruses or be trying to sell you something.
- Always keep your password a secret.
- Tell your parents if you are upset by language, pictures or anything scary on the internet.
- If someone is nasty, offensive or makes you uncomfortable in a chat room, don't respond and leave straight away.
- Think before you post information online—once posted it's difficult to remove.
- Don't accept any offers that seem too good to be true—they probably are.
- Ask your parents before you give anyone on the internet your name, address or any personal details.

www.cybersmart.gov.au
DELL PRO SUPPORT

Call 1300 662 370
Dell Pro Support the how-to help and getting started advice for your school laptop.

You have 24/7 phone or online access to:

- **Virus and Spyware help** – How-to assistance for common questions on popular software applications that provide virus and spyware removal.
- **Application Assistance** – How-to support assistance for common questions on popular software applications such as Microsoft Office, Microsoft Small Business Server, Adobe Photoshop and Adobe Acrobat.
- **Getting Started Advice** – Remote configuration or set up assistance associated with simple networks (both wired and wireless).
- **Remote Assistance** – When available and with your consent, a Dell technician can even remotely access your computer.

When to contact Dell Pro Support from home

- Connect to home or non-school network
- Add an external device like a printer
- Application Assistance
- Any hardware failure – when on holidays or for urgent issues on the weekend.

When calling Pro Support please have your service tag ready.

When to bring your laptop to the Information Technology Office (i2) during term time

(For this all students must complete the Accidental Damage/Malfunction form)

- Laptop does not turn on.
- Nothing is displayed on your screen
- Laptop is unresponsive
- You have reimaged your laptops and you need to connect to the school wireless network.
- You have accidentally damaged your laptop.
- You have misplaced your laptop

We have set up at school the Information Technology Office (ITO) (i2) for the facilitation of hardware support during the school term. Students can bring in their laptops for malfunctions and accidental damage and the i2 will log a dell call and the technician will visit the school. We have a stock of hot spares which will be allocated to students in need of a laptop until theirs is repaired.

Most software problems will be fixed with a reimage of the laptop. This can be done by the students following the instructions provided in school hours at the LRC or at home. Always backup all important data before attempting this.