

Choose Your Own Device (CYOD) frequently asked questions

What are the technical specifications for the laptops?

The minimum technical specifications are:

- > It must be either a Windows 10 or Apple laptop.
- > It must meet the minimum requirements of 16GB of RAM, an i5 processor, a 256GB SSD hard drive, a 13" monitor and support 802.11ax wifi.
- > Must have ports that allow the device to connect to USB peripherals and an HDMI based display. Some laptops [in particular Apple laptops] may require adaptors [such as USB-C to USB] to achieve this. Such adaptors can be purchased either through the Computer Alliance portal [under accessories] or from retailers.

All laptops in the Computer Alliance portal meet these minimum requirements. If you would like to look at specifications beyond these, please contact our account manager at Computer Alliance for a quote. The account manager's details are available on the portal.

Can I buy my own laptop and bring it to the school?

The only laptops supported under the CYOD system will be those offered by the School. Laptops bought outside of the CYOD portal will not be able to be supported for hardware warranty or accidental damage claims. Laptops purchased outside of the CYOD portal must comply with the minimum specifications for devices under the program. Laptops purchased outside of the program would need to be returned to the place of purchase for hardware repair. The school can provide a loan-device to the student for up to two weeks. The school can provide support for software related issues, provided the laptop meets the minimum specification required to run such.

How will I purchase the new laptops?

The new laptops will be available for purchase through the School's purchasing portal set up with Computer Alliance. You can purchase devices through this link: <https://www.computeralliance.com.au/portal/stpauls/portal>.

Password - stpauls

This link also includes the contact details of our account manager if you would like to discuss other configurations or options.

Will there still be a laptop levy each year?

Yes, the levy will be \$400 per year which covers software licences, e-books, technical support, network infrastructure and a ready replacement in case of breakage.

How much will the new laptops cost?

Current pricing is available through the School's purchasing portal set up with Computer Alliance. See: <https://www.computeralliance.com.au/portal/stpauls/portal>.

Password - stpauls

What about students on scholarships or bursaries?

The purchase cost and levy will still apply for students under such enrolment agreements.

How will the program work for international students, in particular, short-term study tours?

International students and study-tour students are welcome to bring their own device as long as it meets the minimum specifications detailed below, to ensure they can utilise any software required for their classes. Long term international students should ensure that their device comes with an international warranty and insurance, and that there are repairers in Brisbane who can service their laptop under warranty or insurance.

What about content filters?

St Paul's School filters all internet traffic and prevents access to most inappropriate content while the student is on campus. This filtering will remain in place.

Can I purchase my device from another supplier or bring my existing device?

Students who purchase their own laptop outside of the purchase arrangements negotiated with Computer Alliance need to be aware of a number of considerations:

- > It must meet our minimum technical specifications

This will ensure that the device can run the range of software that is used across our curriculum offerings.

- > The laptop must also be covered by a next business day warranty program AND with accidental damage protection insurance to cover the costs of repairs such as cracked screens.

When negotiating this with the provider of the insurance, parents are advised to ensure they understand the terms of the insurance policy, particularly in terms of excess and the number of claims allowable under the policy.

For devices purchased outside of the negotiated Computer Alliance program, the School is unable to manage the repairs of such devices. Techzone can provide support for software based issues, but the repair of hardware will be the responsibility of families. This will include having to take the laptop back to the place of purchase, providing proof of purchase date and monitoring the time taken for the repairs to be completed.

The School can provide a loan device for up-to two weeks for students to use but this is rarely long enough with external laptop repairers and may result in the disruption to learning as a result.

By contrast, repairs to devices purchased through the negotiated agreement with Computer Alliance can be managed by the School; we can track the repairs and intervene to hasten the progress if need be. The devices that are listed on the purchasing portal are those that we have evaluated and selected. In addition, we have consulted with various other schools and suppliers to assess failure rates and longevity of use, and have conducted various hardware tests to compare performance. These devices are best suited to our students and their needs.

There are other brands that can be purchased through the portal or other specifications that can be configured. For these alternatives, please contact the Computer Alliance representative whose email is on the purchasing portal

<https://www.computeralliance.com.au/portal/stpauls/portal>.

Password – stpauls

If I am coming from another school and I already have a laptop, do I have to buy another?

If you already have a laptop that meets our technical specifications, we do not require you to purchase another. You should ensure however, that your laptop is still covered by both warranty and accidental damage protection insurance.

If I already have a laptop and it is coming to the end of its warranty and accidental damage protection insurance period, can I extend it.

The practicality of this results in the short answer being no. Manufacturers can sell an additional year of warranty protection, however, this does not cover accidental damage. It is suggested that the device be covered by suitable home and contents insurance.

Is the laptop covered for theft under the accidental damage protection insurance that is included?

No. The laptop is covered for accidental damage, not for loss through theft. You may wish to ensure the laptop is covered by home and contents insurance, or alternatively, our account manager at Computer Alliance can quote you for specific insurance to cover loss. It is always advisable to check the excess of relevant policies to ensure you are getting value for money.

What are the delivery times and where do I pick the device up from?

The date you are able to collect your new laptop will depend on the date you order it via the purchasing portal:

- For delivery by December 2022, orders must be placed prior to 14 September 2022
- For delivery by January 2023, orders must be placed prior to 30 September 2022

All orders will be sent directly to the school and issued out by the IT department. Please wait for an email from the School advising that your laptop is ready to collect. Further details will be provided at that time,

The warranty on the device begins when it is delivered to the School. The email will inform you of when you can pick up the laptop from Techzone in the Tooth Building.

If you can't make the pick-up time, your laptop will be held at school in Techzone and you can collect it at any time that Techzone is open. If you receive an email indicating that your device will be delivered, but you cannot pick it up for an extended period of time, you may want to contact our account manager by reply email and ask for the delivery to be delayed so your warranty does not begin.

If you have exceptional circumstances regarding the delivery of the device, please contact via return email our account manager to arrange collection.

For orders made at other times of the year through the purchasing portal, our account manager will advise of the delivery time and have the device delivered to school for collection.

Are there financing options?

Computer Alliance are happy to work with any finance company that you would like to arrange finance with, whether that be AfterPay or similar.

How do students get the software they need?

Students will access the software they require from our learning management system [www.learn.stpauls.qld.edu.au]. Instructions on how to do so are provided when the laptop is collected.

What is the policy on charging personally owned devices while at school?

It is School policy that personally owned devices come to school with a full charge, to prevent the need to have charge cables in classes, creating a hazard. There are charging cables available in Techzone for a student to plug their laptop into during morning tea or lunch.