



# BYO Laptop Program - FAQ

## **What should I do before bringing my Laptop to school?**

- 1) Return signed copies of the BYO Device Charter and Student Agreement to the IT service desk
- 2) Leave the laptop with IT staff for “onboarding” (connecting the laptop to the school network)

Onboarding is the technical term used to describe the procedure that connects BYO Laptops to the school network. Alexandra Hills State High School uses a system that allows safe, secure, and largely automatic onboarding. Information about the use of this system will be provided to students when they join the BYO Laptop program.

## **What do I do if my device experiences problems?**

Most devices offered through the vendor portals come with a 3 year on-site warranty. To log a job for a laptop purchased from our portals, you will need to report the job directly with the vendor / supplier. However, you do not need to be home to meet with the manufacturer repairer, as the job can be completed at school. During school holidays, you are able to log any repairs directly with the manufacturer and have these fixed at your home.

## **Does the school provide Technical Support?**

IT staff only assist with basic connectivity support - connecting the laptop to the school network, accessing school drives, school printing and Office 365. All maintenance for the laptop, operating system, software and/or apps are the responsibility of the family. Families should ensure quick maintenance turnaround for student devices.

## **Do students need to back up data stored on their laptop?**

Backup of laptop data is the student’s responsibility. Work that is completed at school can be saved to the school’s servers. However, work completed at home or stored on the laptop needs to be backed-up, in case the device encounters a problem such as a hardware failure. If a device is damaged or not working, it is especially important that students have a backup of their data to prevent loss of important data. It is standard procedure when repairs occur to erase the hard drive as a troubleshooting method.

## **What about Warranty, Accidental Damage and Insurance?**

Families are strongly encouraged to have warranty (this comes with devices purchased from the supplier portals), accidental damage and insurance on personal devices. A strong protective case is highly recommended to help avoid breakage. The school is not responsible for the security of personal devices. You may want to discuss with your home and contents insurance provider and see if it can be covered under your current policy.

If you require any further information, please contact Teresa Rollo (Head of IT Infrastructure & Systems) at:  
[ict@alexandrahillsshs.eq.edu.au](mailto:ict@alexandrahillsshs.eq.edu.au)

(07) 3820 1444  
[www.alexandrahillsshs.eq.edu.au](http://www.alexandrahillsshs.eq.edu.au)