BYOD FREQUENTLY ASKED QUESTIONS

About BYOD at Urrbrae

Under the BYOD scheme, all students in all year levels are required to have a laptop they can bring to class.

Laptop Selection

Q. I already have a device, can I use that?

Yes, if you have an existing Windows/Mac device you will be able to use it. We recommend it is no more than 2 years old and has a battery that lasts all day.

Q. Is an iPad or tablet an acceptable device?

While students can use these devices, we have found students have a better learning experience using a device with a separate keyboard.

Q. Can I use a Mac?

Yes, we have a number of students using Macs.

Software

Q. What software will the device require? Do I need to buy Software?

Student devices require no additional software than what is provided with the device. Windows 11 come with antivirus built in so there is no requirement to purchase separate antivirus.

Students will be provided with access to both Microsoft Office 365 and Google Wokkpsaces. Students will be provided with information on how to access these at the beginning of the year.

Q. Do I need to update the software on the device?

We highly recommend all software on the device is kept updated. If you have any issues, please see ICT Support.

Q. Will the school install anything on my child's device?

The school will require students to install security certificates to be able to use the internet at the school. Students will be provided with instructions on how to install this at the beginning of the year.

School

Q. What does the school provide?

The school provides a wireless network with filtered, high speed internet access to students.

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The school provides help in connecting to the wireless network and accessing the internet for all devices.

The school provides basic troubleshooting and fault diagnosis. For devices purchased through the BYOD online portal, we are able to log warranty jobs and loan device can be borrowed from the library (subject to availability) until an external technician can visit the school to repair the device. **We do not repair devices.**

Q. Will the internet be filtered?

Yes, when the device is connected to the school network internet access will be filtered.

The filtering does not apply outside of school and parents/caregivers will need filtering and monitoring at home.

Q. Will my child be able to print?

Yes, printing is provided to all students via *Web Print*, which allows the sending of documents to a printer via web browser.

Q. What will happen if the device is used inappropriately?

The school requires students and parents to sign and acknowledge an Acceptable Use of ICT policy. Consequences of any breach of the Acceptable Use of ICT policy will be dealt with according to the school's behaviour management policy.

Q. Where will devices be stored once they are at school?

Students will store their devices in their locker when they are not using them and it will be their responsibility to ensure that the locker is padlocked. However, devices must not be left in lockers overnight, as they need to be taken home daily to be charged.

Q. Who is responsible for the device at school?

Students are responsible for their device at all times.

No responsibility will be taken by the school for loss or damage to devices owned or loaned by students.

Support

Q. What do I do if the device breaks down?

Please report the issue to ICT Support so we can advise on the next step that needs to be taken.

Q. Whom do I contact for warranty support?

If you have purchased a device through the Urrbrae High School BYOD Portal, take it to ICT Support.

If you purchased a device from a retailer, please contact them for warranty support.

The schools has a short-term loan system via the library in place to allow students access to a device while at school while a device is being repaired.

Q. Will the device be covered by the school if it is lost or damaged?

No. Parents are strongly advised to have the device covered under their own insurance or purchase accidental damage cover.

Further Questions

If you have any further questions, you can contact ICT support via email at dl.0798.ictsupport@schools.sa.edu.au

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