

Repairs and Servicing of BYOD Laptops

While Villanova College will take reasonable steps to provide an environment where laptops are safe, ultimately the responsibility for the care, safety and security of the laptops lies with the student.



BYOD Insurance

It is the responsibility of the owner to insure the device. It is strongly recommended that families investigate insurance options such as personal home and content policies as the school does not accept responsibility for loss, theft or damage. Insurance options should be explored at the time of purchase. The College highly recommends selecting ADP (Accidental Damage Protection) or the Apple equivalent Apple Care Plus in addition to the standard three-year warranty.

What is ADP?

ADP (Accidental Damage Protection) is an optional extra with education model laptops at the time of purchase. For an additional fee, accidental damage (such as broken screens) will be covered at a pre-determined, fixed fee. Refer to the additional documentation regarding ADP when making your purchase.

What happens if the device breaks while at school?

The student will put the device away and take it home at the end of the school day where the student/parent can then troubleshoot the device and arrange servicing if required. Villanova College will have a limited number of hot swap laptops to loan to students for the remainder of the day so that students can continue to use the College network.

Repairs and servicing

The Villanova IT Department is always available as a first port of call for students who may be experiencing issues with their BYOD laptop regardless of where it has been purchased.

IT staff will guide and advise students seeking help to resolve software related issues or where there may be a hardware issue.

Please refer to the following scenarios:

“I purchased a BYOD laptop via the JB Education Portal. What should I do to have it repaired?”

- If there is a hardware issue (e.g. keyboard problem or a faulty headphone port), these are what would be considered warranty claims. Parents can contact the appropriate repair agent to lodge a warranty request by following the instructions here: www.jbeducation.com.au/support
- If there is an accidental damage incident where physical damage has occurred to the laptop (e.g. a cracked screen), then an ADP claim can be made by following the instructions here: www.jbeducation.com.au/support (provided ADP Insurance was purchased with the laptop).

“I purchased a BYOD laptop from a store of my choice. What should I do to have it repaired?”

- For any hardware related issues you will need to contact the store you purchased your device through.

“I need to borrow a laptop while my BYOD device is being repaired.”

- All students using BYOD laptops may loan *hot swap laptops* while their own BYOD laptop is being repaired.
- To seek approval for loan of a hot swap laptop, parents are requested to complete the form on page 2 of this document. It is expected students seek the approval/consent of their Pastoral Area Leader (or Head of Junior School if in Year 5) prior to submitting the form.
- It is expected that loan laptops be returned swiftly upon completion of the repair job to ensure other BYOD students have access to these laptops. Otherwise, loan laptops are due to be returned within 7 days.

THE FOLLOWING PAGE HAS A BLANK CONSENT FORM
FOR STUDENTS/PARENTS TO COMPLETE TO REQUEST A HOT SWAP LAPTOP LOAN.



Hotswap Loan Form: Application for temporary laptop for student use

Student Name:			
Year Level:		Date:	/ / 2017
Reason for loan:			
Parent consent:			
Pastoral Area Leader's consent:			
Date of return:	(by 3pm, 7 days from date of issue)		
<p>"I hereby agree to look after this laptop for the period of one week. I am responsible for any damage to the laptop, or loss of the laptop, within this time period. I will store the laptop safely. I will look after any chargers and cables issued with the laptop. On the date of return I will return the laptop (plus any chargers/cables) to the IT staff by 3pm."</p>			
Student signature:			