

# School Device Loan FAQ

## **I have borrowed a school iPad**

### Can I download extra applications from the App Store?

*No. The school has pre-installed the Applications required to support the full teaching and learning program designed for your child.*

### My iPad keeps asking me for a password for an update, what should I do?

*Select 'Cancel' and continue to use the iPad. If you are being stopped from using the iPad please follow the steps in the technical support page and further advice will be provided*

### My charging cable isn't working what should I do?

*The device can be charged using a compatible cord from another Apple Device. Please inform the school at the soonest time and further advice will be provided.*

### Physical damage has occurred to the iPad, what should I do?

*Immediately contact the school. A full statement will be taken, and a replacement device arrange if available. Do not seek external repairs or support at any time.*

### Can I personalise the device with my own background or preferences?

*No. The device has locked features preventing certain changes. The expectation is that the device will be returned the school at the end of the Remote Flexible Learning Period, ready for immediate school use.*

## **I have borrowed a school Laptop**

### Can I 'change users' to login in as a private account on the laptop?

*No. All laptops are imaged with the eduSTAR which means they can only be accessed through an approved server login. You child logs in with the Username (eg. UZU0001) and password (default: aps.1)*

### Can I personalise the device either physically or digitally?

*No. All devices include an Albanvale PS Watermark on the hard-shell which is expected to remain on the computer at all times. It is the families responsibility to ensure devices are well-cared for, are free from sticks, drawing or other physical changes. Students are not permitted to personalise the device with screen savers, desktop background or changing the cursor.*

### Can I download programs, applications, software or files?

*Devices are pre-installed with all necessary software to access the designed teaching and learning program. Students or family members are not permitted to download other applications, software or files without written permission from the school. This includes games, music, photos or other online media*

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## I have borrowed a mobile WIFI device

### How do I set up the device?

*Albanvale Primary School has purchased the device with a pre-paid SIM included. Families are required to follow the in-box instructions to set-up the device and relevant account for the SIM with the service provider. An initial Data allowance will be allocated upon set-up. Families will receive top-up data through pre-paid credit vouchers through the Student Resource Pack Cycle.*

### How do I connect to my mobile WIFI device?

*Steps to connect to the mobile WIFI device vary for each model. Instructions on how to connect to the device are located in the products box.*

### Who can access the internet from the mobile device?

*The device and data allowances are designed to cater for the full teaching and learning program designed for your children and should be reserved for this purpose only.*

### What happens if I run out of data?

*New data will be allocated as part of the Learning Resource Pack Cycle. Families who require immediate support need to contact the school by email or phone.*

### How do I top-up data?

*Families will receive a pre-paid voucher for a specified amount which can be redeemed for data on the mobile WIFI device. Instructions on how to load the data are located on the back of the voucher.*

**All school loaned devices are expected to be returned in good working order and ready for immediate use in the classroom at the end of the Remote Learning Period. Families are asked to thoroughly clean all devices and accessories before returning them to school to support limiting the spread of bacteria.**