

## Where do I go for help?

The I.T. Help Desk is in the library and is open during both break times as well as before and after school.

## I damaged my laptop, what do I do?

All CYOD devices are purchased with Accidental Damage Protection – in the event you damage your device whether that be dropping it or leaving it on the roof of the car, you can bring the device to us for **1** free repair each calendar year. Further repairs are at the discretion of the vendor (Asus) and subject to a fair use policy. Regardless of the damage, see us! Remember – we want you to take advantage of all repair entitlements paid for.

## What issues are Warranty vs Accidental Damage?

When your device is brought in for repair, we will perform a basic assessment to determine if the fault is Warranty or Accidental Damage. A Warranty fault is an issue or break that has occurred during normal use of the device or by a design defect. For example, if the laptop crashes often without any obvious cause like liquid damage. Accidental Damage claims are any faults that are caused by damage from any user of the device including you. For example – if the screen is malfunctioning and the device shows signs of drop damage.

Some physical faults that look like Accidental Damage are actually Warranty if we can show the device vendor there is no damage besides acceptable wear and tear. For example, if the hinge of the device breaks open and there are no signs of dropping, denting or other physical damage.

The final determination of Warranty vs Accidental Damage is at the discretion of the vendor and not the school. Wherever possible we will ensure all your rights and entitlements under Australian Consumer Protection are met.

## What antivirus do I need?

The Department of Education installs and configures the antivirus software on school managed devices, Microsoft Defender. Please do not attempt to install any additional antivirus applications as this will cause conflicts with Defender, reduce battery life and affect performance.





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## What happens when my warranty is up?

When the Warranty expires, your CYOD laptop will no longer be managed by the school and will be treated as a BYOD laptop. If the device will continue to be used at school, support from the I.T. Help Desk will be limited to standard BYOD support - The school will no longer be able to facilitate repairs of your device nor provide complex hardware troubleshooting services.

## Can the Warranty be extended?

Unfortunately, Warranty extensions cannot be purchased. To continue receiving CYOD support from the school, a new device must be purchased.

## Will my laptop be wiped if I get it repaired?

Your laptop will not be wiped unless the repair requires it to be wiped. For example, if the storage device is replaced, or another component has been replaced without resolving the issue and a wipe is required to isolate the cause. Wherever possible we avoid wiping the device to minimise disruption to learning. We suggest using OneDrive as much as possible to ensure you do not lose important files.

## How do I install more applications?

On CYOD devices you have access to Software Centre – think of this as the school App Store. Applications are available here for you to install while at school as required. If an application is not listed, come see us at the I.T. Help Desk and we can discuss making it available for you and others to install.

Please note that all applications in the Adobe Creative Cloud suite require a license to use – if you are enrolled in a subject that requires these applications, you will be provided a license. Without a license the applications will not work and should not be installed.



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## Can the school spy on me?

No, the school cannot spy on you – the only information available to the school is sites visited at school on both BYOD and CYOD devices (e.g. Google, Stile, Wikipedia – not individual pages on these sites), application usage and other standard device metrics including hardware health. Your personal documents and detailed internet activity is protected under the 2009 Information Privacy Act. Classroom management software installed on the device is physically incapable of functioning when the device is away from school as it requires a direct connection to internal school servers. Any queries regarding this are welcome and students are encouraged to visit the I.T. Help Desk for any questions they may have. We are always happy to have a chat.

## I can't access XYZ website at home

School managed devices include network filtering off-site to protect devices against malware and inappropriate/mixed content services. Information from this filtering is not accessible by school staff to protect your privacy as per above question. Requests to unblock individual sites are not possible as it is controlled at the Department level. You are welcome to visit us to discuss any sites blocked as no filter is 100% perfect and if it is deemed reasonable to access, we can submit a request to the Department. Any unblock is at the discretion of the Department and the school cannot override this.

## Can I charge my device at school?

No, charging your device is not permitted at school. The devices chosen for the CYOD program have been selected against several criteria for school suitability, including lasting a full school day on a single charge. If non-school applications are used while at school excessively (e.g. games) the device may not last to the end of the day. It is your responsibility to ensure your laptop will last the full day. If your device does not last the full day, visit the I.T. Help Desk so we can check for software issues and run a battery health test – in some cases you will be eligible for a battery replacement under warranty. Charging also poses several Workplace Health and Safety risks in a school environment by introducing tripping and electrical hazards to the classroom.



## My charging cord is frayed, is it ok to use?

If your charging cord is damaged or frayed in any way **immediately discontinue use and visit the I.T. Help Desk.** Chargers damaged or degraded in any way pose serious electrical hazards, potentially leading to serious injury or death. Ensure you care for your charger by not using it under strain (e.g. hanging from an outlet) and that you unfurl the cable during use and remember to do it up neatly without stretching or squeezing the cord.

## ICT Acceptable Usage Policy

You are required to abide by the ICT Acceptable Usage Policy at all times when using your device. If we are alerted to a violation on your device there may be consequences including but not limited to: Changes to web filtering levels, loss of entitlement to HotSwap devices of the same model (if applicable)

## My HotSwap laptop is not the same model

During a repair, you are entitled to a HotSwap loan laptop until your original laptop is returned to you. While we aim to provide the same laptop model, this is subject to availability of devices in our pool. If the same model is not available, you will be provided a similar device where available however this is not always possible. Regardless of device model, we aim to ensure you will never be without a laptop.

## I damaged my HotSwap device or it is not working

In the event your HotSwap device has been damaged or stopped working, visit the I.T. Help Desk so we can assist you. Returning a HotSwap device with damage beyond acceptable wear and tear without notifying I.T. staff will be considered a breach of the ICT Acceptable Policy. There may be charges passed on to your parent or guardian for damage if a paid repair is required.

## I lost/broke my charger, can I buy a new one?

Yes – new chargers can be purchased through the school. We are currently negotiating the best price with the vendor and will update this document once finalised. Please visit the I.T. Help Desk to organise an invoice to your parent or guardian. Once paid, you can collect a charger from the I.T. Help Desk.





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## CYOD Service Fee

The CYOD Service Fee is critical to ensuring we can provide full services to you including facilitating repairs and providing HotSwap devices. If this has not been paid for the current year, we may be unable to provide any assistance beyond basic BYOD level support at the discretion of the school.



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