MHS 2020 Bring Your Own Designated Device (BYODD) Program
Checklist

- Read all of this booklet and discuss its contents with your son
- Read the Acceptable Use Policy at the end of this booklet and discuss this with your son
- Sign and date the acceptance of the Acceptable Use Policy (second last page of this document)
- Ask your son to also sign and date the Acceptable Use Policy

Then

- Detach the last page of this booklet and submit this to the School at the same time as you submit the Confidential Student Information Form
Background
Melbourne High School introduced a 1:1 iPad program in 2012, when all Year 9 and Year 10 students received access to their own device. Over late 2015 and early 2016, the Program was reviewed, to ensure its suitability to the MHS eLearning program. Following this review MHS has changed this program, to a MHS BYODD program.

This is based on current research that shows a hybrid device with an active stylus (digital pen) provides students with a device that is optimised for learning. Research shows that when students can annotate directly with a stylus on electronic materials their ability to process and apply cognitive processes is greatly enhanced, compared to simply using a keyboard to take notes.

Each year, incoming Year 9 students will be introduced to the program in the first weeks of Term 1. The goal of the program is to ensure opportunities to learn anytime, anywhere and to provide the tools to make that possible.

The Learning Environment
The Hybrid Tablet is an innovative form of ICT, that is particularly well suited to learning environments. We chose this type of device for the following educational benefits:

- The hybrid tablet is a personal device and acts as a 1 to 1, anywhere, anytime learning device.
- The stylus allows students to take notes, make annotations and other personalised learning commentary on electronic materials that allows them to better process this information.
- Users to date are finding that through the use of different apps, students are able to choose the type of product they construct to demonstrate their understanding.
- The abundance of apps and access to information on a vast range of topics allows students to pursue areas they are interested in learning about.
- Notes can be kept in one spot, commented on and accessed from anywhere.
- The touch interface correlates to the technology students use in their everyday life and allows a high level of interactivity.
- A long battery life means the device can be used throughout the entire school day.
- There is anywhere, anytime access to current information that contains text, sound, images and interactivity. Information is represented with rich multimedia and data visualisation techniques.
- Light and portable, easily carried in the school bag and to and from class.
- Heavy schoolbooks could in time be replaced by virtual eBooks and these can be updated in a timely fashion. Documents and tasks can be uploaded to the device and the school’s Learning Management System (LMS) called Canvas, by the teacher and
downloaded onto the device by the student and vice versa. Texts and documents can be annotated and commented on by multiple students and teachers in collaborative spaces.

- The device can be used with peripherals. There are also a number of other docking options which provide access to a full-sized keyboard. Voice recognition apps can also be useful for inputting large amounts of text and is another option worth investigating.
- The built-in camera and microphone makes interaction and collaboration easy. Photographs of notes, practical demonstrations and conceptual models can be shared and commented on and video podcasts can easily be made.

**MHS BYODD program Device specifications**

The following specifications are considered the minimum specifications for a device that a student will use in the MHS BYODD program:

- 8th Generation Intel or one generation previous Core i5 Processor
- 8 Gigabytes (GB) of memory (RAM)
- 256GB Solid State Hard drive (SSD)
- Touchscreen capable of being used with an active stylus
- Active stylus
- Wi-Fi network connectivity
- Windows 10 Operating system software

**MHS recommended device**

MHS has undertaken an extensive trial of suitable devices for this program and has decided that the best device currently available for this program in 2020, is the **Hewlett Packard – Elitebook X360 1030 G4** (Part number: 8PX22PA) hybrid notebook with the specifications listed below:

- Core i5 Processor (Current 8th generation Intel 8265U)
- 8 Gigabytes RAM
- 256 SSD
- Touchscreen & Active Stylus
- 10 Hours Battery Life

**MHS Purchasing Portal**

Should parents want a streamlined, cost effective way to take up the MHS preferred device, MHS has established a preferred supply arrangement with Somerville. This program has negotiated a significant discount off the RRP price of this device and also bundles a 4-year
warranty and specialised hardware support arrangement that ensures that your son’s device will be available for use when required.

Please refer to the MHS BYODD Purchasing Portal document for further information on this program.

About the Program

Who is responsible for the device?
The device is your responsibility. The cost of loss or repairs to the device will be the responsibility of the purchaser. These devices are not covered under the school’s insurance policy and so it is recommended that you insure the device individually, something that can usually be covered under a home and contents insurance policy.

Devices purchased via the schools preferred device program, through our nominated supplier Somerville, come with an “elite support service” that covers both warranty and non-warranty repairs to the device. This program guarantees that all non-warranty repairs will not cost more than $100 as long as the device has not been subject to deliberate or malicious damage. Please refer the terms and conditions of this offer in the MHS BYODD purchase program document.

What does acceptable use mean?
As part of the enrolment process in this program, students and parents will need to sign the Acceptable Use Agreement (AUP) for the use of digital technologies at Melbourne High School. The following outlines the main points of this agreement (the full document is included in Appendix 2 – at the end of this booklet. A PDF version of the AUP can be found in the school’s student management system, Compass under the school documentation section.

This AUP applies to the use of all electronic devices used in the school (includes both personal and school devices).

- The use of digital technology is a privilege – not a right.
- Everything you do on school owned equipment is logged.
- You have responsibilities when using digital technologies (see below).

Your Responsibilities

- Protect others and your own privacy online.
- Only use digital technology for educational purposes.
• Use digital technology in an ethical way.

Ethical Behaviour
• Cyber-bullying is the same as actually bullying, regardless of whether you know the people involved or not.
• Don’t access violent, obscene or sexual content.
• Don’t damage computer systems (physically or virtually).
• Only access what you have been given to access. Don’t share your passwords or interfere with other people’s accounts.
• Seek permission from individuals before recording or taking photos of them.
• Use copyrighted content appropriately. Ensure you have the other party’s permission before using or distributing their work.

Downloading the AUP onto your device
The School requires you to download the AUP to your device. A PDF version can be found in Compass under the school resources section. Simply use your device to log on to Compass and download this document onto your device.

In relation to the device specifically, students should also:
• Keep the device locked in their own locker when they are not able to secure it (for example, when they will be away from their books or bag during sport).
• Keep the device in its protective case to prevent damage if dropped.
• Take the device home each night.
• Bring the device to school fully charged each day.
• Back up their work using OneDrive on a regular basis.
• Understand that in the event of repair work being done on the device, that all work may be lost.
• Understand that they may install any software that they wish, but this software needs to conform to the MHS AUP. The device may be inspected at any time by MHS technical staff or MHS staff members.
Parents should also understand that:

- The school may check the device at any time.
- The device needs to be charged each night ready for school in the morning.
- They are responsible for paying for any damage or loss of the device. Disciplinary measures will be taken if there are breaches of the AUP.
- The data on the device should be backed up nightly (or as often as is practical).
- Applications can be installed on the device as long as they are within the AUP. Although there are many free applications, some applications require to be purchased.

Can I use other devices other than the MHS BYOD on the school network?

Yes. You may bring your own mobile computing device (for example, phone, notebook, tablet, slate) to school as an additional resource, however, the school requires you to have access to a device with the mandated specifications for educational purposes. Students bringing their own devices into the school and connecting them to our wireless network need to be aware that they will need to use their devices in accordance with the AUP.

Antivirus / Security product.

Part of the school’s AUP, requires the installation of the mandated antivirus/security product that is included on the school’s booklist. The license purchased on the booklist allows students to install this software on a single BYOD device. Additional licences can be purchased if required.

Devices which do not have the mandated antivirus/security product installed will be able to connect to the Wi-Fi network, but will only have access to the internet. Access to the school’s other network-based resources will not be available until this client is installed on the device.

1. **Items that students MUST have in addition to the device:**
The following items are mandatory for students and if not already owned, MUST be purchased;

- Mandated antivirus/security license as specified on the booklist.
- device protective case
- Earphones/headphones.

2. **Items that students may want to purchase:** (but not compulsory)

- device adapters (for memory cards, VGA connection, etc.).
- Keyboard / Monitor dock (for easier typing).
External mouse

**What happens when I get the device?**
Once students have purchased their devices, they should install the appropriate book listed applications and generally familiarise themselves with the device.

Students will be given further instruction by their teachers in the use of devices within the class. Around the school the device will be required to be carried in its protective case and locked in the locker when not able to be secured. **The device must be brought to school each day fully charged. No power cords are to be brought to school.**

**How do I access the School’s wireless network (Internet)?**
Students can log in to the MHS wireless network using the same credentials as they will use to log in to the School computers. This information will be provided at school, during the first day of the new school year.

**Will I use my device in every class?**
Teachers will plan activities using the device and may direct you to load or use particular applications in class. In addition to this, the use of e-textbooks, Canvas LMS, accessing the Internet, taking notes etc. are all activities which will occur regularly and at your own discretion. Not every subject will require you to use the device every lesson, however you are to take the device to every class.

**Where will the device be kept during the day?**
Your device must be brought to school fully charged every day. During the school day when the devices are not being used (e.g. lunchtime, during PE, etc.) the devices should be kept either with the student or securely stored in their locker. Students should ensure they have correctly locked the lock on their locker and that no other student has access to their locker.

**What about after school?**
Students must take their device home each night in order to complete homework and recharge the battery. When travelling to and from school, students should store the device in its protective case. Don’t put heavy items on top of the device in the schoolbag as the screen may crack. When travelling by car it is suggested to lock the backpack in the boot to ensure it is out of sight if the car is left unattended.
What happens if I leave the device at home?
Students will be significantly disadvantaged as they will not be permitted to borrow an MHS-issued device on a short-term loan. Continual failure to bring the device to class will lead to disciplinary action as outlined in the Code of Conduct.

What happens if my device needs to be repaired or replaced?
The responsibility for all repairs and replacements lies with families and this needs to occur in a timely fashion. *Where a student faces an extended period of time without their device due to damage or loss they should complete a device Loan Request Form. This will enable a student to loan an MHS-issued device for a period of three weeks’ maximum.*

If the fault has been caused by malicious or intentional alteration at school, the matter will be referred to the relevant Student Learning Coordinator and a procedure for the repair or replacement decided upon by the Principal.

Repair of School MHS BYODD Purchasing Program Devices
Devices purchased via the schools MHS BYODD purchasing program come with an “Elite Support” service from the supplier Somerville. This support program guarantees that 95% of repairs are completed within one business day.

This includes both warranty and non-warranty repairs. Non-warranty repairs come with a guarantee that they will never cost more than $100 as long as the damage is not malicious or deliberate. Please see the MHS BYODD Purchasing program for full details of this service.

Can I personalise my device?
The device itself may be personalised as much as you wish (adding backgrounds, applications, setting up mail, etc.)

The protective case should be clearly marked with your name, form and contact phone number.

Can I install my own software?
*Yes:* However, it is a requirement of this program that students begin the school year with the book listed and free software apps installed on their devices. The list of free applications that are required to be downloaded in 2020 can be found in Appendix 1 (at the end of this booklet). The book listed apps per year level are available on the MHS website *(http://www.mhs.vic.edu.au)*. *Additional software can be installed at the family’s expense. However, any device found to have unauthorised, inappropriate, pirated or malicious*
software will be completely wiped and re-imaged and this will be considered a breach of the AUP.

What if the device is lost or damaged?
Any problems, vandalism, damage, loss or theft of the device must be reported immediately to the school. This includes any unauthorised permanent personalisation of the device. If outside of school hours, the school must be notified the next day. All students must register their device serial number on the school database upon starting their education at MHS. This measure will enable identification of devices which may be returned to the school as lost or stolen property.

What if the device is stolen?

At school:
If theft is suspected, students are to report this immediately to their Student Learning Coordinator. The school will determine if a Police report is required.

Outside of school hours:
In the case of suspected theft, a police report must be made by the family and a copy of the report provided to the school. Parents should submit a “device Loan Request Form” to ensure their son is not disadvantaged educationally. The parents will need to pursue the claim through their household insurer.

Can I use the Internet?

At school: Students can access the Internet through the MHS wireless network. Access to this network is filtered and is monitored. There is no cost to access the internet while at school.

At home: Students may access the Internet at home using their own ISP via a wireless home network. However, any inappropriate material found on the device as a result of “less secure” Internet access at home, will result in the terms of the computer access being re-negotiated with the student.

Can I use email?
Students are expected to use their MHS email (studentID@mhs.vic.edu.au) for communication with teachers and the school. The school and teachers will use this email address to send messages to students. This email account is free and is linked within the Canvas LMS. This mail account needs to be monitored daily especially at the start of the day when important notices may be sent out.
About Safe Usage

What does being safe on-line mean?
With devices, like any other device that can directly connect to the internet, it is important they are used safely and responsibly at home as well as at school. There will be some differences in how devices are used at home and at school. Schools have web filtering and will use the devices specifically for learning.

However, in the home with Internet access, students will generally be connected to unfiltered internet and there will be an opportunity for the student to use other computers for social connections and leisure activities.

Parents play an important role in ensuring safe and positive experiences when online. Encourage your son to think and question both the information they obtain from the Internet as well as the people that they encounter. Be aware of how your child is using the Internet and what they are using it for. Understanding strategies for dealing with any risks young people may face online will help you to better guide them in the online world.

What is Cyber Bullying?
Digital technologies provide individuals with a powerful and possibly anonymous means of communicating instantly with others in both positive and negative ways.

Cyber bullying is bullying which uses technology as a means of victimising others. It is the use of services such as email, chat rooms, messaging or blog posting with the intention of harming another person. Examples can include communications that seek to intimidate, control, manipulate, deride or humiliate the recipient. Activities can include flaming, sexual and racist comments on blogs and walls, denigration, impersonation, trickery, exclusion (“unfriending”) and cyber stalking. The targeted person often feels powerless and may need help.

The school views cyber-bullying as being equivalent to bullying and will treat any incidents of cyber-bullying and bullying in the same manner.

Reporting bullying at MHS
A form that MHS students can use to report bullying of any kind is available at the following web-address: http://bit.ly/mhsbrf. This web address can also be found in the “school favourites section of Compass.
Please create a shortcut to this reporting form on your device so that you can use it if the need arises. **All students are asked to ensure that this is done** and in addition to this, we strongly encourage bullying of any sort to be reported using this tool, so that we can work to eradicate this behaviour from MHS entirely.

**What is an E-Crime?**
E-crime occurs when a computer or other mobile computing device is used to commit an offence, is targeted in an offence, or acts as a storage device in an offence. Cyber bullying, due to its threatening nature, is therefore an e-crime, a fact not clearly understood by those involved.

Any form of cyber bullying or e-crime must be reported to the school. It will firstly be dealt with through the School’s Acceptable Use Policy. Serious breaches are a police matter and will be dealt with through State and Federal Laws.

**What is Copyright and Intellectual Property?**
Music, information, images and games on the Internet are owned by someone. The term copyright is a legal one and there are laws to enforce it. Not only is breaking copyright morally, ethically and legally wrong, it can introduce potential risks.

Not everything on the Internet is true, accurate or unbiased. The school is working to teach digital literacy skills, which enable students to locate, evaluate, and use information effectively on the Internet. It is important that students respect the Intellectual Property of people who contribute resources online. Students should use their own thoughts and language to express what they have learnt, and avoid simply copying and pasting information from the internet.

**How do I make the most of the device at home?**
As a parent, you play a central role in your son’s development. If you don’t feel entirely comfortable using digital technologies, don’t worry – detailed information about how to use the device will be given to your son at school. The most important thing you can do is encourage your son to use the device, and show you what they’re learning and how they are using it.

**Can other people use the device?**
While it is a family-owned device, the device is essential for the student’s education, so it is recommended that it is not used by anybody else.
Can the device be used to play games?
Games are not to be downloaded on the device at school. Inappropriate, violent or other unacceptable material not in keeping with the ethos of the school must not be accessed or used under any circumstances.

Will the student files on the device be private?
Students should expect their devices to be periodically inspected and monitored for inappropriate usage. Students and parents need to be aware that files stored locally on the devices or on school servers are not private.

How will students make the most of the device at school?
Students are more motivated and engaged in learning when they have their own device, because the device emphasises and supports self-directed learning, with access to information anywhere, anytime. It also provides access to Canvas LMS where they can access all of their class materials and access to their network storage area.

Teachers will create activities for learning that utilise the efficiency of the device and students will be able to collaborate to achieve learning tasks and to share in assessment.

It’s vital that students understand that the device is a tool which is central to their learning at school and home. You can expect that teachers will have discussions with your son and their classmates to discuss the expectations and responsibilities that go with having an device.

Using the device inappropriately or failing to have it fully charged and at school each day will result in disciplinary action.

How do I avoid problems when using the device?
As with all laptops and computers of a portable nature, devices are designed to be used in a wide variety of situations and environments. Due to their portability, there are a number of things you can do to use devices safely and effectively. In doing so, you will be improving the learning environment and outcomes for students.

The Home Environment

Posture
Promoting and encouraging suitable posture during device use is a key factor in preventing injury and promoting a healthy learning environment. It is important to ensure students maintain good posture, with a particular focus on their:
- Back.
- Neck and Shoulders.
- Arms and Forearms.
- Wrists and Hands.

**Awkward Postures**
Sustained or extended use while adopting awkward postures is generally not recommended. For the purposes of this document, awkward postures may include:
- Sitting on the bed.
- Sitting cross legged.
- Standing, sitting and leaning against a wall with device on flexed knees.
- Kneeling.
- Lying supine.
- Side lying.
- Slouching whilst seated.
- Resting device on hand / arm
- Sitting on floor with device on a desk or chair.

The bottom of the device can generate a substantial amount of heat, depending on what software / functions are being executed, so for this reason it is not recommended that they be used on lap for extended periods of time.

**Ergonomics**
Where possible, regularly rotate between device and paper-based activities. Where possible, regularly rotate between typing-based and browsing tasks. Where device usage exceeds 30 minutes of continual work encourage short rest breaks (5 minutes for every 30 minutes) including stretching and exercises.

**Lighting/ Glare**
Work where lighting is most sufficient, or provide additional lighting. Position work area so that sun glare does not cause a visual disturbance. Use blinds where available.

**Electrical**
Make sure that cables and power outlets are managed appropriately. Make sure that the device is stored correctly overnight and is recharged ready for the next day at school.
If you have an iPhone, note that the charger will work with the device but it will charge the device much slower than the charger that comes in the box. The way that you can tell the difference between the iPhone and device chargers, is what is written underneath. An iPhone charger is 5W whereas an device charger is 10W.
The Classroom Environment

General
Students should be mindful that with the use of the device in class comes responsibility. Students will have the freedom to access school resources, the Internet and their mail, but should follow the direction of their classroom teacher and not distract themselves with other activities.

Ergonomics
Where possible in class, teachers will rotate between device and other activities. They will also rotate between typing-based and browsing tasks. Where device usage exceeds 30 minutes of continual work, teachers will encourage short rest breaks (5 minutes for every 30 minutes) including stretching and exercises. Students should use the protective cover stand to place the device on their desk for ease of use.

Lighting/ Glare
Students should work in sufficient lighting. Arrange work areas so that reflections and sun glare do not cause a visual disturbance. Use blinds where available.

About Getting the Most out of the device program

Guidelines for Use at Home
Parents don’t need good computer skills to help children use their devices. Your interest and encouragement is more important than computer skills. Encourage open use of the device (or any computer) - not hidden away in a private space like a bedroom. Remind your son to charge the device overnight to ensure it is ready for school each day. Spend time with your son asking them to show you the places they use online. Make this a regular, ongoing conversation.

Discuss strategies your son could use if they were upset by something sent or posted online. Telling you, not responding and leaving the space straightaway may be some first steps your child could take.

Set time limits around device usage.

Set in place agreed levels of personal information your son can share online. It is important private information such as their name, address, and images are kept just that – private. Encourage your son to think before they post information online. They should be aware that
once information is posted online it can be difficult to retrieve it. Remind your son of the importance of keeping their password a secret. More often than not, accounts are hacked by someone known to the account holder using a password they have obtained from the account holder.

Try not to use the removal of technology as punishment for online issues. International research shows the number one reason young people give for not reporting online issues, including cyber bullying, is because they believe they will lose access to their online technology and communities. Talk to your school if any issues arise. If the student is using the device inappropriately at home the “take home” nature of the agreement may be renegotiated.

**Where can I get more information?**

MHS will keep you informed through the school website, newsletters, email and parent information evenings. The school will also be able to give you advice on:

- the best academic uses of the device including safe and responsible internet use.
- copyright, plagiarism and software licensing.

**For further support with online issues students can call Kids Helpline on 1800 55 1800.**

Parents/carers call Parentline 132289 or visit:

- [www.amf.org.au](http://www.amf.org.au)
  (Allannah and Madeline Foundation)

**Jeremy Ludowyke**

Principal

**Paul Drew**

Director of Learning Technologies
APPENDIX 1 – Software

Mandatory Purchased Software

- Antivirus / security product – purchased via booklist
- Adobe Creative Cloud Subscription (Years 9 & 10) – purchased via booklist

Mandatory Free Software – available from the Internet

- Adobe PDF Reader
- Google Chrome Browser
- VLC Media Player

Mandatory School Provided Software

- Clearpass On boarding software – installed at connection to School Wi-Fi
- Office 365 - Installable from the Office 365 portal with your student ID and password. Up to 15 different device installations per student
- Vivi Presentation Client - Available from the school’s software download page
- Papercut – Print Management software available from the school’s software download page
- Other software as advised or provided at the school’s software download page
Appendix 2 – Acceptable Usage Policy (AUP)

At Melbourne High School we support the rights of all members of the school community to be provided with and engage in a safe, inclusive and supportive learning environment. This extends to the use of digital tools and online communities and is underpinned by our expectation of safe and responsible behaviour from all members of the school community. We provide a filtered internet service at Melbourne High School but we acknowledge that full protection from inappropriate content can never be guaranteed.

Parents are encouraged to become familiar with cyber safety issues. The Department of Education and Training provide Interactive Learning Modules for parents that can be found at [www.education.vic.gov.au/about/programs/bullystoppers/Pages/parentmodules.aspx](http://www.education.vic.gov.au/about/programs/bullystoppers/Pages/parentmodules.aspx)


Students and parents/guardians are to read the following information that outlines the Melbourne High School Acceptable Use Agreement.

The student and parent/guardian are to sign the Acknowledgement Form where indicated and return the signed Acknowledgement Form to the student’s Form Teacher.
Student declaration

When I use digital technologies and the internet I agree to be a safe, responsible and ethical user at all times, by:

- respecting others and communicating with them in a supportive manner; never writing or participating in online bullying (e.g. forwarding messages and supporting others in harmful, inappropriate or hurtful online behaviours)
- protecting the privacy of others; never posting or forwarding their personal details or images without their consent
- carefully considering the content that I upload or post online; knowing that this is a personal reflection of who I am and what people think of me
- protecting my privacy; not giving out personal details, including my full name, telephone number, address, passwords and image
- talking to a teacher or a trusted adult if I personally feel uncomfortable or unsafe online
- talking to a teacher or a trusted adult if I see others participating in unsafe, inappropriate or hurtful online behaviour
- abiding by copyright and intellectual property regulations; requesting permission to use images, text, audio and video and cite references where necessary
- not downloading unauthorised programs, including games
- not interfering with network systems and security, the data of another user or attempting to log into the network with a user name or password of another student.
- investigating the terms and conditions of content use (e.g. age restrictions, parental consent requirements) and if my understanding is unclear seeking further explanation from a trusted adult
- confirming that I meet the stated terms and conditions and completing the required registration processes
- handling ICT devices with care

In addition, when I use my personal mobile devices (including my phone) I agree to be a safe, responsible and ethical user at all times, by:

- keeping devices on silent during class times; only making or answering calls or messages outside of lesson times (except when approved as part of a lesson)
- Allowing teachers to view open applications and recent files list during class times if requested
• respecting others and communicating with them in a supportive manner, by not making harassing phone calls/text messages or forwarding on messages
• respecting the privacy of others; only taking photos or recording sound or video when others are aware and consent has been provided by relevant students and the teacher in charge
• obtaining appropriate consent from individuals who appear in images or sound and video recordings before forwarding them to other people or posting/uploading them to online spaces

1-to-1 personal devices

Ownership

• The device is owned by the parents/student but is made available for use as part of the school learning program.
• Parents/students should be aware that files stored on the device are private but may be publicly accessed as part of learning programs.

Software and access

• The school will provide information about standard software programs and applications required for installation on personal devices and will advise when new software or applications need to be purchased.
• Parents are responsible for purchasing and installing new programs on personal devices. Parents are advised to set up a separate family account (not use their own accounts) to manage purchases for their child’s device.
• The school will provide access to some software and applications such as MS Office 365 free of charge.
• Access to other software may be provided depending on special subject needs. Depending on the licensing arrangements this may be at cost or free of charge. The student will be informed at the time.

School support

Support will be provided for:

• connecting the device to the school network, internet and other digital technologies
• set up and management of school, student email accounts
• all school-based software and associated issues with school applications.
• Hardware support for devices purchased via the school’s Purchasing Portal. This support is subject to the warranty options and/or accidental insurance purchased with the device.

Support **will not** be provided for:

• connecting to home networks, the internet, printers, or other devices
• personal email accounts and settings
• software issues not associated with school-based software
• hardware issues.

**School Support Limitations**

• Support will be limited to a reasonable time basis.
  o Devices not purchased via the schools purchasing program will be limited to 10 minutes support per issue.
  o Devices purchased via the schools purchasing program will have a maximum of 30 minutes of support per issue
• Major Issues that cannot be resolved within the advertised support time limits
  o Devices purchased via the schools purchasing portal will be reimaged with the school’s base software image. The responsibility will lie with the student to reinstall any other software and ensure that their data is backed up and recoverable post reinstall

• **Devices not** purchased via the schools purchasing portal.
  o Students will be required to resolve their own issues using third party providers or alternative resources.

**Damage or loss of equipment**

• Parents are responsible for making sure the device is covered under their insurance, so that it can be replaced if lost or damaged and student learning is not interrupted.
• The school must be notified if the device is damaged or lost so that a student’s learning program is not interrupted whilst being replaced.
User responsibilities

Students are responsible for:

- bringing portable devices fully–charged to school every day
- ensuring the device has appropriate virus protection
- backing up data securely
- carrying their device in an appropriate protective case at all times
- adhering to this Acceptable Use Agreement when using the machine, both at home and at school, including during lunchtime or when not in the classroom.
Acknowledgement

This Acceptable Use Agreement applies to all digital technologies and environments, including (although not limited to):

- school owned ICT devices (e.g. computer lab desktops, printers, scanners etc)
- student owned ICT devices (e.g. mobile phones, laptops, tablets)
- Not using another person’s mobile device without their presence and permission
- email and instant messaging
- internet, intranet
- social networking sites (e.g. Facebook)
- video and photo sharing websites (e.g. YouTube)
- blogs or micro-blogs (e.g. Twitter)
- forums, discussion boards and groups (e.g. Google groups)
- wikis (e.g. Wikipedia)
- vod and podcasts
- video conferences and web conferences.

This Acceptable Use Agreement applies when digital technologies are being used at school, during school excursions, camps and extra-curricular activities.
Please Return this form on Orientation Day, 3rd December 2019

Signature

I understand and agree to comply with the terms of acceptable use and expected standards of behaviour set out within this agreement. I acknowledge that any device connected to the school’s network is subject to the school’s “Web Filtering Policy” which is published on the school’s Intranet / Internet site. I understand that there are actions and consequences established within the school’s Student Engagement Policy if I do not behave appropriately.

Student name:

____________________________________________

Student signature:

____________________________________________

Parent/Guardian Name:

____________________________________________

Parent/Guardian Signature:

____________________________________________

Date:____________________________________________

Acknowledgement by school

Form teacher name:

____________________________________________

Form teacher signature:

____________________________________________

Date:____________________________________________