**PARA HILLS
HIGH SCHOOL**

Your vision **Your future**

1:1 Student Laptop Program 2019

Student Laptop and LearnLink Office 365 User Agreement

Please read this document carefully. You will be asked to sign and return the agreement form to the Library.
A copy of the agreement form is on the last page of this document. Thank you.

Laptop User Agreement

Contents

Rationale

At Para Hills High School our goal is for all of our students to be connected to and engaged with learning, we know that when students use technology (i.e. computers) they are more likely to be engaged and motivated to learn. We want to use technology to make a difference for our students and to improve their achievement. Our vision is for our students to be able to access learning anywhere, anytime.

TERMS AND CONDITIONS

The laptop

- The security and appropriate use of the laptop is the student's responsibility. The student must comply with all directions we give in relation to the use of the laptop and produce the laptop for inspection whenever requested.

- This laptop is issued to the student for their educational use but remains the property of Para Hills High School and its supply to the student is conditional upon the student's continued enrolment at the School. If the student ceases enrolment at Para Hills High School, the laptop must be returned to the School.

- On the date we specify by notice to you, or on the date the student ceases to be enrolled at Para Hills High School, whichever is earlier, you must return the laptop to Para Hills High School in good working order and in good repair complete with the AC power adaptor.

- Failure to return the laptop will result in Para Hills High School, in the first instance, invoicing the student or parents/carers for the repair or replacement cost of the laptop. Should the student or parent/carer fail to return the laptop or arrange payment of the invoice we may instruct the department's Debt Recovery team to take action to recover payment for the invoice.

- Para Hills High School does not give any warranty, representation or assurance as to the quality, fitness for purpose or safety of the laptop as this is covered by the Manufacturer.

- The laptop is also available for personal use provided:
  - This use does not affect the performance of the laptop for learning,
  - All material on the laptop is subject to review by school staff,
  - Personal use complies with the conditions of the user agreement.

- The laptop may not be used for any commercial purposes.

- This agreement is only valid in Australia. The laptop cannot be taken on holiday overseas.

Software, Copyright and Intellectual Property

- Each laptop will be loaded with a Para Hills High School approved software image configured for use on the school network.

- The image will include operating system software, anti-virus software, standard Microsoft software and some of the Adobe Suite.

- Software installed by the school is copyright and must not be distributed or deleted without written permission from the school.

Office 365

Our school will provide students access to a range of Microsoft products known as Office 365, however if you do not wish your child to have access you can opt out by completing the appropriate section on the Laptop User Agreement.

Office 365 is a customised package of Microsoft Office 365, tailored for the South Australian public education system, and is offered at no additional charge to parents/guardians whilst their student remains enrolled at Para Hills High School.

When enabled, students will be able to download licenced versions of common applications used in teaching and learning for no charge, and use them without an internet connection. They will also have their own online storage space for files that can be shared with other students and teachers.

Below is some important information regarding the Office 365.

What is Office 365?

Office 365 provides students with an email and collaboration platform to create and/or upload/share content. This may include websites, presentations, written, audio, images and video material as part of their educational program.

All data and information within Office 365 is stored within an Australian based 'cloud' and provides the following services to students.

- **Email (existing service)**
  Students are provided a unique email address that remains the same throughout a student's enrolment in a State Government school or preschool.

- **Office 365**
  Office 365 provides the latest versions of Microsoft Office applications for desktop PCs, Macs and mobile devices, including Windows, iOS and Android devices.

  Office applications include Word, Excel, PowerPoint, OneNote, Access, Publisher and Outlook, however not all Office applications are available for Mac, iOS and Android devices.

  Office applications can be installed, via the internet, on up to 5 personal computers and up to 5 mobile devices owned by a student (including parent-owned). Once installed, the applications can be used without an internet connection. Periodic internet connection is required for accessing data stored in cloud services, updates and licencing via your LearnLink Office 365 account.

- **Office Online**
  Office Online is a web based, lightweight version of Microsoft's Office productivity suite (including Word, PowerPoint, Excel, and OneNote) that can be used on most devices capable of connecting to the internet via a web browser.

- **OneDrive for Business**
  OneDrive for Business is a cloud service where students can store, sync, update, and share files from any internet connected web-browser, and collaborate on Office documents.

  Each student will receive 1 Terabyte (or 1000 Gigabytes) of storage space in Microsoft's Australian cloud. By default all data and files are private, however they can be shared with other LearnLink Office 365 users, including staff and students of other schools and preschools, but not anyone external to DECD schools/preschools.

Using Office 365 Services

All students are required to sign conditions of use agreements before they have access to school computers, internet, and software which outlines acceptable use.

The acceptable use agreements have been updated to outline conditions of use for the additional LearnLink Office 365 services.

A number of services provided by LearnLink Office 365 require internet access.

When students are at a school / preschool internet access will be filtered by DECD however access from home/off-site is not filtered by DECD and as such should be supervised.

Please be aware that as with any internet use, it is possible (although unlikely) that viruses and/or other malicious software could be introduced to your personal computing devices via Office 365 services (including email).

It is strongly recommended personal devices have suitable anti-virus / anti-malware software installed and regularly updated, and the device operating system is regularly updated.

Users of Office 365 are responsible for the information/data in their Office 365 account and any important information should be backed up. Office 365 is only to be used in relation to delivering curriculum objectives, and must not be used to store, transmit or share sensitive or personal information.

Installing Office 365

Office 365 applications will need to be installed on a computer or mobile device before it can be used.

Although unlikely, it is possible that installing Office 365 on your personal device may cause problems, such as conflicts with other software you have installed.

It is recommended that you:

- Backup your personal device, prior to installing Office 365 application(s); and
- Ensure your personal device meets or exceeds the Office 365 System Requirements

    https://products.office.com/en-au/office-system-requirements.

What if I do not want my child to use the Office 365 Services?

The school requires written notification if you do not consent to your child using the additional Office 365 Services. Please indicate on the User agreement below if you do NOT wish your child to access Office 365.

How will my child access the Office 365 Services?

Office 365 services can be accessed by students by logging into the DECD LearnLink student portal http://www.learnlink.sa.edu.au.

Games, Music & Non-school Applications

- Para Hills High School does not object to the installation of non-school applications and files on the school laptops provided that the installed applications and files:
  - Are appropriately licensed (i.e. they do not breach copyright and intellectual property laws – this includes video and music downloads),
  - Are ethically and morally acceptable (including consideration of school appropriateness, age appropriate ratings and privacy issues),
  - Do not affect the efficient functioning of the laptops for educational purposes (i.e. they do not interfere with the speed and storage capacity of the laptop or the problems that might arise from increased battery use),
  - Do not affect the school's wireless network,
  - Do not interfere with the learning program.

- In particular, while some games have significant educational benefits, other games have little educational merit and may affect network function. As a result:
  - The use of network games is banned,
  - No ad-hoc networks are to be formed.

- Where there is a contravention of this policy, consequences will include re-imaging the laptop which may result in the loss of data if back-ups have not been kept up to date.

- Other sanctions may be imposed as appropriate and determined in consultation with ICT Management and the Principal.

Virus Protection

- Anti-virus software (Microsoft Forefront) and monitoring software will be loaded onto the laptop through the initial imaging process. Updates of this software may be scheduled at various times.

- Students should ensure that anti-virus software is kept up-to-date on their laptop and regularly check for viruses. This happens automatically when they connect to the school network.

- As students have the right to personally use their laptops, and connect to the Internet from home, they need to take all steps to protect the laptop from virus attacks.

- ***You must not install any antivirus software as Forefront is already installed and running 2 different antivirus programs on a computer will cause major issues.***

- Viruses can enter laptops through:
  - Removable media such as CDs, DVDs, floppy disks and USB memory sticks,
  - E-mails,
  - The Internet (including web browsing, FTP programs and chat programs/rooms).

- **Helpful TIPS**
  - *Do not open any files attached to suspicious or unknown emails,*
  - *Exercise caution when downloading files from the Internet. Save the files to the laptop's hard disk and run the virus scanner on the files before opening them,*
  - *Delete chain and junk emails. Do not forward or reply to any of these,*
  - *Never reply to spam,*
  - *Hundreds of viruses are discovered each month. Run your virus scan regularly,*
  - *Avoid indiscriminately loading non-standard software onto the laptop as it can result in infection by viruses and spyware are common causes of laptop failure.*

Security Procedures

- Do not leave your laptop logged-on when you are not using it. It is strongly recommended that you secure your desktop with a password protected screensaver. This locks your PC after a set period of inactivity, reducing the risk of someone else performing any actions using your username.

- You must update software with security patches when they are released. This occurs automatically whenever your laptop is connected to the school network.

- During the school day when the laptops are not being used and the student is unable to keep the laptop on them (e.g. at lunchtime, during PE etc), the laptops can be securely stored in lockers provided in the Library or the foyer of the Gym. Students will need to use their own lock and key to secure the locker.

Power Issues/Battery/Charging

Battery Life and Conditioning the battery

- The battery can be conditioned to ensure a long life.
    - The laptop battery should be completely powered down before recharging,
    - It should then be fully charged overnight,
    - Repeat this 3 times before you run the laptop from the power outlet.

    Run down fully → Recharge → Run down fully → Recharge → Run down fully → Recharge

- Then it can be used connected to the power outlet if needed. This is not usually required as the laptops run effectively when fully charged.

- It is a requirement that students bring the laptop to school **each day fully charged**. Repetitive failures to bring the laptop fully charged may lead to suspension and removed rights from using the device.

Caring for your Laptop

- In the event of failure, your school IT technician may be able to restore your laptop to its original state. However, there is no guarantee that data stored on your laptop can be recovered. Before installing new software, ask first and make sure your backup is up to date.

Packing away your laptop

- For extra protection, always pack your laptop in a protective cover or bag if you are carrying it from one place to another.

- Do not wrap the cord too tightly around the power adapter or the cord will become damaged.

- Try to avoid moving your laptop around when it is on. Before switching it on, gently place your laptop on a stable surface and then switch it on.

- You still need to be careful with the laptop while it is in your bag. Do not drop the bag from your shoulder. Always place the bag gently down.

- Be careful when putting the laptop in the car or bus that no other items are on top of it and nothing will roll on to it.

- Laptops should be switched off before being placed into the protective cover. If you are charging the laptop in your locker, ensure that it is **not** inside the protective cover as it will overheat.

Operating conditions

- Avoid exposing your laptop to:
    - Direct sunlight or sources of heat such as desk lamps,
    - Dust, dirt, rain, liquids or moisture,
    - Heavy shock or vibration.

LCD Screens

- LCD screens are delicate and will be damaged if poked, prodded, pushed or slammed.
- **Never pick up your laptop by its screen**. Do not slam the screen closed and always be gentle when putting your laptop down.
- To clean your LCD screen:
    - Switch off your laptop,
    - Lightly dampen a non-abrasive cloth with water and gently wipe the screen in a circular motion.
- Do not directly apply water or cleaner to the screen.
- **Avoid applying pressure to the screen**.

AC Adaptor

- Connect your adapter only to your laptop.
- Do not step on your power cord or place heavy objects on top of it. Keep your cord away from heavy traffic areas.
- When unplugging the power cord, pull on the plug itself, rather than the cord.
- Do not wrap your cord too tightly around the adapter box.
- Be aware of the power savings that come from running your laptop effectively from battery after being fully charged. This can amount to a significant amount per year.

Loss and Damage

- The warranty covers normal defects and usage issues. It does not cover negligence, abuse, malicious damage or loss.
- It is the student's responsibility to take appropriate precautions to prevent wilful damage or theft.
- Each student issued with a laptop is expected to care for and safeguard the laptop in a responsible manner. The laptop is an expensive item of school property and the school issues this property to the student on the understanding that it will be well cared for.
- Any instances of vandalism, damage, loss or theft must be reported immediately to the School. In the case of a suspected theft a police report must be made by the family and an event number provided to the school.
- In the case of loss or damage as a result of negligence, abuse or malicious act **the student or the parents/carers will be responsible for meeting the cost for repairs or full replacement** of the laptop.
- Parents/carers will have to replace lost or damaged chargers.

- Students are not to deface the laptop.

- The student or their family must not try or purport to sell the laptop, offer the laptop as security nor give possession of the laptop to anyone else.;

- Students are expected to place their laptop in their laptop bag at times when they are not using it (examples being recess, lunch, practical periods). Failure to comply with correct storage will be seen as negligence. Loss or damage as a result of not securing the laptop will result in the student being charged the cost of repair or replacement.

- Parents may choose to evaluate their personal home contents and car insurance to cover equipment on loan to their child, in the event of loss or damage to such loaned equipment while in the care and custody of the child.

- In the case of accidental loss or damage a witnessed statutory declaration signed by the parent/carer should be provided.

- If a laptop is damaged, or lost the principal or delegate will determine whether replacement is appropriate and/or whether or not a student retains access for home use.

Servicing and Warranty of the Laptop Computer

The School's IT Help Desk staff are the first point of contact for all laptop problems. Depending on the problem, our support staff may resolve it or advise further action. The servicing and repair of the notebook computer are vital components underpinning the Laptop Program. Within the industry, it is typical that computer repairs can take an extended period of time to complete and return. However, with warranty support and our IT Help Desk staff, students can expect a shorter turn around period.

In addition, your son or daughter can access onsite specialist support to make them comfortable with their notebook computer and its operation in the classroom.

- Each laptop computer in the school's program is covered by an extended four year manufacturer's warranty;

- The laptop's battery also carries a three year manufacturer's warranty.

- There is no charge to the user for repairs that are completed under warranty.

- Any damage that is not covered by the warranty conditions will incur a cost of repair to the student, should it be deemed to be caused by negligence or intentional damage.

- Loading of software such as P2P (peer to peer) file sharing and illegal downloading of software is a major cause of virus infections, and any students doing so intentionally will be charged for repair of the laptop at the Principal's discretion.

Screen damage related costs

If the laptops LCD Screen is cracked or damaged and not deemed a warranty issue, the school will invoice the parents according to the following sliding scale.

Occurrence	Cost
1st	Half of our repair cost
2nd and subsequent incidents	The full cost for the repairs

Non-warranty damage

The warranty does not cover the device for any wilful damage, careless damage or theft. Examples of items not covered are:

Type of Damage	Examples of damage
Non-warranty damage	Any keys being removed from the notebook's keyboard due to excessive force applied.
Non-warranty damage	Damage leaving objects (such as pens) on the keyboard when closing the notebook lid, and as a result the LCD display is damaged.
Non-warranty damage	Leaving the notebook unattended and as a result it was damaged by someone or something else other than the user or assigned owner.
Non-warranty damage	Repeating cases for the same notebook which may have previously been termed as accidents.

Non-warranty related costs

Non warranty claims may lead to a school reconsidering participation in take home programs.

Intentional damage where the school determines that damage has been intentionally caused to a device or a student has disrespected school property, the full cost of repair or replacement may be charged.

Device fault data listed is provisional only. Faults are reconciled by the hardware vendor monthly, and are subject to change. The final determination of warranty coverage is made by the hardware vendor.

Appearance and Personalisation

- As the laptops are the property of the school, they are not to be altered or personalised in any way that is not completely irreversible. Labels or stickers are OK but must be easily removable.

- If students are using the school provided protective carry case, it may be personalized to promote easy identification.

- The laptop will be permanently marked with identifying information as required by the Administrative Instructions & Guidelines (AIG's). Additionally a label containing the Asset Tag Number will be attached. This label must not be removed.

Laptop Specifications

- It is expected that all laptops batches will be of the same specification to assist in management and curriculum development.
- Students are not permitted to change the laptop specifications, make modifications or add upgrades.
- Note: The laptop warranty is **void** if attempts are made to change the hardware.

Acceptable Use

- The Network Managers maintain computers and networks so that they operate effectively, ensuring that the resources needed are available, and that the interface operates in a consistent way.
- The following guidelines are outlined to ensure all users are able to access the latest research available with the latest technology in an acceptable and safe learning environment.
  - Users will avoid sites with content that is violent, racist, sexist, pornographic, dominated by offensive language and/or illegal in any way.
  - When at school, engaging in chat lines or downloading files is not permitted unless forming part of a legitimate class activity guided by the teacher of that class.
  - The Federal Communications Act determines guidelines for appropriate use. Inappropriate use of the internet and email is a serious matter and can have significant consequences, eg sending a message over the internet using someone else's name.
  - Passwords should remain confidential. No user should log-on another student using their password.
  - It is the responsibility of students to maintain sufficient credit in their Internet and printing accounts to allow subject related tasks to be carried out.
  - Do not remove files or folders that have been installed to the hard disk or network.
  - Do not use inappropriate or offensive names for files or folders.
  - Do not bring to school, or use, games or any other materials which may be offensive to others.
  - Do not engage in cyber bulling or e-crime.
  - No laptop (or mobile phones) with camera capabilities are to be used in change rooms or toilets.
  - Under privacy legislation it is an offence to take photographs of individuals without their expressed permission and place these images on the Internet or in the public forum.

Cyber bullying

- E-technology provides individuals with a powerful means of communicating instantly with others in both positive and negative ways.

- Cyber bullying is bullying which uses e-technology as a means of victimising others. It is the use of an Internet service or mobile technologies–such as email, chat room discussion groups, instant messaging, Webpages or SMS (text messaging)–with the intention of harming another person.

- Examples can include communications that seek to intimidate, control, manipulate, put down or humiliate the recipient.

- Activities can include flaming (repeated negative messages), sexual and racist harassment, denigration, impersonation, trickery, exclusion and cyber stalking.

- The targeted person often feels powerless and may need help.

Electronic crime (e-crime)

- Cyber bullying may involve varying levels of severity, ranging from occasional messages to frequently repeated and highly disturbing threats to a person's life.

- Cyber bullying can therefore be an e-crime, a fact often not clearly understood by those involved.

- E-crime occurs when a computer or other electronic communication devices (eg mobile phones) are used to commit an offence, are targeted in an offence, or act as a storage device in an offence.

Consequences

- Any form of cyber bullying or e-crime will be dealt with through the school's "Anti-Bullying Policy" and "Cyber Safety Policy".

- Serious breaches are a police matter and will be dealt with through State & Federal laws and SA police.

Data Storage

- Always backup your data files on a frequent and regular basis. You should have at least two copies of your files. E.g. One copy on your laptop hard drive and another copy on an external source, such as cloud storage (One Drive provided with Office 365), a flash drive, or an external hard drive. You can also copy smaller files to your schools student (H:) Drive for backup. All data stored in your H: Drive, is automatically backed up twice.

- Upon return of the laptop to Para Hills High School, please remove from the laptop any data you wish to preserve. We are not to be responsible for any loss of any data nor for any disclosure of information that may be stored on the laptop.

Technical Support

- Students who require support (passwords, functioning of laptop) are able to obtain this from the ICT Support Staff in the library.

- Students experiencing technical and software faults should proceed according to the following steps:

    - If the computer has an obvious hardware fault (screen or keyboard not working) then it should be taken to the ICT Support Staff, where the vendor will be contacted for support. If necessary, a replacement laptop will be loaned to the student until the hardware fault is rectified.

    - If the laptop has any other issues a re-image may need to be performed. IMPORTANT FILES MUST BE BACKED UP BEFORE RE-IMAGING AS THEY WILL NOT BE RECOVERABLE IF LEFT ON THE LAPTOP.

- If a problem still persists supplier will be contacted.

Internet Usage

- Students can access the Internet through the school's network while on site. Access to the Internet through the school's network at school will be monitored and subject to strict filtering.

- Students may also use the Internet for their personal use at home after setting up the laptop to access it through their home Internet Service Provider. (Consult your ISP for processes to do this.)

- Students are reminded that inappropriate downloads can be detected when the laptops are connected to the school's network.

Printing

- At school you will be able to print to any nearby printer/photocopier. To retrieve your work go to any nearby printer and either enter your code or swipe with your student ID card to have your work printed.

- At home you may need to save your work to a USB storage device and print from a computer connected to a printer. You may also want to install your home printer to the laptop.

Student Laptop Agreement

STUDENT'S
GIVEN NAME: _____
(Please Print)

SURNAME: _____
(Please Print)

Student Agreement

I am aware that a complete copy of the Student Laptop User Agreement is available on the schools website at http://www.phhs.sa.edu.au/policies.htm

I will use my laptop in accordance with the school's policies including cyber-safety and acceptable use.

I am aware that changes have been made to the charges for damage to the laptop, and that your parent/carer will be charged accordingly for physical damage not covered by the warranty.

My ability to take the laptop home is dependent upon school attendance rates, parental consent and my appropriate and safe use of the laptop.

Signature of the Student: .... *Date:* ....

Parent/Caregiver Agreement

I have read and discussed the Student Laptop User Agreement with my child.

I understand that the failure of my child to comply with the Student Laptop User Agreement could result in the possible loss of access to Para Hills High School's computer equipment at school and at home.

I have ensured that this Student Laptop User Agreement has been signed by my child. I am aware that signing and returning this form constitutes a commitment to pay costs associated with repairs or replacement of Information and Communication Technology (ITC) equipment allocated to my child.

Para Hills High School's policies relating to recovery of debts will apply. (NOTE: Some home and car insurance policies purchased by the parent/caregiver may cover such costs.)

I agree to the terms and conditions, as attached, for the care and use of the device.

Name of Parent/Caregiver: ....

Signature of Parent/Caregiver: .... *Date:* ....

LearnLink Office 365

If you **DO NOT** wish for your child to have access to **LearnLink Office 365,** please sign the section below:

Signature of Parent/Caregiver: .... *Date:* ....

This agreement will remain in force as long as your child is enrolled at this school. If it becomes necessary to add/amend any information or rule, you will be advised in writing.

PLEASE RETURN THIS PAGE TO SCHOOL LIBRARY AND KEEP A COPY FOR YOUR OWN REFERENCE.

**This agreement will remain in force as long as your child is enrolled at this school.
If it becomes necessary to add/amend any information or rule, you will be advised in writing.**

PLEASE RETURN THIS SECTION TO SCHOOL AND KEEP A COPY FOR YOUR OWN REFERENCE.