



Name: _____ () Class: _____ Date: _____

PDLP Student Device Information Kit

1. Device Contractor’s Information

- (a) Lenovo Help Desk Number: 800 852 8100
- (b) Lenovo Help Desk Operating Hours: Mon – Fri: 0900 – 1800
Sat: 0900 – 1500
Closed on Sun and Public Holidays
- (c) Lenovo Help Desk Email: aseansg@lenovo.com
- (d) Website: <https://www.asiapac.com.sg/pld/lenovo> (For buying of accessories)
- (e) Service Centre Location: Lenovo Service Centre @ Funan Mall (280m from City Hall MRT)
Service Centre Number: 6338 3778
Service Centre Email: aseansg@lenovo.com
Opening hours: Mon – Sun: 1100 – 1900
Public Holidays: Closed
- (f) Service Centre via Fortnightly School Collection
 - i. School collection
 - Refer to point 2 on School-Based ICT Support
 - ii. Returning of PLDs after servicing
 - Will only be done through school. Request to have PLD returned earlier or to self-collect the PLD at the service centre will not be acceded.
 - Returning of PLD will be done 2 weeks later.
 - School loaned PLDs will be issued to students in such situation, with the agreement of parents/ guardians.
- (g) Insurance and Warranty

Insurance	Warranty
The device insurance coverage includes: Damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults: a) Fire b) Lightning c) Power Surges d) Accidental e.g. water spillage, drop etc e) Theft due to forcible entry f) Robbery	This warranty warrants that the product will be free from manufacturing defects in materials and workmanship for the limited warranty period of 1 or 3 year(s).

Base Device Bundle	Enhanced Device Bundle
✓ 1-year insurance + 1-year warranty	✓ 3-year insurance + 3-year warranty
✓ Allows for 1 repair or 1 replacement	✓ Allows for 2 repairs or 1 replacement

Item	Issues	Actions
1	Adhoc purchase of Device	✓ Inform School ICT Team
2	1 to 1 Exchange within 7 days from unboxing	✓ Email to pdpllenovo@asiapac.com.sg Please write to the email above with: Subject header: MOE PLD Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number
3	Lost Device	✓ Make a police report ✓ Inform School ICT Team ✓ Email Lenovo Helpdesk, aseansg@lenovo.com ✓ cc pdpllenovo@asiapac.com.sg with police report and proof of purchase
4	Device Repair	Hardware issue ✓ Contact Lenovo Service Centre Location: Lenovo Service Centre @ Funan Mall Number: 6338 3778 Opening hours: Mon – Fri: 1100 – 1900 Sat, Sun and Public Holidays: Closed ✓ OR Log a case to School ICT Team for fortnight collection service in school Software issue/Unsure ✓ Inform School ICT Team
5	Insurance Claim	✓ Email necessary documents to Lenovo Helpdesk, aseansg@lenovo.com Please write to the email above with Proof of Purchase and: Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number ✓ cc pdpllenovo@asiapac.com.sg

2. School-Based ICT Support

Reporting Venue	Media Studio	General Office
Operating Hours	1. Recess time of respective levels 2. After school <u>Odd Weeks</u> 1.15pm – 2.15pm (Monday to Thursday) 12.35pm – 1.20pm (Friday) <u>Even Weeks</u> 2.15pm – 3.15pm (Monday to Thursday) 12.35pm – 1.20pm (Friday)	Monday – Friday <ul style="list-style-type: none"> • By appointment only. • Please contact the General office at 64430563 to make the appointment.

3. Standard Operating Procedure (SOP)

(a) Reporting of Device Issues (hardware issues and damages)

- i. Parents/students to contact relevant Contractor/School for device issues. Parents/students will need the following information such as their device serial number, brand and model of the device, school, their name, contact number and description of problem to log a case with the relevant parties.
- ii. The relevant parties will advise parents/students on any further actions required (e.g. bringing their devices to the service centre for diagnosis or assessment of damage).
- iii. Parents/students can also use the fortnightly collection service provided by the contractors to schools to send in their devices. Parents/students should only pass their devices to the school-based service desk on the collection day as there is space constraint to store devices in school.
- iv. School-based service desk personnel will liaise and confirm the fortnightly collection date and time with the contractor. Contractor will pick up the devices from school on the arranged date and time.
- v. The devices (depending on the parts availability) will be fixed and returned to school the next fortnightly collection service day. If there are follow-up actions required, contractor will contact parents/students directly (e.g. the damage is not covered under warranty and need consent to claim insurance to get the repairs done).
- vi. School-based service desk personnel will inform the students when they can collect back their devices.
- vii. Students can loan a device from the school common pool for daily lessons during the period of repair.
- viii. If students encounter issues with their devices in school, they may approach their school-based ICT support staff or service desk for assistance. They will perform basic troubleshooting and assist to log a case with contractor if needed.
- ix. Please note that only personal learning devices procured under PDLP device bulk tender are eligible for the fortnightly collection services provided by contractors.

(b) Reporting of Lost Devices

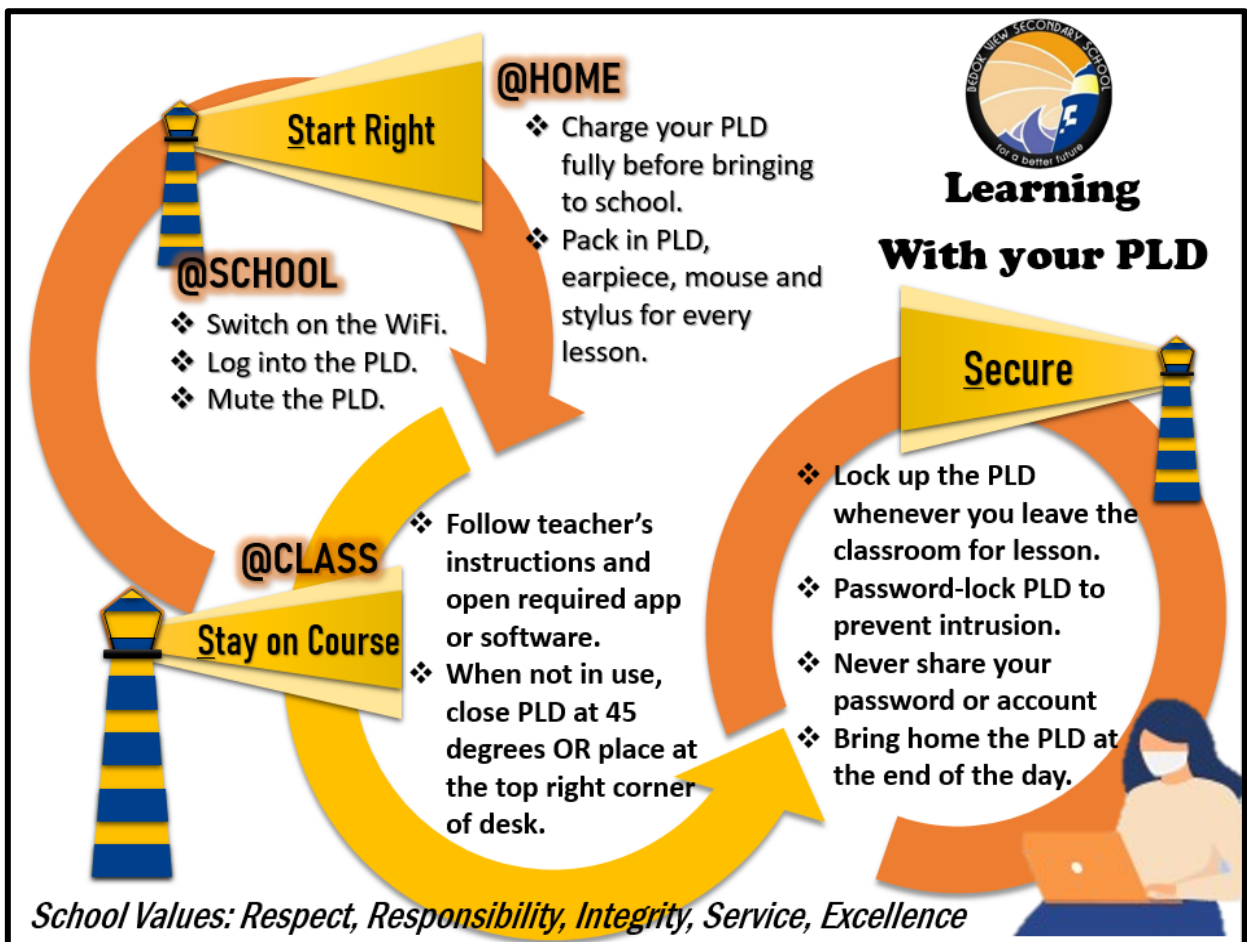
- i. Parents to make a police report for the lost device.
- ii. If the lost device is covered under the circumstances listed in the device's insurance coverage, parents should contact and inform the device contractor via their helpdesk or service centre or insurer. They will need to furnish the contractor with the police report for insurance claim. (Applicable only if the device is still under insurance coverage period).
- iii. The contractor's helpdesk/service centre/insurer will advise parents on the insurance claim procedure.
- iv. Parents should also inform school of the lost device. School's DMA Administrator to remote lock the device.
- v. School will loan a temporary device from the common pool to students.
- vi. Contractor to send the new replacement device to school and school to pass to student if device is covered under insurance. Parents can opt for doorstep delivery but with delivery charges.

vii. If the device is without insurance coverage or the loss is due to clause(s) not covered under insurance, parents can seek school's assistance to procure a replacement device.

(c) Replacement/Change of Device

- i. Students are to inform their school-based service desk whenever there is a replacement/change of device.
- ii. Replacement/change of devices can be under any of the circumstances listed below:
 - Replacement of device covered under insurance by contractor
 - Replacement of device by parents for device not covered under insurance or insurance period has ended
 - Students who are using their own devices which were not procured from PDLP Device Bulk Tender changing to another device
- iii. This is to facilitate the installation of the DMA into the new device.
- iv. School DMA administrator will enrol the new device to their school's DMA.
- v. For all new devices where the DMA enrolment was not done during the device handover exercise in school (including all devices collected from contractor's service centres), the school DMA administrator will do a factory reset before enrolling the new device into the DMA.

4. PLD Routines and Good Practices



5. Guidelines and Expectations for Bedok Viewans on the Use of the Personal Learning Device

Students are expected to uphold the school values of Respect, Responsibility and Integrity in their use of the Personal Learning Device and in all other online activities.

(a) General Safekeeping and Care of Devices

- i. Students are responsible for their personal learning devices (PLDs). In the event of loss or theft of devices, students must make a police report and report the matter to the school.
- ii. Students should keep their PLDs in their lockers when they leave the classroom for lessons which do not require the use of PLDs.
- iii. Students should bring their PLDs home at the end of every school day.
- iv. Students should ensure that their PLDs are fully charged before bringing it to school. For safety reasons, students should not use the school's electrical power points to charge their own PLDs.
- v. Students' PLDs are installed with a Device Management Application (DMA) to support a safe and conducive learning environment. The software will manage students' device usage based on settings to ensure safety and students should not attempt to uninstall or de-enroll themselves from the software. Any violation would lead to disciplinary investigation and measures in accordance to the school's discipline policy.
- vi. Students are responsible for using all school-owned ICT facilities, equipment and resources for the purpose of learning.
- vii. Every student is responsible for his/her own device and should exercise care to use it responsibly and appropriately. The school will not be liable for the following occurrences or incidents arising from the usage of the personal learning device:
 - Theft due to unsecured devices
 - Misplacement of device due to carelessness and negligence
 - Damage to device due to carelessness, misuse and mishandling
 - Damage to device due to data protection lapses and hacks
 - Loss of information due to data corruption, power surge or inappropriate electrical use.

(b) Responsible Account Use

- i. Students are responsible and accountable for all activities conducted via their own accounts.
- ii. Students should not use their accounts for any illegal or unethical activities. These include posting online remarks that are racially and religiously insensitive, vulgar and/or offensive statements, or other actions that are disruptive of public order and intentionally causing emotional distress/harm to others.
- iii. Students should not use devices to store, modify or create content (e.g. documents, presentations, pictures, videos) that is pornographic or defamatory in nature.

(c) Email & Social Media

- i. Students should not post or share any indecent, obscene, pornographic, defamatory material/message that offends and causes distress to others.
- ii. Students are reminded that threats, harassment, embarrassment, impersonation and intimidation to others online is a chargeable offence under the Singapore Legal System.

(d) Privacy and Safety

- i. Students should not reveal or make accessible their personal details or that of others (e.g. phone number, home address, NRIC, passwords) online.
- ii. If students inadvertently access a website or account that contains obscene, pornographic, or otherwise offensive material, they must notify a trusted adult (e.g. parents or teachers) immediately.
- iii. Any attempt to alter the data or configuration of a computer, or the files belonging to another student or staff, without the consent of the individual, is an act of vandalism and the student would be subjected to disciplinary action in accordance with school's discipline policy.
- iv. Students should not use the camera feature of their device to capture or film others without their permission as this is an act of infringement of privacy.

(e) Intellectual Property

- i. Students should not access, download, copy or share any copyrighted materials (such as pictures, videos, music) without explicit permission from the owner.
- ii. Students should not own, copy or share software in an unauthorized or illegal manner.
- iii. The rights of all materials and data created using the school's ICT facilities and resources are jointly owned by the school and the student.

6. Care of Chromebooks

(a) Taking Care of Your Chromebook

Students are responsible for the general care of the Chromebook. Chromebooks that are broken or fail to work properly must be reported and taken to the General Office or Media Studio. If a replacement Chromebook is needed in the intervening period, one will be loaned to the student until his/her Chromebook is repaired or replaced.

(b) General Precautions:

- No food or drink should be placed next to your Chromebook at all times.
- Cords, cables, and removable storage devices must be inserted carefully into the Chromebook.
- Students should always close the screen when moving their Chromebooks.
- Chromebooks should be shut down properly when not in use so as to conserve the battery life.
- Do not expose your Chromebook to extreme temperature or direct sunlight for extended periods of time. Extreme heat or cold may cause damage to the laptop.

(c) Carrying of Chromebook

The protective shell of the Chromebook will provide only basic protection from everyday use. It is not designed to prevent damage when it drops or from abusive handling. Carrying the Chromebook in a padded backpack or padded case is acceptable provided the backpack or case is handled with care. For example, you shouldn't toss or throw the bag if your Chromebook is inside.

(d) Screen care

- The Chromebook screen could be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure on the screen.
- Do not lean on the Chromebook screen.
- Do not place any item near the Chromebook that could put pressure on the screen.
- Do not place the Chromebook in the carrying case near any item that will press against the cover.
- Do not poke the screen.
- Check to ensure there are no objects placed anything on the keyboard before closing the lid (e.g. pens, pencils, notebooks).
- Clean the screen with a soft, dry anti-static, or micro-fiber cloth. Do not use window cleaner or any type of liquid or water on the Chromebook.

(e) Using Your Chromebook

At School:

The Chromebook is intended for use at school as part of learning. In addition to teacher expectations for Chromebook use, school messages, announcements and schedules may be required to be accessed using the Chromebook. Students must be responsible for bringing their Chromebooks to all classes when instructed.

At Home:

All students are required to take their Chromebook home to charge every day and it should not be left overnight in the locker. Chromebooks must be brought to school each day in a fully charged condition. It is recommended that students do not carry the AC Adapter power cord (charger) to school. If fully charged at home, the battery should last throughout the day.

(f) Managing Your Files and Saving Your Work

Students may save documents to their Google Drive, or they may save to an external memory device such as a miniSD card or USB flash drive. Saving to Google Drive will allow the file to be accessible from any computer with internet access. Students using Google Drive to work on their documents will not need to save their work, since the Drive saves each keystroke as the work is being completed. It will be the responsibility of the student to maintain the integrity of their files and keep proper backups. Students will be trained on the procedures of proper file management.

(g) Software on Chromebooks

Chromebook software is delivered via the Chrome Web Store. These are web-based applications that do not require installation space on a hard drive. Some applications, such as Google Drive, are

available for offline use. The software originally installed on the Chromebook must remain on the Chromebook in usable condition and be easily accessible at all times.

All Chromebooks are supplied with the latest build of Google Chrome Operating System (OS), and many other applications useful in an education environment. The Chrome OS will automatically install updates when the computer is shut down and restarted.

From time to time the school may add software applications for use in a particular course. This process is automatic. Applications that are no longer needed will automatically be removed by the school as well.

(h) Additional Software:

Students are unable to install additional software on their Chromebook for use during school hours other than what has been approved by the ICT department. If required to install additional software for personal pursuit of passion, students will need to seek approval with the ICT department for the installations to be enabled.

(i) Inspection:

Students may be selected at random to provide their Chromebook for inspection. The purpose for inspection is to check for proper care and maintenance, and to ensure there are no inappropriate material that may compromise the safety of users.

(j) Data storage on Chrome OS

It is important that students keep their school data synced to cloud drives so documents and class projects are not lost.

If repair is needed, the device may be restored to the state in which the user originally received it. All files stored on an external miniSD card, USB flash drive, or Google Drive will be intact after the operating system is restored. However, all other data (music, photos, documents) stored on internal memory that has NOT been synced will not be restored.

(k) Chromebooks Left in Unsupervised / Unsecured Areas in school:

Under no circumstance should a Chromebook be stored in unsupervised areas. Unsupervised areas include the school grounds such as the canteen, unlocked classrooms, library, corridors and toilets. Students should also not leave their Chromebooks unattended in places such as buses, cars, or any other entity that is not securely locked or in which there is no supervision.

Unsupervised Chromebooks will be taken to the General Office.

7. Frequently Asked Questions

❑ Does the insurance cover the accessories too (e.g. styluses, keyboard cases)?

Insurance coverage is for the main device only and does not cover accessories.

❑ How do I replace a missing accessory?

Parents can buy replacement accessories from the Contractor's Portal (URL can be found under Contractor's information).

❑ Can students still send their devices to their contractor's service centres for repairs after the end of the warranty period and how will the charges be imposed?

After the expiry of the device warranty period, students can still send their device to the contractor's service centre for repair. The charges quotation will be provided by the contractor's service centre and students/parents will have to assess the reasonableness of the charges and decide whether to take up the repair. Alternatively, students can consider going to other shops to perform the repairs after the warranty is over.

❑ How long do I need to keep the device original packaging box before discarding it?

Please keep the device original packaging box for at least 7 days in case of any 1-to-1 exchange.

Students who cannot or forget password, please submit request to reset password on this link:

<https://go.gov.sg/bvhbl>

