



PDLP Student Device Information Kit

1. Device Contractor's Information

(a) AsiaPac Help Desk Number: 6270 8281

(b) AsiaPac Help Desk Operating Hours: Mon – Thu: 0830 – 1730
Fri: 0830 – 1700
Closed on Sat, Sun & Public Holidays

(c) AsiaPac Help Desk Email: pdlpapple@asiapac.com.sg

(d) Website: <https://www.asiapac.com.sg/pld-apple> (for buying of accessories and checking of warranty)

(e) Device Collection Centre (for device replacement)

219 Henderson Road	Contact: 6272 0088
Henderson Industrial Park	Opening hours:
#05-01	<ul style="list-style-type: none"> • Mon – Thu, 0830 -1730 • Fri, 1000 - 1700
Singapore 159556	

(f) Service Centre Location (by appointment made through <https://getsupport.apple.com>):

No.	Service Centre Location	Service Centre Number	Service Centre Email	Operating Hours
1.	QCD Technology @ Westgate (450m from Jurong East MRT)	6515 2010	support_westgate@qcd-tech.com	Mon – Fri: 1000 – 1800
2.	Apple Retail Store @ Jewel Changi Airport (220m from Changi Airport MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1000 – 2200
3.	Apple Retail Store @ Orchard Road (400m from Orchard MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1000 – 2200
4.	Apple Retail Store @ Marina Bay Sands (220m from Bayfront MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1000 – 2200

(g) Service Centre via Fortnightly School Collection

i. School collection schedule

Refer to point 4.

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 4 weeks later.
- School loaned PLDs will be issued to students in such situation, with the agreement of parents/guardians. A notification will be sent to parents/guardians for consent and acknowledgment.

2. 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	The device warranty warrants that each device is free from defects in materials and workmanship under normal use during the warranty period.
Enhanced Device Bundle	
<ul style="list-style-type: none"> ✓ 3-year insurance + 3-year warranty ✓ Allows for 2 repairs or 1 replacement 	

*The insurance coverage is only applicable to situations of damages and loss where the student has taken precautions to safeguard the device. Refer to Annex for more information on insurance claim.

Insurer Details

Contact Number: 8932 7718

Email: laptop@ins-solutions.com.sg

Operating Hours: Mon – Fri: 0900 – 1800

Closed on Sat, Sun & Public Holidays

3. Standard Operating Procedure

Item	Issues	Actions
1	1 to 1 Exchange within 7 days from unboxing	(a) Email to AsiaPac Helpdesk at pdlpapple@asiapac.com.sg . (b) Please write to the email above with: <ul style="list-style-type: none"> • Subject header: MOE PLD • Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number *Please note that 1 to 1 Exchange will be at Device Collection Centre (Address: 219 Henderson Road, Henderson Industrial Park, #05-01, Singapore 159556, Contact: 62720088, Mon – Fri: 1000 - 1700)
2	Adhoc purchase of device due to: <ul style="list-style-type: none"> • Replacement • Lost 	Inform School ICT Team <ul style="list-style-type: none"> • Installation and onboarding of the Device Management Application (DMA) will be conducted. • *Any data from the device will be lost as a factory reset need to be conducted.
3	Lost Device	(a) Make a police report. (b) Inform School ICT Team, device will be remotely locked.

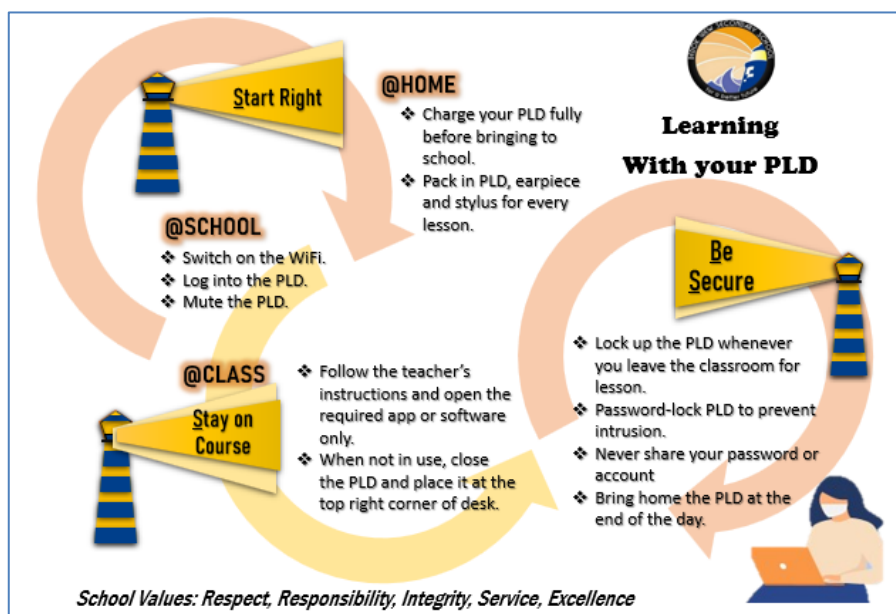
Item	Issues	Actions
		<p>(c) Email Insurer at laptop@ins-solutions.com.sg and cc pdlpapple@asiapac.com.sg with police report and proof of purchase.</p> <p>The school will loan a temporary device from the common pool to students.</p> <p>AsiaPac will send a new replacement device to the student through the school if the insurance is still valid. Parents can opt for doorstep delivery but with delivery charges.</p> <p>If the insurance claim is made and a replacement of device provided, the insurance exercise will cease for the new device.</p> <p>If the device is without insurance coverage or the loss is due to clause(s) not covered under insurance, parents can seek the school's assistance to procure a replacement device.</p>
4	Device Repair	<p>Hardware issue</p> <p>(a) Make an appointment through https://getsupport.apple.com for repair at Apple Service Centre directly. Refer to <i>Annex B</i> for the guide to complete the online appointment form.</p> <p>Please include "MOE PLD" in "Add a comment" in the online form.</p> <p>Average turnaround time for hardware repair/replacement is 2 -3 weeks, subject to severity of damage, parts availability and customer's promptness in responding to inquiries.</p> <p>(b) Log a case to School ICT Team for fortnight collection service in school.</p> <p>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.</p> <ul style="list-style-type: none"> • Only devices purchased through the school are eligible for the fortnightly collection services provided by AsiaPac. • The ICT Team will perform basic troubleshooting and arrange for the fortnightly collection date and time with AsiaPac if needed. • The ICT team will notify students when the devices have been repaired and returned to the school for students to collect. AsiaPac will contact parents/students directly if there is any follow-up action needed. (e.g. the damage is not covered under warranty and need consent to claim insurance to get the repairs done). • Average turnaround time for hardware repair/replacement is 4 weeks, subject to severity of damage, parts availability and customer's promptness in responding to inquiries. <p>Software issue/Unsure ✓ Inform School ICT Team</p>

Item	Issues	Actions
5	Insurance Claim	Contact the insurer (laptop@ins-solutions.com.sg) for the insurance form (refer to Annex A) and cc pdppapple@asiapac.com.sg .

4. School-Based ICT Support

Details	School Term	School Holidays
Operating Hours	Venue: Media Studio <u>During School Hours</u> <ul style="list-style-type: none"> Follow recess timings <u>After School</u> <ul style="list-style-type: none"> 1.30pm to 3.00pm (Mon to Thurs) 12.30pm to 1.30pm (Friday) 	Venue: General Office <ul style="list-style-type: none"> By appointment only Please contact the General Office at 6443 0563 to make an appointment before coming to school.

5. PLD Routines and Good Practices



6. 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

- 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.
- Students should keep their PLDs in their lockers when they leave the classroom for lessons which do not require the use of PLDs.
- 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.

7. Care of PLDs

(a) Taking Care of Your PLD

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

(b) General Precautions:

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

(c) Carrying of PLD

The protective shell of the PLD will provide only basic protection from everyday use. It is not designed to prevent damage when it drops or from abusive handling. Carrying the PLD 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 PLD is inside.

(d) Screen care

- The PLD screen could be damaged if subjected to rough treatment. The screens are particularly sensitive to damage from excessive pressure on the screen.
- Do not place any item near the PLD that could put pressure on the screen.
- Do not place the PLD 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 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 PLD.

(e) Using Your PLD

At School:

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

At Home:

All students are required to take your PLDs home to charge every day and it should not be left overnight in the locker. Your PLDs 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 PLD

- The PLD software is delivered via the Apple 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 iPad must remain on the iPad in usable condition and be easily accessible at all times.
- All PLD are supplied with the latest build of iOS operating system, and many other applications useful in an education environment. The iOS will automatically install updates.
- 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 your PLD 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 your PLDs 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 the PLD

- It is important that students keep your 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, Google Drive or iCloud 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) PLDs Left in Unsupervised / Unsecured Areas in school:

Under no circumstance should a PLD 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 your iPads unattended in places such as buses, cars, or any other entity that is not securely locked or in which there is no supervision.

Unsupervised PLDs will be taken to the General Office.

8. 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 are not able to log into the PLD or have forgotten the password, please make a request for a password reset using this link:

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



ANNEX A

Insurance Claim Form (AsiaPac)

Please obtain latest version of Claim Form from insurer, if any.

The following are the important information required (highlighted in the form)

1. **Policy / Cert No.**

Certificates of insurance would have already been sent to all the students who have provided their email addresses. However, if the information is not provided, insurer can still track the information.

2. **Name of Insured/ NRIC**

Owner of the device (student)

3. **Date of first discovery of loss/damage**

Relevant details required in the processing the claim

4. **State full circumstances of loss / damage**

Relevant details required in the processing the claim

5. **Particulars of Property Lost Or Damaged**

a) Name & Address of Party from whom the Property was purchased:

- *AsiaPac Technology Pte Ltd*
- *Blk 219 Henderson Road #05-01 Henderson Industrial Park, Singapore 159556*

b) Date of Purchase:

<Please indicate the date the student received the device (deployment date) e.g. May 2021>

6. **Date/Signature**

To be signed by parent as the student (owner) will be underage.

The form will be completed by the owner of the device (students) or the parent can assist with the filling up of the required claims information.

ANNEX B

Service Appointment Guide – for repairs

Please double click on the guide attached to make an appointment through <https://getsupport.apple.com> for repair at Apple Service Centre directly.



Apple getSupport
Guide.pdf