



**MOUNT ST. JOSEPH
GIRLS' COLLEGE**
Virtue Courage



Laptop Program – Year Levels 10-12

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LAPTOP PROGRAM – YEAR LEVELS 10-12

Year 10-12 Bring Your Own Device Policy

Mount St. Joseph Girls' College has implemented a BYOD (Bring Your Own Device) program for families of Year 10 to 12. Families of students starting in 2024 will be required to provide either a Mac or Windows laptop to enhance learning experiences. This document outlines options, service, and support arrangements as well as parent and student obligations.

Purchasing Laptops

Laptops provided by families will need to meet recommended **minimum specifications** provided below. Options are:

1. Purchase a new laptop through MSJ's preferred supplier via an online portal. This avenue will offer a range of laptops at competitive pricing, payment / finance options, onsite hardware support and optional accidental damage insurance. Families who choose a finance option are encouraged to review the terms and conditions carefully and seek advice in determining if the finance product is right for them. The portal can be accessed at:

[Mount St. Joseph Girls' College Portal \(compnow.com.au\)](https://compnow.com.au)
2. Source a laptop from a supplier of your choice – MSJ recommends sufficient warranty and Insurance is purchased.
3. Continue using the current MacBook Air. As these laptops will no longer be covered by hardware warranty or insurance, MSJ's hardware support will be limited to providing general advice.

The online portal will be available to purchase laptops in later years.

IT will be able to support software needs regardless of the option chosen.

It is recommended that curriculum is considered to ensure that the student's learning experience is maximised.

Additional Considerations

- Protective case (that fits inside the school bag) to guard against accidental damage.
- SD cards or external drives to expand storage capacity.
- You can source peripherals from other suppliers.
- Adequate warranty and insurance.
- Antivirus for BYOD laptops will be supplied by the school.

Parent and student obligations

- Students will be expected to bring a laptop (each day) that meets minimum specifications as provided below and a laptop that does not meet the minimum specifications will not be able to access our network and resources.
- If students require an alternate device for medical or special needs, a request (in writing) may be made to the Deputy Principal – Learning.
- Prior to connecting to our network, parents and students will be required to read and sign the **Digital Technologies Acceptable Use Agreement**.
- Students must use their laptop in accordance with the **Digital Technologies Acceptable Use Agreement**.
- While at school, the laptop is to be used for educational purposes only.
- Students must bring their laptop to school fully charged each day.
- Students must only connect to MSJ's BYOD network and are not permitted to connect to another network while at school (e.g., phone hotspots). Our network is designed to provide filtered internet and access to resources.
- Teachers' directions in using technology must be followed.
- Students are responsible for care of their laptop while traveling to and from school, at school and during school related activities.
- Students must report if their laptop is no longer operational – a loan machine may be available while the laptop is being repaired.
- If a loan laptop is issued to a student, the same responsibilities apply.

IT support

Infrastructure

- Mount St. Joseph Girls' College will provide a wireless network connection with secured filtered Internet access.
- Access will be given to resources such as online tools and software applications.
- Students will be allocated \$20 printing credit at the start of the year to use and may purchase more credit from reception if required.

Security

Anti-Virus/Malware protection will be available for students to install to provide up-to-date protection. As multiple antivirus/malware programs might conflict, it is recommended that only one security application is installed.

LAPTOP PROGRAM – YEAR LEVELS 10-12

Mobile Device Management

Mount St. Joseph Girls' College will require students to enrol their BYOD laptop into our mobile device management platform **Microsoft Intune**. This will allow access to install school required software via an internet connection. Enrolling your laptop will give IT limited access to your device i.e.

- Information on laptop specifications e.g. make, model and hardware resources.
- List of installed applications.
- Ability to update the operating system (to keep it current and secure).
- Ability to lock, restart and reset factory settings, remotely run anti-virus/malware, remotely deploy school related software.
- School supplied email.
- Data that is stored on MSJ supplied storage (Google Drive/One Drive/CANVAS).

IT will not have access to, personal email, personal social media profiles / applications, personal data (including photos), personal calendars, web browsing history (outside of School), contacts and passwords.

What is Supported

The ICT department will incorporate a high level of support into the BYOD program to deliver a streamlined service. IT will be able to support:

- Operating systems (Windows **11Pro** and MacOS **12 Monterey** and above).
- Connection to the wireless network.
- Connecting to the internet (supported browsers will be Microsoft Edge, Safari, Google Chrome and Mozilla Firefox).
- Enrolment in the mobile device management system.
- Access to software and systems.
- Connection to Mount St. Joseph Girls' College's print network.
- Software issues (school related applications and supported operating systems).

Where the laptop has been purchased through the online portal, ICT will also provide

- Onsite warranty repairs under 3-year warranty arrangements.
- Onsite insurance claims where optional accidental protection has been selected - further details can be found in the **Insurance Options and Claims Procedure** section.
- Reasonable assistance with home connectivity and printing issues.

LAPTOP PROGRAM – YEAR LEVELS 10-12

What is not Supported

We will not be able to support:

- Non-school related software - software installed by the student or third party.
- Personal email and social media issues.
- Unsupported operating systems including Windows prior to Windows 11 Pro, MacOS prior to MacOS 12 Monterey, Linux based operating system, and Chrome OS.
- Hardware warranty repairs if the laptop has NOT been purchased through the online portal - we will offer troubleshooting and advice but ultimately the laptop will need to be returned to the place of purchase for warranty claims.
- Insurance claims if the laptop has insurance coverage but has **NOT** been purchased through the online portal - we will be able to offer troubleshooting and advice but ultimately the laptop will have to be returned to the place of purchase for an insurance claim.

Onsite Support

From time to time students seek support from IT. IT will create a job ticket to record any issue or damage. A copy of this ticket can be made available via email. While every effort will be made to achieve same day return for non-hardware related issues, there may be a necessity to store laptops overnight in a secured room.

Loan Laptops

In the event of laptop failure, damage or loss, the College will provide a loan laptop where possible. The duration of the loan would not normally exceed 2 weeks without evidence of repair or replacement effort. In all cases, students must return loan machines when requested to do so.

Bring Your Other Device

Students in Years 10, 11, and 12 have the option to bring one other device (excluding mobile phones) to support their learning. Students choosing to use another device at school are bound by the same rules and guidelines outlined in the MSJ Acceptable Use Policy.

LAPTOP PROGRAM – YEAR LEVELS 10-12

Minimum System Requirements

This specification table outlines minimum system requirements and hardware specifications for year 10-12 student devices entering the BYOD Program in 2024. These details are provided to ensure that laptops perform adequately and are compatible with MSJ's infrastructure.

All devices on offer on the online portal will meet or exceed these requirements. It is recommended that when choosing a laptop, that the student's curriculum is taken into consideration to maximise their learning experience.

Device Type		
Device Type	Windows Laptop	Apple MacBook Laptop
Operating System	Windows 11 Pro	MacOS 12 (Monterey)
Wireless	5GHz 802.11ac	5GHz 802.11ac
Min. Storage capacity	256GB	256GB
Min. RAM	8GB	8GB
CPU	Intel Core i5 11th Generation	2018 model and above (M1 and higher Recommended)
Further Requirements		
Form Factor	MAC or Windows Laptop or 2 in 1 device must have a physical qwerty keyboard. The following devices are not supported as primary devices Google Chromebook, Android tablets, iPads, mobile phones, and eBook readers.	
Screen Size	Minimum Size: 12" - Maximum Size: 16". When considering screen size remember to consider transporting the device to and from school.	
Battery life	8-hour battery life - referred to as "all day"	
Weight	2Kg maximum is recommended	
Storage	Hard Disk on the device should be SSD (Solid State Disk)	

Please Note: Students entering Year 10 in 2023 will be allowed to continue to use their current MacBook Air but these laptops will no longer be covered by hardware warranty or insurance. Software support will remain available.

Additional Considerations

- A protective case that will fit into a school bag will be required to guard against accidental damage.
- External hard drives expand storage capacity.
- A newly purchased laptop has 3-year warranty and optional insurance to cover hardware failure, damage, or loss.
- Antivirus for BYOD devices will be supplied by Mount St. Joseph Girls' College.

If you have any queries regarding BYOD devices, please don't hesitate to contact the IT department on

PH: 03 8398 2000 or email: helpdesk@msj.vic.edu.au

Purchasing your Laptop on the Parent Purchasing Online Portal

Mount St. Joseph Girls' College has worked with CompNow to make available an online system to purchase student laptops. This document outlines the benefits and options of using this system, the laptops that will be on offer as well as step by step instructions on how to purchase.

Things to note about using the Parent Purchasing Online Portal

- The portal will offer laptops and accessories that have been selected by Mount St. Joseph Girls' College to ensure they are capable, equal or exceed our defined minimum system requirements and will meet the educational needs of the college.
- Laptops that are available on the portal will be competitively priced

Available accessories will include:

- Slimline protective cases will be available and required to protect against accidental damage
- Headphones will be available.
- Multiport adaptors and docking stations and chargers.

When purchasing, you will have the following payment/finance options available to you on the portal:

- Pay upfront with credit/debit card – Visa or Mastercard
- Edstart flexible terms interest free payment plans. Further details can be found on the [Edstart Information sheet](#).

For people with healthcare cards a separate financing option that will not be on the site but could be considered is the **No Interest Loan Scheme** by Good Shepherd Microfinance. Further information can be found at this link: <https://goodshep.org.au/services/nils/>

Please seek independent financial advice if you are considering using a finance option.

- All Apple laptops will come with 3-year warranty. Microsoft laptops will come with a two-year warranty. Laptops that are purchased via portal can have warranty repairs carried out onsite by a qualified technician in the ICT department. This ensures a quick response.
- The laptops will come bundled or have available as an additional option, insurance policies that will cover Accidental Damage and, in some cases, extend warranty. The insurance claim and repair can be carried out onsite by a qualified technician in the school's ICT Department. This also ensures a quick response and turnaround for the repair. Further information about available Insurance policies can be found in the Laptop Insurance Options and Claims Procedure section of this document.
- Please note you can (depending on model) choose not to have insurance. In this case we recommend that you check your house and contents insurance as the laptop maybe covered under that policy. Your car insurance policy may also cover the laptop while it is in your car if it is out of sight.
- All laptops once purchased will be sent to your home or an alternate address of your choosing.

Purchasing Laptop Outside of the Parent Purchasing Online Portal


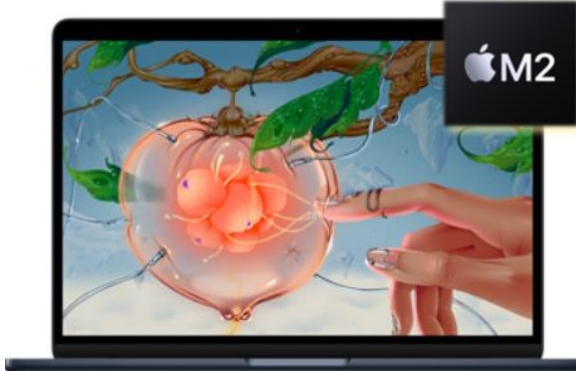
If you choose to purchase from your own preferred vendor, please consider

- The supplied Device Specifications in the Year 10-12 BYOD Policy section of this document. This lists the minimum recommended requirements. This will ensure the laptop will meet the needs of the classroom and provide a long-lasting device. Laptops that do not meet the minimum requirements may have a less than satisfactory user experience and, in some cases, may not be able to connect to the College network.
- Onsite hardware warranty repairs: If the laptop has not been purchased through the Parent Purchasing Online Portal IT will not be able to carry out hardware repairs on the laptop. We will be able to offer troubleshooting and advice but ultimately the laptop will have to be returned to the place of purchase for warranty claims to be processed.
- Onsite insurance claims: If the laptop has in coverage but has not been purchased through the Parent Purchasing Online Portal, IT will not be able to carry out laptop claims on behalf of 3rd party insurers. Again, we will be able to offer trouble shooting and advice but ultimately the laptop will have to be returned to the place of purchase for the insurance claim to be processed.
- If purchasing your own laptop, please consider purchasing with 3 years of warranty. This will protect your laptop in the event of hardware issues.
- Consider insurance for your laptop as such coverage will protect against accidental damage and possibly theft. Your own house and contents insurance may provide adequate coverage that will apply. Refer to your policy for details and excess information. Car insurance may protect your laptop while in the car, please refer to your own car insurance policy for details on what it covers as well as excesses.

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Laptops on Offer

For the 2024 school year the following laptops have been selected for offer via the Parent Purchasing Online Portal. The laptops come from two manufacturers, Apple and Microsoft. All come with 3-year warranty and insurance protection will be an option at purchase, subject to model type.

<p>Apple MacBook Air with M1 Chip and 7 Core GPU</p>  An Apple MacBook Air laptop is shown from a front-three-quarter view. The screen displays a vibrant, abstract landscape with shades of purple, pink, and blue. A small, dark rectangular box with the Apple logo and 'M1' text is overlaid on the top right corner of the screen.	<p>Apple M1 Chip / 7-Core GPU</p> <p>13.3" Diagonal LED-backlit display with IPS technology, 2560 by 1600 native resolution</p> <p>256GB SSD storage</p> <p>8GB RAM</p> <p>Touch ID</p> <p>Force touch trackpad</p> <p>2 Thunderbolt 3/USB 4 ports, also used for charging and DisplayPort</p> <p>802.11ax Wi-fi a/b/g/n/ac compatible and bluetooth 5</p> <p>1 Headphone port</p> <p>720p FaceTime HD camera</p> <p>3 Microphone array and stereo speakers</p> <p>Up to 18 Hour battery life</p> <p>Comes with 3 Year CompNow warranty</p> <p><i>Suitable for Years 7-10 curriculum, and Years 11 & 12 student not undertaking Multimedia units.</i></p>
<p>Apple MacBook Air with M2 Chip and 8 Core GPU</p>  An Apple MacBook Air laptop is shown from a front-three-quarter view. The screen displays a colorful, abstract image of a hand reaching towards a glowing, orange, spherical object. A small, dark rectangular box with the Apple logo and 'M2' text is overlaid on the top right corner of the screen.	<p>Apple M2 Chip / 8-Core GPU</p> <p>13.6" Liquid Retina display with True Tone, 2560 by 1664 native resolution</p> <p>256 GB SSD storage</p> <p>8GB RAM</p> <p>Touch ID</p> <p>Force touch trackpad</p> <p>2 Thunderbolt 3/USB 4 ports, also used for charging and DisplayPort</p> <p>802.11ax Wi-fi a/b/g/n/ac compatible and bluetooth 5</p> <p>1 Headphone port</p> <p>1080p FaceTime HD camera</p> <p>3 Mics and stereo speakers</p> <p>Up to 18-hour battery life</p> <p>Comes with 3 Year CompNow warranty</p> <p><i>Better suited for more multimedia intensive workloads.</i></p>

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Apple MacBook Pro with M2 Chip





13.3" (diagonal) LED-backlit with IPS technology
2560x1600 native resolution
Touch Bar with integrated touch ID sensor
Apple M1 chip
8-Core CPU, 10 Core GPU
256GB SSD storage
8GB RAM
2xThunderbolt 3 (USB-4) ports
Charging port
Force touch trackpad
802.11 ax Wi-Fi a/b/g/n/ac compatible
Bluetooth 5.0 wireless technology
720p FaceTime HD Camera for video calls
Three mics and stereo speakers
Headphone port
Up to 20-Hour battery life
Comes with 3 Year CompNow warranty
Suited for all school workloads.

Apple MacBook Air 15" screen with M2 Chip



15.3" (diagonal) LED-backlit with IPS technology
2880x1864 native resolution
Touch ID sensor
Apple M2 chip
8-Core CPU, 10 Core GPU, 16- core Neural Engine
256GB SSD storage
8GB RAM
2xThunderbolt 3 (USB-4) ports
Charging port
Force touch trackpad
802.11 ax Wi-Fi a/b/g/n/ac compatible
Bluetooth 5.3 wireless technology
1080p FaceTime HD Camera for video calls
Three mics and 6 speaker sound system
Headphone port
Up to 18 Hour battery life
Comes with 3 Year CompNow warranty.
Suited for all school workloads.

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<p>Microsoft Surface Laptop 5 13.5" Screen</p> 	<p>13.5" PixelSense Display, 10-point multi-touch Display with 2256 x 1504 resolution with Gorilla Glass.</p> <p>Intel core i5 12th generation CPU</p> <p>Intel Iris Xe graphics</p> <p>8GB RAM</p> <p>256GB SSD</p> <p>720P HD front facing camera.</p> <p>WiFi 6 - IEEE 802.11 ax - a/b/g/n/ac compatible</p> <p>Bluetooth 5.1</p> <p>1 USB C with USB 4.0/Thunderbolt 4</p> <p>1 USB A 3.1</p> <p>3.5mm headphone port</p> <p>1 surface connect port</p> <p>Omnisonic speakers with Dolby Atmos. Duel far-field Studio Microphones</p> <p>18-hour battery life</p> <p>Windows 11 Pro</p> <p>Comes with 2-year warranty</p> <p><i>Suited for all school workloads.</i></p>
<p>Microsoft Surface Laptop 5 15" Screen</p> 	<p>15" PixelSense Display, 10-point multi - touch display with 2496 x 1664 resolution with Gorilla Glass.</p> <p>Intel core i7 12th generation CPU</p> <p>Intel Iris Xe Graphics</p> <p>8GB RAM</p> <p>256GB SSD</p> <p>720P HD front facing camera.</p> <p>WiFi 6 - IEEE 802.11 ax - a/b/g/n/ac compatible</p> <p>Bluetooth 5.1</p> <p>1 USB C with USB 4.0/Thunderbolt 4</p> <p>1 USB A 3.1</p> <p>3.5mm headphone port</p> <p>1 surface connect port</p> <p>Omnisonic speakers with Dolby Atmos. Duel far-field Studio Microphones</p> <p>17-hour battery life</p> <p>Windows 11 Pro</p> <p>Comes with 2-year warranty</p> <p><i>Suited for all school workloads.</i></p>

Accessories on Offer

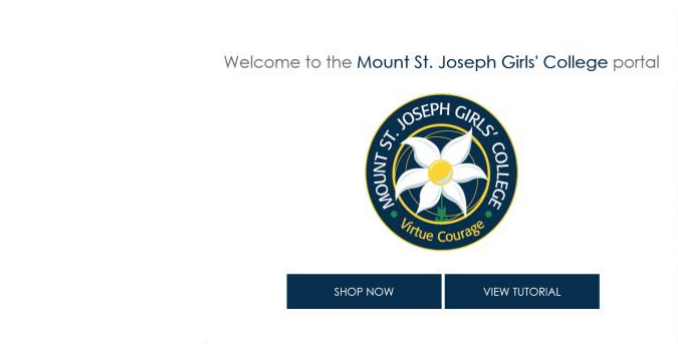
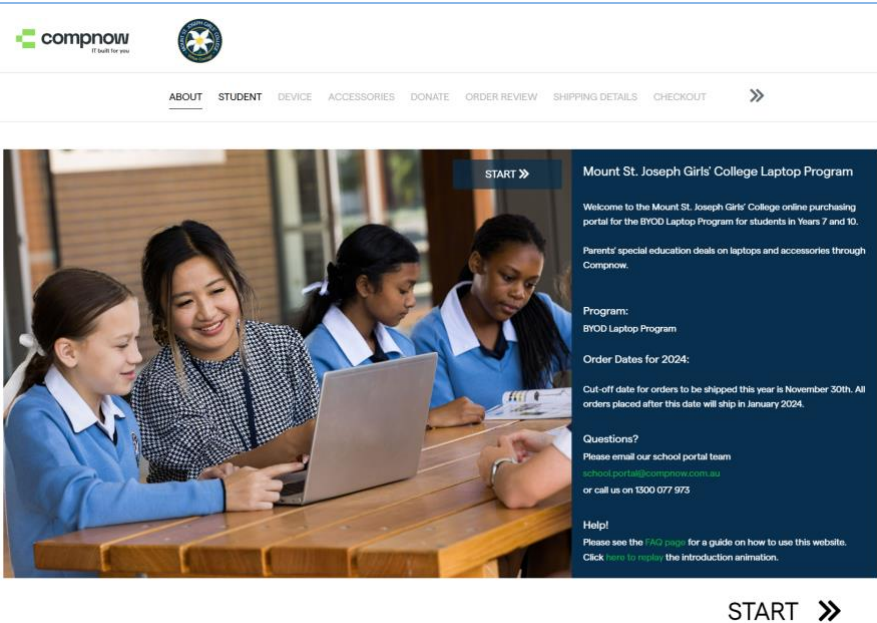
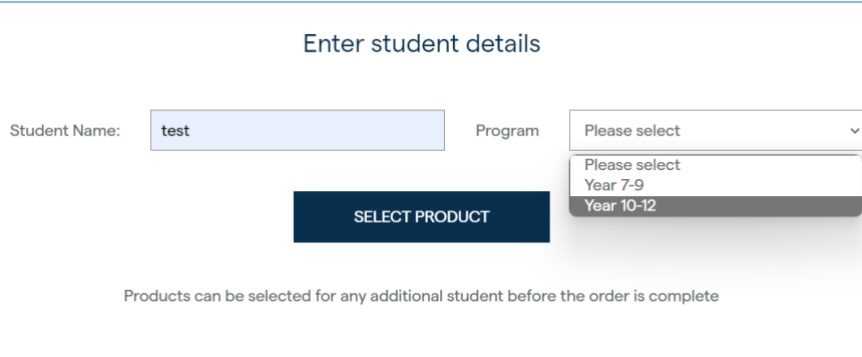
In addition to purchasing a laptop there will be several optional accessories available for you to purchase as well. These will include:

- **Protective cases** - This will give your laptop protection while in transit. They are also designed to fit into the schoolbag for added protection. These are highly recommended to protect your laptop and guard against accidental damage.
- **Multiport Adaptors and Docking stations** - Modern laptops come with a minimum number of ports in them. To expand what you can connect to your laptop one of these could be considered.
- **Headphones** - There will be a variety of headphones on offer with different capabilities. If you are considering these accessories, please check to see if they are compatible with the laptop that you are purchasing.
- **Stylus** - For the Microsoft devices there will be stylus pens available. This can help you get more functionality from the touch screens.
- **Chargers** - Replacement chargers for apple devices.

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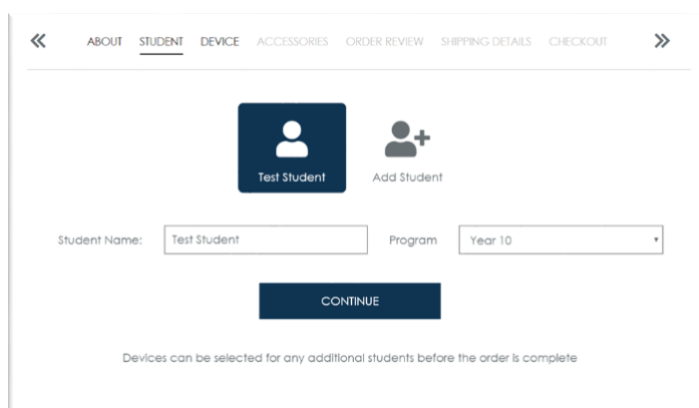
How to use Parent Purchasing Online Portal

To purchase your laptop via the Online Purchasing Portal provided by CompNow please use the following steps.

<p>1. Access the online portal by going to be website address below</p> <p>https://shop.compnow.com.au/school/msj-college</p> <p>2. The MSJ Online Purchasing Portal will be opened. On first opening you will see a welcome screen with two options Shop Now and View Tutorial where you can see some online instructions on using the portal. After viewing the tutorial select “Shop Now” to begin your purchase.</p>	
<p>3. Once you have selected Shop Now you will see the web portal. The first page will show you some important details on the current program for 2024 such as order/delivery dates and contact details for support at CompNow. Along the top the 6 steps in making a purchase is listed. Click on Start to move to the next step and begin your purchase.</p>	
<p>4. For step one enter the students' details that you are purchasing for.</p> <p>a. Students full name</p> <p>b. Students Year level</p> <p>Once the details have been entered click on the Select Product button.</p>	

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5. Once the student has been added you can always go back and edit details by clicking on the **student** option from the menu bar. Once you have made your change you can select **Continue**.



6. The following screen presents you with the laptops that are on offer. Click on a laptop to see further details about device. To select a laptop for purchase, click on the **Add to Cart** button on the laptop's details screen and to make choices on colours and specifications.



Apple MacBook Air 13.6" M2 8GB 256GB SSD Space Grey + 3yr Compnow Warranty

Redesigned around the next-generation M2 chip, MacBook Air is strikingly thin and brings exceptional speed and power efficiency within its durable all-aluminium enclosure. It's the ultrafast, incredibly capable laptop that lets you work, play or create just about anything - anywhere.

Features:

- 13.6-inch (diagonal) LED-backlit display
- 500 nits brightness
- Wide colour (P3)
- True Tone technology
- Apple M2 chip
- 8-core CPU
- 8GB unified memory
- 256GB SSD
- Backlit Magic Keyboard

Ports:

- MagSafe 3 charging port
- 3.5-mm headphone jack
- Two Thunderbolt/USB 4 ports with support for:
 - Charging
 - DisplayPort
 - Thunderbolt 3 (up to 40 Gbps)
 - USB 4 (up to 40 Gbps)
 - USB 3.1 Gen 2 (up to 10 Gbps)

Protect Your New Investment

Invest in an on-site Extended Warranty for your new device.

Protect your new MacBook for 3 years with the CompNow Protect Plan Extended Warranty.

We will cover the parts, labour and any call-out fees required to get your device back to normal working order, subject to the terms and conditions of your chosen CompNow Care Plan.

For more details and conditions [Read more >](#)

Price: \$1,782.00 inc

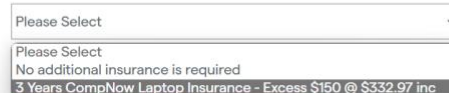
ADD TO CART

7. Once the laptop has been selected you will have the option depending on model to purchase insurance protection for your laptop. When you select a protection option further details about the coverage will appear. Click **Select** to continue. If you choose **No extended warranty is required** you will need to confirm that you are purchasing the laptop without this coverage before you can click on **Select** to continue



Please select an insurance option for your device

Please select from the list below:

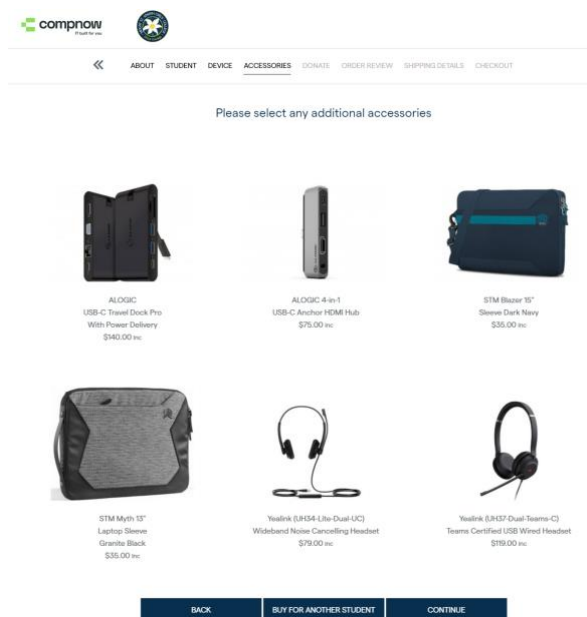


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8. When you have selected a laptop and protection you will be taken back to the laptop option screen. The selection that you have made will be highlighted. Click on the **Continue** button to move to the next step.



9. The next section is where you can select accessories for your laptop. Here you can select protective cases, port adaptors/docking stations and headphones. Simply click on an item and then click **Add to Cart**.





10. Once you have selected accessories you can click on the **Buy for another student** button to purchase a laptop and accessories for another student or click on **Complete order** to continue.



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11. Review your order to ensure that it's correct and click on **Shipping Details** to continue.

Please review your products

test	Modify
 HP EliteBook X240 1030 G3 13.3" Touch i5-8250U 1.4GHz 8GB RAM 256GB SSD - 3Yr On-site NBD	
Extended Warranty: HP 3 Year Next Business Day Onsite HW Support plus Accidental Damage Protection Insurance: 3 Years Complow Laptop Insurance - Excess \$100	\$2,339.00
 STM Ace 14" Protective Sleeve - Black	\$38.99
Student Total	\$2,377.99
SUMMARY	
Total (inc GST)	\$2,377.99

[BACK](#) [SHIPPING DETAILS](#)

12. You will be asked to select a shipping type. Select **Home / Office Delivery + \$16.50 inc**

Please select a shipping type

Home / Office Delivery + \$16.50 inc

Please select an option

Home / Office Delivery + \$16.50 inc

13. Enter in the address for the shipment to be delivered to. If your shipping details are separate to your billing details, you can enter it in here as well. Click on the **Checkout** button to proceed to checkout

Home/Office Delivery:
Orders will be securely shipped to your nominated address in approx. 2-3 weeks after the date on which the order was placed, subject to availability.
Item must be signed for at delivery.

Please enter your shipping information

st Name: Last Name:

address:

address Line 2:

suburb: State:

postcode: Phone:

email:

Please enter your billing information

Same As Shipping Information ☐

[BACK](#) [CHECKOUT](#)

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<p>14. At the checkout screen you will need to select a payment option from the available list and enter in the necessary details and the click on Process Order</p>	<div><div>Credit / Debit Card - Visa / Mastercard</div><div>Please select an option</div><div>Credit / Debit Card - Visa / Mastercard</div><div>Internet Banking (Pay with POLi)</div><div>Humm90 Mastercard - 6 Months Interest Free</div></div> <div><div>BACK</div><div>PROCESS ORDER</div></div>
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What Happens Next?

You are free to use the laptop. Nothing is required until early January, when you will be sent your child's account details to log onto the college's network and access our resources. Once this is received you will be ready to prepare the laptop for school. Please go to our ['Preparing your Laptop for MSJ'](#) online folder and read the document relating to your operating system for detailed instructions on connecting your laptop to the school's resources.

If you have any questions regarding the purchasing a laptop on this portal you can contact CompNow's account manager on Ph: 03 9684 3600, Email: craig.robinson@compnow.com.au for further assistance.

For enquiries about the BYOD program in general please don't hesitate to contact Mount St. Joseph Girls' College's IT helpdesk via email: helpdesk@msj.vic.edu.au or Phone: 03 8398 2000

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Laptop Insurance Coverage Options and Claims Procedure

Below are the insurance options that will be available when purchasing a laptop via Mount St. Joseph Girls' College's Parent Purchasing Online Portal as well as the insurance claim process.

Laptop Brand	Bundled Accidental Damage Protection	Insurance Type	Covers	Total Claims for Policy	Excess
Apple	No CompNow 3 Yr warranty is bundled with the devices. CompNow Protect Policy (3 Year accidental damage and theft) can be added as an optional extra at the following price points. MacBook Air M1: \$269.93 MacBook Air/Pro M2: \$329.97	CompNow Protect Insurance Protection (Optional)	Accidental damage and theft	2 times the cover amount over the life of the policy	\$150
Microsoft	No Extending warranty into year 3 Accidental Damage Protection (3 Year Microsoft Student Warranty) can be added for the following to the following price points. Microsoft Surface Laptop 5: \$199	3 Year Microsoft Student Warranty Combines both Warranty and Insurance Protection (Optional)	Accidental damage only. This does not cover loss or theft.	2 Claims over the life of the policy	\$0 excess

Accidental Damage Protection Policy Details

The full terms and conditions of these policies can be found in the links below. It is recommended that you read and understand the terms and conditions of your policy prior to purchase.

Laptop Brand	Link to Policy Details
Apple	CompNow Protect
Microsoft	Microsoft Student Warranty Terms and Conditions

Accidental Damage Claim Procedure

If an accidental damage claim needs to be made for a damaged laptop the following process will be followed:

- A student attends IT and informs them of the damage.
- The laptop will be evaluated, a job ticket created, and photos taken of the damage.
- The student will be handed a job ticket receipt and a claim form to be completed by the parent/carer and returned to the IT department. At this time, an email will be sent to the parent/carer informing them.
- A loan laptop will be issued to the student to allow them to keep working.
- Once the claim form has been returned, the parent/carer will receive further advice regarding the excess payment procedure - this can be paid online.
- Once the excess has been paid, onsite technicians will order parts and begin repairs.
- Once repairs have been completed, the student and parent/carer will be notified that the laptop is available for collection.

If you have any queries regarding laptop insurance, please don't hesitate to contact the IT department on
PH: 03 8398 2000 Email: helpdesk@msj.vic.edu.au.

Date: 25 October 2023
Date for review: 1/09/2020

Educating Today, Shaping Tomorrow



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