



BYOD

Frequently Asked Questions



Will I need to bring the device to school every day?

Yes. Laptops are essential tools in each classroom.

How do I protect my BYOD device?

It is the student's responsibility to have their device with them at all times. Protective equipment such as bags or cases need to be organised by the parent and student to keep these devices safe while at school and travelling to and from school. It is the responsibility of the student to look after the device while at school and kept securely in bags or at the office in the device storage cabinet when not in use.

Do I need to back up?

Yes. It is the student's responsibility at all times to back up all files. The school assessment policy clearly states that loss of data due to technology problems is not an acceptable reason for assessment extensions.

We already have a device at home; can I use it at school?

Yes, as long as it meets the hardware and software minimum specifications provided in this document.

Will every device work inside the Education Queensland network?

No. Some devices with low specifications have been found to not connect to the EQ network. These devices may have difficulty with the security filters used by Education Queensland. **Android devices, including Chromebooks, are not compatible with Department of Education State School networks and will not work. Please do not purchase these devices for use at school.**

Will the school assist me with network connection settings at school?

Some assistance will be provided. Students will be provided with instructions and video links to support the onboarding process. Instructions and videos will also be available on the school website. School technicians will assist students connect their BYO device to the network. Students can also visit the IT Help Desk before and after school and during break times.

Will the school protect the device from virus attacks?

Virus protection remains the responsibility of the owner. Please note the school does NOT support the following Anti-Virus programs: Norton Family, AVG, Avast, McAfee and TotalAV.

4G/5G/Hotspot Services?

Private 4G or 5G services are prohibited from use at school.

Does the school provide software for my BYOD device?

The Microsoft Office Suite is available free of charge for five student licences at home. Specialist software required for some subjects will be provided to students enrolled in those courses.

Can I take my BYOD device to IT for repair?

The IT Department cannot perform any software or hardware repairs on a privately owned device.

Will the school assist me with home internet connection settings and issues?

No. Your home internet provider or local computer technician can assist you with these enquiries.

Will the teacher be able to provide technical support in class?

No. The IT Help Desk is open before and after school and during break times to assist students connect their BYO devices to the network.

Can I bring my charger to school?

It is the student’s responsibility to attend school every day with a fully charged laptop. As per the specifications listed, the battery should last the entire school day.

What is deemed inappropriate?

All illegal (unlicensed) software; pirated music or videos; defamatory documents, or images, or any content not suitable for viewing by persons under the age of 18 are deemed inappropriate.

What can school administration staff see or not see on my child’s device?

| What the school administration (Intune) can see on the device | What the school administration (Intune) cannot see on the device |
|---|--|
| <p>Your school can only see information that is relevant to the school:</p> <ul style="list-style-type: none"> • Device owner. • Device name. • Device model. • Device manufacturer. • Operating system and version eg: iOS 13 or Windows 10. • App inventory and App names, like Microsoft Office 365. • On student and staff’s personal devices the school can only see school managed Apps. • Device serial number and IMEI. | <ul style="list-style-type: none"> • Your school does not monitor student’s use of the device • Cannot see your child’s personal information. • Cannot see what your child is doing on their device. • Does not track student’s locations / device location. • Does not provide information on personally installed applications. • Does not allow uninstalling of any applications including your child’s own applications. • Home Network cannot be seen. • Calling and web browsing history. • Email and text messages. • Contacts. • Calendars. • Passwords. • Pictures, including what's in the photos app or camera roll. • Files. |