

BYOD iPad® Program

FAQs – Frequently Asked Questions



Q: Why allow only iPads® and no other mobile devices or laptops?

A: We believe in a consistent approach to ensure best productivity about maximising student learning outcomes and providing technical support to students and parents when necessary.

Q: How much of the day will the iPads® be used? Will the students still be using pencil and paper as well as handwriting?

A: Yes, students will continue to use pen and paper for some set tasks and other school equipment for practical activities. The amount of time that students will spend on their iPad® each day will vary from year level to year level, class to class, student to student and even day to day. The amount of time will also vary based on how well the iPad®, as a tool to support learning, benefits individual students.

Q: Will I be expected to purchase a brand new iPad® and do I have to purchase from a particular store e.g. Apple?

A: No, you can choose to use an iPad® that you already own* or purchase a second-hand iPad®*. *as long as the device meets the minimum technical

Q: When buying a used iPad®, what do I need to be aware of?

A: Every iPad® has a serial number and with this number, Apple can track the date and place of purchase, length of any remaining warranty, and whether it has been reported as stolen. Before buying a used iPad®, it may be worthwhile noting the serial number and contacting Apple Care. If purchasing externally from the school's iPad® Purchase Program, it is highly recommended that families consider purchasing AppleCare® insurance cover (for Accidental Damage protection) if possible and a Glass screen protector. If purchasing AppleCare® is not available, we recommend families consider adding the iPad® into their home and contents insurance policy (in the event of damage/theft/loss of device). Please refer to our *"BYOD Technical Information Documentation"*.

Q: Should we purchase a case/cover for the iPad® and if so, which one should we buy? A:

Yes, a case/cover is required for your child's iPad®. There are many competitively priced cases and covers on eBay or you can choose to purchase from a local store. The school does not sell iPad cases or Apple Pencils. A fully enclosed case with a clear tempered glass screen protector may be the most protective case for an iPad®. We recommend that the case should protect all sides of the iPad, including the back and front glass screen and provide a space to hold an Apple Pencil®.

Q: Should we purchase a screen protector?

A: You should consider purchasing a tempered glass screen protector to help protect the iPad's glass screen from damage. The iPad® is your investment and a glass screen protector may save the iPad® screen in the event of accidental drop.

Q: Will students continue to have access to computers and other technologies?

A: Yes. All students at Ormeau State High School will continue to have access to computer labs and other relevant Digital Technologies for the subjects that require them.

BYOD iPad® Program

FAQs – Frequently Asked Questions



Q: I have purchased an iPad® through the schools iPad® Purchase Program and it is now damaged – what are my options?

A: The first port of call for any iPad® issue (whether it be technical, or hardware related) is the school's IT Department. The school's IT Department will be able to provide more information around the nature of the issue and operates from 8:00am-2:30pm, Monday-Friday.

In the event of Accidental Damage AND the iPad® was purchased through the school's iPad® Purchase Program, the school does have a process in place over the life of the program – please refer to our current iPad Purchase Agreement documentation

For warranty issues (e.g. iPad® not charging, screen won't display, buttons don't work or Apple Pencil® not detected/charging) **AND** there is no sign of accidental damage to the device in question (whether it be scratches/marks/dints to the iPad® bezel/Apple Pencil®) - the school will replace the iPad® or Apple Pencil® at no cost to the family.

Q: My iPad® will be “Managed” by Ormeau Woods State High School, what does this mean?

A: For all families who procure their iPad under Option 1 of the School's iPad Purchase Program, “managed” means your iPad® has been automatically assigned to our school's iPad® Management System (MDM). The school will have control over certain restrictions on your child's iPad (e.g. Setting/changing of the wallpapers/lock screens and disabling some Apps including FaceTime and Messages). The school will also have other methods available to “Lock down” your iPad in the event it is reported as lost or stolen. We believe it is necessary to standardise the classroom and user experience when utilising the iPad®. These restrictions will be lifted removed upon completion of our iPad® Program OR if your child leaves the school before the end of Year 12* (*if the iPad has been paid off in full). Under our iPad® Management System, families will not be able to install “MDM Profiles” on the iPad®, as an iPad® can only support one MDM profile.

Parents who have chosen the iPad purchase program in 2020 and 2021 are able to utilise “JAMF Parents” a parent monitoring App that will help you control the iPad at Home. For more information around JAMF Parents (2020 and 2021 iPad purchase program only) please refer to this School Guide

Any questions regarding the iPad Program or BYOD information please contact the school IT Department on 07 5540 9222 or email: IT@ormeauwoodsshs.eq.edu.au