



Dear Parents and Caregivers

Learning with Devices at Pinehurst School

As we're reaching the time of year when we start planning for the following year, I thought I should write to you about the devices we are asking students to have with them when they come to school.

We launched our "SNAP" programme to Years 7, 8 and 10 last year. In 2018, we will be extending this. All students in Years 7-11 will be expected to have a device with them in school.

The "SNAP" programme, run in partnership with Lexel, who support our IT services, and Toshiba, who build the machines, is a solid, reliable one. Parents pay for a particular device, and the school, through our partners, supports and maintains the device. At the same time, though, we know that many students already have good devices, so we also offer to connect students' own machines to our network.

Why are we doing this? Put simply, it's because we want our students to be able to extend their learning inside and outside the classroom. We don't believe ICT is going to transform education – the relationship between a teacher and a student, and between the students themselves is the cornerstone of education now, just as it has been since Socrates taught Plato! – but it is a tool that will support a student's learning, and it is a means of working and collaborating in which all young people need to develop expertise. We are launching our new Virtual Learning Environment next year as well, and this will be ubiquitous by 2019.

That's not to say that devices will be used all the time in every lesson, but they will be a part of the learning environment, and will, within a year or two, simply be a natural extension of the equipment students bring to the classroom.

We are open-minded about the device itself. I like the security that the SNAP programme gives us, and I like the machine we have chosen. I chose it for my own use, and find it quick, responsive, robust and it should see your child through a number of years. It's on the expensive side, but there is an obvious advantage to having the security of a device that is supported by the school's technicians, and which comes with a comprehensive warranty. The school doesn't, by the way, receive any royalties or other benefits when parents choose SNAP devices: it's a service to support our students. The detailed benefits are listed later in this document.

But students are free to bring their own devices to school as well. We have listed some recommended specifications in this document, but these are recommendations rather than prescriptions. The device must, though, have a full Windows 10 operating system, and have a decent processor and memory, as well a good-sized hard-drive and a battery with a long life. Apple devices need to have Windows 10 as well: we don't have a server for the Apple 'OS'. The reason students need computers with these specifications is that we want to connect them to the school's domain. This will give them access to printers, as well as all of our network services.

We will be running an information evening on Monday 4 September 2017, at 6.30 pm in the Library.

Please come along if you have any questions. And please let me know if you have any concerns or observations about the programme.

Yours faithfully

Alex Reed
Executive Principal

School Notebook Access Program

Hardware



- ❖ High performance Intel Core M Processor
- ❖ 256Gb SSD
- ❖ 8Gb RAM
- ❖ 12.5" full HD touch screen
- ❖ Dual 3 Lithium-Ion batteries (up to 19 hours)
- ❖ Integrated touch screen and digitizer technologies
- ❖ Rugged and reliable fanless design
- ❖ Targus SNAP case included to protect investment

Software



- ❖ Windows 10 Professional 64 bit operating system included and configured to work with Pinehurst systems
- ❖ General system and curriculum software are preloaded on the device and ready for use
- ❖ SNAP device and software user training included

Support



- ❖ 3 year ExtraGuard accidental damage support
- ❖ 3 year warranty cover on all parts
- ❖ 3 year warranty cover on batteries
- ❖ Loan units available at school at no charge
- ❖ Order can be placed online through a dedicated portal: phsnap.lexel.co.nz
- ❖ Payment options include internet banking, credit card or finance

Assured Service Programme for Pinehurst

Introduction

ExtraGuard is a 3-year comprehensive cover for accidental damage to the Toshiba X20Wt-c purchased through the SNAP programme. The computer will be repaired, as necessary, to maintain the computer to its operating specification.

What is covered?

- Wear and tear that affects the operating specifications of the computer
- Accidental liquid spill onto the computer, but not entire immersion of the computer into liquid
- Damage to the computer in such a way that affects the operation of the computer to manufacturer's specification
- The computer's internal circuitry damaged by electrical surges
- LCD panel cracked or shattered due to extreme temperatures or shock

What is NOT covered?

- Does not cover peripheral devices, theft or loss
- Any fault, damage or loss of software and data
- Any damage to or defect on the computer that is cosmetic in nature or otherwise does not affect the computer's main functionality such as scratches, dents, minor cracks and discoloration
- Computers used in conditions outside their normal operating specifications
- The computer's battery. Batteries are subject to computer warranty terms, provided at the time of sale
- A computer that was repaired or attempted to be repaired by repairer other than Service Plus
- Damaged by an act of God or civil disturbance; such as: fire, flood, earthquake, war or riot
- A computer missing hardware components; the computer must be complete in its entirety for assessment
- Any repair or parts replacement outside the ExtraGuard's limits on multiple repairs over the 3 year agreement period

Frequently Asked Questions

How long does the agreement run for?	The initial agreement is for 3 years from the date of purchase and is terminated if the computer is totally replaced under ExtraGuard.
How different is ExtraGuard from warranty?	The normal 3 year warranty covers manufacturing issues only. Normal warranty would not cover any damage to the computer if, for example, the unit was dropped.
What happens if my computer is damaged?	The damage will be assessed and you will be notified if it is a warranty repair or an ExtraGuard repair.
How long will the repair take?	This will depend on the parts needed for the repair and the availability of parts. In most cases the repair will be carried out at Service Plus where parts will be readily available.
Who do I pay the excess to?	With each ExtraGuard repair there is a \$100.00 excess payable to Service Plus. This payment will need to be presented with the completed Insurance form and damaged computer.
Can I have the machine repaired by anybody else?	No, Pinehurst and Toshiba have appointed Service Plus to conduct the repairs.
What if the computer needs to be replaced under ExtraGuard?	You will receive a computer of equivalent specifications that also meets the school's requirements.
Is software covered?	No, it is your responsibility to make sure that the data is backed up. If the solid state drive needs to be replaced then the operating system and school software will be reloaded.
Does ExtraGuard cover multiple repairs?	Yes, but is limited to following repairs over the 3 year agreement period: 2 x screens, 2 x main circuit boards, 4 x keyboards.
Does ExtraGuard cover theft?	No, in most cases your household insurance will cover the computer for theft. You will need to check with your insurance company for full details on the coverage they provide. Pinehurst requires parents to understand that in the event of theft/loss, a swap out computer will only be available to the student concerned for two weeks, allowing them time to process the insurance claim. Insurance replacement will need to be organised through the school and its supplier Lexel, so that the machine supplied will meet school's requirements and the student can continue to enjoy the same level of support. In the event that the insurance company is unwilling to replace through our designated supplier, parents will be required to 'cash out' on the claim and put this fund towards the purchase of a computer supported by the school.

Bring Your Own Device (BYOD) *or* School Notebook Access Program



Benefits of Using a Snap Computer Include:

1. Access to the most suitable computer for the Pinehurst learning environment and best value proposition
2. SNAP computers are designed for mobility and are appropriate for the level of use by students at Pinehurst School. Toshiba SNAP Case is bundled to minimise potential damage
3. Support for SNAP Computers at Pinehurst School includes:
 - Preparing the machine prior to delivery
 - Training on the use of the machine
 - Connecting the machine to the Wireless Local Area Network and a variety of network services
 - Ongoing support for both software and hardware issues
4. All general system and curriculum software is included in the computer image
5. All updates to general system and curriculum software is included for 3 years
6. All general system and curriculum software is ready for use on delivery and systems can be reloaded quickly and efficiently where necessary
7. Loan computers are available to students when service is required on their computer
8. Access to Toshiba ExtraGuard 3-year computer cover for accidental damage
9. Claims are processed by the school ICT department on behalf of the parents and students
10. All computers have a 3-year hardware warranty. Warranty claims are processed at the school ICT department on behalf of the parents and students
11. Again, there is no charge for any of the above services for the life (3 years) of the computer
12. Please note: The Pinehurst SNAP 2018 computer is equipped with Windows 10 Professional to give users the edge in mobility, touch and digitizer experience, as well as the full functionality of the laptop computer.

If You Use Your Own Device:

1. There is no image held for non-SNAP computers, so the school is not able to provide software and hardware support
2. Accidental cover and warranty claims will be the owner's responsibility
3. It is the owner's responsibility to secure comprehensive cover for loss and accidental damage. Parents will need to ensure a quick turnaround for repair or replacement, so that their child's learning is not affected
4. Supply of a replacement computer will be owner's responsibility while the computer is under repair. In the event of a machine failure, the owner is required to source a replacement machine to ensure that the child is not without a computer in class. In the event that a loan machine is required from the school and is available, there will be a charge for the use of the loan machine for a fixed period

Recommended Requirements for Bring Your Own Device



For 2017-2018, in those year levels where laptops are compulsory, the recommended minimum specifications for a windows device* are as follows;

Hardware – Minimum Requirements

1. Pentium i5 or Intel Core M processor
 2. 8 GB RAM
 3. 256 GB of storage space
 4. 12" screen
 5. Wireless
 6. A reasonable battery life, preferably up to 10 hours.
 7. (Recommended) Touch screen and stylus
- * Similar specifications are required for Mac devices.

Software – Minimum Requirements

1. Windows 10 Professional 64 bit Operating System
 - Please note that due to the operating system Macs are not compatible with the Windows environment at Pinehurst School and Mac laptops need to be able to dual boot into Windows 10 Professional
2. All program updates and virus definitions available through Windows Updates are installed.
3. You have downloaded and installed the Microsoft Office suite and OneDrive.
4. Your OneDrive has been synchronised

Before bringing a device to school please make sure that:

- The Operating System and all software is in English
- You know your username and password for your device and your Mac security username and password as connecting to a Wireless network or the installation of software will require this information
- All the equipment (Device, charger and bag) is labelled with the name of the student

Toshiba Portege X20

Hardware

TOSHIBA
Leading Innovation >>>



Mobile Intel® Core Ci5 7200U (BGA) Processor (2.5Hz - 3.1GHz (Turbo, 2 Cores) 1600MHz FSB, 256 KB per core L2 cache, 3MB L3 cache)

Genuine Microsoft Windows 10® Professional 64bit RS1
256GB M.2 Solid State Drive (PCI-e SSD)

8GB [8GB on board] DDR3 1600 memory

12.5" Full High Definition TFT Active Matrix Widescreen
350NIT (1920 x 1080) with Ant Glare sheet, Backlit resolution
and Embedded Display Port (EDP 1.3), Touch

panel (Capacitive) and 1 x Regular Active pen, with 10 points multi finger Gesture Support (Pinch, Pivot, 3 finger down and Swipe for Windows 10)

Intel® HD620 Graphics with HDMI video out.

Toshiba Thunderbolt™ with 1 x USB 3.1 Type C

3 cell 4Wh 3060mAh Lithium-Ion battery (up to 11hours with keyboard)

Dimensions - 299mm(W) x 219mm(D) x 15.4 mm(H)

Weighs from 1.12Kg

Bundle includes:

- 1 x Targus SNAP Case for maximum protection
- 1 x Toshiba AC Adapter for Portege X20
- All curriculum software
- All software updates
- 3 Year comprehensive cover against accidental damage and wear and tear that affects the operating specifications of the Notebook
- Loan device if repair is needed

Price: NZ\$ 2,295.00 GST Inclusive