

Frequently Asked Questions

The following provides answers to some frequently asked questions about our BYOD Program for 2021.

1. Can you buy an Apple Mac via the RTG portal?

Yes. RTG have both Mac and Windows based options.

2. If I choose to purchase an Apple Mac, will the software be compatible with Victory digital resources?

Yes. Victory provided software is compatible with both Windows and Mac operating systems.

3. How do I access the payment details on the RTG BYOD portal?

The payment details are on the last section on the RTG portal. When checking out please enter the code: **VLC-BYOD-2021** to make sure the order is matched to the VLC BYOD program, this is found under the 'Coupon Code' section to the right-hand side when checking out.

4. Are there finance plans available?

No.

5. Do I need to buy a new laptop if I own one already?

Not necessarily. As long as your current device meets the minimum hardware specifications, it can be used. Check the BYOD Program Handbook for details of the specifications.

6. What is the BYOD Classroom Guidelines and Student Agreement?

It is an agreement based on the ICT and eSafety Policy, Acceptable Use Agreement and BYOD Classroom Guidelines which details acceptable behaviour and restrictions when using College digital resources. It is available in the BYOD Handbook as well as on Cirrus and the College website.

7. How do I agree?

The BYOD Classroom Guidelines and Student Agreement will be emailed to all families before the start of each new school year. Students and their parents/guardians are required to accept and sign the BYOD Classroom Guidelines and Student Agreement form and return to their Primary Classroom Teacher or for Secondary students, to their relevant Year Level Team Leader.

8. When do I need to order by?

For orders through RTG:

- **To collect before Term 1 2021:** please complete and pay before **Friday 22nd November 2020.**

Sadly, due to unprecedented demand for laptops during Remote Learning, there are delays in shipping of new models from overseas. As a result, unfortunately we cannot guarantee delivery before Christmas.

Stock levels are so low in Australia, that orders need to be submitted as early as possible to aim for delivery for the start of the school year. The earlier your order is submitted, the greater the likelihood it will be ready to be collected from the College before the Administration Office closes on 13th December 2020.

Frequently Asked Questions (Continued)

9. What support is available in the GYOW option?

All students will have support for network connectivity including access to printers, Wi-Fi, files, resources and software supplied by the College. Support does not extend to games and personal software.

In the GYOW option, provided the device meets minimum specifications, the ICT Team will enrol your GYOW device into Microsoft Intune Device Management which will automatically install all required software.

Resolving any hardware concerns is the responsibility of the user. Our ICT Team cannot mediate disputes, fix devices or facilitate repairs.

10. When do I get access to College supplied software?

BYOD students who have purchased a laptop through RTG will get all software pre-loaded onto their device.

For GYOW or if you have your own device, software arrangements are as follows:

- **Microsoft Office 365** - available for download now through the following URL link:
<https://login.microsoftonline.com/>
Students will need to use their full school email address and current school password to log in. Do not use your student ID.
- **Malware Bytes** - your device will need to be brought to school to have the College version of Malware Bytes software loaded, either in a group information session or at a time arranged. This session must be completed before you can use the device at Victory. In the interim, we strongly advise families to install a free version of any current anti-virus package until the College version can be installed.

11. I have decided on the GYOW option, do I need to tell anyone?

Yes. Let the College know you are purchasing or using an existing device by emailing helpdesk@vlc.vic.edu.au

The College can then schedule you in for software installation and Device On Boarding either towards the end of Term 4 2020 or late January 2021.

12. Why do students in Years 4-6, who choose BYOD, have to purchase through RTG and not through another supplier?

Experience has taught us that the required self-management of GYOW devices is more suitable to older students. It also allows ICT staff to provide more timely and consistent support for Primary students in the BYOD program.

To buy a new device via the RTG BYOD Portal, please visit:

<https://store.rtg.com.au/page/vlc-online-purchasing-portal-home>

If you have any questions about the BYOD program,
please do not hesitate to contact our
ICT Team via email on helpdesk@vlc.vic.edu.au