Dell BYOD Portal
Information Pack
2015 Program
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Why Dell?

Dell has a longstanding relationship with the Department of Education & Training and is fortunate to hold a large market share of the notebooks and desktops purchased by schools throughout Queensland. As a result of this, we are in a unique position to understand what devices work and don’t work in a school environment.

Dell has chosen a small group of devices from the DET approved devices on the Education Panel for our BYOD Program powered by Datacom Systems. Two of these notebooks were specifically created for the education market. The devices in our BYOD Program are built for education and corporate environments – they are not retail/consumer devices. We don’t believe that the retail models are suitable in a school environment. All of our notebooks and tablets come with a 3 year Next Business Day Onsite Warranty, and 3 years McAfee Antivirus subscription…. Dell also includes 24x7 software support. So you’re covered.

About Datacom Systems

Datacom Systems specialises in supplying solutions to the education sector throughout Australia. This year, we are very pleased to have been selected as the preferred partner by Dell for the Department of Education & Training Parent BYOD program. We look forward to working with staff and families involved with this program which leads the way for the use of technology in the classroom.

Dell Warranty, Accidental Damage and Insurance options

Dell Pro Support Onsite Warranty Solution – what do you get?
Each laptop offered on the Dell BYOD Portal includes 3 years onsite warranty, 24x7 Software Support. The repair can be done either at your home with Dell accredited service providers or can be repaired onsite at your child's school.

Dell Accidental Damage Protection Policy (ADP) – what do you get for this?
What is ADP? ADP is an enhanced Warranty Service provided by Dell underwritten by AIG Australia Limited. With this service, if purchased, for the term of your coverage, if Dell Notebook/Tablet fails because of accidental damage, Dell will repair the device as necessary or replace the device with a new product which is equivalent to the damaged product, as determined by Dell on behalf of AIG. The number of claims per year is limited to one claim. Dell does not charge an excess on your claims.

What’s Not Covered? ADP does not include cover for:
1. externally-attached computers, peripherals, or other devices that may work in conjunction with the Supported Product;
2. components, cases, television or monitor wall mounts, wiring, or items commonly known as “accessories” or “consumables” and which are not built in or on the base unit of the Supported Product; or
3. any other components not internal to the Supported Product for which you purchased Service; and
4. other parts/components requiring regular user maintenance including but not limited to batteries, light bulbs, disposable/replaceable print/ink cartridges, print or photo paper, memory disks, memory cards, SIM cards, disposable memory devices, wire connections, carrying cases, stylus pens, docking stations, external modems,
external speakers, game devices, game disks, secondary monitors, external mouse for notebooks, external keyboard for notebooks, or other input/output devices.

Please refer to the Service Description document for a full list of exclusions and terms and conditions in the Product Disclosure Statement contact Datacom for a copy.

**Avoid Accidental Damage on your Dell Computer**
A great introduction for new computer owners, especially younger ones, on how to avoid damaging your new Dell. Please go to the following website to view this informative video [http://youtu.be/qZ34IRZFmGs](http://youtu.be/qZ34IRZFmGs)

**Protecsure Laptop Insurance – should you chose the optional insurance policy**
what do you get?

1. Equipment is covered against fire as long as there is a single identifiable incident (no other accidental damage is covered)
2. Cover if the equipment is stolen from home or the school or an organised school event. There does not need to be forcible or violent entry
3. Cover if the equipment is stolen in transit between the school and home as long as it is supervised by the user or a responsible adult
4. Cover if left on a mode of public transport
5. Overseas cover for up to 28 days anyone trip
6. Full consumer legislation protection
7. Excess $150

Please refer to the PDS for full terms and conditions before purchasing this policy.

**What is Absolute LoJack?**
Your Built-In Plan against Device Theft. Imagine the relief when your stolen device is recovered and returned to you. Absolute LoJack is the leader in data protection and theft recovery with a proven solution that both locates your stolen device and gets it back to you. The patented Absolute Persistence Technology can survive a factory reset or hard wipe, allowing the Absolute Investigations Team to locate and retrieve your stolen laptop, smartphone or tablet; Sorry bad guys. Our return policy is the best in the business.

**Anti-Virus – what do you get?**
Most laptops ship with only a 3 month subscription for Anti-Virus but the laptops offered in the Dell BYOD portal also include 3 years of McAfee Anti-virus subscription.

**How do I log a warranty or accidental damage job?**

Complete the ADP Claim form and contact Dell ProSupport – it’s that simple. No 3rd party interaction required. The contact details are; Dell ProSupport on 1300 662 087 or visit [www.dell.com.au/support](http://www.dell.com.au/support).
Payment Options

Under the Dell BYOD Portal we offer you two payment options.

- Major Credit cards - VISA, VISA Debit, MasterCard, Debit MasterCard and AMEX. Please note that a surcharge of 4% applies for AMEX only.
- Direct Deposit
  - BSB 242 000
  - Account Number 230 273 006
  - Account Name Datacom Systems

If you choose the pay via direct deposit, simply choose this option in the payment section and continue to process your order. Once you have received your order confirmation, you will be required to reference your “order number” when processing your payment into our account.

Datacom Systems do not offer finance, however we work with a number of providers who can offer six months interest free packages for the purchase of equipment. An example of this would be GEM finance. For further information and to apply for this card, please go to the following website http://www.gemvisa.com.au/apply.html. Once you have received your GEM Card you can use this on our portal by choosing the appropriate credit card payment option.

Disclaimer: Datacom are not associated or affiliated with GEM finance or any other credit card provider. Any transaction is purely between your chosen finance provider and yourself and you are advised to read the disclosure statement and terms and conditions from the provider that you have selected.

Delivery of Laptop

Your order can either be shipped to your home address or to your child’s school for collection. If delivered to your home address, your order will be delivered by StarTrack Express. You will receive a text message 4 days prior to your delivery date. If you are not at home to receive your order, an Australia Post notice will be left at our home and you can then collect this from the post office advised on the slip. Delivery of your order will take approximately 2 weeks from receipt of your order.

Who do you contact for questions relating the products, delivery of your laptop or the Dell BYOD Portal?

You can either email Datacom at DellBYOD@datacom.com.au or call us at 1300 778 612.

Accessories

There are a number of accessories you can also purchase for your laptop which are offered on the portal. A ruggedized case would be recommended to assist with the protection of the laptop.
Battery Life

The laptops offered through the Dell BYOD Portal will allow your child to complete a full day of school work and the battery life is detailed on the portal for each model.

Your Portal

Datacom has a dedicated on-line ordering system that has been made available for this program. It is called the Datacom MySchoolShop Dell BYOD Portal and will allow you to place an order at any time. This system has been customised for Meridan State College.

The link to your portal is https://myschoolshop.qld.datacom.com.au/meridanstatecollege

HOW TO ORDER

Step One

To begin, please click on the hyperlink above or your can enter the address into your browser.

The site requires an Access Key and Pin number to access the portal. These details are specific for Meridan State College and portal is designed with the devices the school has chosen that best suit the students requirements for education. These details are below;

Access Key  meridanstatecollege
Pin  A4n!Xy/q

Once you have put in the Access Key and Pin Number, to accept the terms and conditions please click the “I accept the Terms and Conditions” box to proceed to the portal.
Step Two

Once your login has completed successfully, you will be presented with information tabs and the catalogues for the different devices and accessories that relate to those devices. This will allow you to browse the products that are on offer as a part of this program. The categories for Meridan State College are the Latitude Education 11 series (11” Laptops), Latitude Education 13 series (13” Laptops), Latitude 5450 14” Laptop and Venue Pro 11 Tablet Device.
Step Three

When you have chosen your device, product information is displayed and should you require further information please click on the “download PDF” for full product specifications for that device. Each device has a list of recommended options to purchase including: Dell Accidental Damage, Protecsure Insurance, Lojack Anti-Theft and cases. To complete Step Three click “Add To Basket” or to view further product details, click the “back” tab that will take you back to the catalogue of products.
Step Four

When you have completed your purchases, please click on the “basket” icon in the top right hand corner of the portal and then click “checkout”.
Once you have clicked on “check out” you will see your order and will have an opportunity to purchase additional items that relate to the device. This is listed in case you have forgotten to order the items previously. Once you are happy with your order click “place order”.

**Step Five**

The Checkout screen will show you the items you have ordered and you now need to complete the “order details”, “contact details”, “delivery details” and “payment details” to process your order. You will be required in the “order details” section to create your own “order pin”. This is required should you wish to retrieve order information at a later date. Please take a note of this “order pin” number for your records. There are four payment options available. Once you have completed all the required fields, please click “next”.

### Step Five

The Checkout screen will show you the items you have ordered and you now need to complete the “order details”, “contact details”, “delivery details” and “payment details” to process your order. You will be required in the “order details” section to create your own “order pin”. This is required should you wish to retrieve order information at a later date. Please take a note of this “order pin” number for your records. There are four payments options available. Once you have completed all the required fields, please click “next”.

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**Meridan State College**

**Shopping Cart**

<table>
<thead>
<tr>
<th>PRODUCT</th>
<th>NAME</th>
<th>QTY</th>
<th>PRICE EX GST</th>
<th>TOTAL EX GST</th>
</tr>
</thead>
<tbody>
<tr>
<td>DELL LATTITUDE 11 EDUCATION SERIES (S160) - PENTIUM N3700</td>
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<td>1</td>
<td>$800.00</td>
<td>$800.00</td>
</tr>
</tbody>
</table>

**Also Recommended**

- TARGUS 13.3” ORBUS HARD-SIDED CASE: $62.50
- DELL 3 YEAR NEXT BUSINESS DAY ACCIDENTAL DAMAGE PROTECTION: $150.00
- LOBAC2 ANTI-THEFT SOLUTION 3 YEAR: $110.00
- PROTECURE LAPTOP INSURANCE POLICY - 3 YEARS: $16.00
### Checkout

<table>
<thead>
<tr>
<th>Product</th>
<th>Name</th>
<th>QTY</th>
<th>Price Ex GST</th>
<th>Total Ex GST</th>
</tr>
</thead>
<tbody>
<tr>
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<td>1</td>
<td>$800.00</td>
<td>$800.00</td>
<td></td>
</tr>
</tbody>
</table>

**Sub Total Ex GST**: $800.00  
**GST**: $80.00  
**Shopping Cart Total Inc GST**: $880.00

### Order Details
- **Student Name**: John Doe  
- **EQ Student Number**: 123456789  
- **Order Pin**: ******  
- **Order Pin Confirm**: ******

### Contact Details
- **Contact Name**: John Doe  
- **Phone**: 0412313131  
- **Email**: jdoe@example.com.au

### Delivery Details
- **Ship to**: Deliver to your address  

### Custom Delivery Address
- **Address**: 25 Doe St, Brisbane  
- **City**: SOUTH BRISBANE  
- **State**: QLD  
- **Postcode**: 4101  
- **Country**: AUSTRALIA

### Payment Details
- **Payment Method**: Direct Deposit

### Notes
Please use your order number as reference for Direct Deposit to our bank. Bank Name: CitiBank ACC Name: Datacom Systems (Qld) B/No: 242-000 ACC: 2902130999 Your order will be shipped on receipt of your payment.
Step Six

You will be presented with the final summary of your order and you then click “place order” to finalise payment.

Step Seven

Your order has now been placed and received by Datacom Systems. If you pay by credit card you will be asked to “make a payment”. Please click this box. For direct debit orders you will bypass this process.
Step Eight

You will be allocated an individual “order number” and should you have an inquiry relating to your order, this number will be required. You will also receive an emailed confirmation containing all the details of your order.

Order Number 332876

Order Details

- Order Status: Pending
- EQ Student Number: 123456789
- Ordered By: DellCo Op on 07-Sep-2015 at 23:04
- From Website: https://shop.datacomgroup.com.au/443/venue11protable
- Payment Method: Direct Deposit

Delivery

- Delivery For: DellCo Op
- Delivery To: 25 Donkin Street
  South Brisbane QLD 4101
- Delivery Phone: 0412713846

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<td>FL316016C103AU</td>
<td>Dell Latitude 11 Education Series (1360E) - Pentium N3700</td>
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Sub Total Ex GST: $800.00
Total Ex GST: $800.00
GST: $80.00

Total incl GST: $880.00

Payment Method: Direct Deposit

Please use your order number as reference for Direct Deposit to our bank.
Bank Name: CIB Bank
ACB Name: Datacom Systems (Qld)
BSB: 242-000
ACC#: 200273900
Your order will be shipped on receipt of your payment.

Notes:
Email Confirmation

PENDING ORDER 332876

ORDER DETAILS

<table>
<thead>
<tr>
<th>Student Name</th>
<th>John Coop</th>
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<tbody>
<tr>
<td>Ordered By</td>
<td>Delice Coop</td>
</tr>
<tr>
<td></td>
<td>on 07-Sep-2016 at 23:04</td>
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<tr>
<td>Payment Method</td>
<td>Direct Deposit</td>
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DELIVERY AND BILLING

<table>
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<tr>
<th>Delivery For</th>
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<tbody>
<tr>
<td>Deliver To</td>
<td>25 Donkin Street</td>
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<td></td>
<td>South Brisbane QLD 4101</td>
</tr>
<tr>
<td>Delivery Phone</td>
<td>0412713846</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>VENDOR CODE</th>
<th>PRODUCT NAME</th>
<th>QTY</th>
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<th>TOTAL EX GST</th>
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<td>Dell Latitude 11 Education Series (3150) - Pentium N3700</td>
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<td>$800.00</td>
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</table>

Sub Total Ex GST $800.00
Total Ex GST $800.00
GST $80.00
Total Inc GST $880.00

DELIVERY INSTRUCTIONS / NOTES

Payment Method: Direct Deposit

Notes: