PDLP Student Device Information Kit

Updated 23 June 2022

1. AsiaPac
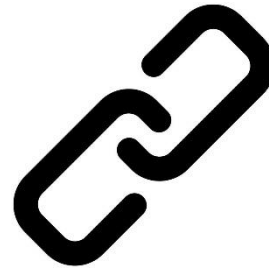
Help Desk Number:
6270 8281

Help Desk Operating Hours:
Mon – Thu: 0830 – 1730
Fri: 0830 – 1700
Closed on Sat, Sun & Public Holidays

Help Desk Email:
pdlpapple@asiapac.com.sg

Website:
https://www.asiapac.com.sg/pld-apple
(For buying of accessories)

Device Contractor's Information

Device Collection Centre

Device Collection Centre Location	Collection Centre Number	Collection Centre Operating Hours
219 Henderson Road Henderson Industrial Park #05-01 Singapore 159556	6272 0088	Mon – Fri: 1000 – 1700 *Due to Covid-19 measures, all collections are on an appointment basis.

Device Contractor's Information

Service Centres

No.	Service Centre Location	Service Centre Number	Service Centre Email	Service Centre Operating Hours
1.	QCD Technology @ Westgate (450m from Jurong East MRT)	6515 2010	support_westgate@qcd-tech.com	Mon – Fri: 1000 – 1800
2.	Apple Retail Store @ Jewel Changi Airport (220m from Changi Airport MRT)	800 186 1087	https://getsupport.apple.com	Mon – Thu: 1100 – 2100 Fri – Sun: 1100 – 2200
3.	Apple Retail Store @ Orchard Road (400m from Orchard MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1000 – 2200
4.	Apple Retail Store @ Marina Bay Sands (220m from Bayfront MRT)	800 186 1087	https://getsupport.apple.com	Mon – Sun: 1100 – 2200

Device Contractor's Information

Insurance and Warranty

Insurance*	Warranty
The device insurance coverage includes: Damage to or loss of device from the following which are non-manufacturer defects or internal mechanical faults: a) Fire b) Lightning c) Power Surges d) Accidental e.g. water spillage, drop etc e) Theft due to forcible entry f) Robbery	The device warranty warrants that each device is free from defects in materials and workmanship under normal use during the warranty period.

*The insurance coverage is only applicable to situations of damages and loss where the student has taken precautions to safeguard the device.

Device Contractor's Information

Insurance and Warranty

Base Device Bundle	Or	Enhanced Device Bundle
✓ 1-year insurance + 1-year warranty ✓ Allows for 1 repair or 1 replacement		✓ 3-year insurance + 3-year warranty ✓ Allows for 2 repairs or 1 replacement

Note:

Once insurance is claimed for a replacement device, the insurance coverage will cease and the replacement device will not be covered by insurance.

Device Contractor's Information

Information

	Issues	Actions
1	Adhoc purchase of Device	✓ Inform School ICT Team
2	1 to 1 Exchange within 7 days from unboxing	✓ Email to AsiaPac Helpdesk[A]
3	Lost Device	✓ Make a police report ✓ Inform School ICT Team ✓ Email Insurer[B] and cc pdlpapple@asiapac.com.sg with police report and proof of purchase

[A]**AsiaPac Helpdesk**
Email: pdlpapple@asiapac.com.sg
Please write to the email above with:
Subject header: MOE PLD
Content: School, Device model, Serial number, Brief description of problem, Person to contact and Contact number

*Please note that 1 to 1 Exchange will be at Device Collection Centre
(Address: 219 Henderson Road, Henderson Industrial Park, #05-01, Singapore 159556)

[B]**Insurer Contact**
Number: 8932 7718
Email: laptop@ins-solutions.com.sg
Operating Hours: Mon – Fri: 0900 – 1800
Closed on Sat, Sun & Public Holidays

Device Contractor's Information

Information

	Issues	Actions
4	Device Repair	Hardware issue ✓ Make an appointment through https://getsupport.apple.com[C] **OR** Log a case to School ICT Team for fortnight collection service in school Software issue/Unsure ✓ Inform School ICT Team
5	Insurance Claim	✓ Contact Insurer[B] for insurance form and cc pdlpapple@asiapac.com.sg

[B]**Insurer Contact**
Number: 8932 7718
Email: laptop@ins-solutions.com.sg
Operating Hours: Mon – Fri: 0900 – 1800
Closed on Sat, Sun & Public Holidays

[C]Please refer to the guide attached to make an appointment through
https://getsupport.apple.com for repair at Apple Service Centre directly.
(Please include "MOE PLD" in "Add a comment" in the online form.)

PDF
Adobe Acrobat
Document

Device Contractor's Information

2. Standard Operating Procedure

a) Reporting of Device Issues (hardware issues and damages)

i. Parents/students to contact relevant Contractor/School for device issues. Parents/students will need the following information such as their device serial number, brand and model of the device, school, their name, contact number and description of problem to log a case with the relevant parties.

ii. The relevant parties will advise parents/students on any further actions required (e.g. bringing their devices to the service centre for diagnosis or assessment of damage).

iii. Parents/students can also use the fortnightly collection service provided by the contractors to schools to send in their devices. Parents/students should only pass their devices to the school-based service desk on the collection day as there is space constraint to store devices in school.

iv. School-based service desk personnel will liaise and confirm the fortnightly collection date and time with the contractor. Contractor will pick up the devices from school on the arranged date and time.

Standard Operating Procedure

v. The devices (depending on the parts availability) will be fixed and returned to school the next fortnightly collection service day. If there are follow-up actions required, contractor will contact parents/students directly (e.g. the damage is not covered under warranty and need consent to claim insurance to get the repairs done).

vi. School-based service desk personnel will inform the students when they can collect back their devices.

vii. Students can loan a device from the school common pool for daily lessons during the period of repair.

viii. If students encounter issues with their devices in school, they may approach their school-based ICT support staff or service desk for assistance. They will perform basic troubleshooting and assist to log a case with contractor if needed.

ix. Please note that only personal learning devices procured under PDLP device bulk tender are eligible for the fortnightly collection services provided by contractors.

Standard Operating Procedure

b) Reporting of Lost Devices

i.   Parents to make a police report for the lost device.

ii. If the lost device is covered under the circumstances listed in the device's insurance coverage, parents should contact and inform the device contractor via their helpdesk or service centre or insurer. They will need to furnish the contractor with the police report for insurance claim. (Applicable only if the device is still under insurance coverage period).

iii. The contractor's helpdesk/service centre/insurer will advise parents on the insurance claim procedure.

iv. Parents should also inform school of the lost device. School's DMA Administrator to remote lock the device.

v.   School will loan a temporary device from the common pool to students.

vi. Contractor to send the new replacement device to school and school to pass to student if device is covered under insurance. Parents can opt for doorstep delivery but with delivery charges.

vii. If the device is without insurance coverage or the loss is due to clause(s) not covered under insurance, parents can seek school's assistance to procure a replacement device.

Standard Operating Procedure

c) Replacement/Change of Device

i.   Students are to inform their school-based service desk whenever there is a replacement/change of device.

ii. Replacement/change of devices can be under any of the circumstances listed below:
    - Replacement of device covered under insurance by contractor
    - Replacement of device by parents for device not covered under insurance or insurance period has ended
    - Students who are using their own devices which were not procured from PDLP Device Bulk Tender changing to another device

iii. This is to facilitate the installation of the DMA into the new device.

iv. School DMA administrator will enrol the new device to their school's DMA.

v.   For all new devices where the DMA enrolment was not done during the device handover exercise in school (including all devices collected from contractor's service centres), the school DMA administrator will do reset before enrolling the new device into the DMA.

3. DMA Support

For assistance on DMA matters, please contact

School-Based Service Desk

4. School-based ICT Support

Students can seek basic troubleshooting support in school from:

 School ICT support staff @
School Library

 School-Based Service Desk

School Days	Operating Hours
Mon, Tues, Thurs	2.45 – 3.30 pm
Wed	1.30 – 2.15 pm
Fri	12.30 – 1.15 pm

*For urgent case, please inform School Librarian to contact our school desktop engineer (DE)

5. Frequently Asked Questions

❑ **Does the insurance cover the accessories too (e.g. styluses, keyboard cases)?**
Insurance coverage is for the main device only and does not cover accessories.

❑ **How do I replace a missing accessory?**
Parents can buy replacement accessories from the Contractor's Portal (URL can be found under Contractor's information).

❑ **Can students still send their devices to their contractor's service centres for repairs after the end of the warranty period and how will the charges be imposed?**
After the expiry of the device warranty period, students can still send their device to the contractor's service centre for repair. The charges quotation will be provided by the contractor's service centre and students/parents will have to assess the reasonableness of the charges and decide whether to take up the repair. Alternatively, students can consider going to other shops to perform the repairs after the warranty is over.

❑ **How long do I need to keep the device original packaging box before discarding it?**
Please keep the device original packaging box for at least 7 days in case of any 1-to-1 exchange .

Frequently Asked Questions

6. DMA After-School Parent Options

Device Management Application (DMA) software is installed in students' PLDs to provide a safer digital learning environment, and to prevent misuse of the device. Parents/guardians can choose between these 3 options to suit their preferences for managing the PLDs **after school hours**.

	DEFAULT	OPTION A Modify DMA settings	OPTION B Disable DMA settings
FILTERING OF <u>WEB</u> <u>CONTENT</u>	MOE / School sets the level of filtering	Parent can apply additional filters	No content filtering
CONTROL OF <u>APPLICATIONS</u>	Parent cannot install additional applications	Parent can install additional applications*	Parent can install additional applications*
LIMITS TO <u>SCREEN</u> <u>TIME</u>	School sets limits for screen time	Parent can modify limits for screen time	No limits to screen time
MONITORING OF <u>CYBER</u> <u>ACTIVITIES</u>	Parent can monitor child's browser history	Parent can monitor child's browser history	No data is collected Parent cannot monitor child's use of the device through the DMA

Opting for the Default DMA setting for after-school use is the best option for parents who prefer not to or do not feel ready to manage their child's device use on their own.

Parents can make a new request to change their choice of DMA option, by submitting the request through the link https://go.gov.sg/dma-option-request-2023 or the QR code by **21st of the calendar month**. The request will be processed by the school at the start of the following month.
(No action is needed for parents who are keeping their existing DMA option)

*Applications installed by parents/guardians and/or students after school hours will be disabled during school hours.