

FREQUENTLY ASKED QUESTIONS & ANSWERS BRING YOUR OWN DEVICE (BYOX PROGRAM)

Will every device work on the Education Queensland Wireless network?

No. Some devices with older specifications have been found to not connect within the EQ network and may have difficulty with the security policy EQ uses. Our network uses 802.11n technology so some older devices will not be able to connect. Check the minimum specification list and incompatible device list on our website or contact the IT Support Desk at the school for more information.

Can I use a ChromeBook or an iPad Mini?

No, these are incompatible with the Education Queensland Wireless network.

We have a device that has specifications lower than those advertised; will it do for my student to the year with?

Maybe, please have your student bring it to school and we will see if it can connect to the school network.

How much should I spend?

The amount of money that you would expect to spend will depend on a number of factors. These include:

- How your child uses the device (filming Drama performances, using technical drawing functions etc will require higher specifications.)
- Whether you purchase a new or a used device.
- Whether you purchase additional insurance.
- Where and when you purchase the device.

There is no significant reason that you need to spend over \$1000 for a device. However, you may wish to aim for more than the "Basic" machine with minimum specifications, if your budget permits as your child may be able to use it for longer. As a guide, a new device that meets the "Basic" specifications may be purchased from \$400. A second-hand device can be purchased for less than this.

My child is starting year 7. Do I need to buy a laptop?

Yes, Junior secondary students require a device that is able to be connected wirelessly to the network so as to access the internet for research, connect to online classrooms and web-based applications for literacy and numeracy etc. For all Year 7 & 8, students our minimum specifications are for a laptop or iPad/tablet device, either of these devices will be sufficient.

Do I need to purchase Microsoft Office products to have on the laptop for my child?

No, as part of Education Queensland's Microsoft Agreement students are able to log in and access Office 365 by using their school username and password. Multiple licences are available for other family devices. Instructions available on [The Learning Place](#).

Is it necessary to purchase anti-virus software?

No, there is no requirement to purchase Anti-virus software as current operating systems have built in capabilities. In fact, Anti-virus software can interfere with on-boarding and connection for some devices.

What accessories are required for school?

A protective case should be purchased with the device. Hard, padded cases are highly recommended as they can significantly reduce damage from impact. An external keyboard is required if the device does not have one built in. A mouse or stylus may be useful.

Do I need mobile data capability at school? Can my student use their mobile phone to 'hotspot' while at school?

No, the school has an effective wireless network available. It is EQ policy for students to only use the School's provided internet access. 3G/4G/5G will assist devices that have non-wireless connectivity at home. 3G/4G/5G enables unfiltered internet access at school. *3G/4G/5G connections on BYOx devices must be **turned off** at school. Students are not permitted to 'hotspot' from their mobile phone.*

Is the internet filtered?

Yes, while the student is using the school internet wireless service it is filtered using Blue Coat filtering. When at home or off the school network (for example, using mobile wireless 3G/4G/5G), internet access is not filtered by DoE.

Will students be able to charge their laptop at school?

Students should charge their devices at home prior to attending school. Limited facilities will be available in the library and in some class rooms should your student require it but access to these resources cannot be guaranteed at all times. It is therefore recommended that all devices have a minimum battery life of 6 hours.

Do I need some form of insurance for this device?

Yes, some form of accidental damage policy is strongly recommended. A protective case should be purchased with the device. Hard, padded cases are highly recommended as they can significantly reduce damage from impact.

What happens if my device is damaged, misplaced, lost or stolen at school?

Students bringing their own device to school need to ensure they look after their device. Parents need to arrange adequate insurance in case of damage or theft. **The school is not liable for any damage or theft.**

What warranty should I get with my device?

The school recommends that when purchasing a new device that it includes accidental damage / replacement as a part of the warranty. Some stores offer replacement warranties. Some offer an accidental damage policy. Other stores offer extended 3-year warranties. Some home and contents insurances are suitable. Check the conditions of insurance with the service vendor.

What if the laptop needs to be returned to place of purchase for repair?

If your child is able to bring an alternative device to use for that period that would be preferable. The school has desktop computers for student use in the Resource Centre during break times.

Will the school technicians help with software or minor hardware issues?

Unfortunately, the school technical staff are unable to help with personal devices, doing so would void the warranty on the device. They will assist with connecting the student devices to the school network, maintaining the student's school account and installing/accessing software that the school has purchased for BYO devices.

What computer do you recommend we buy for our student?

Unfortunately, we are unable to make a specific recommendation other than what specifications of BYO devices are able to connect to the hardware that we have available at school. Please see our website for the specifications list.



ClontarfBeach
State High School

Further information is available on our website in the Clontarf Beach SHS 2022 Student BYOx Charter.