

Laptop Service and Support Process at Bishops

The detailed information on our current laptop service and support process is documented on our website: <http://college.bishops.org.za/academic/laptops/Service.aspx>

The school hosts an outsourced Help Desk, funded by parents, via Bytes Technology, to support boys and staff.

The Help Desk assists with Windows software and Windows setup for **all** machines. The only hardware, however, that is supported is the DELL recommended machine.

Loan Units

The Help Desk has a number of loan units available which are pre-configured with the school software.

Loan units are issued to boys for a limited time when they need to leave their machine at the Help Desk for repair. The loan unit policy is dependent upon the type of machine that has been purchased.

Loan units for DELL recommended machines

Loan units are issued **free of charge** for the few days it takes to repair the machine. This time frame is made possible by Dell's next business day resolution warranty.

Loan units for existing non-recommended Windows machines brought into the school pre-2016

Loan units are issued at **no charge for a period not exceeding three business days. Thereafter a charge of R250 per day will apply.** Admin charges may also be incurred should there be any delays in returning the loan unit.

Apple Machines

While the Help Desk will assist boys who have Apple computers with general Windows software issues, they are not contracted to support the Apple hardware or Apple software. Configuration of Apple machines is done by Digicape and thereafter further assistance will be a private arrangement between the parent/pupil and Digicape.

Digicape configures the machine with a Windows partition containing the same Windows image that has been provided for all our DELL and other Windows users; thus everyone at Bishops conforms to the same software environment.

The Help Desk can issue a loan unit at **no charge for a period not exceeding three business days** should a boy need to take his Apple machine in for repair. **Thereafter a charge of R250 per day will apply.**

Apple Machines purchased through Digicape

It is the parent or guardian's responsibility to notify Digicape by emailing them at bishops@digicape.co.za, (kindly include all contact details and serial number of the machine in that email), and to deliver the machine to Digicape.

Should the faulty machine not be fixed within the three-day loan period, Digicape will provide their own loan pre-configured machine to your son until his machine is repaired. Your son must return the school's loan unit to the Help Desk to avoid being charged for the loan unit.

Non-Digicape Apple machines brought into the school pre-2016

The onus is on the parent to arrange to have the machine repaired. We do have an arrangement with Digicape in that they are able to offer a laptop rental service while your machine is reconfigured or repaired. If you choose to go to another service provider, you will be required to pay for a loan laptop from the school in the event of the repair taking longer than three business days.

Holiday Periods

Please note that all loan laptops must be returned to the Help Desk before the school holidays in order to avoid incurring additional loan charges.

We appreciate your cooperation in this process.