Contents

Contents ....................................................................................................................... 1
Responsible Care and Security .................................................................................... 2
  Usage ..................................................................................................................... 2
  LCD Screen ......................................................................................................... 2
  AC Adapter .......................................................................................................... 2
  Keyboard ............................................................................................................. 3
  Laptop Case Care .................................................................................................. 3
  Security ................................................................................................................... 3
  Software ............................................................................................................... 3
  Batteries ............................................................................................................... 3
  Faulty Laptop ........................................................................................................ 4
  Damaged, Lost or Stolen Laptop .............................................................................. 4
Charging Laptops ........................................................................................................ 5
Collection of Laptops ................................................................................................ 5
Storage of Laptops .................................................................................................... 5
Troubleshooting ........................................................................................................ 5
Ergonomic Advice ..................................................................................................... 6
  Seating .................................................................................................................. 6
  Posture .................................................................................................................. 6
  Breaks ................................................................................................................... 6
  Repetitive Strain Injury ......................................................................................... 6
  Lighting ............................................................................................................... 6
Transport .................................................................................................................... 6
Printing ...................................................................................................................... 7
Internet Filtering and Anti-Virus Software ............................................................... 7
Responsible Care and Security

In order to ensure that laptops are kept in good working order, these guidelines must be followed:

Usage

- Do not use the laptop on soft surfaces (e.g. sofa, bed or carpet) because it can restrict airflow and cause overheating.
- Avoid dropping or bumping the laptop.
- Do not place laptops in areas that may get very hot or damp.
- Login correctly and logoff when finished.
- Always shut down computers through the ‘Start – Shutdown’ mechanism.
- Always package, transport and store laptops in the case provided.
- Do not place objects on top of the laptop and never carry it around while it is turned on.
- Avoid exposing the laptop computer to: direct sunlight or sources of heat such as desk lamps; dust, dirt, rain, liquids or moisture; heavy shock or vibration.
- Do not have food or drink near the laptop.
- Take particular care when packing the laptop in a school bag. Make sure that it is in a safe position in the school bag and that the screen cannot be damaged.

LCD Screen

LCD screens are delicate:

- Do not poke, prod, or push the screen.
- Never pick up the laptop by its screen.
- Do not slam the screen closed and always be gentle when putting the laptop down.
- Ensure there are no objects e.g. earphones lying on the screen before closing.

To clean the LCD screen:

- Switch off the laptop computer.
- Lightly dampen a non-abrasive cloth with water and gently wipe screen in a circular motion.
- Do not directly apply water or cleaner to the screen.
- Avoid applying pressure to the screen.

AC Adapter

- Connect the adapter only to the laptop computer.
- Do not step on the power cord or place heavy objects on top of it. Keep the cord away from heavy traffic areas.
- When unplugging the power cord, pull on the plug itself, rather than the cord.
- Do not wrap the cord tightly around the adapter box.
- Do not use the adaptor if the cord or plug is damaged.
Keyboard

- Gently brush the keyboard with a clean soft bristled paint brush or similar to remove dirt.
- If any key tops are missing or keys are in a damaged state, take the laptop to the IT Help Desk immediately to be repaired. A single key top can easily be replaced but continuing to use the keyboard with a missing key top can result in having to replace the entire keyboard.

Laptop Case Care

- Use a damp non-abrasive cloth.
- Gently rub the laptop casing with the moistened cloth to remove any dirty marks.
- Do not place stickers on the lid of the laptop.

Security

- Report any technology device fault or suspected virus activity to the IT Help Desk.
- Make regular backups of saved work.
- Keep user login and password confidential.
- Do not tamper either physically or electronically with either hardware or software settings.
- Do not attempt or undertake any malicious action towards the College’s ICT resources.
- Do not attempt to make unauthorised access to ICT resources

Software

- Do not copy any software from the College’s ICT network or system.
- If the virus check software detects virus activity then carefully follow the instructions for removal. If unsure, consult with the IT Help Desk.
- Always adhere to licensing and copying agreements.
- Never use technology devices to engage in illegal activity, including violation of copyright or other contracts.

Batteries

- Only batteries and chargers supplied by the College are to be used with the Laptop.
- Do not permit a loose battery to come in contact with metal objects, such as coins, keys or jewellery.
- Do not crush, puncture or put a high degree of pressure on the battery as this can cause an internal short-circuit, resulting in overheating.
- Do not get the battery wet. Even though it will dry and appear to operate normally, the circuitry could slowly corrode and pose a safety hazard.
Faulty Laptop

Students are to take laptops which appear faulty to IT Support where an assessment of the laptop will be made. If the laptop is determined to be faulty a replacement laptop will be issued (if available) until repairs can be undertaken.

Damaged, Lost or Stolen Laptop

For all matters the student reports to the eHelpDesk who logs the matter. The student collects a Laptop Repair or Replacement form from the Business Manager.

First Incident

- **Damaged or lost laptops**
  - Student returns the completed form and is issued with a replacement laptop of similar age where possible until the laptop is repaired or found. Alternatively, students may access a laptop for day loans while waiting for replacement or repairs.

- **Stolen laptops**
  - Parents report the theft to the police and obtain a police incident number which is provided to the College with the completed form. The student is issued with a replacement laptop of similar age where possible.

Second Incident

- **Damaged or lost laptops**
  - Student collects a Payment Arrangement form from the Business Manager. Upon agreement regarding the payment plan the student will be issued with a replacement laptop of similar age where possible.

- **Stolen laptops**
  - Student collects a Payment Arrangement form from Business Manager. Parents report theft to the police and provide the school with a police incident number. Upon agreement regarding payment plan the student will be issued with a replacement laptop of similar age where possible.

Please be aware that a fee may be incurred for the non-return or damage of laptop peripherals.
Charging Laptops

- Laptops must be brought to school fully charged everyday.
- Charging laptops during class time will only be permitted with the consent of the teacher and if safe to do so.
- In order to conserve the battery during the school day:
  - Avoid using the laptop to play music before class or during breaks
  - Avoid draining the battery with non-school activities
  - Dim the brightness of the screen to the minimum level required for the environment.

Collection of Laptops

- The College may at any time recall the laptop for system maintenance or upgrades. Failure to return the laptop when requested may result in access to the network being withdrawn.
- The student is responsible for ensuring that all data stored on the laptop is backed up to other locations (school work must be saved to the G:drive and personal material to the H:drive both of which can be accessed remotely from home through net storage).

Storage of Laptops

- The student is responsible for ensuring that the laptop is kept secure at all times.
- The laptop must be stored securely in the student’s locker when not in use.
- The locker must have a College issued ‘Master Lock’ combination lock.
- Access to a laptop may be removed if the locker is not secured with a College issued ‘Master Lock’ combination lock.
- Do not take the laptop to practical classes such as PE unless the teacher has requested otherwise.
- Do not put heavy objects on top of the laptop.

Troubleshooting

If problems are experienced with using the laptop:
- Check with peers first – they may have had a similar problem which they were able to resolve.
- Ask a teacher – a teacher may have encountered the problem before or know of a person who can fix the problem quickly.
- Contact the IT Help Desk – log support requests through the eHelpDesk system. Simply click on the eHelpDesk icon in the Internet-Intranet folder in the Novell Application Launcher.
Ergonomic Advice
The following should be used as a guide to using the laptop computer.

Seating
- Sit on a chair with the laptop computer on a desk.

Posture
Posture is important:
- Shoulders should be relaxed.
- The spine should be straight or slightly curved.
- The forearms and hands should be in a horizontal straight line.
- The lower back should be supported by the back of the chair.
- Thighs should be horizontal.
- Feet should be flat on the floor.
- Eyes should be about level with the top of the screen, or slightly above.
- The screen should sit at about arms length.

Breaks
Regular breaks should be taken. If the laptop is used for a continuous period longer than 30 minutes, at least a 5 minute break should be taken. This break may be completing another activity such as reading or writing.

Repetitive Strain Injury
Continuous repetitive motions can cause an injury. One example of Repetitive Strain Injury (RSI) is Carpal Tunnel Syndrome, which occurs in the wrist. It is important that tasks are varied and regular breaks taken. It can be helpful to perform special exercises to lessen the impact of RSI.

Lighting
Lighting should be diffused and not directed toward the laptop screen or eyes.

Transport
When transporting the laptop between school and home it should be placed in the laptop bag and the laptop bag placed low and centrally in the school bag. The school bag should be worn appropriately with both shoulder straps in place to distribute the weight of the bag evenly and the waist strap done up.

Items for transport should be organised so that the weight carried does not exceed 10 - 15% of bodyweight. The school locker should be used for storage and homework programs planned in advance.
Printing

Students are able to print from their laptops to the Student Library Central Printer. Students must take careful note of the following:

- Students may send jobs to the printer at any time during the day. They are encouraged to collect their print jobs before school, at lunch or after school.

- Students have 24 hours to collect their printing. The paper will be recycled if it has not been collected within this time frame.

- A banner page will be printed for all print jobs sent from student laptops to the Library Central Printer. The banner page will include the name of the student who sent the print job to the printer, the number of pages and the time it was sent. This will help students to quickly find their print jobs.

- Students are allocated $20 for printing per term. It costs 10 cents to print one page and colour pages cost 50 cents. If this allocation runs out, students can purchase printing credit through the cashier’s office.

- Students may only collect printing from the library during a lesson with the permission of the classroom teacher and after having their diary signed.

Internet Filtering and Anti-Virus Software

All laptops have anti-virus and malware protection software installed. This software updates automatically via the internet. Do not install additional anti-virus software, as having multiple packages causes conflicts which would decrease the level of protection, and impact badly on the performance of the laptop.

When the laptop accesses the internet via the College network, internet filtering is applied in the same way as for desktops. However, if the laptop is connected to the internet in other ways such as via a home network, the College’s filtering does not apply. Should you wish to have filtering in these circumstances, you would need to install filtering software. This software should be configured so that it is not active when the laptop is using the College’s network, as otherwise it could block access to things that are specifically required from within the College.