

2. Standard Operating Procedure

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

- i. Parents/students to contact Contractor's helpdesk for device issues. Parents/students will need the following information such as their device serial number, brand and model of the device, their name and contact number to log a case with the helpdesk.
- ii. Contractor's helpdesk agent 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.

- 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.



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. 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 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.



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



3. DMA Support

For assistance on DMA matters, please contact



School-Based Service Desk

4. In School Support

Students can seek basic trouble shooting support in school from:



School ICT support staff



School-Based Service Desk

Operating Day(s): Mondays to Fridays

Operating Hours: 9.00am – 3.30pm

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 .