



Mount Alvernia College BYOD Portal Information Pack 2022/23 Program





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About Datacom Systems

Datacom Systems specialises in supplying solutions to the education sector throughout Australia. This year, we are very pleased to have been welcomed back by Mount Alvernia College as the preferred partner for the Parent BYOD program. We look forward to working with staff and families involved with this program again this year, which leads the way for the use of technology in the classroom.

Your Portal

Datacom has a dedicated on-line ordering system that has been made available for this program. It is called the Datacom BYOD Portal and will allow you to place an order at any time. This system has been customised for Mount Alvernia College.

The link to your portal is <https://datashop-qld.datacom.com.au/mountalverniacollege>

Username: mountalverniacollege
Password: parent

DATACOM

**Mount Alvernia College -
BYOD**



HOME MY ORDERS LOG OUT

0 item(s) ▾



Device Options

Datacom, in conjunction with Mount Alvernia Staff have worked very hard to ensure that we supply devices designed to provide students with the best access possible to learning. The College has selected machines from HP, Lenovo and Microsoft, as the preferred vendors, providing you with a range of device types and price. These devices are business grade machines and are renowned for their quality and reliability. If the a device with a higher specification is required, please email the request to qldsales@datacom.com.au and we will respond with a quote.

The HP and Lenovo options are the latest models whereas the Surface products are going to be refreshed in November 2022.



Please note that one and two year warranties can be extended to three years through the purchase of the appropriate ADP options (see ADP notes below).

HP

			
1. ProBook X360 435 R5/8GB/256GB -with 1 Yr Warranty - EDU	2. ProBook X360 435 R5/16GB/256GB with 1 Yr Warranty - EDU	3. EliteBook X360 830 i5/8GB/256GB/3Yr Onsite Warranty - EDU	4. EliteBook X360 830 i5/16GB/256GB/3Y Onsite Warranty - EDU
\$1,544.13 Inc GST	\$1,615.63 Inc GST	\$1,964.88 Inc GST	\$2,057.00 Inc GST

Lenovo

			
1. L13 Yoga - i5/8GB/256GB/3 Years Onsite Warranty - EDU	2. L13 Yoga - i5/16GB/256GB/3 Year Onsite Warranty - EDU	3. L13 Yoga i7/16GB/256GB/3 Years Onsite Warranty - EDU	4. L13 Yoga - i7/16GB/512GB/3 Year Onsite Warranty - EDU
\$1,706.38 Inc GST	\$1,797.13 Inc GST	\$2,201.38 Inc GST	\$2,270.13 Inc GST

Microsoft

		
Surface Laptop 4 Black i5/8GB/256GB - 2 Yr Warranty - EDU	Surface Laptop 4 Platinum i5/8GB/256GB - 2 Yr Warranty - EDU	Surface Pro 8 Platinum i5/8GB/256GB - 2 Yr Warranty - EDU
\$1,722.25 Inc GST	\$1,722.25 Inc GST	\$2,008.04 Inc GST



Accidental Damage Protection (ADP)

Deferred sales model for add-on insurance

As our valued customer we would like to inform you that important government required changes in relation to how add-on insurance products are sold in Australia. This will mean a change to the way that you purchase add-on insurance for your devices. The Financial Services Royal Commission recommended the introduction of an industry-wide deferred sales model (DSM) for the sale of any add-on insurance products (with limited exceptions like comprehensive car insurance). The Federal Government has passed a new law that came into effect on 5 October 2021.

The new law:

Applies to the sale of any product or service, where the provider (or a related party) offers or sells insurance to cover risks associated with that product or service; and

Creates a four-day deferral period which starts when the customer commits to purchase the principal product or service and during which related insurance cannot be sold.

Requires that a customer information document be provided to each customer as a separate communication in the format prescribed by the relevant regulations.

If you wish to purchase Accidental Damage Protection (ADP) please nominate by clicking the button and we will contact you in 4 days to offer the purchase

Should you proceed to purchase your device without nominating for add-on insurance we will not contact you.

Additional Insurance Information

Purchase
Device



Wait 4 Days



Buy Extra
Insurance



Deferred sales model for add-on insurance

As our valued customer we want to let you know that the Federal Government passed a law in October 2021, meaning you have to wait for 4 days after you buy a computer product before you can purchase add-on insurance – such as accidental damage protection (ADP). This is designed to make sure you are not pressured at the time of sale to buy a product you might not actually want.

The new law:

- Applies to the sale of any product or service, where the provider (or a related party) offers or sells insurance to cover risks associated with that product or service; and
- Creates a four day deferral period which starts when the customer commits to purchase the principal product or service and during which related insurance cannot be sold.
- Requires that a customer information document be provided to each customer as a separate communication in the format prescribed by the relevant regulations.

[Nominate for ADP](#)



Onsite Datacom Support

The primary intention of the onsite Datacom technical resource is to provide assistance to students that are experiencing issues with their warranted or insured device, regardless of where it was purchased.

The visiting onsite technical resource is to be employed by Datacom and will be fully certified for the repair of HP, Lenovo and Surface devices. For any other brand of device, the Datacom technical resource may be able to facilitate the repair with the manufacturer or retailer of the device. Parents will have to provide proof of warranty coverage to pursue a warranty claim. It is also a mandatory requirement of all Datacom Print & Field Services resources to have a Queensland Government issued Blue Card.

Services to be offered to students are as follows:

- Triage of issues – the Datacom technical resource will need notes to fully understand the issue(s) being experienced on the device
- Resolve on-the-spot if possible – the onsite Datacom technical resource with the device to analyse and fully understand the exact issue(s) being experienced, best attempts will be made for the issue to be resolved on-the-spot so the student can return to her studies immediately.
- Perform onsite repairs – in the event of a hardware failure the onsite Datacom technician will take the student's device and raise a repair ticket in our ticket management system, then perform the repair of the device on school premises.
- Loan device if required – if the repair of the student's device is going to take any longer than approximately 24 hours, our onsite technician, subject to availability in the loan pool, will provision and supply a loan laptop to be used until the device is repaired. For an accidental damage repair where the device does not have insurance cover, the loan device will be provided for a period of time approved by the College.
- Re-load school image on to student device – in the case of a hard drive failure the school image will be re-loaded on to the student's device, meaning when it is handed back it is ready to use straight away, with no further delays, however, students will be responsible for any data restoration.
- Timeframes for repairs via onsite support is approximately 3 business days. There may be times where due to constraints on parts these timeframes are longer, however we will work with the manufacturer, student, guardian, and Mount Alvernia College to ensure any delays are minimised.
- During school holidays, support is available for student's devices from our repair workshop, both over the phone, and in person (by appointment). We are unable to perform onsite repairs in private homes, however if guardians can bring the device to their workplace (within a 50km radius of Brisbane CBD) then we may be able to perform the repair onsite.

Please also note the following:

- During periods that the school is closed during holidays, support is available for your daughters' device from our office and repair workshop in Banyo, both over the phone, and in person (by appointment). Unfortunately, we are unable to perform onsite repairs in private homes, however if you can bring the device to your workplace (within a 50km radius of Brisbane QLD 4000) then we may be able to perform the repair onsite.
- Timeframe for repairs under basic onsite support is approximately 3 business days. Please note that Mt Alvernia College will have a temporary loan stock of laptops to cover students for a short term while their device is being repaired. Details about the terms and conditions of the loan laptop will be supplied by the College.
- In some circumstances, older unwarranted or uninsured HP, Lenovo or Surfaces may be able to be quoted for repair.



Payment Options

Under the BYOD Portal we offer you two payment options.

- Major Credit cards - VISA, VISA Debit, MasterCard, Debit MasterCard and AMEX. Please note that surcharges apply.
- Direct Deposit
 - BSB 012-327 ANZ
 - Account Number 835484883
 - Account Name Datacom Systems (AU) Pty Ltd

If you choose the pay via direct deposit, simply choose this option in the payment section, and continue to process your order. Once you have received your order confirmation, you will be required to reference your “order number” when processing your payment into our account.

Any transaction is purely between your chosen finance provider and yourself and you are advised to read the disclosure statement, and terms and conditions from the provider that you have selected.

Accessories

There are several accessories you can also purchase for your laptop which are offered on the portal. A ruggedized case would be recommended to assist with the protection of the laptop.

Delivery of Laptop

Due to supply chain issue some devices may take up to 8 weeks for the delivery.

All devices will be shipped to Mount Alvernia College. The College will schedule a time for you to collect and setup the device.

Who do you contact for questions relating the products or the BYOD Portal?

The top right corner of the home page has a Contact Us button. This will navigate to an online form as well as phone and email contact information.



[CONTACT US](#) [USER GUIDE](#)

DATACOM

**Mount Alvernia College -
BYOD**



[HOME](#) [MY ORDERS](#) [LOG OUT](#)

 0 item(s) ▾

Contact Us

Datacom Systems (AU) Pty Ltd Details

501 Ann Street, Fortitude Valley, Qld 4006

Telephone	07 3842 8888
Facsimile	07 3842 8899
Email	qldsales@datacom.com.au

Account Manager Details

Name	Richard Lear
Email	richard.lear@datacom.com.au



HOW TO ORDER

Step One

To begin, please click on the hyperlink below or you can enter the address into your browser.

<https://datashop-qld.datacom.com.au/mountalverniacollege>

The site requires a Username and Password ***both case sensitive*** to access the portal. These details are specific for Mount Alvernia College and portal is designed with the devices the school has chosen that best suit the students requirements for education. These details are below;

Username: mountalverniacollege
Password: parent

DATAKOM

Mount Alvernia College -
BYOD



HOME



USERNAME

mountalverniacollege

PASSWORD

.....

I accept the Terms and Conditions.

Login

Once you have put in the Username and Password, to accept the terms and conditions please click the "I accept the Terms and Conditions" box to proceed to the portal.



Step Two

Once your login has completed successfully, you will be presented with information tabs and the catalogues for the different devices and accessories that relate to those devices. This will allow you to browse the products that are on offer as a part of this program. The categories for Mount Alvernia College are HP, Lenovo and Microsoft.

DATACOM

**Mount Alvernia College -
BYOD**



HOME MY ORDERS LOG OUT

0 item(s) ▾



HP

Lenovo

Microsoft Surface



1. ProBook X360 435
R5/8GB/256GB -with 1 Yr
Warranty - EDU

\$1,544.13 Inc GST



2. ProBook X360 435
R5/16GB/256GB with 1 Yr
Warranty - EDU

\$1,615.63 Inc GST



3. EliteBook X360 830
i5/8GB/256GB/3Yr Onsite
Warranty - EDU

\$1,964.88 Inc GST



4. EliteBook X360 830
i5/16GB/256GB/3Y Onsite
Warranty - EDU

\$2,057.00 Inc GST



Step Three

When you have chosen your device, product information is displayed. Each device has a list of recommended options to purchase including Nominate Accidental Damage and Bags. To complete Step Three click "Add to Shopping Cart" to view further product details, click the "back" tab that will take you back to the catalogue of products.



ProBook X360 435 - R5/8GB/256GB/1 Yr Onsite Warranty - EDU

Vendor Code 4V8C6PA

1 [ADD TO SHOPPING CART](#)

Price

\$1,556.82 Inc GST

Recommended



STM MYTH SLEEVE 13"
- WINDSOR WINE

\$57.20 inc GST

[Cart](#)

Description

***Currently in stock**

AMD R5 CPU, 8GB Memory, 256GB SSD, 13.3" 1920 x 1080 Touchscreen, Dual Web Camera, Pen, WiFi 6 802.11ac, Bluetooth, Windows 10 Pro, 1 Years Onsite Warranty

Product Specification
[Download PDF](#)

Additional Insurance Options

HP 3 Year Accidental Damage Protection for HP X360 435 - Three year policy with \$0.00 Excess, three claims and 1 replacement.

Please click on the link below for a copy of the HP Hardware Support Onsite Service Product Disclosure Statement.

Price: \$209.61 Inc GST

[Download PDS](#)



Additional Insurance Information

Purchase Device



Wait 4 Days



Buy Extra Insurance



Deferred sales model for add-on insurance

As our valued customer we would like to inform you that important government required changes will soon commence in relation to how add-on insurance products are sold in Australia. This will mean a change to the way that you purchase add-on insurance for your devices. The Financial Services Royal Commission recommended the introduction of an industry-wide deferred sales model (DSM) for the sale of any add-on insurance products (with limited exceptions like comprehensive car insurance). The Federal Government has passed a new law that comes into effect on 5 October 2021.

The new law:

- Applies to the sale of any product or service, where the provider (or a related party) offers or sells insurance to cover risks associated with that product or service; and
- Creates a four day deferral period which starts when the customer commits to purchase the principal product or service and during which related insurance cannot be sold.
- Requires that a customer information document be provided to each customer as a separate communication in the format prescribed by the relevant regulations.

For further information please refer to the following website links:

- [ASIC](#)
- [Treasury](#)

If you wish to purchase Accidental damage protection (ADP) please nominate by clicking the button and we will contact you in 4 days to offer the purchase

Should you proceed to purchase your device without nominating for add-on insurance we will not contact you.

Nominate for ADP

Step Four

When you have completed your purchases, please click on the “basket” icon in the top right-hand corner of the portal and then click “checkout”.

🛒 1 item ▼

<p>PRODUCT IMAGE</p>	<p>1. PROBOOK ✕</p> <p>X360 435 - R5 / 8GB / 256GB / 3 YEARS + ADP</p> <p>1 \$1,647.41</p>
<p style="text-align: right;">Sub Total Inc GST \$1,647.42</p>	
<p style="text-align: right;">Shopping Cart Total Inc GST \$1,647.42</p>	
<p>VIEW CART</p>	<p>CHECKOUT</p>



Once you have clicked on “checkout” you will see your order and will have an opportunity to purchase additional items that relate to the device. This is listed in case you have forgotten to order the items previously. Once you are happy with your order click “place order”.

Shopping Cart

	Product Name	Qty	Price Inc GST	Total Inc GST
	ProBook X360 435 - R5 / 8GB / 256GB / 1 Yr Onsite Warranty - EDU	1	\$1,556.82	\$1,556.82
Sub Total Inc GST				\$1,556.82
Shopping Cart Total Inc GST				\$1,556.82

Also Recommended

 STM MYTH SLEEVE 13' - WINDSOR WINE \$57.20 

[Empty The Basket](#) [Recalculate](#) [PLACE ORDER](#)

Step Five

The Checkout screen will show you the items you have ordered, and you now need to complete the “order details”, “contact details”, and “payment details” to process your order. You will be required in the “order details” section to create your own “order pin”. This is required should you wish to retrieve order information at a later date. Please take a note of this “order pin” number for your records. Once you have completed all the required fields, please click “next”.

Checkout

	Product Name	Qty	Price Inc GST	Total Inc GST
	ProBook X360 435 - R5 / 8GB / 256GB / 1 Yr Onsite Warranty - EDU	1	\$1,556.82	\$1,556.82
Sub Total Inc GST				\$1,556.82
Shopping Cart Total Inc GST				\$1,556.82

Order Details

Student Name

Order Pin

Order Pin Confirm

Contact Details

Contact Name

Phone

Email

Payment Details

Payment method

[Previous](#) [Next](#)



Step Six

You will be presented with the final summary of your order and you then click “place order” to finalise payment.

Step Seven

Your order has now been placed and received by Datacom Systems and you will be allocated an order number. Should you have an inquiry relating to your order, this number will be required. You will also receive an emailed confirmation containing all the details of your order.

If you also Nominated Accidental Damage Protection, you will get an email with a link to the ADP portal where you will find more information and be able to purchase the add on insurance.