

Mount Alvernia College BYOD Portal Information Pack 2021/22 Program



DATACOM

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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






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 devices types and price. These devices are business grade machines and are renowned for their quality and reliability.

HP

Three HP models with 3 Year Onsite and Accidental Damage Protection Warranty





HP Devices

		
1. ProBook X360 435 - R5/8GB/256GB/3 Years + ADP	2. EliteBook X360 830 - i5/8GB/ 256GB/ 3 Years Onsite + ADP	3. EliteBook X360 830 - i5/16GB/ 256GB/ 3 Years Onsite + ADP
\$1,647.42 Inc GST	\$1,927.01 Inc GST	\$2,150.08 Inc GST
Add to Cart	Add to Cart	Add to Cart

Lenovo

Four Lenovo models with 3 Year Onsite and Accidental Damage Protection Warranty.

Lenovo Devices

			
1. L13 Gen 2 Yoga - i5/8GB/256GB/3 Years Onsite + ADP	2. L13 Gen 2 Yoga - i5/16GB/256GB/3 Years Onsite + ADP	3. L13 Gen 2 Yoga - i7/16GB/512GB/3 Years Onsite + ADP	4. X13 Yoga Gen 2 i5/8GB/256GB/3 Years Onsite + ADP
\$1,854.88 Inc GST	\$1,959.38 Inc GST	\$2,185.77 Inc GST	\$2,107.88 Inc GST
Add to Cart	Add to Cart	Add to Cart	Add to Cart

Microsoft

Four Surface models with 3 Year Onsite and Accidental Damage Protection Warranty.

Microsoft Devices



1. Microsoft Surface Pro 7+ i5
8GB/256GB with ADP Bundle

\$2,203.22 Inc GST

[Add to Cart](#)



2. Microsoft Surface Pro 7+ i7
16GB/256GB with ADP Bundle

\$3,050.88 Inc GST

[Add to Cart](#)



3. Microsoft Surface Laptop 4 -
i5/8GB/256GB with ADP Bundle

\$1,908.35 Inc GST

[Add to Cart](#)



4. Microsoft Surface Laptop 4 -
i5/8GB/512GB with ADP Bundle

\$2,089.98 Inc GST

[Add to Cart](#)



5. Microsoft Surface Book 3 i5
8GB/256GB with ADP Bundle

\$2,611.58 Inc GST

[Add to Cart](#)

Accidental Damage Protection

Each different vendor has its own terms and conditions, please refer to the PDS for each product for full terms and conditions before purchasing a product.

The excess payable per claim for Accidental Damage Protection policies are listed on the portal

Onsite Datacom Support

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

The 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 will 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 onsite Datacom technical resource will talk with the student to fully understand the issue(s) being experienced on her device
- Resolve on-the-spot if possible – the onsite Datacom technical resource will work one on one with the student on her 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 Protecsure 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.
- Datacom will only conduct on site work within the business hours of 8:30AM to 4.00PM Monday to Friday, excluding public holidays.

All other brands of devices:

- Triage of issues – the onsite Datacom technical resource will talk with the student to fully understand the issue(s) being experienced on her device
- Resolve on-the-spot if possible – the onsite Datacom technical resource will work one on one with the student on her 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.
- Facilitate 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 facilitate the repair of the device with the manufacturer based on the warranty that was supplied with the device. For laptops not covered by warranty a written report will be prepared to assist in getting a quote to repair or replace the laptop.
- 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 will provision and supply a loan laptop to be used until the device is repaired, up to a maximum period approved by the College.

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 are able to 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.

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 242 000
 - Account Number 230 273 006
 - Account Name Datacom Systems

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.

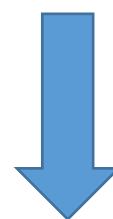
Delivery of Laptop

Due to the current Covid-19 restrictions, we are seeing lead times of up to 12 weeks for the delivery


All devices will be shipped to the Datacom office at Mount Alvernia. We will schedule a time for you to collect the device and setup passwords ect.


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-gld.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

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

		
1. ProBook X360 435 - R5/8GB/256GB/3 Years + ADP	2. EliteBook X360 830 - i5/8GB/256GB/ 3 Years Onsite + ADP	3. EliteBook X360 830 - i5/16GB/256GB/ 3 Years Onsite + ADP
\$1,647.42 Inc GST	\$1,927.01 Inc GST	\$2,150.08 Inc GST
Add to Cart	Add to Cart	Add to Cart

Step Three

When you have chosen your device, product information is displayed. Each device has a list of recommended options to purchase including; 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.

The screenshot shows a product page for a ProBook X360 435 laptop. At the top, there is a navigation bar with 'HOME', 'MY ORDERS', and 'LOG OUT' on the left, and a shopping cart icon with '0 item(s)' on the right. Below the navigation bar is a blue 'Back' button. The main product area features an image of the laptop on the left. To its right, the product title is '1. ProBook X360 435 - R5/8GB/256GB/3 Years + ADP'. Below the title is a 'Vendor Code' field containing '4VBH3PA'. There are minus and plus icons for quantity, with '1' in the center, and an 'ADD TO SHOPPING CART' button. To the right of the laptop is a 'Recommended' section with a blue header. It contains an image of a bag and the text 'STM MYTH SLEEVE 13' - WINDSOR WINE' and '\$57.20 inc GST' with a 'Cart' button. Below the product image is a pink 'Price' tag showing '\$1,647.42 Inc GST'. A 'Description' section is located below the price, containing technical specifications and links to download PDFs for 'Product Specification' and 'ADP PDS'.


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".

The screenshot shows a shopping cart overlay with a dark blue background. At the top right, there is a shopping cart icon and '1 item'. The main content area lists the product: '1. PROBOOK X360 435 - R5 / 8GB / 256GB / 3 YEARS + ADP' with a price of '1 \$1,647.41'. Below this, there are two rows of totals: 'Sub Total Inc GST \$1,647.42' and 'Shopping Cart Total Inc GST \$1,647.42'. At the bottom, there are two buttons: 'VIEW CART' and 'CHECKOUT'.

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
 Product Image	1. ProBook X360 435 - R5 / 8GB / 256GB / 3 Years + ADP	1	\$1,647.41	\$1,647.42
Sub Total Inc GST				\$1,647.42
Shopping Cart Total Inc GST				\$1,647.42

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
 Product Image	1. ProBook X360 435 - R5 / 8GB / 256GB / 3 Years + ADP	1	\$1,647.41	\$1,647.42
Sub Total Inc GST				\$1,647.42
Shopping Cart Total Inc GST				\$1,647.42

Order Details

Student Name

Order Pin

Order Pin Confirm

Contact Details

Contact Name

Phone

Email

Payment Details

Payment method

If you have purchased a product with an accidental damage policy, do you accept the terms of the PDS listed with the product information?

[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.