Bring Your Own Device to School

Toolkit for Parents

jbeducation.com.au/byod
1300 730 548
education@jbhifi.com.au

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Choosing the Right Device for Your Child is Easy

You don't have to be a technology expert to get the best device for your child. JB Hi-Fi Solutions' BYOD programme has been chosen by your school to make it easy to choose, buy and manage the devices your child needs to learn in the classroom and at home.

Many schools are choosing BYOD to take the stress out of technology and give you easy access to the right tools, devices and pricing to support your child's education.

BYOD Online

BYOD Online is a portal where you can buy devices and accessories that have been approved by your school. So you know your child will be ready and able to connect, collaborate and learn from day one.

With JB Hi-Fi Solutions, you can confidently make your selection knowing that:

- You're choosing from a shortlist of devices and accessories pre-selected by your school to support the best learning outcomes for your child
- You're getting the best quality and prices available with hand-picked products from our best partners at special discounted pricing
- Ordering and delivery is safe and easy through our online portal available 24/7 with contactless delivery options
- Support is only a phone call away with our dedicated BYOD Customer Service Team available 6 days a week.

Education Hub for Parents

To support BYOD, we have created an education hub specifically for parents.
For information about all things BYOD – catalogue, brochures, tips and FAQs – go to:
https://solutions.jbhifi.com.au/byod-resources-for-parents/

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How To Use BYOD Online

We are sure you'll find BYOD Online easy to use.

Simply follow the log in details provided.

Log in to BYOD online

1. Go to **jbeducation.com.au/byod**
2. Enter the School BYOD Code: wdhsbyod
3. Once logged in, select a student program.
4. Select your preferred delivery method.
5. Follow the prompts to choose your products, accessories and insurance. Enter your details to proceed.
6. Select a payment method and complete your order. Please note that there are no fees on credit card purchases.
7. If you have any questions, please contact us at **jbeducation.com.au/byod** or call 1300 730 548 or email **byodsupport@jbhifi.com.au**

Designed for Learning

BYOD Online only includes products that are designed for education and approved by your school; they are not available in retail stores.

Built for Students

The laptops, tablets and accessories are built to deliver a great learning experience and survive the demands of everyday student use.

- **Robust parts**
- **Extended battery life**
- **Speedy connectivity and performance**
- **School-specific software**

Built for education

The laptops and tablets chosen by your school are special models available exclusively through your school's BYOD programme. They include discounted pricing, packaging and are often supported with extra inclusions. The products you see in stores are not the same models you will find on your school's BYOD portal.

Your school's BYOD programme gives you exclusive access to:

- Special education pricing, more affordable than retail
- Extended warranty and insurance options
- Prompt on-campus warranty repairs
- Speedy replacement of damaged Microsoft Surface devices
- Operating system licences included for Windows products
- Assistance setting up devices on your home network

Use our **product selector tool** to help you find the right device for your child based on your specific needs.

jbeducation.com.au/byod
1300 730 548
education@jbhifi.com.au

JB HI-FI SOLUTIONS FOR EDUCATION

We're Here to Help

JB Hi-Fi Education Solutions has a dedicated Customer Service Team ready to help you with all your BYOD needs.

If you are struggling to log in to BYOD Online or have any questions or problems along the way, please contact the BYOD Customer Service Team.

Each time you contact us, we keep a record so if you need to contact us again at any time we'll have the details at hand. If you have created an order, please have your BYOD order number ready when you contact us. The order number will look something like this : BYOD12985.

JB Hi-Fi Education Solutions have a dedicated BYOD Customer Service Team available 6 days a week.

Monday – Wednesday	9am – 6pm AEDT
Thursday – Friday	9am – 8pm AEDT
Saturday	9am – 12pm AEDT

Call 1300 730 548 and select option 1 or Email byodsupport@jbhifi.com.au

Delivery Options

Store collection

You can collect your child's device from any JB Hi-Fi retail store nationally. BYOD Online lists the five stores closest to your school. When your device is ready for collection you will be notified by an email and SMS message. When you get to the stores, show your confirmation email and identification to a staff member and they will collect your BYOD order.

Home delivery

Contactless delivery is available for all parents, unless your school requires your order to be delivered to the school first.

School delivery

This option is available only if your school has requested that all devices be delivered to the school to be handed out to students. Your school may want to add a logo, image or required software to the device. They may need to connect it to the school Wi-Fi network and ensure the school's network recognises the device and which student owns it.

Logging a Warranty Claim

All devices and tablets sold include a standard manufacturer's warranty.

This ensures your device or tablet can be fixed by the manufacturer or JB Hi-Fi Education Solutions* should it develop a fault or issue that is covered under its warranty policy (note, this excludes any Accidental Damage issues). The warranty period for each policy can differ based on the model selected and can vary from 1 to 3 years of warranty cover.

**JB Hi-Fi Education Solutions can provide device repairs and arrange warranty advanced replacement swap out services for Microsoft Surface devices through our warranty portal. This service is subject to your school's location. We currently provide repair services in Melbourne, Geelong, Ballarat, Sydney, Brisbane, Gold Coast, Surf Coast, Perth and Fremantle metro locations only.*

To log a warranty repair claim with JB Hi-Fi Education Solutions please visit jbeducation.com.au/warranty

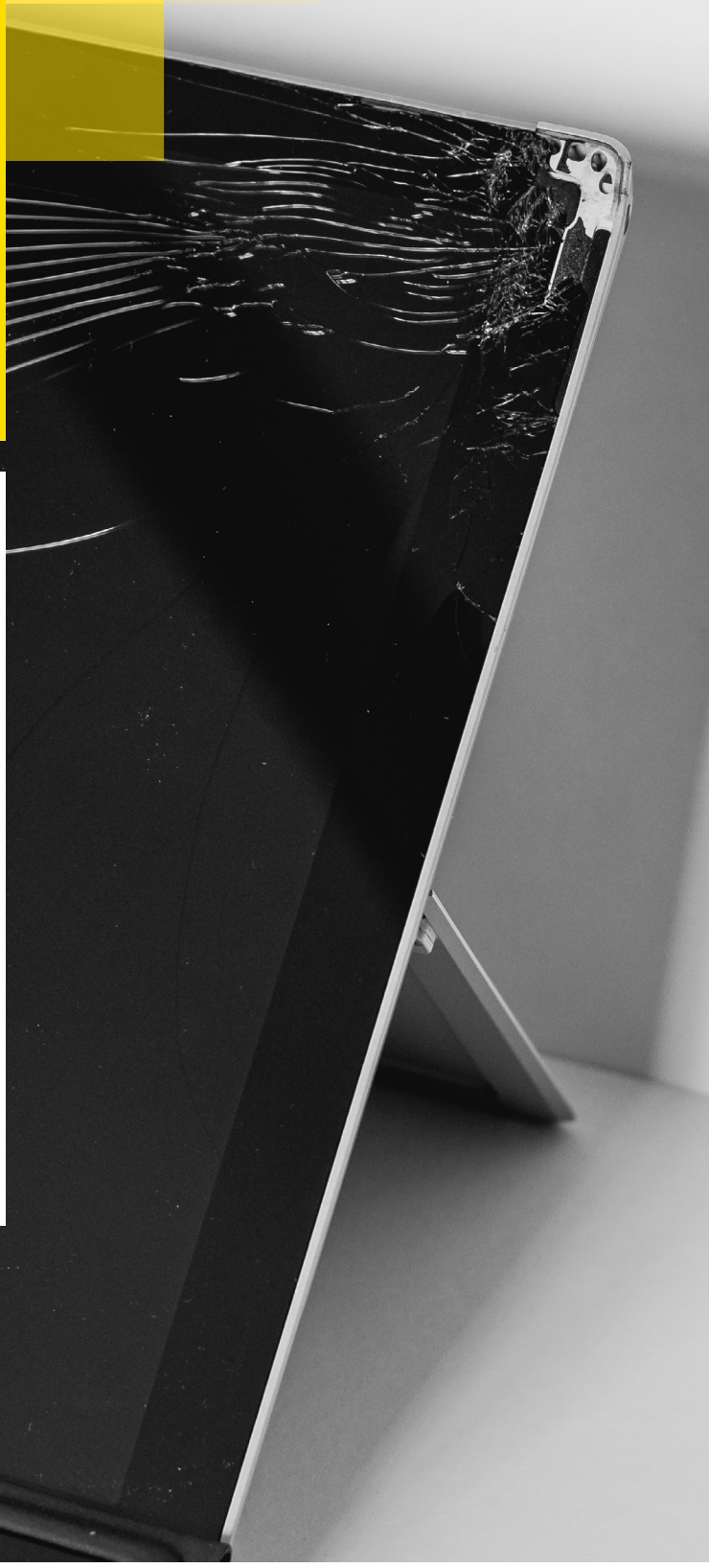
Once submitted, you will receive a notification email and a member of our warranty service team will be in touch with you and/or your school to arrange a repair.

If you would like to arrange for the manufacturer to repair your device, please visit our Support page for further information on how you can contact them **https://www.jbeducation.com.au/support/**

If your device has been accidentally broken however, and you haven't purchased any additional accidental damage cover (device insurance), please contact us via our warranty website **(jbeducation.com.au/warranty)** and one of our repair team members will give you a quote for the cost of the repair. This is available for Apple, Lenovo, HP and Microsoft Surface products.

Logging an Insurance Claim

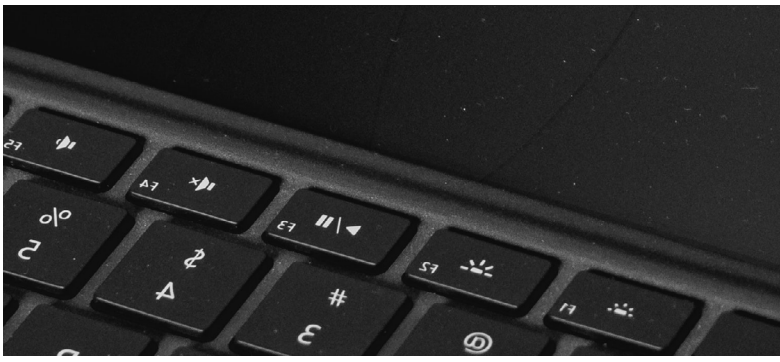
(Accidental Damage)



If you have purchased accidental damage cover and would like to lodge a claim for HP, Lenovo or Apple devices, please visit our support page for details on how to lodge your insurance claim directly with the manufacturer.

If you purchased an insurance (accidental damage) policy on our BYOD portal from Assurant, please visit our support page to find how to log an insurance claim directly with Assurant.
https://www.jbeducation.com.au/support/

If you have purchased a Microsoft Surface Complete for Business, or Complete for Business Student insurance policy, you can log your insurance claim through our warranty portal
jbeducation.com.au/warranty



FAQs

What to Buy

How do I know what to buy for my child?

Everything you see on the BYOD portal has been selected and approved by your school for your child's study.

Do I need to buy software?

Your school decides what software they require. Sometimes software is included as part of the agreement with the school. Contact your school for more information about software requirements.

Do I need to buy insurance or warranties?

You can buy insurance and extended warranty if you want. Options are available on the portal. You are not required to have insurance or an extended warranty; however, keep in mind that you will own the device so will be responsible for any damages or loss.

What if I want my child to have a device case or other accessory?

You can choose the accessories you want for your child. You can purchase from those available on the portal or you can buy them elsewhere.

Can I choose a different colour for my child's device?

Unfortunately, no. In order to provide our special BYOD education pricing, we have had to limit the product options available.

If I have more than one child at the school, do I need to place a separate order for each child?

Yes, you will need to complete an order for one child first. You will then receive an 'Order Confirmation' notification on the screen and be given an option to 'Place Another Order' at the same school. Some of your personal details will be retained so you will not have to re-enter them.

How to Pay

What payment options do you accept?

There are a range of payment options available:

1. Credit Card (Visa and Mastercard)

2. BPAY (from your bank account – not via credit card)

For Visa and Mastercard, full payment will be taken from when you select this option during checkout.

For BPAY payments, a biller code and a reference number are provided when you select BPAY as your preferred payment option. We do not accept BPAY payments via credit card.

How do I know my credit card details are safe?

JB Hi-Fi Education Solutions uses an industry standard platform to transact all credit card payments. It is a highly secure system and all details submitted are encrypted. They do not retain any credit card numbers and your information is safe.

Can I pay for my order with JB HI-FI Gift Cards?

No, you cannot use JB HI-FI Gift Cards as a payment method for your BYOD order.

My Order

How can I see/track my order?

To check the status of your order, simply click on 'My Account' on the top right-hand side of the home page. Once signed in, the order history and status of your order will appear.

FAQs

Can I change my order?

You cannot change your order once it is placed or add accessories, extended warranty or insurance.

If you forgot to add an accessory to your order, you cannot add one once the order is made.

If you would like to add or change the warranty or insurance, you can request to cancel your existing order and create a new one.

Please note, if your order has been shipped or is due to be shipped in the next few days, it may be too late to cancel.

For more information, contact the BYOD Customer Service Team on 1300 730 548, selecting option 1, or send an email to **byodsupport@jbhifi.com.au**

Can I cancel my order?

If you need to cancel your order, please contact our BYOD Customer Service Team.

You can submit a request in writing via **byodsupport@jbhifi.com.au.** Our team will respond to your request as soon as possible. Or you can call our team directly on 1300 730 548 (Option 1), during business hours (AEST).

Delivery or Pick Up

How will I receive my order?

If it is a school collection, your school will advise you of the collection date. If it is a store collection, you will be notified once your order is ready for pick-up.

When will I be able to pick up my order?

We provide an Estimated Timeframe of Availability for each product. You can find this information just below the listed price of the device in your school's portal.

Support

Who do I contact for support when ordering?

Contact your school or the BYOD Customer Service Team directly for assistance on 1300 730 548.

My child's device has been damaged/lost/stolen, what do I do?

If you have purchased insurance with your order, but are not sure how to make a claim, please contact the BYOD Customer Service Team on 1300 730 548, selecting option 1, or send an email to **byodsupport@jbhifi.com.au**. If you know who your coverage is through, but are unsure of how to reach them, please visit our support page: **www.jbeducation.com.au/support.**

My child's device is having technical problems, what do I do?

Take the device to the school's IT department. The staff will assess the device and, if necessary, they can help you lodge a warranty claim.

If this is not possible, contact the manufacturer directly for assistance. Go to the JB Hi-Fi Education Solutions Support page **(www.jbeducation.com.au/support)** for contact information for each supplier, as well as policy information for your coverage.

If you prefer, contact the BYOD Customer Service Team directly for assistance on 1300 730 548, or via our Contact Us form selecting the Warranty/Repair/Returns Enquiry option.

For insurance coverage on orders that are shipped or are due to be shipped, please contact 'Virginia Surety Company' for assistance.

Phone: 1300 786 225

Email: **insurance@thewarrantygroup.com**

Website: **www.claimstwg.nua.com.au**

For policy enquiries you can contact: **vscau@thewarrantygroup.com**