

Tech support questions	
Can we access/download the graphics program for home use on the laptop?	Heads of Departments for affected faculties will provide advice to their students on how to access the required software. Students may be required to download free software. Students will not be required to purchase software for prescribed school tasks however parents may need to grant permission for school technicians to install such software.
What do we do if the device needs warranty or damage repairs?	Parents/guardians are responsible for the repair of student devices. The school endorsed computers available through the online portal may be repaired at school through either the JNSHS IT Technicians or the vendor technicians. All other devices must be repaired by parent/guardian sourced repair agents.
Will the school technicians help with identifying problems on BYO devices?	To ensure device warranty compliance, the JNSHS IT Technicians may only provide advice on, or service to, school owned devices or school endorsed devices.
Can students still access in-school tech support, or will they need to approach retailer/manufacture?	To ensure device warranty compliance, the JNSHS IT Technicians may only provide advice on, or service to, school owned devices or devices from companies that have endorsed our technicians. These companies are listing on the BYOd purchase portals page.
Will student be able to get a school-loaned device while their device is being repaired	A fleet of devices will be available for day loans from the Tech Room. The fleet size is limited and day loans are restricted to school hours only.
Will the IT tech support staff be involved in updating and/or fixing devices?	To ensure device warranty compliance, the JNSHS IT Technicians may only provide advice on, or service to, school owned devices or school endorsed devices.
What if it breaks down and they can't get a replacement straight away?	A fleet of devices will be available for day loans from the JNSHS Tech Room located in the Student Services precinct of the school. The fleet size is limited and day loans are restricted to school hours only.