

2. Standard Operating Procedure

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

- i. Parents/students to contact school-based ICT Support (see slide 42) regarding device issues. If necessary, school should note device details and refer parent/student to relevant Contractor. Parents/students will need the following information such as their device serial number, brand and model of the device, school, their name, contact number and description of problem to log a case with the relevant Contractors.
- ii. The relevant Contractor 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. Please note that only PLDs procured under PDLP Device Bulk Tender are eligible for the fortnightly collection services provided by contractors.
 - 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.
 - The devices (depending on the parts availability) will be fixed and returned to school the next fortnightly collection service day.
 - School-based service desk personnel will inform the students when they can collect back their devices.
 - Students can loan a device from the school common pool for daily lessons during the period of repair.

b) Reporting of Lost Devices

- i. Parents to make a police report for the lost device.
- ii. Parents should inform school of the lost device and give school a copy of the police report. School's DMA Administrator to remote lock the device.
- iii. 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 or insurer. 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).
- iv. The contractor's helpdesk/service centre/insurer will advise parents on the insurance claim procedure.
- 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:
 - Covered under insurance by contractor
 - Replacement of device by parents for device not covered under insurance, or if 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 devices where the DMA enrolment was not done during the device handover exercise in school (including all devices collected from contractor's service centres), the school DMA administrator will first check that all backups are done, before doing 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. School-based ICT Support

Students can seek basic troubleshooting support in school from:



School ICT support staff



School-Based Service Desk

Operating Day(s): Mondays to Fridays
Operating Hours: 9am – 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.

- One of my child's PLD accessories has been lost/damaged. How do I buy a replacement?**
Parents can buy replacement accessories from the Contractor's Portal (URL can be found under Contractor's information). However, students' Edusave Pupils Fund (EPF) cannot be used for the purchase of replacement accessories.

- 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 .