



# HOME LEARNING — Tech FAQs

## **I don't have a device in my household for my child to learn on, what can I do?**

The school recently sent an email survey home to parents, that parents could complete to request a temporary device for their child to take home, for home learning. Parents who completed this survey and requested a device, will soon be notified with further information

## **I don't have access to the internet at my home?**

The Department of Education & Training Victoria recently announced a plan to provide a temporary internet solution to those families in need. The school is awaiting further information on this process

## **What if my child's BYOD computer is damaged or lost?**

Parents can log an insurance claim with our computer supplier, Learning With Technologies, through their online portal.

For questions regarding insurance claims, please contact Debby Tidey [lyndhurst.ps@edumail.vic.gov.au](mailto:lyndhurst.ps@edumail.vic.gov.au) and please include 'BYOD' in the email subject line.

## **What happens if my child's BYOD has a hardware or software problem (e.g. the battery is faulty and needs to be replaced) but is not physically damaged?**

Parents can log a warranty claim with our computer supplier, Learning With Technologies, through their online portal.

For questions regarding warranty claims, please contact Greg Thomas at [GregThomas@lyndhurstps.vic.edu.au](mailto:GregThomas@lyndhurstps.vic.edu.au)

## **I have another question about my child's BYOD?**

The school's BYOD Coordinator is Greg Thomas, he is contactable at [GregThomas@lyndhurstps.vic.edu.au](mailto:GregThomas@lyndhurstps.vic.edu.au)

## **My child cannot log in to their Google Education account?**

Please contact the School's Digital Technologies coordinator, Shaun McEachern at [ShaunMcEachern@lyndhurstps.vic.edu.au](mailto:ShaunMcEachern@lyndhurstps.vic.edu.au) for Google Education account issues.

## **My child is having issues with their Google Classroom or Seesaw tasks that their classroom teacher has set for them?**

Please contact your child's classroom teacher for assistance

## **How should I contact my child's teacher?**

For this period of remote learning, the best way to reach your child's teacher directly, is through their temporary email addresses in the form of [firstname.lastname@lyndhurstps.vic.edu.au](mailto:firstname.lastname@lyndhurstps.vic.edu.au)

## **I have a technical issue with the device that the school has temporarily loaned to me? (e.g. the device won't turn on)**

Please contact the school's Information Technology Technician, Jon Woolcock at [jonwoolcock@lyndhurstps.vic.edu.au](mailto:jonwoolcock@lyndhurstps.vic.edu.au) for technical assistance.

**THANK YOU FOR YOUR PATIENCE AND UNDERSTANDING DURING THIS TIME.**

The Lyndhurst ICT Team

Greg Thomas

Shaun McEachern

Jon Woolcock

Katrina Mills