



# MASTER'S

## ACADEMY & COLLEGE

### 1:1 Technology Program Grade 7-12

Master's Academy & College and Palliser Regional Division No. 26

#### **Purchasing a Mac:**

New students are required to purchase an Apple laptop, or use a presently owned Apple laptop, provided it is in good working order. Your purchase can be made on the Master's Academy & College Online Apple Store, or at an Apple retailer of your choice.

#### Specifications:

- ✓ 11-inch, 13-inch or 15-inch Mac Laptop

#### Additional Recommended Purchases:

- ✓ 3 Year AppleCare
- ✓ External Hard Drive (minimum 500GB)
- ✓ Apple certified protective cover/case

#### **Master's Academy & College Online Apple Store:**

In partnership with Apple, Master's Academy & College has launched our own online Apple store, where families enrolled at Master's can go and purchase Apple products at a discount. While purchasing from a retailer is still an option, we encourage all families to use this method when making their technology purchases. iMacs and Mac Pro's can also be purchased at a discount for Master's families wanting to set up a workstation at home. If you choose to make your purchase using this method, keep in mind that the transaction is between you and Apple. Master's Academy & College can not be held responsible for any hardware issues the computer may have down the road. The discount percentage varies depending on the model, but is around 10%.

The Master's Academy & College Online Apple Store can be accessed by going to <https://www.eduportal.ca>. You will need to log in with your Parent Portal username and password to access the store. It can also be accessed directly at:

[http://store.apple.com/ca\\_k12nonbts\\_5004552](http://store.apple.com/ca_k12nonbts_5004552).

#### **Technical Support:**

On site technical support is provided to all students and covers the following:

- ✓ In house software and hardware troubleshooting from Master's IT staff;
- ✓ Support in the use of Master's network, WiFi, and print services;
- ✓ Master's Academy & College email and file server accounts;
- ✓ Software licensing for the course of the school year.

#### **Casper Suite Management Program:**

Master's Academy & College is currently in a partnership with JAMF Software, giving us access to the Casper Suite software program. Casper is a computer management system for Apple OS X and iOS devices, allowing us to manage all Apple devices on campus, deploying software as needed. The installation of this software suite is mandatory for all students Grades 7-12, and will take place during the first week of classes. This program allows students to gain access to our network, as well as have access to our Self Service Application. Self Service is the app used by staff and students to install the software needed for the course of the school year. Because of this tool, students enrolled at Master's are not required to purchase any of their own software. Our education licensing agreements with Microsoft and other vendors give our students and staff unlimited access to a variety of software suites and applications. This also means that we no longer require laptops to be re-imaged by our IT department. The installation of the Casper Suite profile is very quick, and will not effect any of the documents, accounts, or files on the laptop.

## **Backing up Data:**

- ▶ Although rare, some laptops may experience problems during the course of the school year. Because of this, we ask that all students regularly back-up their data on an external device. External hard drives are sold at various prices, usually starting in the \$80 range. It is our recommendation that you purchase one before school begins, as Master's Academy & College will not be able to provide students with any of these back-up devices.
- ▶ Hard drive failures are rare, but can result in the loss of all documents on the computer. Although the cost of a hard drive replacement is typically covered by your 3 year AppleCare Warranty, the loss of data can be a frustrating experience. Master's Academy & College cannot be held responsible for the loss of data in a failed hard drive, as students will be expected to regularly back up their data.

## **AppleCare - Three Years of Protection:**

- ▶ Every purchased Mac computer comes with a one year manufacturers warranty. By purchasing the AppleCare Protection Plan with your Mac, you extend your coverage to three years.
- ▶ The IT department at Master's Academy & College cannot be expected to cover the costs of repairs on a laptop that is not covered by warranty.
- ▶ Please keep in mind that battery replacement is only covered during the first year of warranty. All battery replacements needed after the first year of ownership will come at a cost.

## **Taking Care of Your Laptop and Respecting Others:**

- ▶ Although Macs are fairly sturdy machines and are built to withstand certain environmental pressures, accidents do happen. Should a student cause damage to another student's machine, the student responsible for the damage will be expected to cover all costs associated with the repair.

## **Repair Policy:**

- ▶ All families are encouraged to take laptops with hardware problems to the Apple Store in Market Mall or Chinook Centre. Reservations for tech service can be made at: [www.apple.com/ca/retail/geniusbar](http://www.apple.com/ca/retail/geniusbar).
- ▶ Warranty repairs are covered under the AppleCare Warranty Program. Non-warranty repairs are typically quoted by retailers before the repair is initiated.

## **1:1 Orientation:**

During the first few weeks of classes in September, all Grade 7 students will be given a 1:1 Program orientation. Areas covered include web safety, email use, using Master's file server, software training, etc. A more condensed orientation will also be given to students in Grades 8-12. If there is enough interest, parents may also be offered an after school info session that goes over many of the areas covered in the student 1:1 orientation. The dates of these sessions will be announced in September.

For any questions regarding our 1:1 Program, please feel free to contact our IT department:

Andrew Betts, IT Department

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