

Frequently Asked Questions

November 2017

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TELA Scheme Overview

Key contact points

- **0800 438 468** - TELA Helpdesk number (8:30am to 5:00pm)
- support@tela.co.nz - for email inquiries
- www.tela.co.nz – for the TELA portal and recent notices

Key features of the Scheme

- Leases are on a 3-year lease-to-return arrangement with quarterly payments.
- Leases are subsidised by the Ministry of Education.
- Laptops are covered by the manufacturer's warranty and this includes batteries.
- Subsidised laptops are covered under the Ministry's Indemnity Scheme for accidental damage, loss and theft (unsubsidised laptops are not).
- Laptops supplied come with standard Microsoft Office software, Symantec antivirus software and some third-party applications.
- There is a helpdesk and portal to support schools that use the scheme.

Who is eligible?

Teachers can apply for a laptop under the TELA Scheme if they are:

- A permanent full-time or part-time (at least 0.5 FTE) teacher working with year 1 to 13 classes.
- A teacher relieving for a permanent position in year 1 to 13 classes. (Long-term relievers are only eligible if they are relieving for a permanent position that doesn't currently have a TELA laptop).
- An RTLB teacher including RTLits and RTMāori.

Fixed Term contract staff are not eligible for the subsidy, unless they meet the "relieving for a permanent position" criteria mentioned above.

NOTE: When placing orders for RTLB laptops, it is advisable to follow the instructions under "[How do I place an order?](#)"

Why are these eligibility criteria used?

Funding is provided from the Government based on the eligibility criteria above. Permanent positions were selected as non-permanent positions are less likely to remain in place for the three-year duration of the lease. This would raise costs as leases are costly to terminate.

How is the school's laptop entitlement calculated?

This is based on the school's confirmed entitlement FTE. It is only a guide however, and schools with eligible teachers above this figure can place orders, but will require approval from the school principal before the order can be processed.

Our eligibility is incorrect.

Call TRL Leasing on 0800 875 690, option 1 or email support@tela.co.nz

Is it possible to order over the loaded entitlement?

Yes, provided the teachers meet the eligibility criteria. Orders exceeding eligibility will require approval from the principal of the school.

The TELA Portal

Address

<https://www.tela.co.nz>

Functions

- Placing orders for laptops
- Managing end of lease for laptops
- Obtaining information on available laptops
- Logging warranty and indemnity service requests (for faulty laptops)
- Obtaining leasing documentation
- Viewing school eligibility
- Viewing billing information
- Viewing asset (laptop) details
- Viewing order information

Portal Logins

To have a login set up, or for queries about your existing login, please contact the TELA helpdesk on 0800 438 468 or email support@tela.co.nz.

IMPORTANT: Once you have a login set up, ensure you create some security questions to enable you to reset your password in the future.

Using the TELA portal

For detailed information on using the TELA portal, please click on one of the [Help](#) links at the bottom left of each page of the TELA portal.

I've forgotten my User ID

User IDs are typically set up to be your email address. If this does not appear to be working, contact the TELA helpdesk on 0800 438 468 or email support@tela.co.nz.

I've forgotten my password

You can reset your password by clicking on the "[Forgot Password](#)" link on the TELA portal login page.

The password reset did not work

Password resets will fail if you do not have any security questions set up.

Contact the TELA helpdesk on 0800 438 468, or email support@tela.co.nz, and have them reset your password for you. Once you have logged in again, set up your security questions (see below).

How do I set up security questions?

Once you have logged into the TELA portal, click on the "[Update My Details](#)" link on the left hand side of the landing page, under "Administration". Then click on the "Security Questions" tab, choose two questions that are suitable, enter their answers, and click the "Save" button.

Update My Details

The screenshot shows the 'Update My Details' page with the 'Security Questions' tab selected. The page has a header with tabs: 'My Details', 'Change Password', 'Security Questions', 'Portal Roles', and 'Services'. Below the tabs, a note states: 'These questions are for security reasons and used when a User ID or password is forgotten.' A section labeled '* Required fields' contains two questions. 'Question 1' is 'What is your first pet called?' with a dropdown menu showing 'Archibald Q Flufflebottom III'. 'Question 2' is 'Who is your favourite cartoon character?' with a dropdown menu showing 'Dangermouse'. At the bottom right are 'Cancel' and 'Save' buttons.

How do I change my password?

Once you have logged into the TELA portal, click on the "[Update My Details](#)" link on the left hand side of the landing page, under "Administration". Then click on the "Change Password" tab, fill in the required fields, and click the "Save" button.

Update My Details

The screenshot shows the 'Update My Details' page with the 'Change Password' tab selected. The page has a header with tabs: 'My Details', 'Change Password', 'Security Questions', 'Portal Roles', and 'Services'. Below the tabs, a section labeled '* Required fields' contains three password fields: 'Current Password', 'New Password', and 'Confirm New Password'. The 'New Password' field has a strength indicator showing 'Very Strong'. At the bottom right are 'Cancel' and 'Save' buttons.

How do portal logins get created/changed?

Contact the TELA helpdesk on 0800 438 468 or support@tela.co.nz. They will help you change details and add users.

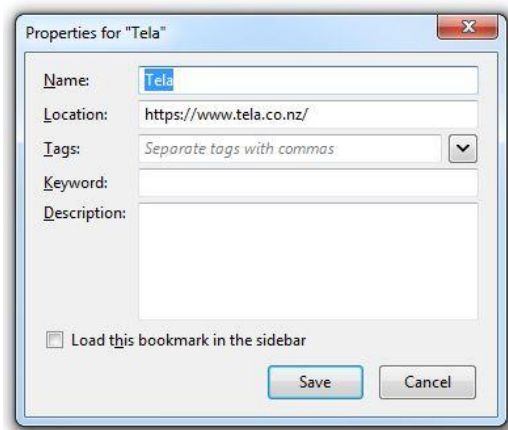
My TELA portal bookmark does not work

The TELA portal is hosted on the same platform as a number of other websites. Some browsers can incorrectly save the URL for the login page when you

bookmark it, and will sometimes go to the wrong login page when that bookmark is used in the future.

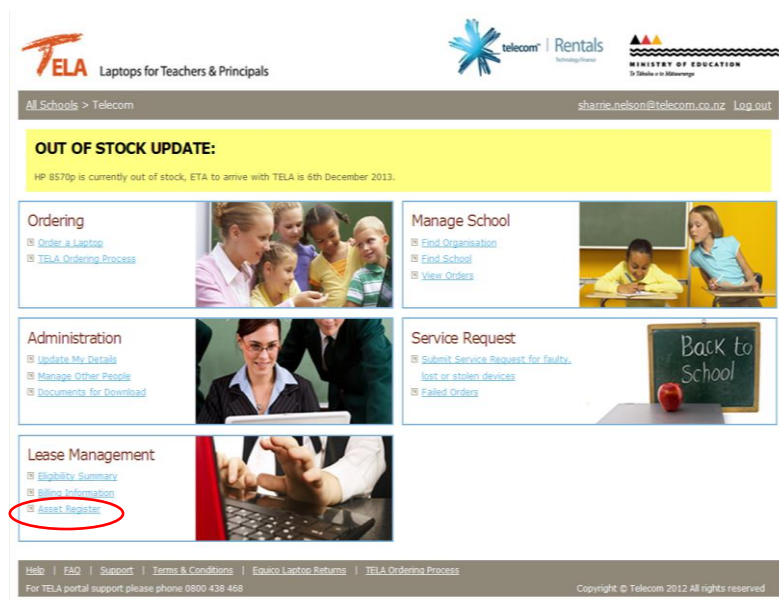
To solve this issue, you can do one of two things:

1. Delete your original bookmark, and bookmark the TELA portal landing (home) page, not the login page
2. Modify your original bookmark (usually right-click on it and select "Properties") so that the URL or Location is only recorded as <https://www.tela.co.nz>, and there are no additional characters after the "nz"



How can I get a list of our school's assets?

You can download a spreadsheet listing all the assets for your school from the TELA portal. Click on the "[Asset Register](#)" link in the "Lease Management" section on the left hand side of the portal landing page.



This will bring up a list of all school assets, the lease schedule they are on, their serial number, lease costs and time (in days) until their renewal. Click on a column heading to sort by that column. Click on the filter icon in a column to filter out specific items.

Asset Register

All assets

Expiring lease

Search

Search

Enter a User's Name, Lease Schedule Number, or Serial Number

Export to CSV

Print preview

Show:

All assets

| | Scheme | Serial num... | Lease | Qtly pmt | User's name | Renewal | Status | Edit | Action |
|---|---------|---------------|-------|----------|-------------|----------|----------|------|--------------------------------|
| ▶ | Teacher | 4D099340H | 70377 | \$82.14 | -- | 30 days | On lease | Edit | Raise Incident |
| ▶ | Teacher | 7E123819H | 76901 | \$71.65 | -- | 364 days | On lease | Edit | Raise Incident |
| ▶ | Teacher | 2D074767H | 70377 | \$82.14 | -- | 30 days | On lease | Edit | Raise Incident |
| ▶ | Teacher | 4D099337H | 70377 | \$82.14 | -- | 30 days | On lease | Edit | Raise Incident |
| ▶ | Teacher | 2D074730H | 70377 | \$82.14 | -- | 30 days | On lease | Edit | Raise Incident |
| ▶ | Teacher | 2D074756H | 70377 | \$82.14 | -- | 30 days | On lease | Edit | Raise Incident |
| ▶ | Teacher | 8F069089H | 83559 | \$101.14 | -- | 819 days | On lease | Edit | Raise Incident |
| ▶ | Teacher | 8F073891H | 83559 | \$101.14 | -- | 819 days | On lease | Edit | Raise Incident |
| ▶ | Teacher | 2D074733H | 70377 | \$82.14 | -- | 30 days | On lease | Edit | Raise Incident |
| ▶ | Teacher | 2D074773H | 70377 | \$82.14 | -- | 30 days | On lease | Edit | Raise Incident |

◀

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1

2

3

4

5

6

7

8

9

10

▶

▶

1 - 10 of 93 items

↻

You can export this asset list to a spreadsheet by clicking on the "[Export to CSV](#)" link on the top right.

Asset Register

All assets

Expiring lease

Search

Search

Enter a User's Name, Lease Schedule Number, or Serial Number

Export to CSV

Print preview

Show:

All assets

| | Scheme | Serial num... | Lease | Qtly pmt | User's name | Renewal | Status | Edit | Action |
|---|---------|---------------|-------|----------|-------------|----------|----------|----------------------------|--------------------------------|
| ▶ | Teacher | 4D099340H | 70377 | \$82.14 | -- | 30 days | On lease | <div><div></div>Edit</div> | Raise Incident |
| ▶ | Teacher | 7E123819H | 76901 | \$71.65 | -- | 364 days | On lease | <div><div></div>Edit</div> | Raise Incident |
| ▶ | Teacher | 2D074767H | 70377 | \$82.14 | -- | 30 days | On lease | <div><div></div>Edit</div> | Raise Incident |

How can I assign teacher's names to assets?

In the asset register (see above), click on the "Edit" icon in the row containing a laptop's details. Enter whatever text you wish into the text box that appears and click "Update" (or "Cancel" if you change your mind). It may take a little time for changes to be reflected in the portal, as back-end systems are updated.

Asset Register

All assets Expiring lease

Search

Search

Enter a User's Name, Lease Schedule Number, or Serial Number

Export to CSV | Print preview

Show: All assets

| | Scheme | Serial num... | Lease | Qtly pmt | User's name | Renewal | Status | Edit | Action |
|---|---------|---------------|-------|----------|----------------------|----------|----------|-----------------------------------------------|----------------|
| ▶ | Teacher | | | | <input type="text"/> | | | <div><div>Update</div><div>Cancel</div></div> | Raise Incident |
| ▶ | Teacher | 7F123819H | 76901 | \$71.65 | -- | 364 days | On lease | <div><div>Edit</div></div> | Raise Incident |

Show: All assets

| | Scheme | Serial num... | Lease | Qtly pmt | User's name | Renewal | Status | Edit | Action |
|---|---------|---------------|-------|----------|-------------|----------|----------|----------------------------|----------------|
| ▶ | Teacher | 4D099340H | 70377 | \$82.14 | J Bloggs | 30 days | On lease | <div><div>Edit</div></div> | Raise Incident |
| ▶ | Teacher | 7F123819H | 76901 | \$71.65 | -- | 364 days | On lease | <div><div>Edit</div></div> | Raise Incident |

Can I delegate authority?

Orders (both for new laptops exceeding eligibility and end of lease machines) that require any financial spend must be approved by the principal by default.

If the principal is happy to delegate this authority to another staff member, please confirm in writing by emailing the TELA helpdesk at support@tela.co.nz

Ordering Laptops

- The TELA catalogue shows the range of laptops available.
- The laptops are of a set configuration, no customisation is permitted, nor is ordering off-catalogue.
- Each brand typically has a base model, an upgrade model and a third model that is either more powerful or of a special form factor.
- The Ministry provides a quarterly subsidy for all laptops. In the case of laptops for principals, the Ministry provides a subsidy equivalent to the cost of the most expensive base model.

How do I find out the specifications of the TELA laptops?

The TELA Catalogue can be found on the portal. It is a downloadable PDF file with details about each model. To download click on one of the laptop images on the product ordering page in the TELA Portal.

It can also be accessed via the link below (requires a portal login):

<https://www.tela.co.nz/Tela/Form?formName=TELA%20Catalogue.pdf>

If you require additional information about the laptops that is not in the PDF, please contact the TELA helpdesk on 0800 438 468, or email support@tela.co.nz.

How do I place an order?

Orders are placed through the TELA portal – <https://www.tela.co.nz>. This will take you to a login screen where you enter your email and password to log in.



To place an order, click on the "[Order a Laptop](#)" link at the top left of the portal landing (home) page.

If you want to be able to easily identify laptops that are on lease to an RTLB teacher under your school cluster, please ensure you raise an order for the RTLB teacher(s) in the morning, and then order any further laptops for school teachers in

the afternoon. This will ensure that the lease schedules generated are different.

For help with placing orders, contact the TELA helpdesk on 0800 438 468 or email support@tela.co.nz.

What is my eligibility?



Eligibility information for your school is available in the portal. Click on the "[Eligibility Summary](#)" link in the "Lease Management" section on the left hand side of the portal landing page.

If you have a query regarding your school's eligibility please contact TRL Leasing on 0800 875 690, option 1 or email support@tela.co.nz

Have we signed our Master Rental Agreement (MRA)?

TRL Leasing provides all services for the scheme, including financing. Schools need to have a Master Rental Agreement signed and Direct Debit Authority with TRL Leasing before they can order new laptops. If you have queries about your Master Rental Agreement, please contact them on 0800 438 468, or email support@tela.co.nz to check.

How can I get a copy of our MRA?

You can download a copy of your MRA from the TELA portal.



Click on the "[Documents for Download](#)" link in the "Administration" section on the left hand side of the portal landing page. Then click on the "MRA Document" link, and click on the "Confirm" button in the bottom right of the following dialog box.

A copy of your MRA will be emailed to the email address associated with your User ID.

We signed our MRA yesterday, can I order?

Yes, but there will be some delay in processing orders until the MRA has been received.

We did not receive an MRA.

If you do not have your MRA forms, please contact TRL Leasing on 0800 875 690, option 1, and they will send you another copy.

Where do I find a direct debit form?

Click on the "[Documents for Download](#)" link in the "Administration" section on the left hand side of the portal landing page. Then click on the "[TRL Direct Debit](#)" link to download a blank copy of the form.

I've made an error with my order.

Please take care when placing orders. Depending on what status the order is in, you may be able to change it. However, if your order has been dispatched or delivered, there is a non-return policy that includes mistakes made when ordering as well as afterthoughts. This is non-negotiable.

I need to change my delivery address.

For security purposes, school delivery addresses can only be changed by the TELA helpdesk and require approval by the Ministry of Education. Please contact the TELA helpdesk on 0800 438 468 or email support@tela.co.nz

How do I check my order?



Click on the "[View Orders](#)" link in the "Manage School" section on the right hand side of the portal landing page.

If your order is showing as shipped but you have not received it, please contact the TELA Helpdesk as soon as possible so they can trace your delivery. Delivery can take up to four days (or six for rural locations) after shipping.

Can I have my order delivered during the holidays?

Generally delivery can be arranged if the school's office is open and occupied continuously during normal business hours.

If you require delivery during the holidays, please contact the TELA helpdesk on 0800 438 468 or email support@tela.co.nz.

My laptop did not come with an optical (CD/DVD) drive.

TELA laptops are no longer supplied with optical (CD/DVD) drives.

This was in response to user requests for lighter and more portable machines, the increase use of the internet to access video as well as software, the introduction of cloud computing and the uptake of N4L services.

Savings generated from the reduced cost of school lease charges will offset the cost of purchase of external DVD writers. These are widely available from local IT suppliers.

How do I register Apple laptops using the DEP?

If you wish to make use of Apple's Device Enrolment Programme (DEP), please contact the TELA helpdesk on 0800 438 468 or email support@tela.co.nz after ordering new laptops and they will arrange enrolment for you.

To have existing devices enrolled, email the helpdesk a list of serial numbers with your request.

NB: Only TELA devices can be enrolled in the DEP via this method.

My Apple laptop came with no software pre-installed.

The introduction of Apple's High Sierra operating system in spring 2017 saw some changes to the way that users set up their machines, install software and store files.

This means TELA will no longer be able to pre-install any applications on Apple laptops before they are shipped.

Apple laptops were previously supplied with the following software pre-installed: Chrome, Firefox, Flash, Java, Symantec Endpoint Protection and Microsoft Office.

For any new laptop you will have to install this software yourself by following the instructions and links below:

- Google Chrome: <https://www.google.com/chrome/>
- Mozilla Firefox: <https://www.mozilla.org/en-US/firefox/new/>
- Adobe Flash: <https://get.adobe.com/flashplayer/otherversions/>
- Oracle Java: <https://www.java.com/en/download/manual.jsp>
- Symantec Endpoint Protection: visit <https://fileconnect.symantec.com> and enter "M7830302073" in the submit serial number field. You can then follow the relevant links to download the version you want.
- Microsoft Office: Office products need to be downloaded from the Microsoft Volume Licensing Service Centre (VLSC) - <https://www.microsoft.com/Licensing/servicecenter/default.aspx> This requires a login. Each school has its own login and there should be someone at your school who knows the details.

If you have any queries about the above, please contact the TELA helpdesk by calling 0800 438 468 or emailing support@tela.co.nz

Submitting Warranty Repair Requests

I have a warranty (manufacturer) fault with my laptop.



Click on the "[Submit Service Request](#)" link in the "Service Request" section on the right hand side of the portal landing page. Select "Manufacturer Fault" as the service request type and complete the required details as instructed.

What kind of warranty does my laptop have?

All TELA laptops are supplied with a 3-year warranty (including the battery), and some models have onsite service. These details are stated in the specifications, or you can contact the TELA helpdesk on 0800 438 468 or support@tela.co.nz for more information.

What if I have a software issue?

IMPORTANT: Software issues are not covered by your laptop's warranty.

Refer to your school IT support, or contact the Ministry ICT helpdesk on 0800 22 55 42, option 1 for Microsoft support, and option 5 for all other technical support.

For Apple laptops, you can also contact Apple Support on 00800 7666 7666 (note the two leading zeroes). This is an international freephone number.

I'm having problems with my Apple laptop.

Occasionally, faults that look like hardware failures are in fact caused by software, and can be fixed relatively easily. To prevent unnecessary downtime, below are some quick fixes to get you up and running without needing to send the computer away for repair. If they work, you will be able to have your laptop up and running again within the day.

Symptoms:

- Boots to a grey or blue screen
- Boots to a folder with a "?"
- Boots OK, but often see spinning coloured wheel during use
- Runs *really* slowly

Quick Fixes:

1. Disk Utility - <http://support.apple.com/kb/HT1782>
 - a) Boot from an external drive (*this drive will need to have a bootable OS X image on it – hold down the 'Option' key at startup until you see the icons to select what to boot from*) and run the "**Disk Utility**" application, located in the Applications/Utilities folder.
 - b) Run the "**Repair Permissions**" and "**Repair Disk**" options in that order

- c) Restart and see if the problem has been fixed. If not, then try number '2' below

2. System Reinstallation - <https://discussions.apple.com/thread/3531813>

- a) Reinstall the operating system over the top of the existing data. This method will replace the system software without losing any personal data or settings. Please make sure you run "**Software Update**" from the Apple menu at least three times afterwards.

3. Check Symantec Endpoint Protection version

- a) If the version of Symantec Endpoint Protection (SEP) you have installed is incompatible with the version of OS X you have, this can cause serious slowdown issues. If your versions of SEP and OS X are incompatible, uninstall SEP and re-install the correct version. If you need help doing this, contact the Ministry ICT helpdesk on 0800 22 55 42.

For specific version compatibility, please refer to the below chart:

| Symantec Endpoint Protection for Mac Compatibility Chart | | | | | | | | | |
|----------------------------------------------------------|---------------|----------|-------------------|--------------------|-----------|----------|------------|-------------|--|
| Mac OS X Version Numbers and Code Names | | | | | | | | | |
| Leopard | Snow Leopard | | Lion | Mountain Lion | Mavericks | Yosemite | El Capitan | Sierra | |
| 10.5 | 10.6 - 10.6.7 | 10.6.8 | 10.7 | 10.8 | 10.9 | 10.10 | 10.11 | macOS 10.12 | |
| 12.1 | | | | | | | | | |
| 12.1 RU1 | | | | | | | | | |
| | 12.1 RU2 | | | | | | | | |
| | | 12.1 RU4 | | | | | | | |
| | | | 12.1 RU5 | | | | | | |
| | | | 12.1 RU6 | | | | | | |
| | | | 12.1 RU6 MP2, MP4 | | | | | | |
| | | | 12.1 RU6 MP6, MP8 | | | | | | |
| | | | | 14, 14 MP1, 14 MP2 | | | | | |

4. Erase and Restore

- a) If the first two options do not work, you can back up your data, erase the hard drive and reinstall the base OS X image. This will erase all data on the laptop, but in extreme software corruption cases there is no other alternative.

If the quick fixes above do not solve the problem, then submit a service request via the TELA portal (select "Manufacturer Fault"), and complete the details as instructed. Please note that if the fault is diagnosed as being software-related by the service centre, a fee of \$90+GST and freight may be charged. Data recovery can also be undertaken for an additional \$105+GST.

What if I need IT Support?

Refer to your school IT support in the first instance, or contact the Ministry ICT helpdesk on 0800 22 55 42, option 1 for Microsoft support and option 5 for all other technical support.

Common Terms and Conditions for Warranty Repairs

- Software-related issues are not covered by warranty unless they are acknowledged in the manufacturer's terms and conditions of warranty.
- In cases where the warranty service provider either cannot replicate the fault or diagnoses the fault as a non-warrantable software issue, then they may charge the school an inspection fee.
- A minimum labour charge of \$46.00+GST and freight is payable on Toshiba and HP laptops collected or received from schools where no fault is found, or the fault is found to be software related. Please note that charges will be higher if troubleshooting takes longer than half an hour.
- A flat fee labour charge of \$90.00+GST and freight may be payable on Apple laptops collected or received from schools where no fault is found, or the fault is found to be software related.
- All non-warranty work for Toshiba units will incur a minimum (30) thirty minute labour charge of \$46+GST and freight.
- The school may be charged a pickup charge if an item that needs to be collected from the school for a warranty or indemnity repair is not ready for collection at the time agreed to by the school and the repairer.
- The repairer is only liable for data loss that is the result of negligence. The repairer's obligation will be limited to taking all reasonable and practicable steps to reinstate any data if the school can provide a backup or as a minimum, the repairer will reinstate the TELA software image without charge. The repairer is not required to re-construct data.
- The repairer is not responsible for any consequential losses resulting from the failure of the computer other than those remedies provided by law.
- If you wish to undertake forensic data recovery on a suspected failed hard drive, you must first have the laptop assessed under warranty before you send the hard drive to a data recovery specialist. You will also be liable for the cost of a replacement hard drive, as forensic data recovery destroys the hard drive.
- When equipment is damaged in transit, the sender may be liable for replacement or reinstatement of the equipment where the goods were incorrectly packaged. The minimum requirement is for each item to be packed in its original box OR for each item to be packaged in a robust corrugated cardboard box with at least 5cm clearance on all sides that is filled with a soft shock absorbent material. Where possible, any

electronic goods should be wrapped inside a plastic bag before packing to prevent water intrusion.

Backup of software and data

The backup of software and data is the school's responsibility unless otherwise agreed between the school and repairer. Should a hardware fault prevent the school from backing up the computer, it is the school's responsibility to advise the repairer.

If any warranty repair requires the replacement of the hard disk, the repairer will transfer any software and data that can be reasonably recovered to the replacement hard disk. In the event that this is not possible, the standard TELA image will be loaded on the replacement hard disk.

Can I have my repaired laptop returned during the holidays?

In most cases laptops can be repaired offsite during the holidays, but onsite visits or return of repaired laptops will be held until the beginning of the next term unless otherwise arranged.

If you require delivery or onsite repair during the holidays, please contact the TELA helpdesk on 0800 438 468 or email support@tela.co.nz.

Submitting Indemnity Service Requests

The TELA Scheme includes an indemnity repair service, which covers laptops in the event of accidental breakage, loss or theft. Indemnity service requests are submitted via the TELA portal.



Click on the "[Submit Service Request](#)" link in the "Service Request" section on the right hand side of the portal landing page. Select either "Lost Device", "Stolen Device" or "Accidental Breakage", depending on the type of your request. Complete the required details as instructed.

IMPORTANT: Unsubsidised laptops are not covered by the indemnity scheme.

When do I need to make a claim?

Where any laptop is lost, stolen or damaged you need to enter the details of your claim as quickly as possible. If your laptop is in a building which for any reason is damaged or inaccessible, please add this information to the damage description in the claim.

What if the laptop stolen or lost?

If your laptop has been lost or stolen, you need to file a Police report as soon as possible. The Police report number is needed when you submit a claim with the scheme in the TELA portal.

IMPORTANT: Laptops that are stolen or lost while overseas must have a police report filed in the country in which they were lost/stolen.

Is there an excess for indemnity service requests?

Yes, there is a \$100 (including GST) excess for each indemnity repair or lost/stolen unit, which your school will be billed for using the direct debit facility in place for your lease. You will receive an invoice prior to the payment being deducted.

Can I have my repaired laptop returned during the holidays?

In most cases return of repaired laptops will be held until the beginning of the next term unless otherwise arranged.

If you require delivery during the holidays, please contact the TELA helpdesk on 0800 438 468 or email support@tela.co.nz

Leasing

- Leases are on a 3-year lease-to-return arrangement with quarterly payments
- Leases start on the first day of the month following the shipment of the laptop, regardless of the day the laptop order is placed
- All leases end on the last day of the month
- Lease schedules will be automatically emailed to schools after laptops have been shipped, and will include serial numbers of the actual laptops. These will need to be signed by the school's authorised signatory and emailed or posted back to TRL Leasing.

Can we break the lease early?

Yes, although the cost may be prohibitive. To arrange for a break-lease quote, contact the TELA Helpdesk on 0800 438 468 or email support@tela.co.nz.

The school is liable for any cost associated with early termination of a lease.

Can we purchase laptops through the TELA scheme?

No - The scheme is unable to sell the TELA laptops for purchase; however your preferred IT supplier will be able to provide a similar model for purchase. For more information, please contact the manufacturer, the TELA helpdesk on 0800 438 468, or support@tela.co.nz.

Can I try the laptops out before committing to a lease?

Yes - Most suppliers can supply a trial machine for the school to review prior to leasing. For more information, please contact the TELA helpdesk on 0800 438 468 or support@tela.co.nz.

Can I take my laptop with me if I am changing schools?

No. The administration and cost involved in unbundling leases and transferring them to a new school is too prohibitive. Call the helpdesk on 0800 438 468, or email support@tela.co.nz, if you have queries about this.

Can I change brand/model or return laptops partway through a lease?

This would involve breaking the lease on the laptop(s). Please refer to '[Can we break the lease early?](#)'

Why do I have so many lease agreements and different return dates?

Every laptop order results in a new lease schedule being produced. When ordering laptops for newly eligible teachers it is recommended that schools aggregate several TELA orders into one where possible to reduce paperwork.

What costs are covered through the lease?

The lease cost covers:

- The laptop and any accessories
- 3-year warranty
- 3-year indemnity cover
- Software imaging
- Distribution
- Helpdesk support
- End of lease collection
- General administration.

Why does it cost so much to purchase a laptop partway through a lease?

Given the fixed term nature of the TELA leases, an early payout needs to cover the following costs:

- the sum of the remaining school lease payments
- the sum of the remaining Ministry lease payments
- the residual value of the laptop.

How can I get a copy of a lease schedule?

You can download copies of lease schedules from the TELA portal.



Click on the "[Documents for Download](#)" link in the "Administration" section on the left hand side of the portal landing page. Then click on the "Lease Schedule" link, select the lease period and lease schedule you require from the drop-down boxes, and click on the "Select" button in the bottom right.

A copy of the selected schedule will be emailed to the email address associated with your User ID.

What type of leases are the laptops on?

The MOE have determined that the accounting standard interpretation has changed and as such TELA leases are to be treated as finance leases for accounting purposes for the 2016 financial year onwards.

The leases are still operating leases from a working perspective, so ownership does not transfer at the end of the lease and the returns process remains unchanged.

Schools need to assess the materiality of any historic leases and re-state prior year financial statements if they believe they are material. If the schools are having trouble assessing materiality or any other aspects, they should get in touch with the relevant Ministry regional financial advisor who will provide further guidance.

To assist with the calculations the suggested journal entries are on the TELA portal and will be attached to each new lease from April 2017.

Managing End of Lease

How does the end of lease process work?

End of lease is managed via the TELA portal - <https://www.tela.co.nz>



Log in to the TELA portal and click on the "[Manage End of Lease](#)" link under the "Ordering" section.

You can also get to the end of lease page via the asset list.

The laptops that are coming up to end of lease will have radio buttons next to them for you to select one of the three end of lease (EOL) options:

- **Return** – you wish to return the laptop to TRL Leasing
- **Buy** – you wish to buy the laptop. The cost of this is displayed in the "Buy" column, and will be debited from the school's account on the 20th of the month following your EOL submission. Laptops purchased will no longer have warranty or indemnity scheme coverage
- **Extend** – you wish to extend the lease out by another month. The cost to do this is displayed in the "Monthly lease extension" column.

All assets Expiring lease

Enter a User's name or a Serial number Export to CSV | Print preview

| Serial number | User name | Lease end d... | Return ? | Buy ? | Monthly lease extension ? | Default extension ? |
|---------------|-----------|----------------|----------------------------------|-------------------------------------------|------------------------------------------|---------------------|
| 4D099340H | -- | 31/12/2016 | <input checked="" type="radio"/> | <input type="radio"/> \$380.00 | <input type="radio"/> \$38.61 | \$62.28 |
| 4D099325H | -- | 31/12/2016 | <input checked="" type="radio"/> | <input type="radio"/> \$380.00 | <input type="radio"/> \$38.61 | \$62.28 |
| 2D074730H | -- | 31/12/2016 | <input checked="" type="radio"/> | <input type="radio"/> \$380.00 | <input type="radio"/> \$38.61 | \$62.28 |
| 2D074753H | -- | 31/12/2016 | <input checked="" type="radio"/> | <input type="radio"/> \$380.00 | <input type="radio"/> \$38.61 | \$62.28 |
| 6D032905H | -- | 31/12/2016 | <input type="radio"/> | <input checked="" type="radio"/> \$340.00 | <input type="radio"/> \$35.02 | \$58.75 |
| 2D074723H | -- | 31/12/2016 | <input checked="" type="radio"/> | <input type="radio"/> \$380.00 | <input type="radio"/> \$38.61 | \$62.28 |
| 6D032909H | -- | 31/12/2016 | <input type="radio"/> | <input checked="" type="radio"/> \$340.00 | <input checked="" type="radio"/> \$35.02 | \$58.75 |
| 2D073412H | -- | 31/12/2016 | <input type="radio"/> | <input checked="" type="radio"/> \$380.00 | <input checked="" type="radio"/> \$38.61 | \$62.28 |
| 2D074756H | -- | 31/12/2016 | <input checked="" type="radio"/> | <input type="radio"/> \$380.00 | <input type="radio"/> \$38.61 | \$62.28 |
| 2D073430H | -- | 31/12/2016 | <input type="radio"/> | <input checked="" type="radio"/> \$380.00 | <input type="radio"/> \$38.61 | \$62.28 |

1 2 3

1 - 10 of 22 items

All prices shown are excluding GST

Disclaimer notice: The manufacturer warranty and Ministry of Education Indemnity cover will cease on the lease expiry date. Should this laptop be purchased, the lease extended or no action taken, and require repairs, be stolen or lost after this date, the costs will be the responsibility of the school.

If no option is selected within 15 days after lease expiry, lease deductions will continue at the "Default lease" rate.

Ownership will transfer to the school after 12 months of lease extension, with no additional payment.

Make your selection for each laptop as required. If you have more than 10 laptops expiring, move to page 2 and so on, to continue your selections. Once completed, click on the "Next" button at the bottom of the page.

You will be taken to a page summarising your end of lease selections. If you need to make any changes, click the "Back", otherwise click "Submit".

Review your End of Lease Request

Select Items Review Order Confirmation

IMPORTANT: Please check your request. The total amount of purchased laptops will be direct debited from your school's account on the 10th of the following month after the end of lease request. Lease extensions will be direct debited from your School's account, quarterly in arrears, with the first payment due on the 20th of the third month after your request.

School Details

MRA #: 005
School Name: Telia
Principal Email: principal@telia.co.nz
Admin Email: admin@telia.co.nz

If any of the above details are incorrect, please contact us on: 0800 438 468 support@telia.co.nz

End of Lease Details

Requestor: Simon Farrell
Date & Time: 01 December, 2016 1:26p.m.
Total items returning: 13 laptops
Total items buying: 6 laptops
Total items extending: 3 laptops
Attention:

| Serial number | User name | End of lease cost | Action |
|---------------|-----------|-------------------|-----------|
| 6D032905H | | 340 | Buying |
| 2D073430H | | 380 | Buying |
| 4D099337H | | 380 | Buying |
| 2D074733H | | 380 | Buying |
| 2D073431H | | 380 | Buying |
| 2D074752H | | 380 | Buying |
| 6D032909H | | 35.02 | Extending |
| 2D073412H | | 38.61 | Extending |
| 2D073402H | | 38.61 | Extending |
| 4D099340H | | 0.00 | Returning |
| 4D099325H | | 0.00 | Returning |
| 2D074738H | | 0.00 | Returning |

An End of Lease Submission confirmation number will be provided on screen and also emailed to you. If you have selected to buy or extend the lease on any laptops, a request for approval will be sent to the principal (unless you are the principal). Should your request be rejected you will be notified by email and further end of lease selections will need to be made for any rejected laptops.

What happens with laptops I am returning?

You will receive an email with sufficient courier tickets and address labels for the laptops being returned. These need to be printed out and affixed to the outside of the boxes the returned laptops are in.

You will need to "activate" the tickets when the laptop(s) are ready for collection - information regarding how to do this will be in the courier ticket email.

IMPORTANT: Ideally, you should send each laptop back in its own box and use one courier ticket per box. If this is not possible, and you put more than one laptop in a box, you still only need to use one courier ticket.

What happens with laptops I am buying?

TRL Leasing will provide you with an invoice for the total amount of the laptop(s) being purchased and a date that the amount will be direct debited from your school's account. This is usually the 20th of the month following your end of lease submission.

What happens with laptops whose leases I am extending?

TRL Leasing will email you a Lease Extension Schedule, detailing the laptop(s) and amounts associated with the lease extension(s). This needs to be signed and returned.

Can I retain a laptop past the end of lease date?

You can choose to retain laptops either by extending the leases or by purchasing them. To extend the lease, you will enter into a new lease with TRL Leasing. Please note that the extended lease is between the school and TRL Leasing, and that the laptop(s) will no longer be covered under indemnity or warranty.

Lease extensions are not subsidised by the Ministry.

How will I know when to return the laptops?

You will receive an email notification from the TELA scheme when a lease for TELA laptops is due to expire. This notification is sent 60 days prior to the lease expiry date, and again at 30 days from the expiry date.

If for some reason the school is unable to meet the end of lease deadline, please contact the TELA helpdesk on 0800 438 468, or email support@tela.co.nz to discuss alternate arrangements.

What needs to be returned?

You will need to return each laptop and its original accessories and ensure your data and any passwords are cleared from the laptops.

What condition do the laptops need to be in when I return them?

Clause 5.5 point b) of your master rental agreement states: "When returned, the Property must be in good working order and undamaged condition (reasonable wear and tear excepted)."

Where can I get information on how to clear data and software on laptops that are to be returned at the end of lease?

If you require any information on software removal, please contact your school IT support or the Ministry ICT helpdesk on 0800 22 55 42, option 5.

Can I transfer user data from old to new laptops?

Apple laptops come with an application called Migration Assistant, which helps you transfer data from an old laptop to a new one.

If you require any information or help with data transfer, please contact your school IT support or the Ministry ICT helpdesk on 0800 22 55 42, option 5.

Why is it important to clear any passwords on the laptops before returning them at the end of lease?

All passwords (power on, Administration, BIOS or hard drive) and confidential data must be removed before the laptop is returned. Where laptops are returned with password protection still in place, TRL Leasing retains the right to charge your school a fee for loss of value associated with this password protection. A laptop returned with passwords enabled is equivalent to a damaged laptop.

My laptop was replaced under indemnity or warranty with a new model - why do I have to return this laptop on the same expiry date as the original laptop?

The return date for each laptop is based on the date the lease commenced for the school, not the age of the laptop.

All laptops on lease, including those that have been replaced under indemnity or warranty remain the property of TRL Leasing.

As such, laptops that are provided as replacements under indemnity are returned to TRL Leasing in place of the original laptops at the end of lease.

Why is it important to check serial numbers on the laptops before returning them?

The TELA portal will provide a list of serial numbers to allow you to identify which laptops at your school are due to be returned. You will need to ensure that the serial numbers of any laptops you are returning match those listed as coming off lease on TELA portal.

If a laptop with the wrong serial number is returned, the school will be invoiced for courier and related expenses as a result of the incorrect return. The school will be contacted to notify of this and to organise return of the correct laptop.

Important information for end of lease TELA laptops: Ministry Licensed Software.

Please note this information only relates to TELA laptop computers after the End of Lease date.

The Ministry of Education licenses software for TELA laptops for the professional use of teachers and principals. At the end of the TELA lease, the Ministry is unable to sell or transfer the licence for certain software installed on the laptops to other owners. Affected software will need to be removed from the laptops after the end of lease date.

What software applications might need to be removed?

As long as the laptop is used for teaching or administration at school or at home by a teacher (for school work) most software can remain on the laptop under the Ministry's current licensing agreements.

If a laptop is purchased at end of lease for use in a business, for personal use, or sold to a third party (including family members and community organisations), the following software needs to be removed (if present):

- Microsoft Office/Office Mac
- Symantec Endpoint Protection
- SketchUp Pro
- Novell software

In some cases, the version of Windows on the laptop may need to be downgraded, depending on the license the laptop was originally supplied with.

Removal of personal and confidential information:

Please remember to back up all personal and confidential data (including files, records, pictures, bookmarks, histories, e-mail and the browser cache) from laptops at the end of lease if the laptop is not going to be retained by its current user.

All laptops will be securely erased after return, and data will not be able to be recovered once a laptop is returned.

How can I delete the entire contents of my hard disk?

Some HP laptops are supplied with a utility called the HP Disk Sanitiser. To use this utility, press the F10 key during start-up and select the disk sanitiser option. You will be presented with the option of fast, optimum or custom modes - each of which deletes ALL data on the hard disk drive.

The fast mode may take 2-3 hours to complete (larger hard drives take longer than small hard drives).

The optimum mode repeats the sanitising process several times to thoroughly remove detectable traces of data and is best left running overnight.

Ensure all user data is transferred or backed up before using this utility.

Similar utilities are available commercially for Windows-based laptops.

Laptops running Mac OS X can use Disk Utility to securely erase data.

I still have questions...

If you still have questions about removing software from your laptop at end of lease, please call the MOE ICT helpdesk on 0800 22 55 42, option 5.

Software

Software Support

PLEASE NOTE: Software issues and issues caused by software are not covered by your laptop's warranty.

For any software issues, contact your school IT support in the first instance. Alternatively, contact the Ministry ICT helpdesk on 0800 22 55 42, option 1 for Microsoft support or option 5 for any other technical support.

For Apple laptops, please contact Apple Support on 00800 7666 7666 (note the two leading zeroes). This is an international toll free number.

What software is available to schools?

For a list of software provided to schools by the MOE at no charge, and links to more information, follow the below link:

<http://www.education.govt.nz/school/running-a-school/technology-in-schools/software/>

I've locked myself out of my laptop.

Call the ICT Helpdesk on 0800 22 55 42.

What happens if I send one of these laptops in for indemnity or warranty repair?

If the laptop has been sent to a repair centre for indemnity or warranty repairs and the repairer has had to re-image it, then you may need to reinstall some applications upon receipt of the repaired laptop.

Symantec Endpoint Protection - Where can I find further information?

For further information about the Symantec Antivirus School Software Agreement (including where to obtain Symantec installation files) please contact the Ministry ICT helpdesk on 0800 22 55 42, option 5 or visit this link:

<http://www.education.govt.nz/school/running-a-school/technology-in-schools/software/symantec-antivirus/>

Where can I find replacement anti-virus software for my laptop?

Individual users can purchase commercially available software from your local retailer or download free anti-virus software for personal use from selected publishers including (but not limited to):

- Avast (<https://www.avast.com/en-au/index>)
- AVG (<http://www.avg.com/ww-en/homepage>)

- Microsoft (<https://support.microsoft.com/en-nz/help/14210/security-essentials-download>) – Windows 7 only

Where can I find replacement anti-malware software for my laptop?

Windows 7 users can install Microsoft Security Essentials (which includes virus protection, <https://support.microsoft.com/en-nz/help/14210/security-essentials-download>) or purchase commercially available anti-malware software.

Free anti-spyware software is also available for personal use from selected publishers including (but not limited to):

- Spybot (www.safer-networking.org)
- AdAware (www.lavasoft.com)

Windows 10 comes with Windows Defender, which provides the same level of protection as Microsoft Security Essentials.

<https://support.microsoft.com/en-nz/help/17187/windows-10-protect-your-pc>

Where can I find replacement Microsoft Office software?

You can purchase commercially available Office application software including Microsoft Office (Windows or Mac), or obtain an open source alternative. Examples include Open Office (www.openoffice.org) and Google Docs (docs.google.com).

iWork (Pages, Numbers and Keynote) is free for laptops running Mac OS X, and can be obtained through the Apple App Store (Apple ID required).

Can I install other operating systems on the laptop?

You can choose to install alternative operating systems including Linux on current or ex-lease laptops; however the scheme is unable to provide information regarding compatibility or support.

Where can I find instructions for uninstalling software from Apple laptops?

You can drag unwanted application icons to the Trash, or for a more thorough removal use a third party software uninstaller (for example AppZapper, www.appzapper.com). Remember to empty your Trash.

What about the software I installed on my old laptop?

Any of the users' or the schools' own software will need to be reinstalled on the new laptop separately.

Te Reo Māori Language Packs

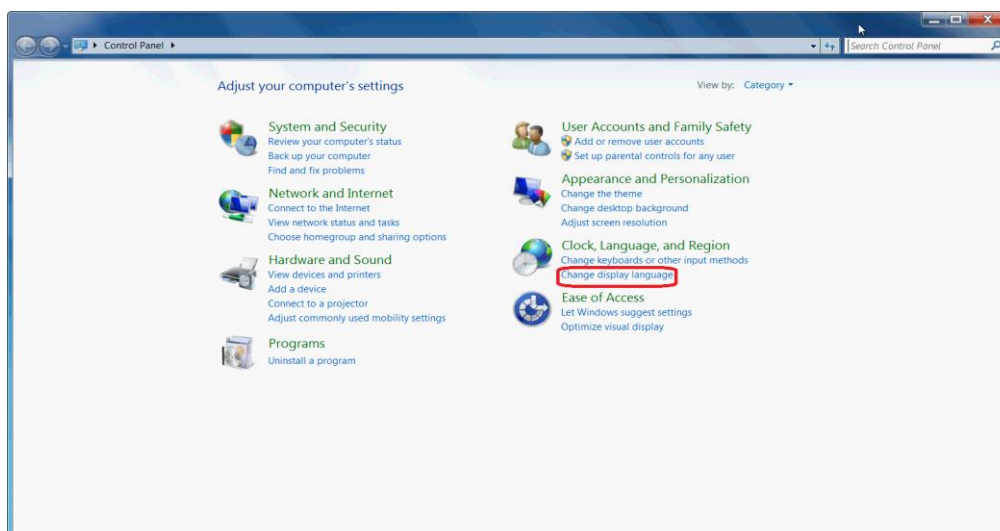
Windows

If you have a laptop with Windows 7 Enterprise that was received after March 2014 then it has Microsoft's Māori Language packs installed. To change the default language that Windows uses from English to Māori, please follow the below instructions. NB: The process is similar under Windows 10.

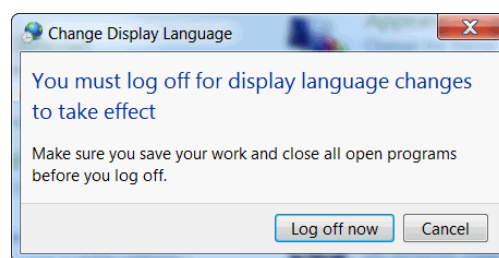
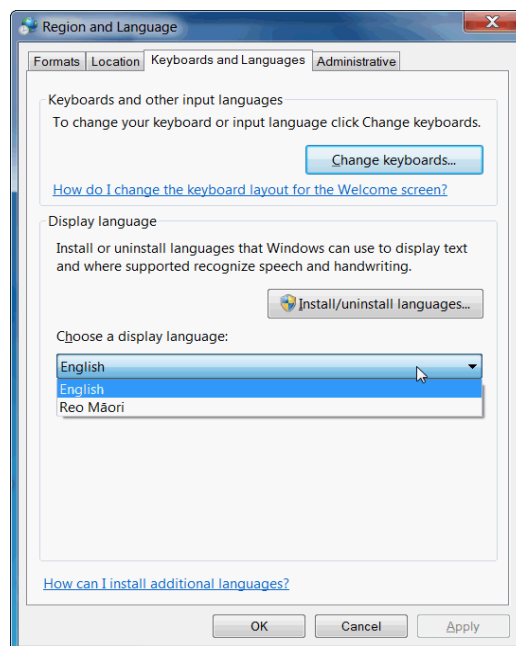
1. Click on the **"Start button"** in the bottom left-hand corner of the Taskbar and select **"Control Panel"** from the pop-up menu.



2. From the **"Control Panel"** main menu, under **"Clock, Language and Region"**, click on **"Change display language"**.



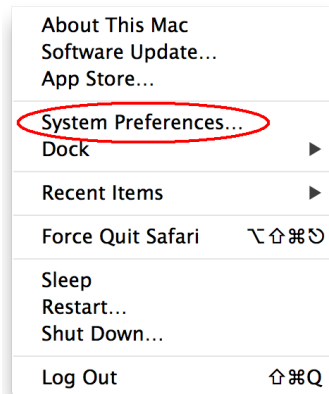
3. In the “**Region and Language**” window, click the drop-down box and change the language from “**English**” to “**Reo Māori**”. Click the “**OK**” button and follow the log-off screen prompts to allow Windows to change the language interface.



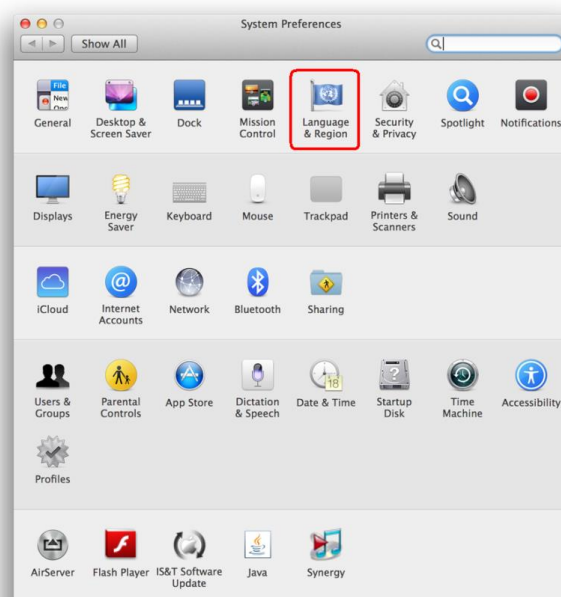
Mac OS X

If you have an Apple laptop, then it has a Māori Language pack installed. To change the default language that OS X uses from English to Māori, please follow the below instructions:

1. Click on the Apple logo in the top left-hand corner of the screen and select "**System Preferences...**" from the drop-down menu.



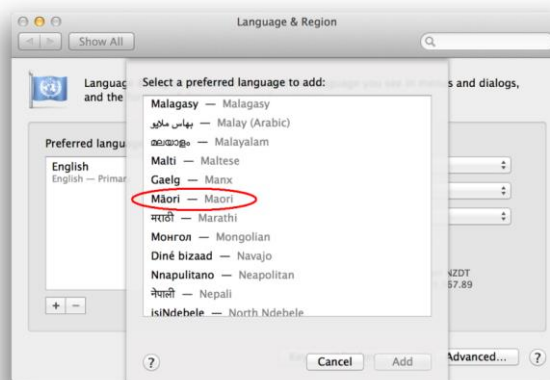
2. From the "**System Preferences**" main menu, click on "**Language & Region**".



3. In the "**Language & Region**" settings dialog, click the "+" button to add a language.



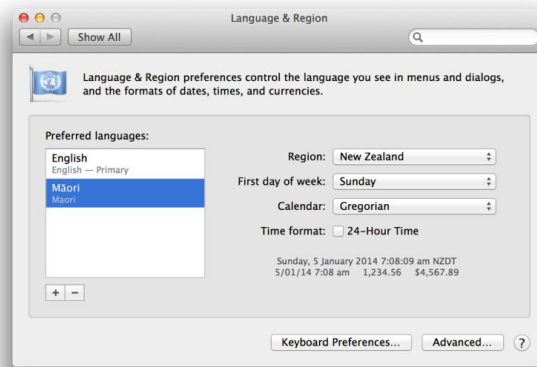
4. Scroll down until you find "**Māori**".



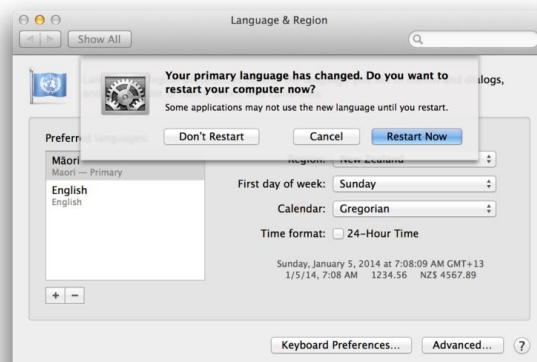
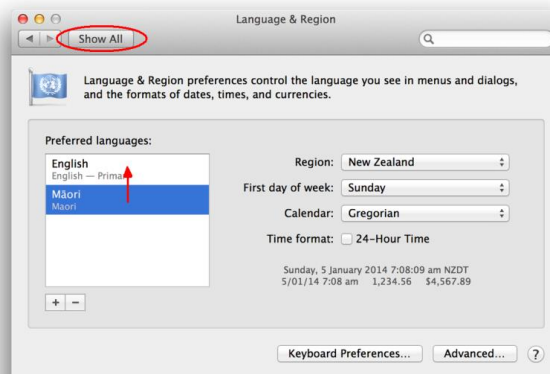
5. Highlight "**Māori**" and click "**Add**". You will be asked if you want to use it as your primary language. At this point you can switch to Māori immediately, or continue in English.



6. If you select "**English**" it will show in your preferences like this:



7. If you drag **"Māori"** above **"English"** and click **"Show All"** in the top left, you will be told that your primary language has changed and asked whether you want to restart your computer. It needs to restart to boot up in Māori.



USB Recovery Tool for Windows 10

With the move to Windows 10, using DVDs to re-image laptops has become increasingly impractical. An easy-to-use USB Recovery Tool has been created to take the place of DVDs, and requires no technical ability to use.

If you wish to re-image one of your Windows 10 laptops and would like a copy of the USB Recovery Tool, along with instructions on how to use it, please contact the TELA helpdesk on 0800 438 468 or email support@tela.co.nz. You will need a spare 16GB or 32GB USB key.

General Laptop Information

What software does my laptop come with?

Standard software installed on Windows laptops:

- Microsoft Windows 10 Education (64-bit)
- Microsoft Office Professional Plus 2016
- Symantec Endpoint Protection
- Google Chrome
- Mozilla Firefox
- Adobe Reader
- Audacity
- VLC Media Player
- iTunes
- 7-Zip.

Standard software installed on Apple laptops:

- Apple Mac OS X/macOS (Mavericks, Yosemite, El Capitan or Sierra)
- iLife Suite (iPhoto, iMovie and Garageband)
- iWork Suite (Pages, Numbers and Keynote)
- Symantec Endpoint Protection
- Google Chrome
- Mozilla Firefox
- iTunes.

Please note that on Apple laptops, iLife and iWork may require a separate download due to restrictions associated with Apple licensing and Apple IDs.

Can I take my laptop overseas?

Laptops can be taken overseas, but teachers/schools are required to seek approval before doing so by contacting the TELA helpdesk on 0800 438 468 (or support@tela.co.nz).

If approved, the laptop will be covered against damage/loss for 30 days by the TELA scheme. After 30 days, the teacher/school is responsible for the insurance.

Whilst travelling, the laptop must be carried on any flights as hand luggage. If staying at a hotel, the laptop must be left in the hotel safe. In cases of theft, a police report is required.

Why does the scheme not opt for cheaper laptops, for example \$599 sale models available at local retailers?

The TELA Scheme has opted for laptops designed for use in large organisations rather than those in the consumer range, to ensure better build quality, reliability and longevity.

These do have a higher cost than retail models but are substantially discounted through the All of Government ITH bulk purchasing contract. All models are tested and evaluated against set build criteria to assess their suitability for the scheme.

How long is the laptop's battery warranty?

Apple: Apple laptops supplied after November 2015 have a three year battery warranty. Laptops supplied prior to that have a one year battery warranty.

HP: HP laptops all have a three year battery warranty.

Toshiba: Toshiba laptops with a -B or -C model suffix (e.g. A40-C) have a three year battery warranty. Prior models (e.g. Z40-A or R950) have a one year battery warranty.

Information is displayed on the TELA portal for current models, either on the "[Order a Laptop](#)" page or in the [PDF catalogue](#). If you need help, contact the TELA helpdesk on 0800 438 468, or email support@tela.co.nz

Can Apple laptops be provided with a re-image disk?

TELA is unable to provide re-image disks due to licensing restrictions. However there are other options available. The following Apple Support article explains how to erase and reinstall (re-image) your laptop. Before re-imaging, remember to first back up your data.

<https://support.apple.com/en-us/HT204904>

In OS X/macOS Apple provides the Time Machine recovery tool. This allows the user to back up data and settings to a variety of locations:

<https://support.apple.com/en-us/HT201250>

If you require help with re-imaging your laptop, you can call Apple Support on 00800 7666 7666 (note the two leading zeroes). This is an international freephone number.

My laptop came with 64-bit Windows, but I need 32-bit

Some legacy devices in schools (e.g. printers) may not have 64-bit drivers available, and so will be unable to be used with your TELA laptop.

If you need a 32-bit TELA image rather than a 64-bit one to enable the use of any such devices, contact the TELA helpdesk by calling 0800 438 468 or emailing support@tela.co.nz.

Microsoft Licensing

Schools need to enter their Microsoft Schools Agreement product keys to activate Microsoft software.

Each new Windows TELA laptop requires a product (license) key for Microsoft Windows and a key for Microsoft Office to be entered to activate the software. Links to both activation methods are included on the desktop, and documentation explaining how to activate both is included in your laptop's box.

The procedure to enter product keys and activate Windows can take a few minutes.

When do we need to activate the software?

You need to activate the software on any new Windows laptop received from the scheme (including replacement laptops provided under indemnity or warranty). You also need to activate the software if you re-install the standard Ministry software using an image disk sent by the TELA helpdesk or if the hard disk is replaced and Windows reinstalled by a repairer.

Who can I get my Microsoft Product Keys from?

Your school has a nominated contact person for the Microsoft Schools Agreement. This person can access and provide you the Product Keys for Windows and Microsoft Office. This contact person may be a staff member or system administrator at your school, or your school's IT services provider. Your school needs to maintain a record of the nominated contact person.

If you do not know what your school's Windows and Office license keys are, then you can call the ICT Helpdesk on 0800 22 55 42 option 5, and they will be able to help. It is recommended that you do this as soon after you receive your laptops as possible, to prevent Windows and Office limiting their functionality after not being activated for a time.

Note that it can take several days for license keys to be supplied.

Where does the contact person access the Product Keys from?

Your school's Microsoft Schools Agreement contact person can access the product keys on Microsoft's Volume Licensing Service Centre (VLSC) web site:

<https://www.microsoft.com/licensing/servicecenter/>

What do we do if that staff member has left or if we change IT service providers?

If your school needs to authorise a new contact person for the Microsoft Schools Agreement, please provide a written request for change of contact to nzschools@datacom.co.nz

Where can I find more information about the Microsoft Schools Agreement?

For comprehensive information on the Microsoft Schools Agreement, please visit:

<http://www.education.govt.nz/school/running-a-school/technology-in-schools/software/microsoft/>

Troubleshooting Windows Activation

My copy of Windows does not activate

Reasons for Windows not activating can include the following:

- Is the license key you have entered the right one?

For your school there may be more than one type of Product Key for Windows and Office. Check with your school's nominated Microsoft contact person to ensure you are using the correct type of key.

- Is the date and time displayed on your laptop correct?

If the date and time are incorrect, then Windows may fail to activate.

- Is your laptop connected to the school network?

You need to connect your laptop to the school network. When you plug your laptop in to the school's network, Windows will ask you to choose a Network Location. You should do this before attempting activation.

- Is your laptop able to access the Internet?

Open your internet browser and check that you can browse web sites on the internet. If you are unable to access any web sites, then you may need assistance from your school's network administrator.

- Can I activate over the phone?

If you are unable to activate your Microsoft software online, you can activate the software over the phone. When online activation fails you will be presented with a phone number to call for Microsoft's Activation Centre. Microsoft's software activation phone number is 0800 676 334.

When the instructions provided by the Microsoft activation phone service are followed and completed your laptop will then be fully functional.

Toshiba Touchpad Utility Information

What do I do if my mouse cursor jumps around while I am typing?

If you accidentally brush the touchpad on your Toshiba laptop with your palms while typing, this can make the cursor jump around in your document. This can lead to unintended mistakes and errors in your typing.

Toshiba provides a utility to prevent this from happening. Please review the following information to help ensure the touchpad driver is installed on your laptop and that the touchpad is set to be automatically disabled while you are typing.

To ensure the touchpad is disabled while typing please do the following:

1. Click on the Start Menu (the Windows logo at the bottom left hand corner of the screen)
2. Click Control Panel; the Control Panel will be displayed
3. Click 'Hardware and Sound'
4. Under the heading 'Devices and Printers' click 'Mouse'
5. The Mouse Properties dialogue box will open - select the tab 'Advanced'
6. Click 'Advanced Feature Settings'
7. Under the heading 'Operations during key input' ensure that all the following are ticked:
 - a. Disable tapping
 - b. Disable pointer movement
 - c. Disable scroll function
8. Click 'OK' and close the Control Panel windows (press Esc or click the 'x' to close).

Unintended clicking while typing should now be disabled on your laptop.