



SEDBERGH SCHOOL - SEPTEMBER 2022

LAPTOPS

As technology evolves Sedbergh continues to actively develop our IT systems, considerable investment has been made over the past few years to ensure we can meet the ever-increasing demands of our pupils in the future. We have increased our broad band provision and have upgraded many of the switches and fibre links around the school site to ensure a fast, reliable service.

Wi-Fi is available in all classrooms in School and we have recently expanded the provision in boarding houses to the point where all areas have coverage. It is important to note that all pupils have a wired connection in their study bedrooms and Wi-Fi is not intended to replace this.

All our pupils personal work files are held in the cloud enabling them to access these or other school resources anywhere in the world.

All pupils are expected to have a laptop with a keyboard to allow them to work in House and also to enable them to access IT facilities in Class.

Tablets, such as iPads and Kindles, are not appropriate for the demands of our school work, and although we would encourage their use, this should only be in addition to a pupil owning a laptop. There are a small number of exceptions, such as the Microsoft Surface Pro, which is a fully-featured Windows 10 PC, and would be suitable as a laptop replacement. Please consult the specifications below to check whether a certain tablet would be acceptable.

We request that all pupil devices are clearly marked with their name for obvious security reasons and to simplify administration for our IT support team.

We strongly recommend that laptops run Windows 10, rather than Apple Mac or Chromebook operating systems. Although Apple Mac and Chromebook systems will run on our network and pupils will be able to access our IT systems, we have found pupils with Mac or Chromebook laptops run into more issues than those with Windows 10 laptops.

The IT department cannot offer specific advice on brands or models of computers however we have drawn up a suggested minimum specification for pupils with existing machines, 'Basic Specification' and a 'Recommended Specification', to help any parent considering purchasing a new machine for September. We would suggest that any pupil owning a machine that does not meet the basic specification should strongly consider upgrading.

Basic Specification

Operating Systems	✓ Windows 10 ✗ Not Mac OS or Chromebook
Hardware	Intel Core i3 (8 th Generation) 8GB RAM 250GB Hard Drive



Recommended Specification (Optimal)

Operating Systems	✓ Windows 10 ✗ Not Mac OS or Chromebook
Hardware	Intel Core i7 (10 th Generation) 16GB RAM 500GB Solid State Hard Drive Touchscreen with pen / stylus

Due to the licensing deal the school has with Microsoft it is possible to download MS Office for free and install it on up to 5 devices. It is tied to the user's school email address, and as such will stop working shortly after a pupil leaves Sedbergh. This version includes Publisher on Windows based machines. For new pupils IT support sessions are provided shortly after arrival as email addresses cannot be issued in advance. All Year 9 pupils receive one lesson per fortnight on IT, and in those lessons they will be shown how to appropriately set up their computers.

Once a pupil has their school email address, to download Microsoft Office, pupils should go to <https://portal.office365.com>, log in with the relevant school email address, then click "Install Office" from the home screen.

Please do not worry about purchasing / installing third-party Anti-Virus Software. As long as Windows 10 is properly updated, and Windows Security is installed and updated, this is perfectly adequate and causes the least conflicts with other software.

Be aware of 'Free 60 Day Trials' of certain products that come preloaded on new machines, as after 60 days unless you pay for them the machine is no longer protected and will be rejected by our network. You are advised to uninstall them.

Pupils must ensure they have loaded the latest update of Windows and Windows Security **within 48 hours before arrival at Sedbergh** otherwise it is likely the network will prevent them from joining.

We look forward to continuing to introduce new innovations to our teaching and will aim to continue to provide pupils with the access to a reliable, fast, and secure IT network.

For Pupils Resident Overseas: In addition to the standard advice given, there are a couple of ways you can help to ensure your child is able to access the services available at Sedbergh quickly and smoothly.

The start of the year can be very busy for IT support and it is not always possible to help every child immediately. We are aware however of the importance in the modern world of being able to communicate electronically, and of course that this is doubly so in the case of children from overseas.

What you can do to help:

- Please ensure they have updated their operating system and anti-virus system shortly before they arrive at the school – ideally within 48 hours prior to arrival. Our systems will scan their machine and it is a time-consuming process to install up-to-date software if they fail this security check. Please see the earlier advice for acceptable packages.
- Please change the 'Display Language' to ENGLISH on your child's computer operating system. Our technicians are unable to read languages other than English; this can slow down support considerably for both the pupil concerned and others if staff have to guess their way through menu options. To do so you may just have to 'click' on English as an option or download a 'language pack' from the web; in extreme cases the purchase of an English version of the operating software may be required. Step by step advice can be found on the internet for whichever version of operating software they own. Children can be understandably



reluctant to have their computer language changed, but it is worth reminding them that it will help improve their English as well as being a useful life skill, and it enables their peers and teachers to help them in class.

- Please ensure your child has an adaptor(s) that enables their charger(s) to plug into the British 3 pin mains electricity supply. These are easy to purchase in most airport duty free shops or are available online.
- We have occasionally encountered pupils who have been given by their parent's old laptops but do not know the passwords that enable settings to be changed or software to be installed. Due to time differences it can be difficult for us to contact overseas parents promptly to resolve these issues. Please ensure if you are handing down equipment that all passwords have been removed or pupils know them, rather than just creating a new user account (i.e. one without administrator rights).

Parents should be aware that whilst we will always do our very best to offer support, help, and guidance to pupils we do not offer hardware repairs or install replacement components. We have a very limited stock of short-term loan machines to cover accidents and breakages; but cannot guarantee to provide one at all times or for extended periods. Ensuring that a pupil's equipment is covered by appropriate worldwide accidental damage/repair insurance may be worth considering if it is particularly valuable.

We would advise that laptops/tablets are very well protected during transit and that pupils have a protective bag/case to carry them in for day to day use.

We look forward to introducing new innovations to our teaching in September and will aim to continue to provide pupils with access to the reliable, fast, and secure IT network.