

LFA 1:1 iPad Program Rights & Responsibilities

Ownership:

LFA's 1:1 iPad Program is for student's educational use as defined in the Technology Acceptable Use policy in the LFA Student Handbook. The iPad is provided at no additional cost and is leased by the Academy. The iPad, its charger and cable, and the keyboard case must be returned to the LFA IT Department - in good condition and working order - at the conclusion of the educational relationship with LFA or at the end of the lease term as defined by the Academy. If any item is not returned, the student's LFA account will be assessed the replacement cost charged by Apple at the time of this event. For the 2019-20 school year the full cost is as follows:

- **\$440** - iPad Wi-Fi 128GB /w 3 years AppleCare +
- **\$99** - ZAGG Rugged Messenger Case w/ Backlit Keyboard
- **\$19** - iPad charger
- **\$19** - iPad charging cable
- **Total = \$577**

Technical Support:

IT Department: Located on the second floor of Reid Hall and can assist with most iPad hardware and general IOS / LFA application support issues for active students.

- Office Hours: For walk-in assistance
 - Mon - Fri, 8:00am - 4:30pm CST
 - Closed on weekends / LFA holidays
- Online Service Desk: <http://tech.lfanet.org/support>

AppleCare+ warranty coverage is also provided for all iPads at the expense of the Academy. This service provides full iPad hardware / software support direct from Apple worldwide, and walk-in support at any Apple Store. The IT Department may refer a student or family to Apple Direct for an iPad problem or application issue beyond the scope of general LFA student usage.

- Phone number, USA: **(800) 275-2273** - (have the iPad serial number available)
- Phone numbers, worldwide: <https://support.apple.com/en-us/HT201232>
- Online support: www.apple.com/support/contact
- Store locator: www.apple.com/retail

iCloud Accounts and User Data:

Students are responsible for setting up individual iCloud accounts and maintaining backups of their iPad data - be it with Apple's iCloud storage, a computer with iTunes, or other means. LFA cannot be held responsible for issues regarding data loss from casualty, malfunction or other problems. Any charges on student's iCloud/iTunes account are the responsibility of the student. If a student intends to use his/her iCloud account after leaving LFA, it is in the student's best interest to use a personal email account for iCloud that is separate from the email account provided by the Academy.

Damage / Warranty Coverage:

AppleCare+ provides full iPad replacement for two incidents of accidental damage, with a deductible charge of **\$49** for each event. Additional incidents of damage will result in the full charge of a replacement iPad to the student's account. In the event of damage, students can bring iPads to the IT Department during office hours or to an Apple Store for replacement. Please make sure to keep and bring all accessories, even if they are non-functional. Please note that AppleCare+ does not cover damages due to misuse as outlined in [AppleCare+ for iPad plan details](#).

Theft Coverage:

An insurance policy covering theft is provided for student iPads at the expense of the Academy. This policy will also cover direct physical loss caused by fire, flood, vandalism and natural disasters. To qualify, a student or their family are responsible for obtaining an official Police or Insurance Report on any of these events and for the deductible cost of **\$100** which is not covered by the policy.

What to do if an iPad is stolen - it is student's or family's responsibility to:

1. Notify the local police immediately upon discovery. For reference, the non-emergency phone number for the [Lake Forest Illinois Police Department](#) is **(847) 234-2601**.
2. The iPad's serial number will be required to process a Police Report fully. The IT Department can provide that upon request.
3. Once complete, submit a copy of the Police Report to the IT Department.

Once the charges are communicated and agreed upon (deductible qualification or full cost) the iPad will be replaced as soon as possible - typically by the next school day. The student's LFA school account will be billed for any related charges.

Notable items to the deductible replacement option:

- The policy does not cover unreported thefts or disappearances. If no official Police or Insurance Report is provided, the student will be liable for the full replacement cost of the iPad.
- The policy does not cover, apps, pictures, music, videos, or any data associated with the iPad.
- The policy does not cover any peripherals connected to the iPad at the time of theft or loss, such as the keyboard / case, charging cable, or power adapter.

Other damages or losses not covered by the insurance policy:

- Intentional acts: Our policy does not cover intentional damage or destruction of property.
- Theft from an unattended vehicle: Our policy will not cover loss or damage that is caused by or resulting from theft from an unattended vehicle, except when it is securely locked, its windows are fully closed, and there is visible evidence that entry into the vehicle was forced.
- Unexplained loss or mysterious disappearance: We will not cover loss or damage caused by the inability to locate an item of property.
- This policy does not provide theft coverage without a valid Police Report: It is the student's responsibility to notify the local police immediately upon discovery of the loss.