

Mobile Learning Portal Guide for Parents of

Kimbolton School

by

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# Mobile Learning for schools

## Introduction to the scheme

As technology becomes more prevalent in schools, solutions must be in place to allow mobile technology to be embedded more deeply in the learning environment. Our Mobile Learning package is a great solution created to meet such challenges. This Mobile Learning package, which allows for parents to contribute and for students to own their own iPad has been successfully implemented in many schools, and provides comprehensive management and administration through a web-based portal. The package offered to parents includes:

- A choice of iPad deemed suitable by the school
- A high quality, durable STM Dux case
- 2 or 3 Years of Accidental Damage & Theft insurance (including cover for cracked screens, dropped devices, fire, and flood. This policy does not cover loss) and 1 or 2 Years Extended Warranty (on top of the first year manufacturer warranty)
- The scheme does not include headphones – these will need to be purchased separately, as they are required.

The Mobile Learning package offers many benefits including:

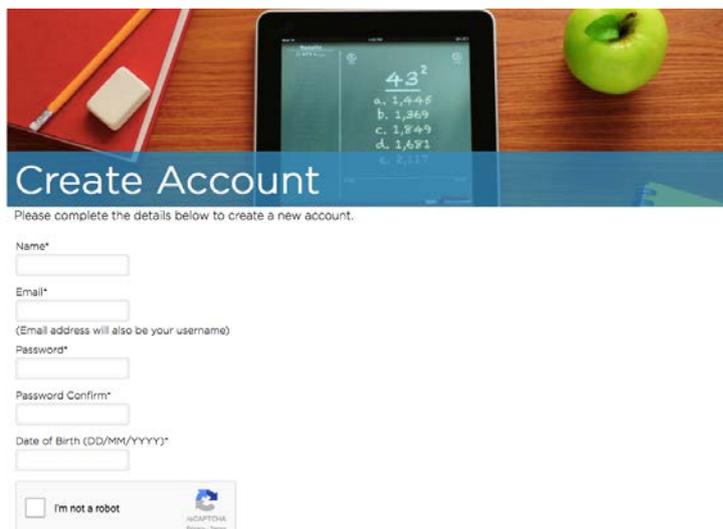
- Parents gain access to bulk education pricing not available on the high street
- Insurance and warranty specifically designed for the education sector and fit for purpose
- Online self service claims portal
- All damaged/failed devices collected from and returned to the school (fully managed service)
- No excess on the first claim, £50 excess on all subsequent claims, with an unlimited number of claims

Western Computer acts as a single point of contact for all aspects of the programme and undertakes all repairs or replacements that are required. No third party repairers or parts are used. The school becomes the hub for the scheme and the community; running informative parents evenings about the scheme, demonstrating the enhanced teaching and learning with iPads, and hosting a collection point for faulty or broken devices. Western Computer have created a streamlined introduction process to get technology in the hands of students, and have many years of experience working with schools, and their parent and teacher communities.

## Ordering Process - How to use the portal

All aspects of our Mobile Learning packages are managed via our online portal. This secure portal handles online management of claims, asset tracking as well as online ordering. The portal is also available as an App for smart phones and tablets.

The portal will be opened and closed on set dates, and will offer iPad bundles which the school have deemed appropriate.



**Create Account**

Please complete the details below to create a new account.

Name\*

Email\*

(Email address will also be your username)

Password\*

Password Confirm\*

Date of Birth (DD/MM/YYYY)\*

I'm not a robot

To access the portal, please visit [www.cpu.co.uk/mobilelearning](http://www.cpu.co.uk/mobilelearning)

To start, you will need to create an account with a username and password, by clicking register. This account is free to create, and will allow you to log in at anytime to place new orders, track an existing order, and/or check any existing insurance and warranty claims. If you have an account already, you can enter the username and password, and click Login.



Home Parent Portal Make a Claim Support

**Parent Portal**

**Login**

Please enter the registration code issued to you by your school / college.

Portal Code\*

Login

If you have any queries, you can contact the CPU administration team by calling 0345 872 2156. Office hours are Monday to Friday, 9am until 5pm. For out of office requests, please email [cou@cou.co.uk](mailto:cou@cou.co.uk).

Once you have logged in successfully, select Parent Portal from the menu bar, and enter the portal code supplied by the school. The portal code will allow you to see the specific bundles that the school has chosen to offer. Only students belonging to the school will be confirmed and authorised by the school. Any non-student orders placed through this portal will be cancelled automatically, and any funds returned.

The Signup Portal will then be displayed, as below. As you complete each step of the order, a green tick will appear. The order will not be completed until each section has been filled in successfully.

The screenshot shows a web interface for a 'Signup Portal'. At the top, there is a navigation bar with links for 'Home', 'Parent Portal' (which is highlighted), 'Make a Claim', and 'Support'. Below the navigation bar, the title 'Signup Portal' is displayed. A note states: 'Each section below can be expanded by clicking/tapping. Each section must be completed (green tick) before your order can be placed.' Below this note is a list of seven sections, each with a plus sign on the left and a status icon on the right:

- + Selected: iPad Air 2 32GB WiFi (Green tick)
- + Insurance / Contribution Options (Red X)
- + Contribution Agreement (Red X)
- + Account Details (Green tick)
- + Order Details (Red X)
- + Payment Details (Red X)
- + Place Order (Red X)

At the bottom of the page, there is a copyright notice: '© CPU Group Ltd | [www.cpu.co.uk](http://www.cpu.co.uk) | [support](#)' and a disclaimer: 'CPU Group Limited is an Appointed Representative of Advent Solutions Management Limited who work from our Genie system and is authorised and regulated by the Financial Conduct Authority (Reference number: 420206)'.

You will have the choice to either purchase your iPad outright in one payment using debit/credit card, or to sign up to a monthly direct debit payment over two or three years.

Each iPad will be paired with a suitable, high-quality, durable case, and covered by two or three years of insurance and warranty as chosen by you. The insurance policy covers accidental damage and theft, which includes (but is not limited to) fire, flood, cracked screen, dropped devices, and aggravated theft. The extended warranty covers manufacturer faults, such as faulty hardware components. Loss is not covered by this policy.

Once you have chosen card payment or direct debit, confirmed the device type and the insurance and warranty terms, the price will be displayed.

You are then required to agree to the Contribution Agreement for the scheme. This agreement is between the parent and Kimbolton School, and sets out the terms and conditions for using the mobile learning programme.

The term 'contribution' pertains to the parent buying the device for their child, with the device primarily being used as a learning tool and resource, in and out of the classroom. The school may also require the parent or child to sign a usage policy, to outline the expectations for the device, and the way it is to used.

The portal will then require you to enter the order details, including student details and parent/guardian details, and address/contact details;

### - Order Details X

Student Details	Parent/Guardian Details	Address Details
Tutor Group* <input type="text"/>	Title* <input type="text"/>	Address 1* <input type="text"/>
Year* <input type="text"/>	Forename* <input type="text"/>	Address 2 <input type="text"/>
Forename* <input type="text"/>	Surname* <input type="text"/>	Address 3 <input type="text"/>
Surname* <input type="text"/>	Email* <input type="text"/>	Town / City* <input type="text"/>
		County* <input type="text"/>
		Post code* <input type="text"/>
		Contact Number* <input type="text"/>
		<input type="button" value="Next Section"/>

Once all details have been provided, you can confirm the order and move to the next screen, which offers a secure online payment method for single payment. If you have chosen direct debit payment you can either enter your bank details online or choose to fill out a direct debit mandate form to be submitted by post.

Please note: Choosing to pay via credit card will incur higher transaction fees than debit card. Details on the charges will be displayed during the payment process.

### Payments VISA MasterCard JCB

#### Cardholder details

Title\*

Forename\*

Surname\*

Address 1\*

Address 2\*

Town or City\*

Post code\*

Email\*

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#### Payment Details

Amount to Pay: £528.2

✓

Once the order has been placed successfully, you will receive an email confirmation of your order, with a CPU order reference number.

## Claim Process - How to use the portal for insurance and warranty claims.

Accidents happen. When they do, you can make a claim through CPU's online portal.

Begin by logging into the same portal - [cpu.co.uk/mobilelearning](http://cpu.co.uk/mobilelearning)

Click Make a Claim from the menu bar, select the type of claim (damage, theft or warranty) and enter the serial number of your device, and click to begin your claim.

Tick the boxes to ensure you have removed Find my iPad from the device, and have backed up all existing data. If you are unsure of how to complete these steps, Apple Support articles are linked within the portal itself.

If 'Find my iPad' is not removed and data is not backed up, a substantial delay in the repair or replacement may be incurred.

The claim form is then ready to be completed. Please be honest and complete when providing information relating to your claim. Once you are happy that the details you have entered are correct, submit the claim. You will receive a confirmation email that the claim process has begun.

The claim will be viewed and approved by the insurer, and the school and Western Computer will be notified. At this time, we ask that the device is returned to the school. Once the iPad has been taken to the relevant contact at the school, the school will confirm receipt of the device and will notify Western Computer., who will pick up the device the next day.

Once Western Computer pick up the device from the school., there is a five day turnaround time to get the device back to the school. All repairs and replacements will be undertaken by Apple Trained Technicians using Apple Authorised parts - no third party parts or companies will be used.

Parents and students can track current claims and view claim history through the app, or through the Mobile Learning portal.

If you have any questions about any element of this scheme, please email the education team at [Western.Computer-mobilelearning@western.co.uk](mailto:Western.Computer-mobilelearning@western.co.uk)