

Frequently Asked Questions regarding the New computers for Victorian Kindergartens

General

Q. When is our PC Coming?

A. Scheduling for the delivery of new computers is currently being finalised, you will be notified of the delivery date in the coming month

Q. What are the specifications of the computer?

A. *Hardware*

Processor: AMD Athlon Dual Core 2.60GHz

Memory: 4GB RAM

Monitor: 22" Widescreen

Hard Drive: 160Gb

Drive: DVD-RW

Software

Operating System: Microsoft Windows Vista Business

Tools: Microsoft Office 2007 Small Business Edition

Including Word, Excel, Powerpoint, Publisher

Antivirus: Symantec End-Point Protection

Email: Windows Mail

Browsers: Internet Explorer & Mozilla Firefox

Q. Is the computer under warranty?

A. Yes. There will be a 5 Year Warranty with the hardware of the computer.

Q. Who is responsible for the insurance of the computer?

A. The kindergarten is responsible.

Existing Computer

Q. What happens to our current computer?

A. The old computer is the property of the kindergarten.

Q. Will support be available for the existing computer?

A. No. Once delivery & installation of your new computer has been completed, the old computer is no longer supported by Vicnet under the IT for Kindergartens project. This includes hardware, software and utilisation of the machine.

Internet Connection

Q. Will we still have an ADSL internet connection with the new computer?

A. Yes. Vicnet will still provide your internet connection and support.

Q. My internet connection doesn't work, who fixes this?

A. Ring the Vicnet Support Desk on 1800 629 835 or (03)8664 7001

Rollout

Q. What happens first?

A. Vicnet will call the kindergarten to check delivery details and arrange the time and day for delivery.

Q. How do I receive my new computer?

A. Your new computer will be delivered, at a pre-arranged time by a courier.

Q. How do I setup my new computer?

A. You don't have to! A technician is going to install the new computer for you on-site and provide a 15 minute orientation.

Q. Do I need to prepare anything for the new computer?

A. Yes. Please ensure the following

1. Power is available to power both the PC and the Monitor (2 power outlets on a powerboard)
2. There is an area/desk space available for the PC to be located
3. There is sufficient length in the existing Ethernet Cable (cable connecting your PC to the modem), if not, please contact Vicnet so we can advise on the cable.

Q. What will the technician help us with?

A. Via a 15 minute orientation with your new PC, the technician will provide a brief overview of the physical machine, logging on and using Windows Vista.

The technician is not going to venture further into any other software or hardware issues you may have. You need to contact the Vicnet Helpdesk for further assistance.

Q. Can the technician disconnect and move our existing computer?

A. Yes. The technician upon request can disconnect and move the computer to a place of your choice within the premises.

Training

Q. What training will be provided?

A. Each kindergarten will be invited to send people to face to face training with one of Vicnet's training team. Dates and venues will be advertised on the IT for Kindergartens website.

Q. What will the training cover?

A. Windows Vista, Office 2007 and the PC environment. The training is aimed to make the transition from Windows XP to Vista and the new Office 2007 package as efficient as possible. The training is NOT aimed to train users in basic computer skills.

Data

Q. What do I do regarding the information on my existing computer?

A. You will be provided with a 4gb USB flash drive, which you can use to transfer data across to the new computer. If you need assistance there is a guide under the Support page on the kindergarten website named *"Data Transfer via USB Flash Drive"*

Q. How do I get my old emails onto my new machine?

A. Refer to the guide named *"Migrating from Outlook Express to Windows Mail"* on the Support page of the kindergarten website.