

FAQ for RCHK Student Laptop Program

The following Q&As are created to provide further understandings, to parents and students, regarding Laptop Readiness Program.

The items in the FAQ are based on collection of questions through our past experience.

For specific question(s) which cannot be answered in here, you are welcome to contact ICT office.

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FAQ for Laptop Readiness Program

- Q. My PC notebook comes with non-English operating system. Why must my PC notebook require English operating system?
- A. It is necessary to have English operating system as a standard in RCHK. Teachers will need to know the students' activity when using their notebook.
- Q. I have a company-assigned notebook for my children to use in college. All software are installed by my own company IT department with no original CD/proof. Can this notebook be used in college?
- A. ICT office will require written authorization from your company's IT director (or equivalent), proving that the company-assigned notebook is loaded with legal software, and your company is aware of the change of use of this notebook before we can proceed with inspection.
- Q. Can I install multiple Windows operating system into my notebook (e.g. English and Chinese)?
- A. ICT does not recommend notebook to be more than 1 operating systems installed, as this is make the notebook difficult to service when needed. In addition, ICT will only perform inspection in 1 of the Windows operating systems (together with installation of college-licensed software). Students are not suggested to "boot" into non-inspected operating system in the college premise.
- Q. The inspection program does not have an optional for Unix/Linux based notebook, why?
- A. ICT does not recommend using Unix/Linux operating system in the college environment, as most of the school-licensed software only operate in Windows and Mac environment. Students using Unix/Linux operating will not be able to fully utilize the resources offered by the college.

- Q. Why does it longer for PC notebook to go through inspection program, while MacBook owners enjoy faster service?
- A. During notebook inspection, MacBook will be formatted and cloned with pre-installed hard disk image, which requires less time for completion. PC notebook, unfortunately, requires manual installation of all school-licensed software. Therefore it normally takes more time for PC notebook to go through inspection program.
- Q. It takes 2 to 4 days for student notebook to be inspected. What can a student do, at the mean time, to access internet/college network?
- A. The college has a computer lab for students in the Library section. In addition, ICT operates notebook loan service for students, who they can use their access card to borrow a computer to use in college.
- Q. Why am I asked to bring in original software CD/DVD during inspection, and why am I being asked to signed my name on the CD/DVD?
- A. To ensure that all students are using genuine software in RCHK, and to be sure students are not sharing the same piece of software among themselves, ICT has requested original CD/DVD to be brought back during inspection.
- Q. After inspection, I notice there are additional users created in my notebook. What are the purposes for these users? Can I delete these users as they might occupy my hard disk's space.
- A. In order to have universal access to student notebook for installation of software and servicing, ICT office has created additional user accounts. These accounts occupy minimum hard disk space with student notebook, and should be left untouched by student.
- Q. What are being installed into my notebook during notebook readiness program?
- A. During inspection process, the following procedure will be carried out to student's notebook:
1. Installation of school-licensed software
 2. Installation and configuration of college wireless environment
 3. Installation and configuration of school-licensed anti-virus software
 4. Configuration of college printing system
- Q. I am using Apple MacBook, can I install Parallel Desktops or BootCamp in my MacBook to make it a dual-boot system?
- A. ICT does not forbid dual-boot system to be installed into Intel-based MacBook. The only requirement from ICT is that student needs to bring in original Windows installation CD as proof of original purchase software. ICT, however, regard that the BootCamp/Parallel Desktops partition will not be inspected due to the school-license issue, as 1 computer should only have 1 set of school-licensed software. Students are strongly recommended NOT TO use the Parallel Desktops/BootCamp section in the college area.
- Q. I currently own a wi-fi capable handheld portable device (e.g. iPhone, iPod Touch), why am I not allowed to use this in college?
- A. ICT is currently looking into the use of these devices in college as educational resources. Until there is a real need for education purpose for this, ICT will not provide assistance for these devices' setup.

Q. Why is there a sticker on my notebook after inspection? What if I want to peel off the sticker?

A. After inspection, each notebook will be issued a sticker, as to identified the particular notebook has passed the school inspection program, and student can use the notebook safely in school.
If the sticker is peeled off, student will be required to bring in their notebook back to ICT office for re-inspection.

Q. Being a parent, I should have the authority to install useful software into student's notebook. However the inspection has created non-administrative user accounts for the students. Why can't the student be granted administrative account?

A. Students are granted non-administrative account purely to prevent them to install illegal/inappropriate software. Parents, who can make sensible judgement, are welcome to obtain administrative access for their purchased notebook.
ICT has the necessary form for parent to apply for administrative account. Please obtain a copy from our office or download from the school website.

Q. What do I need to do when I graduate/leave from RCHK?

A. All students will be required to bring in their notebook to ICT office for the following processes:

- i. Un-install of RCHK site-licensed software
- ii. Deletion of school setting (Wi-fi access, printer drivers)
- iii. Creation of student-own administrative account
- iv. Removal of RCHK administrative account

Q. Which software is needed to be un-installed?

A. As of June 2009, the following software titles are purchased by RCHK as site-licensed software. These titles will be un-installed from student notebook when student graduate/leave the college:

Title	Company	Platform
Sophos Anti-virus	Sophos	Mac/PC
DataStudio	PASCO	Mac/PC
Inspiration 8	Inspiration Inc.	Mac/PC
Sketchpad 4	KCP Technologies	Mac/PC
iWork 09	Apple Inc	Mac
Various Shareware	Various	Mac/PC

For MacBook bought after June 2010