

## FAQ

### **Q1. If we wish to contact Acer, ME who do we contact?**

You may contact Shamsuddin Sawaf at Acer in Dubai. He is the device manager:

**[Shamsuddin.Sawaf@acer.com](mailto:Shamsuddin.Sawaf@acer.com)**

### **Q2. How do we contact the supplier: Learn IT?**

You may email **[info@learnitacademy.com](mailto:info@learnitacademy.com)** for any information

### **Q3. Who provides the IT support for the devices?**

Though our Chromebook are purchased directly through “Learn IT” as our Google partner, they do not provide device hardware service. The Chromebooks are covered under warranty for service at all Acer support centers. For further details please email:

**[Shamsuddin.Sawaf@acer.com](mailto:Shamsuddin.Sawaf@acer.com)**

### **Q4. Why we are paying to Dubai Company while there are Acer Authorized dealers are available in Bahrain?**

MKS is working with Learn IT because many other schools in Bahrain using Chromebooks have recommended this supplier for their reliability and after-sale service. Chromebooks are available through Google Education partners. Learn IT is a Google for Education partner based in Dubai, and they work with Schools across the Middle East to provide devices, software, and training for educators and technology specialists.

### **Q5. How can I know the payment method is safe?**

Parents may make the payment to two different account types on the Learn IT payment page (linked on the MKS website- mks.edu.bh). You may pay to the Learn IT personal account or the Learn IT business account, according to your preference. All orders on the Learn IT form are tracked and are legitimate. MKS is not handling financing of any of the devices.

### **Q6. Why is the price published on the school website higher than the price available from other online retailers?**

The Model offered is the Acer N7 C731T-C4XR. The price also includes the Google Management License at \$30, which is not available on retail versions. The Management License is required for students to use G-Suite at Modern Knowledge Schools.

More information about the Google Chrome Management License can be found at the following link:

**<https://eduproducts.withgoogle.com/products/281/management-console-education>**

Please also note the cost of device hardware is priced differently by the manufacturers depending on global location. Often, hardware costs are lower in the United States for phones and computers and higher in Europe and the Middle East. Feel free to contact Acer directly if you have specific questions about the hardware. Learn IT charge a fixed price directly from Acer. To be clear, you may find a lower price for a Chromebook on Amazon.com or other retailers, but these costs do not include shipping charges and the device will not be delivered with the Chrome Management License.

### **Q7. Chromebooks have different models that have more advanced options? Why we are not given the options to purchase other models?**

This model was chosen after considering the educational needs and lifestyles of our students. The device is compatible with our systems and is durable and reliable. MKS is offering only one model of Chromebook to reduce the overall costs of the device. Bulk purchases are more cost effective.

### **Q8. Will the warranty work with the local authorized Service Center for Acer? Is there an extended warranty?**

Yes - The warranty can be extended for 3 years – Options are available on the online purchase form.

**Q8. Can my student use the device after this school year? How long is this device expected to be functional?**

Students will be able to use the same device for several years. The official lifetime of the device is 5 years, but like all hardware this depends on how well the device is treated. The Chromebook should last all day without charging. The battery life is 10 hours and will be fully charged in 90 Minutes.

**Q9. Is the device upgradable? Can the memory, CPU, and space be increased or will the device need to be totally replaced?**

Chrome devices have no need for hardware upgrades. The software is updated by Google on a regular basis. These regular updates happen without having to restart or change the device in any way. The Chromebook will always boot up in under 8 seconds and does not need to be upgraded in the same way as Windows or Macbook machines. For more information follow the link below:

info <https://www.youtube.com/watch?v=0QRO3gKj3qw>

**Q10. What if my student breaks his or her device? What are the process of repairing? Will the school or Learn IT provide temp/replacements incase of the students required to send the device for repair?**

Parents may take their child's Chromebook to any Acer service center for repairs. MKS is currently devising a loan program to provide students with devices if their device is being repaired.

**Q11. What kind of Management the school will have to secure these devices at the school? What are the rules if a student lost their device at the school?**

A User agreement policy will be signed by parents and students upon receiving the chromebook from the school. For safety, the school has complete control over the content and will maintain this as long as the student is enrolled in the school. Once, the student decides to leave, those controls will be removed and the device will be just like any other laptop.

**Q12. Are there any additional payments associated with the device?**

Students will need to purchase the textbooks (digital version) separately. This will be done at the start of the year. The digital books are usually cheaper than hard copies. The parents will pay for 1 year license for the books.

**Q13. What are the books that will be available on Chromebook, and what needs to be purchased?**

The textbooks distributor is preparing a list of textbooks (digital and non-digital) for each grade level as a package purchase. MKS will provide that information once we receive it from the publishers.

**Q14. For textbooks not available online, are parents required to buy the hard copy and the digital copy?**

Please refer to Q13

**Q15. All money transfer service companies will require address and telephone number of the individual/personal account. Where can I find this information?**

All of the information required to make the payment for the Chromebooks is available on the MKS website, [mks.edu.bh](http://mks.edu.bh) or in the LearnIT Chromebook order form (found on the MKS website).

**Q16. Can we pay by credit card?**

If you would like to make payment by credit card please send an email to [info@learnitacademy.com](mailto:info@learnitacademy.com). (please note there is an additional charge for credit card payment). Learn IT will provide you with a secure link where you can make the payment by credit card. NEVER send credit card details by email.

**Q17. When should we expect to receive the Chromebook?**

The Chromebooks will be delivered to MKS for configuration and set-up. Students will receive the devices in the first week of school as long as you have complied with the deadline 15<sup>th</sup> July 2018.

**Q18. What if I have more questions or concerns?**

We would be glad to help! Please email [hananelhady@mkschoolsbh.com](mailto:hananelhady@mkschoolsbh.com) for more information or for personalized help.