



# User Guide

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## 1. General Information

### a. *Scheme Overview*

#### i. Key contact points

**0800 438 468** - TELA+ Service Desk number (8:00am to 5:00pm)

[support@tela.co.nz](mailto:support@tela.co.nz) - for email enquiries

[www.tela.co.nz](http://www.tela.co.nz) – for the TELA+ portal, to access to Support and recent notices

#### ii. TELA+ Scheme Management

- The TELA+ scheme is run by the Ministry of Education to support New Zealand principals and teachers
- The Ministry has contracted Cyclone Computer Company Ltd to run the scheme on their behalf
- Cyclone provides the single point of contact Service Desk and Administration provision for the scheme

- Hardware devices are provided under the NZ All of Government Procurement Programme IT Hardware Contract
- Cyclone sub contracts a number of suppliers (these may change over time) including:
- Finance company: FlexiGroup Ltd (trading as TRL Finance NZ Ltd) that maintains the leasing agreements with school
- Vendors: Acer, Apple, HP, Lenovo and Microsoft – that provide various approved devices in a number of form factors suitable for NZ educators and also support warranty claims on these devices throughout the 36 month leasing period
- Service Agency: ServicePlus provides non-warranty return to base support (ie break – fix) for the devices, a programme called Indemnity, supported by the TELA+ scheme

### iii. Key features of the Scheme

Leases are on a 3-year lease-to-return arrangement with quarterly payments. Lease extensions are no longer supported but rather 90, 60 and 30 day advice is now given to alert schools that action is required in a timely manner

- Leases are subsidised by the Ministry of Education.
- Devices are covered by the manufacturer’s warranty and this includes batteries.
- Subsidised devices are covered under the Ministry’s Indemnity Scheme for accidental damage, loss and theft (Digital Pens and Pencils are excluded from loss / theft cover). Unsubsidised devices are not covered under this Indemnity scheme.
- Devices are no longer supplied with images being loaded prior to delivery, but rather schools are directed to the appropriate vendor sites to download Ministry supported licenses enabling the creation of their own environment.
- There is a TELA+ Service Desk and portal to support schools that use the scheme.
- Features including Live Chat and remote remediation have been added to better support teachers

### iv. Who is eligible?

Schools may apply for their teachers to obtain a leased device under the TELA+ Scheme if they are:

- A permanent full-time or part-time (at least 0.5 FTE) teacher working with year 1 to 13 classes.
- A teacher relieving for a permanent position in year 1 to 13 classes. (Long-term relievers are only eligible if they are relieving for a permanent position that doesn’t currently have a TELA+ device).
- An RTLB teacher including RTLits and RTMāori.
- Where the Ministry has approved co-principals of a school, both principals are entitled to the principal subsidy
- Fixed Term contract staff are not eligible for the subsidy, unless they meet the “relieving for a permanent position” criteria mentioned above.

### Why are these eligibility criteria used?

Funding is provided from the Government by way of subsidy, based on the eligibility criteria above.

### Our school eligibility is incorrect.

If your school has different eligibility numbers please email [support@tela.co.nz](mailto:support@tela.co.nz)

### v. How is the school's device entitlement calculated?

This is based on the school's confirmed entitlement FTE. It is only a guide however, and schools with eligible teachers.

#### vi Is it possible to order over the entitlement shown?

No. Please email [support@tela.co.nz](mailto:support@tela.co.nz) to enquire.

### b. The TELA+ Portal

<https://www.tela.co.nz>

#### i. Functions

- Placing orders for devices
- Managing end of lease for devices
- Obtaining information on available devices (the Catalogue)
- Accessing TELA+ Service Desk for Live Chat and Remote remediation
- Logging warranty and indemnity service requests (for faulty devices)
- Obtaining leasing documentation
- Viewing school teacher numbers for eligibility
- Viewing school billing information
- Viewing asset (device) details – asset register including serial numbers and asset tag number
- Viewing order information
- more functionality may be added over time

#### ii. Portal Logins

To have a login set up, or for queries about your existing login, please contact the TELA+ Service Desk on 0800 438 468 or email [support@tela.co.nz](mailto:support@tela.co.nz).

#### iii. School site personnel roles

Information is available to users at 3 levels

Principal: Permission to add users, make purchases and log indemnity repairs

Site Administrator (Admin): Permission to add users, make purchases and log indemnity repairs

Teacher: Will have browse rights but not purchase rights. Registering a service incident where the school is required to pay the Indemnity excess payment (\$100 inc GST) per incident requires purchase rights.

#### iv. Portal FAQ's

## I've forgotten my User ID

User IDs are typically set up to be your email address. If this does not appear to be working, contact the TELA+ Service Desk on 0800 438 468 or email [support@tela.co.nz](mailto:support@tela.co.nz).

## I've forgotten my password

You can reset your password by clicking on the "[Forgot Password](#)" link on the TELA+ portal login page.

## How do portal logins get created/changed?

On the MySchool page, the school nominated Principal and/or Admin role has the rights to add users (eg Teachers). Once added (names/ email) the new users will be prompted for a password at Log-in.

If there is an issue please contact the TELA+ Service Desk on 0800 438 468 or [support@tela.co.nz](mailto:support@tela.co.nz). They will help you change details and add users.

### c. Portal Content

#### i. Purchase History

This enables the school to see a complete record of orders confirmed by the school.

The order number is the web site order created on the date shown.

The information may be searched and sorted in a number of ways by using the filters on the portal (eg date range, leases, expiry...).

By clicking the "eye" icon under the View column, details of that particular order are displayed (eg date, school PO details, quarterly charge and who ordered). The lines items of the device and bag are also displayed.

#### ii. How can I get a list of our school's assets?

The Tab ASSET REGISTER will take you to the page that displays your Asset Register.

The screenshot shows the TELA+ portal dashboard for Cyclone Computer School. At the top, there is a navigation bar with tabs: MY SCHOOL (selected), PURCHASE HISTORY, ASSET REGISTER, BILLING, DOCUMENTS, and LOGOUT. Below the navigation bar, the main content area is divided into two sections. The first section is titled "Welcome back Cyclone Computer School" and displays user information: MOE# 8888888, Status Enabled, and MRA Signed [+download]. A green button labeled "Create order" is visible, with a note "6 available for subsidy". The second section is titled "Shipping address" and shows "10-12 Minnie Street, Eden Terrace, Auckland 1021". Below this is a section for "Your Registered users" with a "Principal:" entry and an "Add User" button. A note below the Principal entry states: "Has full Admin rights on the site including: ordering, Indemnity requests (\$100 excess applies) and Add User. One principal per school".



The navigation bar features the following tabs: MY SCHOOL, PURCHASE HISTORY, ASSET REGISTER (selected), BILLING, DOCUMENTS, LOGOUT, CREATE ORDER (with a shopping cart icon), and CONTACT (with a phone icon).

The "Asset register" section includes a search form with fields for "Search:", "Created: From", "To:", and "Expiry:". The "Expiry:" dropdown is set to "All Record". There are "Search" and "Clear" buttons. A "Download" button is located at the top right. Below the search form, there are options for "Sort results by:" (set to "Brand") and "Display:" (set to "30 / page").

Product	Scheme	Serial #	Asset #	Lease #	Quarterly Payment name	Users	Renewal Status	Edit
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All current assets are displayed here.

You may sort your register in multiple ways including:

Date Range

Expiry within 90, 60 or 30 days

Brand, Lease Number, User, Product etc

You may download a copy of this list by clicking the Download button. This will prompt you to name the file and identify the place to save it as a .csv file.

The Edit icon (pencil) will allow you some functionality to assign an asset to a person, Update button will associate the two.

How can I assign teacher's names to assets/ asset number?

See above

By entering the teacher name on the portal, this will enable the school to track which device from which lease has been assigned to which teacher.

Devices are each shipped with an asset tag on the underside. This number is for ease of use for the school and also when reporting a service incident (Service phone number and web details are also included).

The asset tag number is in bold numbers and is associated with the serial number on that device at the time of shipment. Often the serial numbers are small and hard to read.

### iii. Billing

This tab enables a display of all current lease charges and GST on a monthly basis.

### iv. Documents

This Tab allows access to download a number of PDF documents that may be useful to support the school operations of the TELA+ scheme including:

- User Guide
- Terms and Conditions
- Catalogue: Devices
- Catalogue: Bags
- Indemnity Policy
- Installing Microsoft Office Suite and Symantec

## d. Ordering Devices

- The TELA+ catalogue shows the range of devices available.
- The devices are of a set configuration, no build to order options are permitted. Only catalogue listed devices are available for Ministry subsidy and Indemnity support.
- The Ministry provides a quarterly subsidy for all eligible devices. This subsidy varies. In the case of devices for principals the level of subsidy is higher than for that of teachers.
- A full current catalogue of both devices and bags are available as pdf files that may be downloaded from the

Documents button in the menu bar.

- The catalogue is live on the portal and becomes part of the ordering process.

### i How do I place an order?

The Create Order Button will display the current catalogue of devices available.

The current selection includes 5 different brands and 14 different devices plus 9 different bag options.

Each device displays multiple photographs, a title, a short description that describes the device or bundle and a long description that includes full vendor specifications.

This page also displays your school's eligibility status – that is the number of each category that your school is entitled to be subsidised, the number being subsidised and the number still available to lease.

You may display this catalogue by Brand (select Brand button to include in sort) and also price (per Quarter charge to your school).

At the bottom of the device description, Select the lease type (Principal, Teacher or Non-subsidised).

Each school may only order one Principal device. For those few schools that have an official co-principalship please contact our Service Desk.

Select the quantity required for the new lease.

Brand Filter:  Select All  Acer  Apple  HP  Lenovo  Microsoft

Print Friendly View

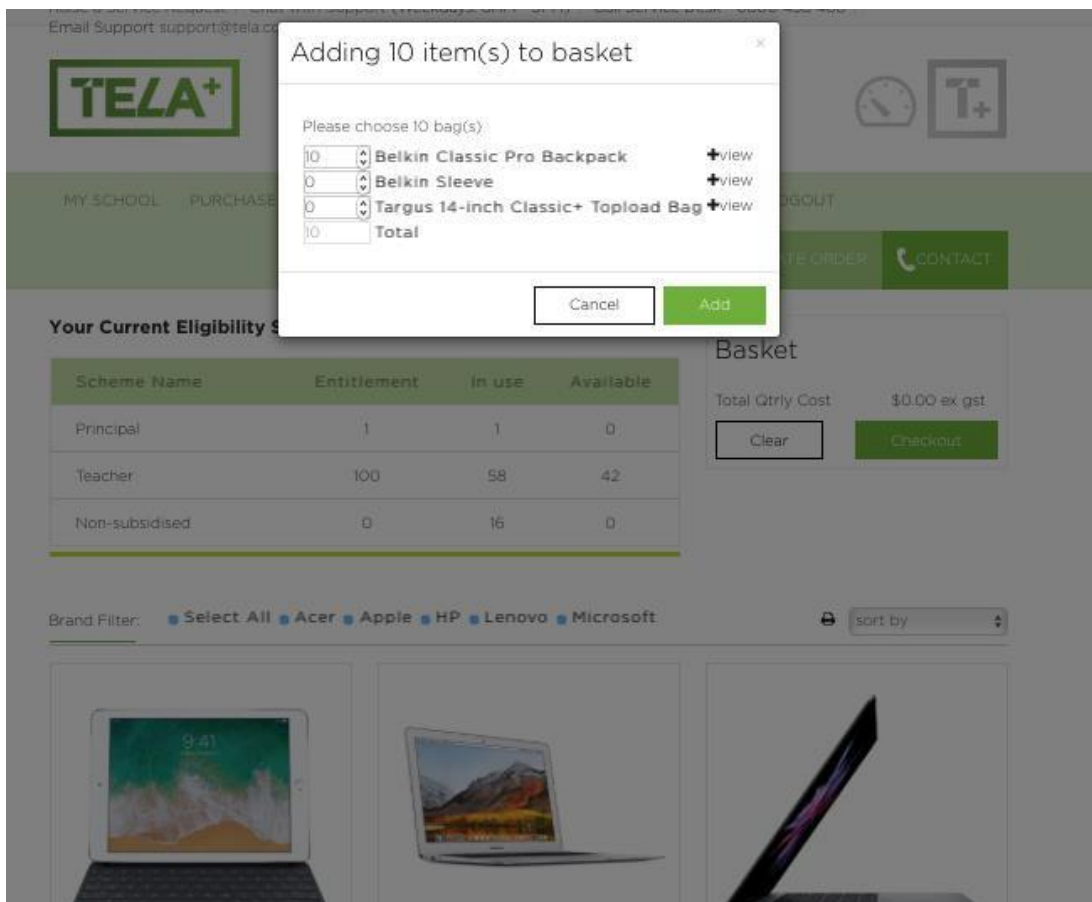
Device	Principal /qtr	Teacher /qtr	Non Subsidy /qtr
Apple iPad Pro with Keyboard	\$0.00	\$37.16	\$112.16
Apple MacBook Air 13-inch	\$0.00	\$64.41	\$139.41
Apple MacBook Pro 13-inch	\$30.06	\$95.52	\$170.52

This will display the Price/ Quarterly amount that the school will pay (after Ministry subsidy has been deducted).

Add to Basket will move the selected device(s) to the Basket.



You will be prompted in a Pop-up screen to make a selection of a Bag(s). You may select the appropriate kind of bags that suits your staff needs. Once the selection number matches the number of devices selected to be leased,



The Add button will become green, enabling you to continue.

The next screen will show your selection – line by line. Options here include the ability to Continue shopping or Submit your order.


You will need to confirm your school delivery address and enter your school purchase order number.

By clicking Submit your TELA+ order, you are confirming that your school is engaging in this new lease for 36 months and that you have the school authority to place the order.

Once submitted, an order reference number will be displayed. An email will arrive to the email address of the person who ordered to confirm the order, the order number and any other relevant information.

The lease schedule / contract will be created and the goods shipped to you within 1-5 business days.

Leases are consolidated per day. Multiple daily orders will become a single lease, if processed on the same day.

 <p>Acer Spin 5 Laptop : (x 1) Teacher</p> <hr/> <p>Bag: Belkin Active Pro Backpack Black <a href="#">+view</a></p>	<p>Cost/qty excl gst : <b>\$45.77</b></p> <p style="text-align: right;">x</p>
<p>Device Total: <b>\$45.77</b></p>	
<p>GST: <b>\$6.87</b></p>	
<p>Your Order Total: <b>\$52.64</b></p>	

### Delivery & Billing Address

10-12 Minnie Street, Eden Terrace, Auckland 1021

I confirm that the delivery address above is correct.

If this is not your correct address, please contact the service desk.

### Order Details

PO Details :

I understand this order cannot be cancelled once submitted. Please refer to the User Guide for more information.

Continue Shopping	Update Basket	Submit your TELA+ Order
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### ii. What is my eligibility status?



Eligibility information for your school is available in the portal.



Click on the MY SCHOOL and scroll down to Your Current Eligibility Status

## Your Current Eligibility Status

User	Entitlement	In use	Available
Principal	1	1	0
Teacher	100	17	83
NonSubsidy	0	7	0

### iii. Order / Delivery / Changes to order

#### I've made an error with my order.

Please take care when placing orders. There is a non-return policy that includes mistakes made when ordering as well as afterthoughts. This is non-negotiable.

#### I need to change my delivery address.

For security purposes, school delivery addresses can only be changed by the TELA+ Service Desk and may require approval by the Ministry of Education.

Please contact the TELA+ Service Desk by email [support@tela.co.nz](mailto:support@tela.co.nz)

#### Can I have my order delivered during the holidays?

Generally, delivery can be arranged if the school's office is open and occupied continuously during normal business hours.

If you require delivery during the holidays, please email [support@tela.co.nz](mailto:support@tela.co.nz).

#### How do I check my order?

Please contact TELA+ on 0800 438 468 , email [support@tela.co.nz](mailto:support@tela.co.nz) or Chat via [www.tela.co.nz](http://www.tela.co.nz)

Order Number	Qtrly charge	Date created	Lease	Status	View
129	\$39.00	25.01.2018	On Lease	Billed	
130	\$313.80	25.01.2018	On Lease	Billed	
171	\$65.71	25.01.2018	On Lease	Billed	

## e. General Device Information

### i. My device comes with no software pre-installed.

Prompted by OS and hardware changes and complementing the Ministry's desire to support cloud eco-systems via the comprehensive fibre roll-out to schools, TELA+ devices will be delivered without images beyond the OS shipped.

For any new device, you will have to install this software at your local site to meet your local needs. The Ministry is continuing to support software licensing and encourages schools to visit the appropriate vendor to get the most recent version.

### ii. Ministry software available includes:

- Apple
- Microsoft
- Sketch-Up Pro
- Novell
- Symantec Antivirus

See below for links as may be required:

<http://www.education.govt.nz/school/running-a-school/technology-in-schools/software/>

Each vendor maintains their own site ensuring that the most recent versions are available.

**Microsoft Office:** Office options need to be downloaded from the Microsoft Volume Licensing Service Centre (VLSC) - <https://www.microsoft.com/Licensing/servicecenter/default.aspx>. This requires a login. Each school has its own login and there should be someone at your school who knows the details.

**Symantec Endpoint Protection:** visit <https://fileconnect.symantec.com> and enter the serial number provided by the MoE ICT Helpdesk for Schools in the submit serial number field. You can then follow the relevant links to download the version you want.

Many schools have traditionally re-imaged the TELA device with applications appropriate for their school context, using the software licensing agreements arranged and paid for by the Ministry. This ability still exists.

However, if a school does not feel confident downloading such licenses, please seek assistance from:

#### **TELA+ Service Desk**

0800 438 468

email [support@tela.co.nz](mailto:support@tela.co.nz)

First point of contact for all matters related to TELA+

## The Ministry ICT Help Desk

0800 CALLICT (0800 225 542)

[callict@tki.org.nz](mailto:callict@tki.org.nz)

- Level 1 support with installation of products.
- Level 1 support for user of all software and hardware that the Ministry provides to schools.

## AppleCare

For Apple authored apps and Operating System support please call the below number  
0800 387 931 (access code 2923)

## f. Software / Applications

### i. Software Support

**PLEASE NOTE:** Software issues and issues caused by software are not covered by your device's warranty.

For any software issues, contact your school IT support in the first instance.

Alternatively, contact the Ministry ICT Service Desk on 0800 22 55 42, option 1 for Microsoft support or option 5 for any other technical support.

All Apple TELA+ devices have included AppleCare Enterprise. This enables all TELA+ users access to 24/7 support for question about both hardware and also Apple software – help, assistance and training for the schools, their teachers and their parent and student community, after the school has engaged with a TELA+ device purchase.

### ii. What software is available to schools?

For a list of software provided to schools by the MOE at no charge, and links to more information, follow the below link:

<http://www.education.govt.nz/school/running-a-school/technology-in-schools/software/>

### iii. Software Common FAQ's

#### I've locked myself out of my device.

Call the ICT Service Desk on 0800 22 55 42.

## Can I install other operating systems on the device?

You can choose to install alternative operating systems including Linux or Chrome on current device, however, the scheme is unable to provide information regarding compatibility or support.

Some devices may only support a single OS

What software does my device come with?

The TELA+ scheme now provides no standard image on the hard drive.

Rather, in keeping with the move to cloud based applications, the Ministry has pre-paid licenses and these cloud-based applications are able to be downloaded from the vendor sites, for each school to use apps appropriate to their environment.

Assistance with appropriate apps and utilities may be obtained via TELA+ Service Desk 0800 438 468 or email: [support@tela.co.nz](mailto:support@tela.co.nz)

### Can I take my device overseas?

Devices can be taken overseas, but teachers/schools are required to seek approval before doing so by contacting the TELA+ Service Desk on 0800 438 468 (or [support@tela.co.nz](mailto:support@tela.co.nz)).

Whilst travelling, the device must be carried on any flights as hand luggage. **In cases of loss or theft, a police report is required from the overseas location.**

### Why does the scheme not opt for cheaper devices that may be available from local retailers?

The TELA+ Scheme has opted for devices designed for commercial/enterprise environments, rather than those in the consumer range, to ensure better build quality, reliability, longevity and warranty cover.

These do have a higher cost than retail models but are substantially discounted through the All of Government IT Hardware procurement contract as well as the Ministry subsidy.

All models are tested and evaluated against set build criteria to assess their suitability for the scheme.

### How long is the device's battery warranty?

All devices supplied by the TELA scheme have a 3 year battery warranty to cover the entire duration of the lease.

### Can Apple devices be provided with a "re-image" disk?

The following Apple Support article explains how to erase and reinstall apps onto your device. Remember to first back up your data.

<https://support.apple.com/en-us/HT204904>

For OS X/ macOS Apple provides the Time Machine recovery tool. This allows the user to back up data and settings to a variety of locations:

<https://support.apple.com/en-us/HT201250>

For iOS devices, iCloud and Mobile Device Management programmes are the best option.

Call TELA+ Service Desk 0800 438 468, email: [support@tela.co.nz](mailto:support@tela.co.nz) or contact your local ICT preferred supplier.

#### iv. Microsoft Licensing

##### Schools need to enter their Microsoft Schools Agreement product keys to activate Microsoft software.

Each new Windows TELA+ device requires a product (license) key for Microsoft Windows and a key for Microsoft Office to be entered to activate the software.

Please visit the Microsoft Volume Licensing Service Centre (VLSC) portal

##### When do we need to activate the software?

You need to activate the software on any new Windows device loaded onto the device received from the scheme (including replacement devices provided under indemnity or warranty).

You also need to activate the software if you re-install the standard Ministry software.

##### Who can I get my Microsoft Product Keys from?

Your school has a nominated contact person for the Microsoft Schools Agreement. This person can access and provide you the Product Keys for Windows and Microsoft Office. This contact person may be a staff member or system administrator at your school, or your school's IT services provider. Your school needs to maintain a record of the nominated contact person.

If you do not know what your school's Windows and Office license keys are, then you can call the ICT Service Desk on 0800 22 55 42 option 5, and they will be able to help. It is recommended that you do this as soon after you receive your devices as possible, to prevent Windows and Office limiting their functionality after not being activated for a time.

Note that it can take several days for license keys to be supplied.

##### From where does the contact person access the Product Keys?

Your school's Microsoft Schools Agreement contact person can access the product keys on Microsoft's Volume Licensing Service Centre (VLSC) portal:

<https://www.microsoft.com/licensing/servicecenter/>

##### What do we do if that staff member has left or if we change IT service providers?

If your school needs to authorise a new contact person for the Microsoft Schools Agreement, please provide a written request for change of contact to [nzschools@datacom.co.nz](mailto:nzschools@datacom.co.nz)

##### Where can I find more information about the Microsoft Schools Agreement?

For comprehensive information on the Microsoft Schools Agreement, please visit:

<http://www.education.govt.nz/school/running-a-school/technology-in-schools/software/microsoft/>

#### v. Troubleshooting Windows Activation



## My copy of Windows does not activate

Reasons for Windows not activating can include the following:

- **Is the license key you have entered the right one?**  
For your school there may be more than one type of Product Key for Windows and Office. Check with your school's nominated Microsoft contact person to ensure you are using the correct type of key.
- **Is the date and time displayed on your device correct?**  
If the date and time are incorrect, then Windows may fail to activate.
- **Is your device connected to the school network?**  
You need to connect your device to the school network. When you plug your device in to the school's network, Windows will ask you to choose a Network Location. You should do this before attempting activation.
- **Is your device able to access the Internet?**  
Open your internet browser and check that you can browse web sites on the internet. If you are unable to access any web sites, then you may need assistance from your school's network administrator.
- **Can I activate over the phone?**  
If you are unable to activate your Microsoft software online, you can activate the software over the phone. When online activation fails you will be presented with a phone number to call for Microsoft's Activation Centre. Microsoft's software activation phone number is 0800 676 334.

When the instructions provided by the Microsoft activation phone service are followed and completed your device will then be fully functional.

## 2. Leasing

The TELA (pre 28th February 2018) and TELA+ (after 1st March 2018) schemes are each based upon a school selecting a digital device for their principal and for each of their eligible teachers.

Prior to new lease purchase a Master Rental Agreement (MRA) has to be signed by the school. This defines the Terms and Conditions of all subsequent TELA+ leasing, together with a specific Lease schedule.

As the TELA scheme moves to the TELA+ scheme (post 1 March 2018) all existing agreements will stay effective, since the finance provider for TELA+ remains the same (ie TRL Leasing (NZ) – part of FlexiGroup NZ). Only new eligible schools will be required to sign a new Master Rental Agreement.

The leases are on a 3-year lease-to-return agreement with quarterly payments displayed (after a Ministry subsidy has been applied within the current scheme catalogue) and agreed to by the school.

Leases start on the first day of the month following the shipment of the device, regardless of the day the device order is placed.

All leases end on the last day of the 36<sup>th</sup> month.

Lease schedules will be automatically emailed to schools after new devices have been selected on the portal and have been shipped to the school. This lease schedules will include serial numbers of the actual devices. This document will need to be signed by the school's authorised signatory and emailed by return, to TRL Leasing (NZ) Limited as shown on the document.

If a school orders more than once per day, these orders may be

Lease expiry 	
Laptops you have on lease that are due to expire	
30 Days	[update] 9
60 Days	0
90 Days	0

consolidated each day, into a single schedule.

### *a. How do I know if/ when I have leases/ devices coming due for replacement?*

In your My School tab, there is a live communications box that informs you if you have devices coming up for renewal. Assets will first be counted at 90 days and then they move to 60 days and finally 30 days.

Exactly which devices these are can be seen on the Asset Register tab. At all times the school is able to see the number of days until the lease end of any asset (in the TELA+ portal click Asset Register).

### *b. Can we purchase devices through the TELA+ scheme?*

At the end of lease period, the school may be entitled to purchase a device that is due to be returned to TRL Leasing (NZ) Ltd.

At the beginning of the month approximately 90 days out from the end of a specific the lease period, the school will be notified of the number of assets falling inside 90, 60 and 30 days to lease end.

At 60days clicking the Edit icon (Pencil) details for each asset will display the end of lease purchase price. This is done to enable an informed decision to be made.

At 30 days, by using the pull-down option, you are able to choose Return or Purchase. By taking this action an automated process will be activated and you will be emailed the sequence required, based upon your decision to Purchase or Return.

### *c. Can I take my device with me if I am changing schools?*

No. The administration and cost involved in unbundling leases and transferring them to a new school is too prohibitive.

Call the Service Desk on 0800 438 468, or email [support@tela.co.nz](mailto:support@tela.co.nz) if you have queries about this.

### *d. Can we break the lease early?*

Yes, although the cost may be prohibitive.

To arrange for a break-lease quote, contact the TRL Leasing (NZ) Ltd by email [tela@trlleasing.co.nz](mailto:tela@trlleasing.co.nz) quoting the schedule number and serial numbers of the assets.

The school is liable for any cost associated with early termination of a lease.

### *Why does it cost so much to purchase a device partway through a lease?*

Given the fixed term nature of the TELA+ leases, an early payout needs to cover the following costs:

- The sum of the remaining school lease payments
- The sum of the remaining Ministry lease payments (ie the Ministry subsidy)
- The residual value of the device

## Can I change brand/model or return devices partway through a lease?

This would involve breaking the lease on the device(s).

Please refer to ['Can we break the lease early?'](#)

### *e. Why do I have so many lease agreements and different return dates?*

Every device order results in a new lease schedule being produced. When ordering devices for newly eligible teachers it is recommended that schools aggregate several TELA+ orders into one where possible to reduce paperwork.

Where a school orders more than one time during one day, the daily orders are sometimes consolidated into a single lease schedule.

### *f. Master Rental Agreement (MRA)*

A Master Rental Agreement (MRA) is a contractual document that the school signs with the finance company before becoming enabled to lease devices via the TELA+ scheme. This is only signed once (unless Terms and Conditions change) and sets out the type of lease and the terms and conditions of the finance company.

Prior to 1 March 2018 participating schools would have signed a MRA under the TELA scheme with TRL Leasing (NZ) Ltd.

Post 1 March 2018 when the new Ministry TELA+ contract was signed with Cyclone, the leasing company remained TRL Leasing (NZ) Ltd, as part of the FlexiGroup Ltd finance company.

All leases remain in place.

Each time a school makes a new purchase via TELA+ scheme, a new lease schedule is generated that lists the particulars of that lease. A school will be sent this new schedule after the order is placed and the serial numbers are known (ie at shipping). Upon receipt of the devices, the school will sign this schedule and return the schedule to the finance company. This lease will commence and show up inside the TELA+ portal.

## How can I get a copy of a lease schedule?

A lease schedule will be emailed to you or contact TRL Leasing (NZ) Ltd by email [tela@trlleasing.co.nz](mailto:tela@trlleasing.co.nz)

This will contain specific information that relates to that lease purchase including: serial numbers, device description and items included in the device lease and also bag details.

### *g. What costs are covered through the TELA+ lease?*

The school quarterly lease cost covers:

- The device and any specified accessories (as displayed in the current catalogue)
- 3-year manufacturer's warranty (on-site where available and/or return to base costs)
- 3-year indemnity cover including:

Non-warranty damage, repair and loss of devices. Note that peripherals (eg digital pen/ pencil) are not covered unless part of a whole device claim (this requires a Police Report) and return to base costs. Each device claim has a \$100 (inc GST) excess payment that is invoiced to the school at the time of the claim.

- Distribution and logistics
- Service Desk support that may include: Live Chat and Remote remediation
- End of lease collection
- Administration, reporting, systems integration, licensing...

With the Ministry variable subsidies (principal and eligible teachers) having first being applied.

### What type of leases are the devices on?

The Office of the Auditor General has determined that the accounting standard interpretation requires that the TELA+ leases be to be treated as finance leases, for accounting purposes, from the 2016 financial year onwards.

The leases are still operating leases from a working perspective, so ownership does not transfer at the end of the lease and the returns process remains unchanged.

Schools need to assess the materiality of any historic leases and re-state prior year financial statements if they believe they are material. If the schools are having trouble assessing materiality or any other aspects, they should get in touch with the relevant Ministry regional financial advisor who will provide further guidance.

## 3. End of Lease (EOL)

The assets (devices) are owned by the finance company.

The End of Lease (EOL) process is managed by the finance company (TRL Leasing NZ Ltd) via the TELA+ portal - <https://www.tela.co.nz>

At the end of lease period, the school may wish to purchase a device that is due to be returned to TRL Leasing (NZ) Ltd.

At all times the school is able to see the number of days until the lease end of any asset (in the TELA+ portal click Asset Register- Column Lease Ends).

At the beginning of the month approximately 90 days out from the end of a specific the lease period, the school will be notified of the number of assets falling inside 90, 60 and 30 days to lease end. This can also be viewed on live table in the My School tab, but this notification acts as a prompt assuming that the portal is not regularly accessed.

At 60 days, clicking the Edit icon (Pencil) details for each asset will be displayed including the end of lease purchase price. This is done to enable an informed decision to be made.

At 30 days, by using the pull-down option, you are able to choose **Return** (you wish to return the device to TRL Leasing) or **Purchase**.

By taking this action an automated process will be activated and you will be emailed the sequence of actions required, based upon your decision to **Purchase** or **Return**.

**Asset register** Download

This is where you can see the status of all devices and when their leases are near expiring.  
If a device says 'Action Required', please click on the pencil button to update the status of that device.

Search:  Created: From  To:  Expiry: All Records ▾ Search Clear

Sort results by: Brand ▾ Asc ▾ Display: 30 / page ▾

Product	Scheme	Serial #	Asset #	Lease	Quarterly Payment	Users name	Lease Ends	Status	Edit
HP EliteBook 850 G4 15.6"	Teacher	22014208	4319	22875	\$23.00	Isaac Newton	Expired	Expired	
HP EliteBook 850 G4 15.6"	Teacher	22014209	4320	22876	\$23.00	Albert Einstein	Expired	Expired	
HP EliteBook 850 G4 15.6"	Teacher	22014210	4321	22877	\$23.00	Galileo Galilei	17 days	Purchase	
HP EliteBook 850 G4 15.6"	Teacher	22014211	4322	22878	\$23.00	Ernest Rutherford	18 days	Purchase	
HP EliteBook 850 G4 15.6"	Teacher	22014212	4323	22879	\$23.00	Marie Curie	19 days	Purchase	
APPLE: MQDT2X/A + ACE + KB	Principal	22014213	4324	22880	\$47.20	Stephen Hawking	20 days	Return	
HP EliteBook 850 G4 15.6"	Teacher	22014214	4325	22881	\$23.00	Nikola Tesla	21 days	Purchase	
HP EliteBook 850 G4 15.6"	Teacher	22014215	4326	22882	\$23.00	Robert Oppenheimer	22 days	Purchase	
HP EliteBook 850 G4 15.6"	Teacher	22014216	4327	22883	\$23.00	Lisa Meitner	23 days	Action Required	
NX.GL4SA.001-C86	Non Subsidy	22014217	4328	22884	\$40.49	Edwin Hubble	24 days	Action Required	

Your school account will be debited on the 20<sup>th</sup> of the month following your lease end date.

The Status may be updated (if the action has not been completed) only by contacting the finance company directly [TELA@TRLleasing.co.nz](mailto:TELA@TRLleasing.co.nz)

From the date of the lease end, Ministry subsidy will finish and school quarterly payments will cease for this asset.

From the date of the lease end, all devices will no longer have warranty or indemnity scheme coverage, including purchased devices.

### *a. End of Lease: Returning devices*

At 30 days, purchase rights will be enabled that will allow you Purchase the item(s). By using the pull-down option (see

above), you are able to choose **Return** (you wish to return the device to TRL Leasing) or **Purchase**.

You will receive an email with sufficient courier tickets and address labels for the devices being returned. These items need to be printed out and affixed to the outside of the boxes the returned devices are in.

You will need to “activate” the tickets when the device(s) is (are) ready for collection - information regarding how to do this will be in the courier ticket email.

**IMPORTANT:** Ideally, you should send each device back in its own box and use one courier ticket per box. If this is not possible, and you put more than one device in a box, you only need to use one courier ticket.

### i Can I retain a device past the end of lease date?

The end of lease (EOL) date is the date at which all support stops. This includes: warranty, indemnity, and access to Service Desk and quarterly payments.

The Ministry no longer supports lease extensions.

There will be a transition period enabled for schools transitioning from TELA (pre March 2018) for a period until end of Term 1 2018.

From 1 June 2018 there will be no lease extensions.

To assist schools with their EOL decision-making process, notification will now go to schools 90 days in advance of their device EOL date.

At 60 days schools will be able to see the end of lease purchase price.

Within 30 days a decision to either Return or Purchase is required.

If a school has not taken any action (ie advising via the portal to Return or to Purchase) then the purchase value of the device will be invoiced to the school and the school account debited to the value of the purchase price.

Lease expiry 	
Laptops you have on lease that are due to expire	
30 Days	[update] 9
60 Days	0
90 Days	0

### ii What needs to be returned?

You will need to return each device and its original accessories including the bag and charger and ensure your data and any BIOS/Firmware/Hard drive passwords are cleared from the devices.

Please check that the serial number of the device being returned is the same serial number that is on the lease schedule.

### What condition do the devices need to be in when I return them?

Clause 5.5 b of your Master Rental Agreement states:

"When returned, the Property must be in good working order and undamaged condition (reasonable wear and tear excepted)."

If the condition of the returned device does not meet the criteria, the finance company has the right to charge the school in order to restore the device to this condition.

### iii. Where can I get information on how to clear data and software on devices that are to be returned at the end of lease?

If you require any information on software removal, please contact your school IT support or the Ministry ICT Service Desk on 0800 22 55 42, option 5.

### If purchasing a device, what software applications might need to be removed?

As long as the device is used for teaching or administration at school or at home by a teacher (for school work) most software can remain on the device under the Ministry's current licensing agreements.

If a device is purchased at end of lease for use in a business, for personal use, or sold to a third party (including family members and community organisations), all Ministry of Education funded software needs to be removed.

The version of Windows on the device may need to be downgraded, depending on the license the device was originally supplied with.

### Removal of personal and confidential information:

Please remember to back up all personal and confidential data (including files, records, pictures, bookmarks, histories, e-mail and the browser cache) from devices at the end of lease if the device is not going to be retained by its current user.

All devices will be securely erased after return, and data will not be able to be recovered once a device is returned.

### Can I transfer user data from old to new devices?

Apple devices come with an application called Migration Assistant, which helps you transfer data from an old device to a new one.

If you require any information or help with data transfer, please contact your school IT support or the Ministry ICT Service Desk on 0800 22 55 42, option 5.

Given that the time from delivery of the new devices until the required date of return of the old device may be up to 50 days, you should plan well in advance for any time consuming transfer processes. If you order at the start of your eligibility window you have 50 days. If you wait until the EOL date to order, then this time is reduced to 20 days.

### iv. Why is it important to clear any passwords on the devices before returning them at the end of lease?

Passwords such as BIOS, firmware or hard drive and confidential data must be removed before the device is returned.

Where devices are returned with password protection still in place which cannot be removed, TRL Leasing retains the right to charge your school a fee for loss of value associated with this password protection.

A device returned with BIOS/Firmware/Power On/Hard drive passwords enabled is equivalent to a damaged device.

v. **My device was replaced under indemnity or warranty with a new model - why do I have to return this device on the same expiry date as the original device?**

The return date for each device is based on the date the lease commenced for the school, not the age of the device.

All devices on lease, including those that have been replaced under indemnity or warranty remain the property of TRL Leasing.

Devices that are provided as replacements under indemnity, are returned to TRL Leasing in place of the original devices at the end of lease.

vi. **Why is it important to check serial numbers on the devices before returning them?**

The TELA+ portal will provide a list of serial numbers to allow you to identify which devices at your school are due to be returned. You will need to ensure that the serial numbers of any devices you are returning match those listed as coming off lease on TELA+ portal.

If a device with the wrong serial number is returned, the school will be invoiced for courier and related expenses as a result of the incorrect return. The school will be contacted to notify of this and to organise return of the correct device.

## 4. Device Support, Warranty, Repair and Loss

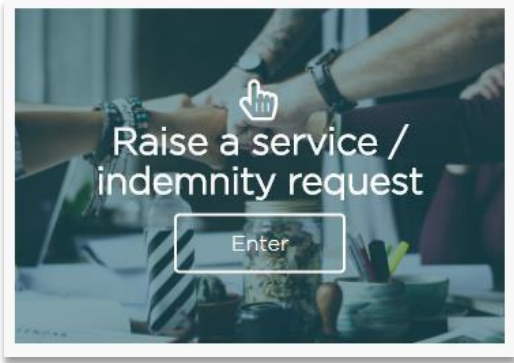
### a. *Raising a service incident and support request*

TELA+ provides multiple ways of accessing support for the device and user. This includes all devices on current leases under the scheme. The very top line of the TELA+ portal has the various options as links, including:

#### i. Online

Raise a Service Request (ie from within the portal). Within the pages of the portal there are also labeled linked tiles that will take users to the Service Portal.





1. From the TELA+ Portal click on the "[Raise a Service / Indemnity Request](#)" link at the very top of website after logging in.



Or

2. Enter the following URL in your web browser to navigate to the service request website – <https://cyclone.deskdirector.com>

Using either of the methods above will open the Cyclone Service Portal. From this portal you can create new requests, update existing requests, check the progress on existing requests, approve indemnity requests (where applicable).

From within the Cyclone Service Portal, click on the "Create ticket" button to create a new request. Select TELA+ from the 1<sup>st</sup> drop-down. Then select "TELA+ Device – Warranty (Manufacturer) Issue" from the 2<sup>nd</sup> drop-down. Complete the questions that follow.

Step-by-step Guides for the Cyclone Service Portal

- How to Login and use the Cyclone Service Portal <https://cyclone.itglue.com/DOC-2583792-1593809>
- How to Raise a Warranty (Manufacturer) Issue Request <https://cyclone.itglue.com/DOC-2583792-1593890>

## ii. Live Chat

Weekdays 8am – 5pm

Live Chat has been introduced to enable the end user to directly Chat with a Service Desk staff member.

## iii. Remote remediation

This is our support person, with your permission, enabled to "take over" your computer (on line) and talk you through the potential solution for a one-off session.

## iv. Call for Service Support

Available Weekdays 8am – 5pm. 0800 438 468.

## v. Email for Service Support

Email [support@tela.co.nz](mailto:support@tela.co.nz) for Service Support.

## b. Warranty Support

### i. Raise a request

Refer to Raising a request above. [Click here.](#)

### ii. What kind of warranty does my device have?

All TELA+ devices are supplied with a 3-year warranty. Warranties differ by manufacturer. These details are stated in the specifications of each device, or you can contact the TELA+ Service Desk on 0800 438 468, request a Live Chat from the TELA+ Portal or email [support@tela.co.nz](mailto:support@tela.co.nz) for more information.

Pre 1 March 2018 laptops are covered under their existing manufacturers warranty arrangements. Depending upon location this may include return to base or on-site response.

Post 1 March 2018 TELA+ devices have an on-site warranty response by the manufacture's, within location limits. Microsoft uses a forward replacement programme.

Regardless of the device or date of lease, all service requests should come via the TELA+ portal and will be tracked and reported upon accordingly.

### iii. What if I have a software issue?

**IMPORTANT:** Software issues are not covered by your device's warranty.

Refer to your school IT support, or contact the Ministry ICT Service Desk on 0800 22 55 42, option 1 for Microsoft support, and option 5 for all other technical support.

For Apple devices, you can also contact Apple Support on 00800 7666 7666 (note the two leading zeroes). This is an international free phone number.

### iv. Terms and Conditions for Warranty Repairs

- Software-related issues are not covered by warranty unless they are acknowledged in the manufacturer's terms and conditions of warranty.
- A labour and freight charge is payable on devices attended, collected or received from schools where no fault is found, the fault is found to be software related or the result of physical damage.
- The school may be charged a pickup charge if an item that needs to be collected from the school for a warranty or indemnity repair is not ready for collection at the time agreed to by the school and the repairer.
- The backup of software and data is the school's responsibility. TELA+, the repairer or the manufacturer cannot be held liable for the loss of any data.
- The repairer is not responsible for any consequential losses resulting from the failure of the computer other than those remedies provided by law.
- If you wish to undertake forensic data recovery on a suspected failed hard drive, you must first have the device assessed under warranty before you send the hard drive to a data recovery specialist. You will also be liable for the cost of a replacement hard drive, as forensic data recovery destroys the hard drive.
- When equipment is damaged in transit, the sender may be liable for replacement or reinstatement of the

equipment where the goods were incorrectly packaged. The minimum requirement is for each item to be packed in its original box OR for each item to be packaged in a robust corrugated cardboard box with at least 5cm clearance on all sides that is filled with a soft shock absorbent material. Where possible, all electronic goods should be wrapped inside a plastic bag before packing to prevent water intrusion.

#### v. Backup of software and data policy

The backup of software and data is the school's responsibility. TELA+, the repairer or the manufacturer cannot be held liable for the loss of any data.

#### Can I have my repaired device returned during the holidays?

In most cases devices can be repaired offsite during the holidays, return of repaired devices will be held until the beginning of the next term unless otherwise arranged.

If you require delivery or onsite repair during the holidays, please contact the TELA+ Service Desk on 0800 438 468, request a Live Chat from the TELA+ Portal or email [support@tela.co.nz](mailto:support@tela.co.nz)

#### c. Non-Warranty Support (Indemnity)

Please refer to the 'Documents' tab for policy wording or [download here](#).

In the event of accidental breakage, loss or theft, the TELA+ Scheme includes an indemnity repair/replacement service for subsidised TELA+ devices.

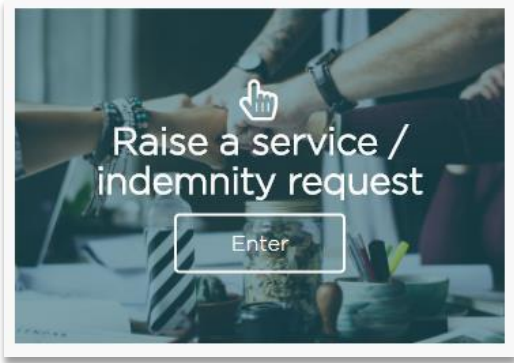
Indemnity service requests are submitted via the Cyclone Service Portal.

IMPORTANT:

- Unsubsidised devices are NOT covered by the indemnity scheme.
- The loss/theft of digital stylus'/pens/pencils are NOT covered by the indemnity scheme, unless when the digital stylus/pen/pencil is part of an indemnity claim for a complete device loss/theft and included as part of the Police Report.
- A purchase order number is required for an indemnity service request to be processed.
- Approval of an indemnity service request will be requested by Cyclone. If the indemnity service request is made by a user who does not have purchasing authority on the TELA+ Portal, then an approval request will be sent to all users, with purchasing authority, within the school.
- If the same user has more the 3 Indemnity incidents, the Ministry may choose to restrict the Indemnity cover. A single user with multiple non-warranty incidents is most likely related to environmental or user treatment of the device.

There are three (3) ways to reach the site to raise an indemnity request.

1. From the TELA+ Portal click on the "[Enter](#)" button in the "Raise a service / indemnity request" section on the right-hand side of the portal landing page.



2. From the TELA+ Portal click on the "[Raise a Service / Indemnity Request](#)" link at the very top of website after logging in.

[Raise a Service / Indemnity Request](#) | [Chat with Support](#)

3. Enter the following URL in your web browser to navigate to the service / indemnity request website – <https://cyclone.deskdirector.com>

Using either of the three (3) methods above will open the Cyclone Service Portal. From this portal you can create new requests, update existing requests, check the progress on existing requests, approve indemnity requests (where applicable), read Knowledge Base articles and more.

From within the Cyclone Service Portal, click on the "Create ticket" button to create a new request. Select TELA+ from the 1<sup>st</sup> drop-down. Then select one of the following based on your request requirements:

- TELA+ Indemnity – Accidental Breakage
- TELA+ Indemnity – Lost Device
- TELA+ Indemnity – Stolen Device

Ensure you select the correct topic for your request, as questions asked are strictly related to the topic selected.

#### Step-by-step Guides for the Cyclone Service Portal

- How to Login and use the Cyclone Service Portal <https://cyclone.itglue.com/DOC-2583792-1593809>
- How to Raise an Indemnity Request – Accidental Breakage <https://cyclone.itglue.com/DOC-2583792-1593901>
- How to Raise an Indemnity Request – Lost Device <https://cyclone.itglue.com/DOC-2583792-1593902>
- How to Raise an Indemnity Request – Stolen Device <https://cyclone.itglue.com/DOC-2583792-1593904>

If you experience any issues logging in or need assistance with creating your request, contact the TELA+ Service Desk on 0800 438 468, request a Live Chat from the TELA+ Portal or email [support@tela.co.nz](mailto:support@tela.co.nz)

## vi. Indemnity General Questions

### When do I need to make a claim?

Where any device is lost, stolen or damaged you need to enter the details of your claim as quickly as possible. If your device is in a building, which for any reason is damaged or inaccessible, please add this information to the damage description in the claim.

## What if the device stolen or lost?

If your device has been lost or stolen, you need to file a Police report as soon as possible. The Police report number is needed when you submit a claim with the scheme in the TELA+ portal.

**IMPORTANT:** Devices that are stolen or lost while overseas must have a police report filed in the country in which they were lost/stolen. The country it occurred in is requested along with the police report number during the process of raising an indemnity service request on the Cyclone Service Portal.

## Excess for indemnity service requests

Yes, there is a \$100 (including GST) excess for each indemnity claim (accidental damage) repair or lost/stolen unit. A purchase order number is required to process any indemnity service request. You will be requested for a PO number during the process of raising an indemnity service request on the Cyclone Service Portal. This process may be submitted by the school TELA+ Admin or the Principal (ie the school nominated TELA+ purchasers).

## Can I take my device overseas?

Devices can be taken overseas, but teachers/schools are required to seek approval before doing so by contacting the TELA+ Service Desk on 0800 438 468 (or [support@tela.co.nz](mailto:support@tela.co.nz)).

Whilst travelling, the device must be carried on any flights as hand luggage. If staying at a hotel, the device must be left in the hotel safe. **In cases of theft, a police report is required from the overseas location.**

## Can I have my repaired device returned during the holidays?

In most cases return of repaired devices will be held until the beginning of the next term unless otherwise arranged.

If you require delivery during the holidays, please contact the TELA+ Service Desk on 0800 438 468, request a Live Chat from the TELA+ Portal or email [support@tela.co.nz](mailto:support@tela.co.nz).