



National Digital Literacy Programme

Briefing for Parents – Annex B (Technical Support)



Technical Support for Student's Devices

Technical support will be provided to students through:

- ICT Support Office (available daily during breaks and after school)
 - ✓ Trouble-shooting of device issues
 - ✓ Solve connectivity issues
 - ✓ Collection of devices to be sent for repairs
 - ✓ Note that vendor collection from school happens fortnightly
 - ✓ Repairs may take up to 3 weeks
- M1-Lenovo service centre
 - ✓ Repair of devices (hardware issues)
 - ✓ 107 North Bridge Road, Funan Mall, #03-19, Singapore 179105