Software Deployment Solution - FAQ

The selected product for this program is **PDQ Connect Premium**. While this solution certainly handles software deployment, it brings additional capabilities. PDQ Connect Premium is a cloud-native, agent-based endpoint management platform delivering automated Windows software deployment, patch management, vulnerability scanning, hardware and software inventory, and remote desktop capabilities.

School systems will be processed in the order they complete the Pre-Registration Interest Survey. The first 300-350 schools signed up will qualify to participate in an October 15th license allocation and deployment group. The following license allocation and deployment will occur mid-January. Onboarding groups will continue to launch until all interest has been met or additional funding is required.

Currently, the **most important** step for **all interested school systems** is to complete the Pre-Registration Interest Survey. Contact your Regional ESC for a link to the survey.

Completing this survey does not commit the school to any future purchase or deployment responsibility but also does not guarantee selection for immediate deployment. This survey will help TASI gather both the needs and interest of school systems for deployments October 2026 and beyond.

Please check back here regularly for future updates. Here are some common FAQs available at this time:

What is covered by PDQ Connect Premium?

PDQ Connect Premium can be deployed on all Windows and macOS devices. This program will cover all staff and student devices. PDQ Connect Premium is not compatible with iOS, Android, or ChromeOS devices.

The PDQ Connect product page can be found here, along with technical FAQs: https://www.pdq.com/pdq-connect/

Is PDQ Connect Premium a Mobile Device Management (MDM) Platform?

PDQ Connect is not an MDM as is commonly applied in the K-12 environment that includes iPads, Chromebooks, and phones. Connect is designed for remote management of laptops and tablets running Windows or macOS.

Is a VPN connection required to manage devices offsite?
No, devices managed by PDQ Connect only require an Internet connection.

Is this limited to smaller school systems?
There is no size limitation on schools that are eligible for this program. However, prioritization will be given to high-need small and rural schools in the event currently budgeted funding becomes a constraint. As a result, larger school systems may experience a longer waiting period until their initial licensing and deployment.

Will there be overage charges? Are add-on requests necessary?
There will not be overage charges or add-on requests required to increase your number of endpoints covered. School system's endpoint usage will be monitored by TASI and PDQ, accounting for expected anomalies such as device imaging in the summertime. If your device count suddenly exceeds the expected range, PDQ may contact you to verify the increase was intended.

Are existing PDQ customers eligible?
Current PDQ Connect customers (all Connect subscription levels) are eligible to have future PDQ Connect renewals covered at no cost by this program. These school systems must complete the Pre-Registration Interest Survey to opt in. If the school system is running a lower Connect subscription, they will be upgraded to Premium upon renewal.

The PDQ Deploy & Inventory product is not covered by this program. Schools currently running Deploy & Inventory are eligible to sign up and receive PDQ immediately. These school systems can decide locally if they wish to continue running Deploy & Inventory concurrently with Connect. If a school system desires to continue running Deploy & Inventory, they will need to continue purchasing that product through traditional sales channels.

What control will I have over my devices?
You will be provided with a fully licensed discreet management console for your school system. At your request and with your permission, your organization can provide access to your ESC (or any other authorized service provider) serving as MSP (Managed Service Provider). With that arrangement, you can still administer your school system's devices.

What is the privacy policy for PDQ?

A full privacy policy is provided by PDQ at https://www.pdq.com/privacy-policy/

What security certifications does PDQ hold?

PDQ currently holds a SOC 2 Type 2 certification: https://trust.pdq.com/?requestAccessOpen=true&requestedResources=68d1837878096360de37d677

PDQ has also obtained a TX-RAMP level 2 designation, Certificate ID TX1960101. Full information can be found at https://trust.pdq.com/