



DevicesDotNow

Zoom information sharing sessions



DevicesDotNow

DevicesDotNow is a project led by FutureDotNow and supported by the UK Government's Department for Digital, Culture, Media and Sport (DCMS)

DevicesDotNow has a core project team made up of a number of national partners, including Good Things Foundation, working to connect the unconnected.

We aim to support the 1.7 million offline households in the UK with devices and connectivity equipment enabling them to access accurate health information online, to interact with medical support, use essential services, and stay socially connected during the COVID-19 crisis.

future
now



Department for
Digital, Culture
Media & Sport

What's expected from you as an Online Centre

1. *Receive the devices*
2. *Store the devices securely*
3. *Distribute devices in a timely and secure manner*
4. *Distribute only to the appropriate end users who meet the qualifying criteria*
5. *Follow data protection legislation*
6. *Return any devices which haven't been distributed (if any)*
7. *Help the individuals set up the device*
8. *Provide to Good Things the necessary learner information and milestones forms to track progress*
9. *Complete the necessary Learner Outcome form and support Good Things to assess the impact of this project*



Donations

Our partner BT have kindly donated 1,000 Alcatel 3t 8 tablets which you should receive shortly



Specifications for the tablet (*the technical stuff*)

- Single Sim.
- 3G, 4G, VoLTE, Wi-Fi.
- MT8765, Quad Core, 1.5 GHz Processor.
- 2 GB RAM, 16 GB inbuilt.
- 4000 mAh Battery.
- 8 inches, 1280 x 800 px Display.
- 8 MP Rear & 5 MP Front Camera.
- Memory Card Supported, upto 128 GB.



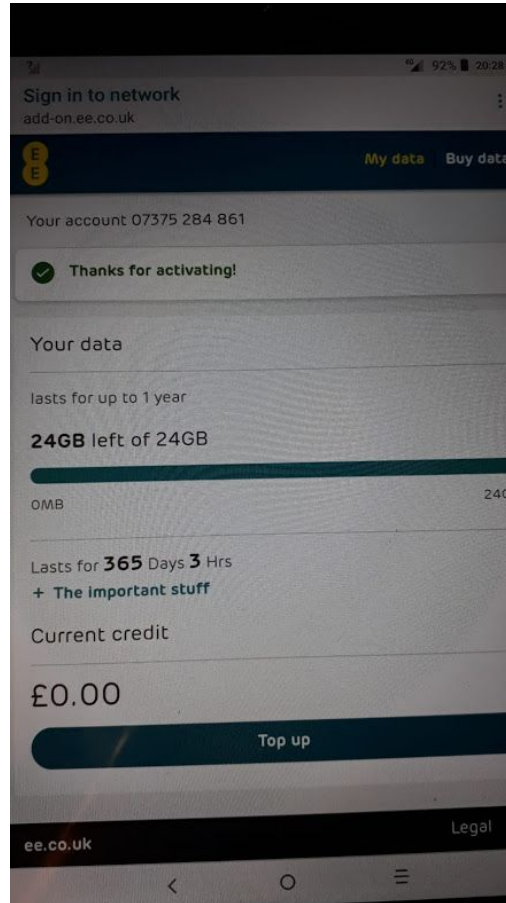
Data

EE Sim card

24GB over 1 year

Should now be activated by BT

Please explain to the learner that there is a limit to the data available and some things will drain the data more than others.



Qualifying individual

By now you will have identified those who are receiving the tablets (or nearly identified them)

BOTH: 18+ years old **AND** has no access to the internet at home (and who cannot afford to buy a device and connectivity)

AND QUALIFIES IN ONE OR BOTH OF THE FOLLOWING:

- A. Has received a letter from the NHS asking them to self-isolate for 12 weeks AND/OR
- B. Has a low income and/or Is aged 70 or over and/or Has an underlying health condition or disability and/or Has no social support network either nearby or at a distance.

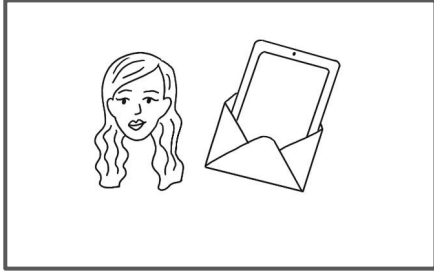
Learner data



- Check with the learner they are happy for you to share their info with Good Things
- Submit one online form per individual who receives a device
- Have ready your centre ID, centre name and the individuals Learn My Way username
- See the email last week for our Data Security & Privacy statement

***Deadline to submit learner data:
Thursday 23 April by 5pm***

Receiving and set up



Receive

Charge

Set up

Deliver

Receive – Stay safe. Contactless acceptance of packages with delivery person.

Charge – Charge up the devices to full charge.

Set up – see next page.

We will ask you to complete a **Milestones form** to track your progress as you go, e.g. “Confirm Devices Received” so that we can spot any issues.

We will provide you with some links to tutorials/YouTube videos for the devices you have received.

Set up

You are the expert so put on whatever you think is appropriate - first priority is to get people to video call

Bookmark or favourite or shortcut icons

Learn My Way

- [Basics](#) (using a touch screen)
- [More internet skills](#) (online shopping, video calling, social media)
- [Online Safety](#) (being safe online)
- [Improving Health Online](#)

[NHS.UK](#) to keep up with latest health information

[BBC News](#) for latest developments

[YouTube](#) to locate an activity they may be missing or favourite music - no registration needed to access

[Read Me](#) file to answer some FAQs (you can download this from your emails onto the tablet, and then **log out**).

Apps to preload

Apps may not be easy to load as people won't have an account. This might be something that you go through as you support the person over the phone.

Video calling software (whatever suits best):

Consider Zoom, Whatsapp, Skype.

Facebook (and talk through registration by phone)

NHS App (but this is tricky to register on and support by phone)

English translation app of your choice suitable for those with ESOL needs.

Consider Google translate

Delivering



Getting devices to people needs to be done safely for both you and the person.

Follow [Public Health England Advice](#)

And this [guide](#) for delivering to people who are self-isolating.

Clean

Repackage

Double
bag

Deliver

Clean - Following [Public Health England advice](#). Wash your hands and clean the device, the charger and the connectivity equipment with wipes

Repackage - Put all the kit back in its original packaging and wipe down the packaging

Double bag - Wrap one bag around the device then place in another to store until you are delivering

Deliver - Call the person receiving the device and agree a delivery time. Walk the device to their home and leave it at the door. Knock and stand back to a safe distance (at least 2 metres).

Support



Telephone the person to introduce them to the device and talk them through setting up.

Priority is getting a video call to support further

Call

Read Me

Video

Ongoing

Call – the person when you get back home to help turn it on and make sure it's connected

Read Me - You will have put on the ReadMe file with FAQs and contact details of you (or this person's digital buddy). Take them through anything that feels important to them.

Video - On the second call, our priority is to set them up with a video call. Use whatever platform is most suitable. If they can video call (e.g. on WhatsApp then supporting them will be easier and they can also talk to their family, GP, etc.).

Ongoing - Let them know you are there for them (as you always are). Check back in with them to find out what they have been up to. Let us know your stories in the **Follow Up** form.

List of all of the links available in this document:

- **Guides** for setting up devices
- **Read Me** file
- **Learner info** form
- **Letter** to save on your phone if the Police ask you why you are out
- **Public Health England** guidance
- **Guide** for delivering to people who are self-isolating

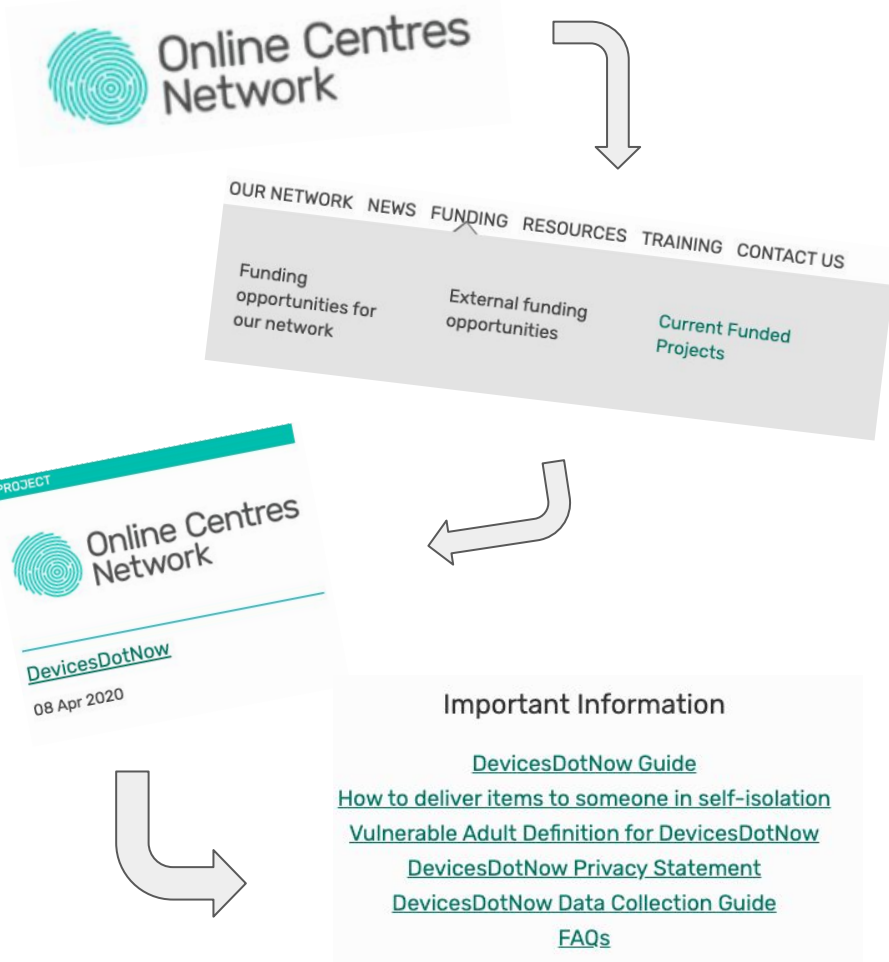
Reporting Forms coming soon:

- **Milestones form** to track your progress (e.g. devices received, devices given to learners, learner supported to make a video call)
- **Follow up** learner impact form

Project landing page

1. Go to:
www.onlinecentresnetwork.org
2. Hover over the Funding page, from the drop down box click Current funded projects
3. You will see on this page the DevicesDotNow title, click this

You don't need to be logged in





Questions?

