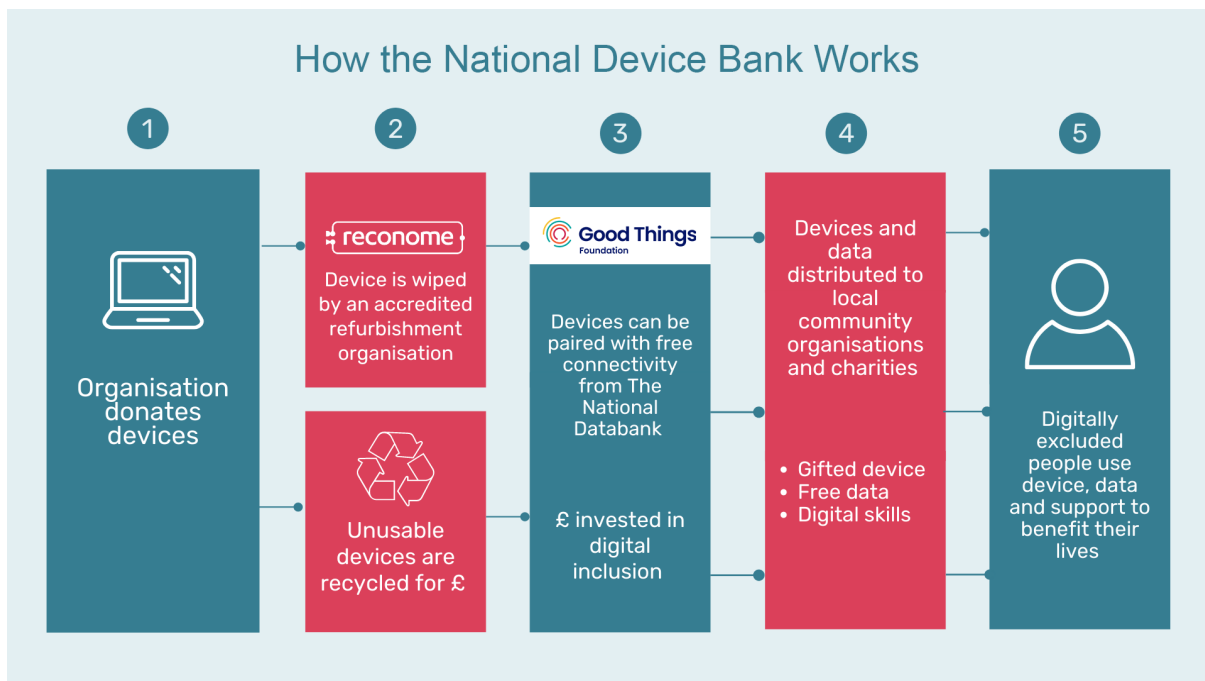


National Device Bank User Guide

With 1.5 million households with no access to the internet (Ofcom, 2021) and 10 million people in the UK lacking basic digital skills (Lloyds CDI, 2021), digitally excluded people in the UK are being left behind. The National Device Bank, delivered through community partners deep in disadvantaged communities, allows us to provide a refurbished device alongside mobile internet access to break down the barriers of affordable access.

[Reconome](#) is our national tech partner, expert in IT logistics and data assurance. It sustainably refurbishes redundant equipment to give it a productive second life, with a special focus on helping excluded communities. Together we are creating a scaled solution that is good for the planet and will fuel digital inclusion.



The type and model of devices available from the National Device Bank varies depending on devices donated. For details of the exact type and model of device your organisation is receiving, please refer to the application guidance and/or confirmation email.

Devices refurbished by Reconome ([recono.me](#)) and come with a 12 month warranty. If a device develops a fault, you can use this form to [contact Reconome](#) directly.

Introduction to the National Digital Inclusion Network

Good Things Foundation is a digital inclusion charity established in 2010. We aim to help people improve their lives through digital inclusion and by gaining or improving digital skills. Visit goodthingsfoundation.org/what-we-do to learn more about our work.

To achieve our goals, we work with organisations across the UK, forming the **National Digital Inclusion Network**. We provide them with resources, support and access to funding so that they can help people in their local communities to benefit from digital access and skills. Visit goodthingsfoundation.org/our-network to learn more about the National Digital Inclusion Network.

Good Things Foundation offers a free flagship learning platform [Learn My Way](#) to help people gain digital skills to stay safe and connected.

Eligibility Criteria for Recipients

Someone receiving a device from the National Deice Bank must:

- Be 18+ years old.
- Be from a low income household.
- Not have access to a suitable device and sufficient data.

Data

Good Things Foundation will provide sufficient data from the National Databank so that each device has connectivity. For full details of the data available please refer to the application guidance or confirmation email.

You can also request additional data for other people that you support (who are not receiving a device), and add user accounts for other staff members so they can issue data too. You can find useful resources about the databank here - <https://www.onlinecentresnetwork.org/projects/national-databank>.

If there are any questions or issues with data, please contact us at hello@goodthingsfoundation.org

National Device Bank Terms and Conditions

Log in to your network account to review and accept the Terms and Conditions:

- Log in to your account at www.onlinecentresnetwork.org.
- Select Your Centres.
- Select Manage Your Funding.
- Select Your Payment Details and check your bank details are correct. You can update them if necessary.
- Select Your Grants to accept your contract.

Setting up devices and data

- Insert a SIM card into the device.
- Optional - download antivirus protection. Recommendations for free antivirus protection: pcworld.com/article/694614/best-free-antivirus-for-android.html.
- Add any additional apps or bookmarks as required. Suggestions include:
 - [Learn My Way](#).
 - [Staying safe online](#).
 - A video calling app. Recommendations for video calling apps: which.co.uk/reviews/laptops/article/best-video-calling-apps-akGSZ2w8Uo7W.
- Gift the device and data to the recipient within 2 months of you receiving the device.

Reporting

Following your introduction Device Bank webinar you will have been sent a link to a reviepent survey. This survey needs to be completed for each device gifted.

The survey contains questions about the following:

- Organisation ID and Name.
- The support received.
- Type of data received.
- Details of previous support through the Databank / Device Bank.
- Recipient's name, phone number and / or email address.
- Recipient's consent relating to data storage and being contacted for follow-up research / quality assurance.

Invitations to complete two follow-up surveys will be sent directly to recipients (who have consented to be contacted for research) via email or text.

The first follow-up survey will be sent out up to one month after the device was gifted. It captures:

- Demographic information.
- The barriers the person faces to using the internet.

The first follow-up survey will be sent out up to two months after the device was gifted. It captures:

- The type of support a person has received.
- Satisfaction with the device / data.
- How the device / data has helped the person in their life.

Responsibilities

- Devices and data from the National Device Bank and National Databank cannot be exchanged for money and must be provided free of charge to recipients.
- When accessing the databank website you must use your own account that is set up in your own name. You must not share passwords or account details between staff members or colleagues.
- You will receive devices and SIM cards to distribute. You must ensure they are stored securely. You must also ensure that each device and SIM card is accounted for, and that a responsible member of staff is aware when each has been distributed.
- You must complete reporting as each device and SIM card is distributed, as outlined in the reporting section above

Data Protection Guidance

It is essential that this information is accurate and treated as confidential.

If you collect any personal information and store this within your organisation please ensure that:

- Staff understand your data protection policy.
- You store personal details in a secure location, e.g. in a filing cabinet with a lock and key, or in a password-protected file.
- Limited staff members should have access to personal data.
- No personal details or sensitive data is retained on paper records beyond the length of the project.
- Digital data is deleted after the delivery period of this project.

Case studies

We believe in championing personal success stories about digital inclusion.

We'd love to hear from you if you have a story about how someone you have supported with a device and data has been impacted.

If you have a potential case study, please email us a brief outline at hello@goodthingsfoundation.org.

Support

If you have any questions or would like more information about the National Device Bank, please email us at hello@goodthingsfoundation.org.