

Guidance Note for People donating Computer equipment

Step 1: Email info@hounslowspromise.org

Please email info@hounslowspromise.org with the following information:

Your name, address, tel no, type of computer or tablet and any accessories (mouse, keyboard, case, charger) you can also donate. It would be helpful to know the spec of the computer (make, model, operating system etc)

We will get in touch to ask any further info we need and to arrange a time for the computer or equipment to be safely collected.

Preferred minimum spec:

	Windows PC	Android Tablets or Laptop	iOS (Mac) (Laptop or PC)	iPAD	Chromebook	Amazon Fire
Operating System	Win7 or Later	4.4+ (KitKat)	10 or Later	3 rd Gen	All	all
Processor speed	1GHz					
Hard Drive	16GB					
RAM	4GB	-	4GB	-	-	-

Step 2: Clean down your computer

If there is any data on the computer, please back it up. If you can, we recommend you delete all the data on it, removing ALL files on the desktop, from "This PC" folder or (C:) drive **including any sub folders – documents, music, videos etc.**

Not sure how to do this? The good news is you can delete files and wipe the drive using built in options on your computer. You can do this through Start / Settings / Update & Security / Recovery / Reset this PC and follow the instructions. Deleting all data and resetting your PC may take a few hours. It resets your PC to as it was when you bought it.

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Similar systems work for Chromebook (Settings / Reset / Powerwash) and Mac (Disk Utility).

Here's a few useful YouTube videos:

<https://www.youtube.com/watch?v=lz1IFjUectM> - For PCs

<https://www.youtube.com/watch?v=6G3DoHafno4> - For ChromeBook

<https://www.youtube.com/watch?v=Ls8tN-jzAlk> - For MAC

If you have any problems, email us and we can arrange for someone to give you a call, and for remote log on to your computer if need be. You may need to give them access – here's an explanation of how it works.

https://www.youtube.com/watch?v=fTiGI_amQpg

<https://support.google.com/chrome/answer/1649523?co=GENIE.Platform%3DDesktop&hl=en&oco=1> - Giving someone remote access to your computer. You'll need to have Chrome browser installed.

Factory default settings

When you reset your device to Factory default, do not set any password, or if you have to, use **UserID:** admin | **Password:** password

If you can't work out how to reset your device to factory settings and we can't log on remotely to help, please delete your data from all folders manually through the Recycle Bin on your PC/Mac. If you have any passwords please change your username (ID) to **admin** & password to **password**. **The reset will be re-done in any case by our school tech teams.**

Step 3: Having your computer collected

We'll arrange a collection time with you. Our volunteers will be security checked (DBS or GoodSAM) and will call when they arrive, put an empty box by your front door and wait for you to put the computer etc in it. They'll then complete a collection sheet logging all the items donated which will be scanned to us and we'll email the record to you.

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Final note: Any general wear & tear is fine so long as the device is in a good enough condition to use. Our technicians are proficient enough to take care of software issues and will be re-imaging the computers in line with software used by the school and anti-virus installed. All items will be PAT tested (Portable appliance tested).

1. If you can manage to provide any of the following accessories along with device that will be great help:
 - a. Computer charger
 - b. Keyboard/mouse (Wired or wireless - wireless keyboard/mouse should include USB receiver)
 - c. External Camera
 - d. Portable mobile Wifi hotspot router/Dongal (Children who do not have internet at their home can make use of these devices, however the cost of connection will be provided from donations or school funds)
 - e. Laptop or tablet carry cases

2. Please make sure you copy all of your necessary data before donating your device as it won't be possible to retrieve once handed over to our team.