



## **Plugged-In Referrer Information**

This document outlines what you can expect from the project and what we expect from you as a referrer.

### **What we expect from you**

- The form to be filled in full, with as much information as possible so we can pair you with the best possible device for the recipient.
- Have a clear idea of what the recipient requires. What will they be using the device for etc. This will also help us pair the best device with them.
- That you will arrange collection for the device by yourself or someone else from your organisation. **Not the individual receiving the device.**
- You will support the individual to get set up with their new device. We are not positioned to support the individual moving forward as we are not a front-line organisation.
- Ask only for what you need. This will help us reach the greatest number of people possible. Find out if the recipient has WiFi already or any other applicable information.
- We would much appreciate that once your device(s) have been received that you complete our referrer feedback form.

### **What to expect from us**

#### **Timescales**

Being reliant on donations of equipment you can expect to wait for your devices, especially those in higher demand such as phones and laptops.

Expected wait times:

- PC Package (with or without internet) within 2 weeks of referral.
- Laptop (with or without internet) within 4 weeks of referral.
- Phone within 6 weeks of referral.

#### **What Else?**

The referral form automatically adds you to our wait list, if these timescales are not going to be met this will be communicated also. We do encourage wherever possible to take a PC Package.

Although not suitable for everyone, we can have these ready for you a lot quicker than we could with other devices.

The PC Packages and Laptops that you receive have all been wiped to industry standards before a new Operating System and Free office package have been installed. This will incur no cost to the recipient over the lifespan of the device. (excluding technical faults)

We also will ensure that we will pair the best possible device to the recipient in line with the information provided by you in the referral form process.

If you are having technical difficulties with a device from us, you can contact us, and we can do our best to talk you through the issue over the phone.

**Below is what to expect with the device(s) you have referred for.**

**PC Package**

- PC Tower
- Monitor
- USB Keyboard and Mouse
- All appropriate wires (VGA and Power cables)
- Webcam **(If Required)**
- WiFi Dongle and Sim **(If Required)**

**Laptop**

- Laptop and Power cable
- Case / Bag
- WiFi Dongle and Sim **(If Required)**

**Phone**

- Phone and Charging Cable
- Pre-Loaded Sim Card (Vodafone – 40GB, Unlimited Texts and Minutes)

**Tablet**

- Tablet and Charging Cable
- Case **(If we have one)**
- WiFi Dongle and Sim **(If Required)**

Depending on current stock we can also offer **Printers, Scanners** and **other IT Accessories**, either call the office or email to enquire. **(Stock Dependent)**

**Referral Link:** [IT Recycling Referral Form \(google.com\)](#)