



The Pass IT On service

This document explains how Pass IT On works and what services we can offer you. You can also find most of this information on our website: www.passitoncomputers.co.uk. Please feel free to get in touch if you have any other questions. Our contact details are at the end of this document.

Waiting List

Once you register with Pass IT On you will be added to our waiting list, which is run on a first-come, first-served basis. The only exception to this is if you are terminally ill, in which case you will be moved to the top of the list.

If you have a terminal illness, please get in touch with us and let us know so we can prioritise you.

Eligibility

Before we can start working with you, we need a health professional to confirm that your condition makes it difficult for you to use publicly available computers. *We do not ask what your impairment is, we just need confirmation that you have one.* If you have a terminal illness, you can choose whether or not your chosen health professional tells us this. If we know you are terminally ill, we will move you to the top of our waiting list.

Pass IT On works with people who have a very wide range of conditions, such as physical impairments, learning disabilities, acquired head injuries, chronic illness, severe mental health conditions or something else.

The only criteria is that your impairment or health condition makes it difficult for you to access a publicly available computer. This might be for many different reasons, for example:

- it is physically impossible for you to use a traditional mouse, keyboard or monitor
- standard software might be inappropriate or inaccessible
- your condition means that it can be difficult or impossible for you to leave the house and use public computers elsewhere (like those in libraries or internet cafes)
- you might need significant extra time to be able to use standard IT equipment in the community, and so would benefit from having your own computer at home

Your new computer – working out what you might need

Once your health professional confirms that you are eligible and sends back the form, we will get in touch with you to find out a bit more about what you'd like to use your computer for, and what might help to make it easier for you to use it. We usually do this on the phone, but if you would prefer us to come and have a chat before we bring your computer, we can do this instead. This assessment of your computer needs isn't a test, we simply want to:

- find out a bit about your hobbies and interests and suggest ways that a computer might be useful in relation to these
- find out if any special equipment or software would help you to use your computer
- work out what equipment we can give you

We are very happy to work with any other professionals who you would like to be involved in the process, like your speech and language therapist, occupational therapist, physio or social worker. Just let us know.

We want to make sure that your computer is suitable for your home, so please think about where you would prefer to use it. For example – we will take account of any glare there might be on the screen, background noise and how much space you have available. We can also offer suggestions about things like desks, power supply and getting online to use the internet and email.

Pass IT On will usually give you a refurbished computer with: a base unit, monitor, keyboard, mouse, mouse mat, printer (if available), all cables, speakers and software, including Windows 7 Professional and Microsoft Office 2010.



This will be given to you **free of charge**.

If our assessment shows that you might need extra things to help you use your computer and which we aren't able to provide free, we will always talk about this with you first, and tell you about different options. Pass IT On has an Adaptation Fund which might be able to help towards the cost of any extra equipment or adaptations. If we think this is suitable for you, we will help you to make an application.

Building Your Computer

Once we have worked out what we can give you and what you would like, we will start building your computer from good quality donated equipment. We will then arrange to deliver and set it up for you. When we deliver your new computer, we will show you (and anyone else you want to be there) how to start using it. Your computer is now *your property* to use or dispose of however you choose. Pass IT On will not ask you to give back any equipment unless it was loaned to you under a special agreement. All that we ask is that when you do get rid of any equipment, you dispose of it in an environmentally friendly way, for example by passing it on for reuse or recycling.

All refurbished computers are tested for electrical safety before we give them to you, in accordance with UK regulations and the Institute of Electrical Engineering guidelines. However, **once we have delivered your computer, Pass IT On is no longer responsible for its ongoing electrical safety.**

If you want your computer to be insured, this is *your responsibility*. You might want to check to see if IT equipment is covered by the terms of any existing contents insurance policy you have.

Follow-up Support

Pass IT On provides a one-off, complete service and does not currently have the resources to offer ongoing support. We do offer you a follow-up visit within two months to assist with any questions you might have, and we promise not to leave you in the lurch!

UCanDoIT and IT Can Help

These organisations may be able to provide you with IT lessons or technical help. UCanDoIT offer low cost computer lessons at home for disabled people, IT Can Help is a network of technical volunteers who provide disabled people with free technical support. Their contact details are:

U Can Do IT web: www.ucandoit.org.uk, email: info@ucandoit.org.uk, tel: 020 8673 3300

IT Can Help web: www.itcanhelp.org.uk, email: scotland@itcanhelp.org.uk, tel: 0800 269 545

Feedback

Client Feedback Forms

About six months after you get your computer, we will send you a feedback form which we ask you to complete and return. This can be completed anonymously if you prefer. This gives you a chance to let us know what you think about the Pass IT On service and tell us if you have any suggestions for ways it could be better. We will also ask if you are happy to be contacted in the future to help us develop our service further.

Ongoing Feedback:

We welcome comments and suggestions about all aspects of our service (including the quality and accessibility of information we send you) at any time. Our contact information is on the last page of this guide.

Data Protection

In order to provide a good service to you, we need to keep some information about you. The information that is useful for us to keep includes:

- your name and contact details. Also the name and contact details of the person who referred you (if you didn't refer yourself) and those of any other people involved, for example health or social work professionals and family members (we get this from the registration and eligibility forms)
- confirmation that you qualify for our service (from your eligibility form)
- brief notes on all contact we have with you, including phone calls, visits and correspondence
- details of any equipment which we supply you with, including the serial numbers from hardware and software
- any passwords which we used to set up the machine. (For your security we recommend that you change any passwords, however remember that after you change them we will not be able to help you if you forget them!)
- records of PAT (electrical safety) tests carried out on your equipment

Unless you ask us not to, we will keep this information on file for up to five years to make it easier for us to help you in the future (for example if you need an upgrade to your equipment). At the end of this time you will be asked whether or not you would like your details to be removed from our records.

Please let us know if you do not want us to keep this information for this long.

*Pass IT On is registered as a data controller under the 1998 Data Protection Act. Any personal information you give us will be treated in total confidence and will only be used in connection with the services Pass IT On provides to you. You may also be contacted from time to time in relation to Pass IT On's fundraising activities. **You have the right to ask for a copy of all personal information we hold on you at any time.***

If you would find it easier to access this information on an audio file (as a CD or MP3), in large print or in Braille, please let us know.

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email: admin@passitoncomputers.co.uk web: www.passitoncomputers.co.uk

scottish charity number: [SC 033560](#)

