

HOME ACCESS

**NEXT
GENERATION
LEARNING**



Your Home Access Grant

What to do next

Before you use your Home Access Grant to buy your new computer and/or internet package please make sure you read this leaflet.

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Becta

leading
next generation
learning

Before you buy

Home Access packages

You can only use your grant to buy Home Access packages – they're government-backed and designed to support your child's learning.



Choosing the right package for you

- It's really important that you choose a package that's right for you.
- Shopping around and asking suppliers for advice to help you with your choice are equally important. Not all suppliers offer the same package and prices will differ, so do some research – just like you would with any other major purchase.
- Make sure you check with each supplier what their returns policy is before you buy.
- Packages are designed to support your child's learning. Some suppliers might be offering more expensive packages. If you would like to buy one of these packages you can 'top up' with your own money.

Your card is **only valid for three months**, so it must be used within this time. You may only use it **once**, so you **must** buy everything you need at the **same time** from **the same supplier**. Make sure you keep your Home Access Grant Card for 12 months. You will need it if you have to get a refund.

How to buy

Getting connected

Mobile internet access means that you can connect to the internet wherever there's coverage without plugging into a landline. If you think your children will use their computer outside of the home or you don't have a landline it's ideal. Even if you can't get coverage at home your child could still use it at their friends' houses or in school to support their learning.

Internet coverage varies across the country. Make sure that you check availability for your home with the supplier you choose.

What's on my Notice of Entitlement?

Your Notice of Entitlement will tell you your package code, package type and the value of the grant that you have been awarded. Make sure that you keep your Notice of Entitlement in a safe place. You will need it when buying your Home Access package.

Your Notice of Entitlement will also show your Assistive Technology software activation code. You will need to use this when setting up your computer and using your pre-loaded software.

Home Access Grant Card and PIN

Make sure you don't keep your card and PIN together. This way you'll be less likely to suffer from card fraud. Please keep your card and PIN safe at all times. Never write down or share your PIN with anyone else.

If your PIN doesn't turn up or it looks as though someone has interfered with it, or your card is damaged, lost or stolen please call **0333 200 1004*** and press option 4.

What you need – in store

If you want to buy or collect your Home Access package in store then you will need to take your:

- Home Access Grant Card
- Notice of Entitlement

Don't forget your PIN number – this will be issued separately.

What you need – online or over the phone

If you are buying online or over the phone you will need your Notice of Entitlement and your Home Access Grant Card.

You can only have your package delivered to the address that is on your Notice of Entitlement.



Remember your Home Access Grant must be used within three months.

We hope you make the most of your Home Access package and enjoy all the benefits of getting online.

Other questions you might have

What if my package costs less than my grant?

Your grant is valued up to a set amount. If you get a cheaper package the remaining funds go back into the Home Access pot to help other eligible families get online. For example, if you got a grant for up to £400 for a computer but you've found one for £375, the remaining £25 doesn't get paid to the supplier.

Printers and other bits

Your grant covers the cost of a computer, service and support and/or internet access. You can't use it to buy extras like printers or a mouse. If you would like to buy other equipment you will need to buy it separately.

Having problems?

Every Home Access approved supplier is there to help and give you the support you need. So, if your computer doesn't work or you have problems, contact them on the local rate number they gave you when you bought your package.

If your computer breaks down you should be able to get it fixed or replaced at no extra cost to you.

This only applies to a manufacturing fault or hardware failure of the computer – not accidental damage. You should check your home contents insurance to see if your computer is covered. Some policies cover accidental damage both at home and outside the home, so check with your insurance provider.

Approved suppliers

BLi Education



Telephone: 0800 258 5990
www.homeaccesscomputers.com

Centerprise



Telephone: 0800 009 3636
www.cihomeaccess.co.uk

Available through:

Apollo



Brighthouse



Hughes Electrical



Mutual and Kingston

Phones 4U



Comet



Telephone: 0844 800 9595
www.comet.co.uk/homeaccess

Misco



Telephone: 0800 294 4517
www.misco.co.uk/homeaccess

Positive IT



Telephone: 0800 612 7373
www.homeaccessgrant.com

Available through:

Cartridge World



XMA



Telephone: 0800 988 4464
www.xma4ha.co.uk

Available through:

T-Mobile



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HAGAS
PO Box 245
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Tel: 0333 200 1004*
Minicom: 0121 748 1471

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