

**Laptops for Children FAQ**

**We received a computer, but it doesn’t load. Who do I get in touch with?**

This can be reported to [LaptopsforChildren@birmingham.gov.uk](mailto:LaptopsforChildren@birmingham.gov.uk)

**What should I do if my 4G Wire less Router will not connect?**

This can be reported to [LaptopsforChildren@birmingham.gov.uk](mailto:LaptopsforChildren@birmingham.gov.uk)

**Will access to the internet be supported after October 2020?**

Currently the DfE supplied routers and sim cards will cease working after October 2020

**We have received a computer for a pupil that isn’t on our role,  how do we get it returned to the Trust?**

**???**

**We have received a router for a pupil who doesn’t need it,  how do we get it returned to the Trust?**

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**We have to re-schedule or change the details of our collection, who do we contact?**

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