

# Frequently Asked Question (FAQ) – Laptop Subsidy Program

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## **How do I apply for the laptop subsidy program?**

Eligible families can apply through the Online Parent Portal (<https://www.nbed.nb.ca/parentportal/>).

## **I am eligible for the program, what kind of assistance will I receive?**

Eligible households have two options:

1. Buy a device that meets the [minimum device requirements](#) and apply for a reimbursement within 6 months of the purchase. Reimbursements can be provided by e-transfer or cheque.
2. Apply for a subsidy online. Once your application is approved you will receive a subsidy code to apply towards the online purchase of a laptop at IMP Solutions. If you receive the full subsidy of \$600 the cost of the laptop would be fully covered. The standard laptop offered by IMP Solutions is the Dell Latitude 3400 Series laptop.

## **Who can apply for the Laptop Subsidy Program?**

The applicant must be the parent or guardian of the high school student listed in the PowerSchool system in order to apply for a subsidy. Independent students may apply for their own subsidy.

## **What is the NBEN?**

The New Brunswick Education Number (NBEN) is a unique number provided to each student when they enroll in New Brunswick public education system.

## **Where can I find my child's NBEN?**

The NBEN was indicated at the top of the email sent to parents at the end of the school year. (The sender of this email was 'Education and Early Childhood Development'.)

In some cases, the NBEN is also indicated on your child's report card or on their student card. If you are unable to find your student's NBEN you can try contacting your child's school, call 1-833-901-1963 or email [EECDRTS-EDPERAE@gnb.ca](mailto:EECDRTS-EDPERAE@gnb.ca) for assistance.

## Has GNB arranged for favorable pricing for those who don't qualify for assistance?

If you are ineligible to receive a subsidy but would like to take advantage of a discounted price (less than \$600 taxes included) for the Dell Latitude 3400 Series laptop, you may still buy it through IMP Solutions. You may access their site at <https://eecdsd-edpeae.impsolutions.com>. An email was sent to parents of grade 9 students with a unique code to enter when completing the online order. If you didn't receive the email, you can contact us at 1-833-901-1963.

## What does the status of my application mean?

You can see the status of any application you have previously created when you log in to the parent portal. The meaning of the status of your application is as follows:

- **Draft** – Your application has been started but is not yet submitted for validation.
- **Application Received** - Your application has been submitted and is in the queue for SNB to validate.
- **Assigned** – Your application has been assigned to a member of the SNB team for validation.
- **Pending** – Your application is currently being processed by SNB.
- **Hold** – SNB has contacted you for more information and is waiting on your response before they are able to process your application further.
- **Modification Required** - The application had been submitted but is now returned to you for changes. Once you complete the required changes you can resubmit the application and SNB will process it.
- **Cancelled** – The application has been withdrawn. You may start a new application if you are eligible.
- **Processed** – The application has been validated and processed by SNB. Each student submitted on the application has been either 'Approved' or 'Denied'.

## Where will the laptops from IMP Solutions be delivered?

When you order you order a laptop from IMP Solutions you will enter the address where you want it to be delivered.

## **If a student is purchasing the laptop with their own money, will it be covered by the subsidy?**

No, the subsidy is based on household income.

## **What will happen to my child if I cannot get laptops before school starts?**

Schools will be in a position to assist students for a short period.

## **If the laptop breaks or gets stolen, will we be able to get another laptop covered by the program?**

No, the laptop subsidy program only covers one subsidy per student for the duration of their time in high school.

## **What happens if my income is now lower than that on my last CRA Notice of Assessment?**

You and your partner will have the option of entering the last four consecutive pay stubs or Employment Insurance (EI). These would then be used to recalculate your estimated income, which would be used to determine your eligibility.

## **How will the annual household income be assessed?**

Household income is determined by line 150 of your most recent CRA Notice of Assessment for you and your partner. If this does not represent your current income level, you can provide one of the following instead:

- pay stubs for the past 4 consecutive periods
- proof of the last 4 payments received from Employment Insurance (EI)

If a parent is unable to provide their official proof of income, they can reach out to the school administration. The school would have information that could justify the circumstances and can provide a letter supporting the application.

## **Do separated (divorced) parents need to combine their total income?**

No, the subsidy is based on household income.

## **What is the laptop provided by IMP Solutions?**

Dell Latitude 3400 Series

- Intel i3 Processor
- 14" Screen
- 8GB Memory
- 256SSD HDD
- Windows 11 Pro

## **What is the warranty on the laptop provided by IMP Solutions?**

Warranty is 1 year on parts and labour. You will also have access to telephone/online support.

## **If my child has an existing tablet or laptop, will it be sufficient?**

Based on the age (memory, processor speed and storage space) you may experience limitations or issues while using that device in the classroom. If you already have a laptop or tablet that work at home, you are encouraged to try using it at school before purchasing a new device.

## **What if I would like to use an existing device that does not meet the recommended specifications?**

You may do so, but we cannot guarantee that your device's specifications will be adequate. If you already have a laptop or tablet that work at home, you are encouraged to try using it at school before purchasing a new device. If you try your device at school and find it is not suitable, you may still be eligible for the subsidy.

## **Can my child bring a Chromebook to school?**

Chromebooks are not a recommended device for students as their limitations could lead to a poor user experience. Students who own a Chromebook are welcome to try it in a school setting this fall to see what their experience is like. If this does not provide a good experience, you may purchase a laptop at that time or apply for a subsidy if you qualify.

## **What are the minimum requirements for the technology? (RAM, size, speed etc.)?**

The minimum recommended requirements for the devices are listed in the Related Links section.

## **If I'm eligible, would it be possible to get a refund if I purchase a second-hand or refurbished device?**

No, a copy of the detailed receipt of a new purchase must be submitted on the Parent Portal to obtain a refund. Second-hand and refurbished devices are not eligible for reimbursement.

## **Can the students use their cell phones?**

Laptops and tablets are highly recommended. Cellphones are not recommended.

## **Will the government offer Office 365 or any other software programs and applications needed for school work?**

The department of Education will provide the following platforms: Office 365, Microsoft Teams, Desire 2 Learn/Clic.

## **Will the program cover any upgrades to my existing device to meet the minimum requirements?**

No, the subsidy is only applicable on a new laptop. You may use your existing device, but we cannot guarantee that your device's specifications will be adequate. If this is the case, you may still be eligible for the subsidy or purchase a new device from our supplier that meets the minimum requirements.

## **Do the schools have quality WIFI to run that many laptops?**

Yes, we are making necessary infrastructure upgrades to our schools.

## **Are there sufficient electrical units to charge all the batteries?**

Yes, we will have sufficient power cords in the schools.

## **Who is responsible if laptop is damaged, lost, stolen, etc.?**

Each student is responsible for their laptop.