

## FAQ – Laptop Assistance program

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

Eligible families can apply through the Online Parent Portal. To access the Portal, click on *Parent Portal* in the Related Links section.

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

Eligible households have two options:

**Option 1** - Purchase a laptop meeting the minimum requirements and provide proof of receipt on the Parent Portal to obtain a refund. You may purchase this laptop at the vendor of your choice. The minimum requirements can be found in the Related Links section.

**Option 2** - Apply on the Parent Portal to receive a subsidy code. Please allow a few days for processing. Order laptop through IMP <https://eecdsd-edpeae.impsolutions.com> with the subsidy code. The code will apply a discount to your purchase, equivalent to the amount of your approved 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 the week of July 27, 2020. In some cases, it is also indicated on your child's report card or on their student card.

### Has government made arrangements for favorable pricing for those who don't qualify for assistance?

If you do not qualify for assistance, you are still able to take advantage of a discounted price through IMP (<https://eecdsd-edpeae.impsolutions.com>) with the unique code you were provided by email. These laptops are available for purchase for less than \$600 (tax included).

If you didn't receive the letter on the program sent out through the school districts, please call 1-833-901-1963 or email [EECDRTS-EDPERAE@gnb.ca](mailto:EECDRTS-EDPERAE@gnb.ca) for assistance.

### When will we be able to order our laptop through IMP Solutions?

The *IMP Solutions* website will be operational on August 17, 2020. You may access their site at <https://eecdsd-edpeae.impsolutions.com>.

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

The laptops purchased from IMP Solutions will be delivered directly to the schools. If the delivery is not on time for the commencement of classes, schools will loan devices in the meantime to the impacted students.

**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.

**My child is in grade 9 and we will use the subsidy to purchase a laptop. If the laptop breaks or gets stolen, will we be able to get another laptop covered by the program to complete high school?**

No, the laptop subsidy program only covers one subsidy per student.

**What happens if my income is lower in 2020 than in 2019?**

You and your partner will have the option of entering the last four consecutive pay stubs or proofs of the last 4 payments received from the Canadian Emergency Response Benefit (CERB) or Employment Insurance (EI). These would then be used to recalculate your estimated income for 2020, which would be used to determine your eligibility.

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

Household income is equivalent to line 150 of the 2019 Notice of Assessments for you and your partner, or you will have the option of entering the last four consecutive pay stubs or proofs of the last 4 payments received from the Canadian Emergency Response Benefit (CERB) or Employment Insurance (EI). These would then be used to recalculate your estimated income for 2020, which would be used to determine your eligibility.

**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 3310

- Intel Celeron Processor
- 13.3" HD display with dark grey matte finish
- 8GB Memory
- 64GB SSD

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

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

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

Yes, if the minimum requirements are met. The minimum requirements can be found in the Related Links section.

**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 this is the case, 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. Due to this, the government will not provide any subsidy for a Chromebook purchased after July 22 which is the date we announced our minimum specifications. However, if you purchased a Chromebook between March 16, 2020 and July 22, 2020 you may obtain a subsidy upon review and approval of your application. 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.

Please be advised that the Province will only provide one subsidy per student during their high school tenure.

**For devices purchased after July 22, 2020, which ones are eligible for a refund?**

Only the purchase of the recommended laptop will be eligible (Windows 10 or Mac) as it must meet the technical requirements.

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

The minimum recommended requirement 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 laptop?**

No, a copy of the detailed receipt of a new purchase must be submitted on the Parent Portal to obtain a refund.

**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.