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Borough Council

Frequently Asked Questions – Department for Education Laptop scheme
(Updated: 18/06/2020)

What is the Department for Education (DfE) laptop scheme for vulnerable and disadvantaged children?

The Government created a scheme of support for vulnerable and disadvantaged children and young people who do not have access to a digital device during the coronavirus (COVID-19) outbreak.

Laptops have been allocated by the DfE to local authorities and schools across the country, to provide to the most disadvantaged children, who would otherwise not have access to remote education, and also to help children and young people stay in touch with social care services.

Those eligible to access the scheme:
• Care leavers
• Children with a social worker
• Children in year 10

How has the scheme been rolled out in Warrington?

Warrington Borough Council (WBC) first surveyed schools, social workers and foster carers to identify children eligible for the scheme, who were in need of laptops, in late April and May 2020. Using this information, WBC allocated the laptops to children and young people. The online portal for ordering the devices opened for WBC in early June and the laptops started to be delivered to schools and young people in early-mid June.

WBC have transferred ownership of laptops for children, who attend Warrington schools, to Warrington schools. The schools have signed a Letter of Intent and are signing Terms of Use with parents/carers for the use of the laptops. The council advises schools to try to ensure children allocated a laptop, have use of the laptop for as long as they need it. If the laptop is no longer needed by a child, the school can allocate to another child at their school who meets the eligibility criteria (the school does not need to inform the council of this).

For children attending schools outside of Warrington, and those young people post 16, WBC has transferred ownership of the laptops to the young people (with their responsible adult, if appropriate) and Terms of Use documentation has been signed on delivery.

After deliveries of laptops in mid-June, WBC has a limited stock of laptops from the scheme that still remain unallocated. We have again surveyed schools and social workers on children considered to be in need of a laptop, who have not been allocated a laptop already.

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I am having problems logging in?

Some children and schools have been reporting issues logging onto the laptops. The laptops should log straight into the Local User when the laptop is switched on automatically, without the need to enter anything. However some laptops seem to be sometimes switching to the Local Admin log in, when turned on. You need to change user to Local User, this can be done by deleting the username on Local Admin and putting in the username **./localuser** and pressing enter (without the need for a password). There is an additional guidance sheet about this at the back of this document.

I am getting blocked from using certain sites and downloading programmes?

The laptops have been set up by the Department of Education (DfE) to protect the children using them. The DfE have applied security policies and settings to the laptops which block the user from accessing certain parts of the computer and internet. It also blocks the user from downloading software.

Can I get the local admin password?

We have now supplied local admin passwords to schools. These can be used by schools to download software onto the laptops, for example Adobe Media Player. The school may choose to provide admin passwords for laptops to parent/carers, this is a choice for individual schools to take. The admin password will not allow the child or parent/carer to change the security settings on the laptops.

We have also provided admin passwords to social workers/personal advisors (of children and young people who did not receive their laptop through school). The social worker/personal advisor can provide the password to the parent/carer or young person over 16.

If you access the local admin user account using the password, you will be able to download additional software which will appear on the local user (normal) part of the laptop.

If you are given the admin password, you may choose to always log into the laptop through the admin user account and have this as your "normal" account. You can sign into the Admin User log in on the log in page. You may need to sign out of Local User to access the log in page.

Can I clear all the security settings?

The security settings have been applied to the laptop to protect children and young people using them, however you (the owner of the laptop) may wish to take the decision to remove the settings and apply your own security settings.

To clear all security settings off the laptops and return them to factory settings, the laptops can be reset. To allow this reset to be done you will first need a BIOS (Built in Operating System) Unlock Programme. Schools can request the BIOS Unlock programme and guidance from education@warrington.gov.uk . If you have followed the reset guidance but are still having problems, please contact the above email address, however the responsibility to carry out the reset remains with the school/responsible adult.

We can support young people, post 16, to reset the laptops, if they decide this is necessary. Social workers/personal assistants can put in a request through education@warrington.gov.uk.

The council is not responsible for any loss of work or functioning of the laptops that may result from the resetting of a laptop, if the school or user decides to reset. Neither is the council responsible for applying new security settings onto the laptop once the laptop is reset, this is the responsibility of the owner of the laptop.

How much data do I have on my 4G wifi router?

Some children and young people have been provided with a 4G wifi router, when they have been unable to access internet at home. These 4G wifi routers have a 6 month contract of internet access (expected to end early December 2020). The DfE have now extended the monthly limit to 8GB. If you or the child/young person you support, uses up their monthly limit, please can you let us know by emailing education@warrington.gov.uk

If you have any further questions please email education@warrington.gov.uk and we will try to get you an answer as soon as we can.

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Logging on 4

You should be able to log into the laptops without doing anything through Local User, however, if the laptop is bringing up the Local Admin user screen you will need to try the following instructions to log in (to Local User).

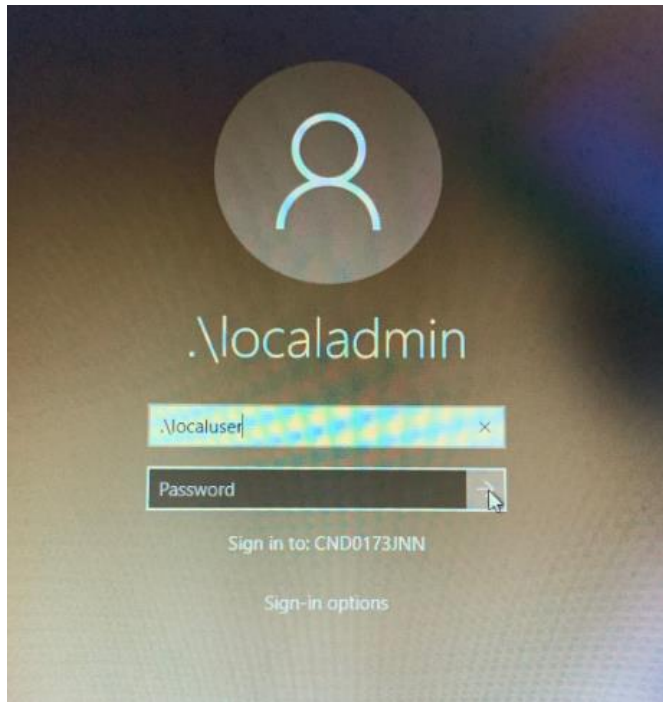The screen may look like this (or the second image below):
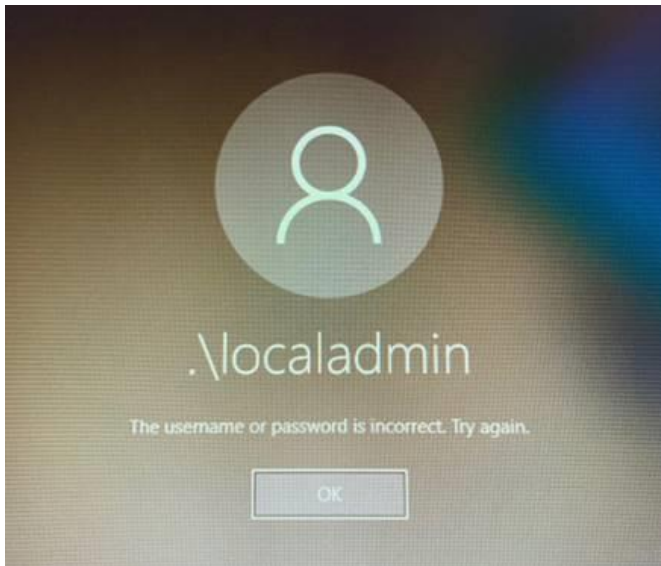
1. Pressing OK takes you to the Username and Password Screen and shows the **.\localadmin** username filled in.

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2. If you click into the username box where it says **.\localadmin** you can change this to **.\localuser**

3. Leave the Password box as it is and press enter or click on the arrow next to the Password box and the laptop will log in as the **.\localuser** account.