

Kent Pledge Laptop Information



Passwords:

- The Carer's password is 'stoneadministrator'. This is permanent and cannot be changed.
- On accessing the User (Young Person's) login for the first time you will be prompted to create a password on a page with 3 dialogue boxes. The first box is to be left with the word 'Password' in it. The Young Person or Carer must create a new password in the 2nd box and then confirm / repeat the password in the 3rd dialogue box. Thereon in the Young Person's password can be changed either using the 'Change Password' function or via User Settings when logged in as the Carer. The Young Person's access has a 42-day password re-set feature, so passwords will have to be updated within at least 42 days of first being created.

Software updates

- The laptop needs to be kept up to date so it is important that the anti-virus software and Microsoft updates are applied. The laptop will tell you when it needs to be updated.

Security Software

- Net Intelligence has been installed on the laptop and will prevent access to websites considered unsuitable by Kent County Council. Foster Carers will be supplied with an Activation Key* in order to make any changes to the access levels. The 'Ni' logo / icon only becomes active on the desktop once the laptop has been connected to the internet for the first time. Access to the 'Ni' settings will also be accessible through the Young Person's logon, so it is advisable for the Carer to set the 'Ni' User and password details prior to passing the laptop on to the young person. Once the child turns 18 then the administration of this can be passed over to them.
- Whilst Net Intelligence will block selected words it won't prevent images being displayed. Carers are asked to ensure appropriate education and supervision of children and awareness of boundaries.
- *: Activation Key. This will be provided to you by VSK when the machine is delivered. To set and protect NI settings via the Carer's login, once connected to the Internet; double click on the NI logo. Create a Username and password for yourself and confirm the password. Enter the Activation Key you have been provided with and also an (your) email address and then click on the 'Create Account' button.

Further Help and Support

- The laptop comes with three year's onsite support which is provided by **Stone Computers on 0844 880 1680** from 9:00 to 20:00 Monday to Friday and 10:00 to 17:00 Saturday and Sunday (excluding bank holidays). Please have the serial number of the laptop and quote Virtual School Kent when you call. The carer must be present for all telephone calls and onsite visits. Call back request can also be organised via Stone's website <https://www.stonegroup.co.uk/contact/raise-support-ticket/>.

Repairs to the laptop

- Carers are asked to provide the same oversight in respect of the care of equipment provided, as they would their own belongings. Costs incurred for repairs caused as a result of wear and tear, will be met by KCC, but repairs caused as a result of accidents, neglect, or carelessness need to be covered by carer's household insurance.

Disposal of Laptops

- New legislation came into force in 2007 to cover Waste Electrical and Electronic Equipment (WEEE) which includes Data Protection, Duty of Care and Hazardous Waste Regulations. ICT equipment is built using a number of hazardous materials including lead, cadmium and mercury which can pollute our land, water and air.
- Simply deleting personal files from the laptop isn't effective – files that have been placed in your recycle bin or permanently deleted can still be relatively easily retrieved.
- **Please return the laptop to VSK or book a collection via the link below to arrange safe and secure disposal of any end of life laptops.**
<http://www.stonegroup.co.uk/recycling/book-a-recycling-collection/>