

Frequently asked questions



Why is the G.O! Get Online scheme only available to registered charities and 'not for profit' organisations?

Part of the eligibility to obtain the Microsoft software licenses at a significantly discounted price is that the devices they are installed on is only supplied to registered charities, CICs, etc.

If you do not qualify for the scheme, but you are still interested in purchasing an upcycled desktop or laptop, Protech City may still be able to support your needs. Contact 0191 587 4572 for further information.

Do the devices come with a warranty?

Yes, Protech City provide a 90 day warranty on the devices supplied. Note this does not include laptop batteries as due to their age, anything over a 30 minute battery life is considered to be good. Replacement batteries are readily available from reputable suppliers and would need to be purchased by you outside of the scheme.

It is essential that the receiving organisation tests out the equipment as soon as it is received to check they are happy with it. It is unlikely there will be any problems, but we are here to help if there are.

What sort of condition can I expect the devices to be in?

The equipment should be in relatively good condition, but may have some visible marks due to general wear and tear.

How many devices are available?

The availability of stock should be ongoing as Protech City will make regular collections of equipment. Bear in mind that not all of the desktops and laptops collected will be suitable for reuse and this, along with the demand for devices, will affect stock levels.

How long does it take to obtain a device?

If the devices are in stock it will usually take two to four weeks from an eligible order being approved and being placed.

What happens if you do not have something in stock?

If your application meets the eligibility criteria, but there is not any available stock, we will offer to place your order on a waiting list. Your order will be fulfilled at the earliest possible time, however it will depend upon the number waiting to be filled; the amount of reusable devices and how quickly they can be processed. Protech City will contact you when the equipment is ready for delivery.

G.O! Get Online Frequently Asked Questions

Is there a limit to the number of devices an organisation can order?

A limit may be put in place during periods of high demand. This may result in orders of six or more devices being split.

Why is there a charge for the equipment?

A number of things need to happen to the devices before they can be passed on. Firstly they need to be wiped to ensure council data and licenses are removed. Next they are checked over, and any devices deemed to be suitable for reuse have the new software installed. Finally the devices are tested to ensure they are fit for purpose. The charges help cover the costs for someone to do all of this. There is also the Microsoft software license cost and courier delivery to take into account.

Are any other types of equipment available?

Contact us if you need something different to the standard devices or if you are interested in different ICT related equipment altogether. We will put you in touch with Protech City to check if they have something suitable and to discuss costs.

Standard Devices come with genuine Microsoft Office 2010 Home and Business software and a Windows 10 operating system that includes anti-virus. The table below outlines the minimum specification for each device type.

Minimum Specification	Desktop	Laptop
Operating System	Windows 10 (64 Bit)	
Processor	Core i5 Quad Core	
RAM	4GB	
Storage	250GB SATA Hard Drive	320GB SATA Hard Drive
Software	Microsoft Office 2010 Home and Business	
Anti-Virus	Windows Defender	
Screen	19 Inches (16:9 monitor)	12.5 inches
Supplied with	Keyboard and standard wired mouse	
Warranty period	90 days	90 days (excluding the laptop battery)