

Support for IT

Computing does not have to be expensive. There are different approaches to getting help with IT equipment, software, training and support.

- Some of this is free
- Some of this is available through grants
- Some of this is available at much reduced rates

Most of the information below is for national use but local sources for those in West Yorkshire are also mentioned.

Hardware

You may find that major suppliers of IT equipment are cheaper than those offering specialist services locally.

If you do not need the latest hardware there are cheap or free sources of equipment recycled by major companies. Your local computer shop may have second hand items it will give away.

Apple

Apple Store Education rates and discounts on Mac hardware and software apply to charities. Their online store is at http://store.apple.com/uk/browse/home/education_routing?mco=Nzc1MjQwMw

Call their local Mac experts Tel: 0800 072 1154

BT Community Connections

The BT Community Connections scheme will provide internet-ready laptops to a variety of voluntary groups around the UK. Winners will also receive a contribution towards the cost of 12 months internet access. Awards will be given to groups or individuals who can demonstrate how they would use the internet in an innovative way. BT will be looking at how many people will benefit and whether the internet would make a positive contribution to your community.

BT Community Connections

PO Box 6919

London

W1A 8UX

Tel: 0845 257 6792

Website: www.btcommunityconnections.com

Email: info@btcommunityconnections.com

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Computer donations

Airedale Computer Recycling

(a non-profit making social enterprise)
The Active Centre, Stansfield Road, Airedale, Castleford, WF10 3UA.
Email: info@airedalecomputers.com
Website: www.airedalecomputers.com
Tel: 01977 736283
Fax: 01977 736287

ReCOM

ReCOM is a registered charity. They provide refurbished PCs to charities and voluntary organisations that serve people with disabilities and the disadvantaged.

ReCOM
Elite House
95 Stockfield Road
Acocks Green
Birmingham
B27 6AT
Tel: 0121 765 5282
Email: info@recom.org.uk
Website: www.recom.org.uk

IT for Charities

IT for Charities is a web-based resource that includes information about companies that supply recycled PCs and/or offer PCs at special charity pricing.

Web: www.itforcharities.co.uk/pcs.htm

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The Arthur Rank Centre - Computers for Rural People

The Arthur Rank Centre is committed to supporting the rural community, and has set up the “Computers for Rural People” scheme to provide computers at very low cost to encourage people to take the first step.

So if you think a computer might be useful, but can't afford several hundred pounds just to try, they can help you.

At a really low price they can provide a computer of your own, pre-loaded with Microsoft software, and delivered to your door with 3 months warranty, to get you started. A fully functioning computer costs as little as £109.

Community Projects. If you need more than one computer; E.g. for a Drop-in centre, School etc. the prices are even lower!

How to order. Call, email or write to them at:

Computers for Rural People,

The Arthur Rank Centre,

Stoneleigh Park,

Warwickshire. CV8 2LG

Tel: 02476 853066 Email: info@arthurrankcentre.org.uk

Website: http://www.arthurrankcentre.org.uk/projects/computers_for_rural_people/index.html

YCS Computers (local West Yorkshire)

124 Roundhay Road

Leeds

LS8 5NA

Tel: 0113 235 0174

Email: info@ycscomputers.com

Web: www.ycscomputers.com

Donate a PC

There is a free ‘matchmaking’ service for individuals and organisations to donate un-needed hardware (computers, printers etc) to UK charities, not-for-profit organisations and educational establishments (hardware only - not software). It is primarily for those with only one or two items to donate and/or who cannot use a suitable recycling organisation. However, they also have a comprehensive list of organisations that have larger quantities of computer equipment to donate to charities.

Website: www.donateapc.org.uk

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Software

Antivirus and protection software

In general it is Microsoft Windows based computers that are subject to viruses and other malware. Mac and Linux computers should be free of infections.

All computers can be subject to spyware and other browser web based malware.

Organisations should buy corporate licenses for software from suppliers below. Those of you who use your own personal computers can use free versions of antivirus and antispyware software.

Unless you want to pay a regular annual fee to update branded software it is best to uninstall any antivirus or protection software supplied with your computer and use free versions. Apart from re-registering every year the software below will continue to work for you protecting your computer in the background completely free of charge.

Anti virus and protection software you once paid for that has become outdated and has not been renewed is largely useless.

AVG

You can download a free version of AVG antivirus which will also scan your email for infections from <http://tinyurl.com/yekw7ac> (URL shortened using TinyURL)

Avast

You can download a free version of Avast antivirus software from <http://tinyurl.com/ycj7wer> (URL shortened using TinyURL)

Superantispyware

You can download a free version of Superantispyware from <http://www.superantispyware.com/superantispywarefreevspro.html> Select the LH blue free version button.

This version does need to be run manually from time to time to remove any spyware tha your web browser has accumulated.

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Lavasoft Ad-Aware

You can download a free version of genuine Ad-Aware antispyware from <http://www.lavasoft.com/single/trialpay.php> Use the Green Get Ad-Aware Free (NOT THE PLUS PRODUCT) to get the free version.

This version does need to be run manually from time to time to remove any spyware that your web browser has accumulated.

WARNING

Use the above links and beware of other antispyware (some with a similar name such as adaware) which can be downloaded from the internet. Much of this is itself malware that will create pop-ups and cause havoc even after you have paid a fee. This malware tells you that your computer is infected and advises you to download software to remove infection and protect your computer. This is often done within very official looking Microsoft dialogue boxes.

Many of the options you will find from online searches (within Google etc) are in fact scams that create the problems they pretend to resolve for you and get you to pay supposedly to resolve them. The software which I have provided links to above should remove any malware like this that you have inadvertently downloaded and sort any mess you have got yourself in to.

Malware can cause problems with installing antivirus software or stop it running.

If you have fears about viruses or malware being on your computer that is stopping your computer being protected go to <http://housecall.trendmicro.com/uk/> or <http://www.kaspersky.com/virusscanner> and use the online tools available. These will work however badly your computer is infected.

If you wish to use freeware download it from a reputable source such as CNet <http://download.cnet.com>

Often other sources will charge you a fee or require you to give personal information away before allowing you to download.

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Free Office Software

OpenOffice

OpenOffice is the leading open-source (free) office software suite for word processing, spreadsheets, presentations, graphics, databases and more. It is available in many languages and works on all common computers (versions for Windows, Linux or Macs). It stores all your data in an international open standard format and can also read and write files from other common office software packages (including Microsoft Office - Word, Excel, Powerpoint, Access etc Although this software creates its own style of documents it is possible to save these into Microsoft Office formats .doc .xls etc.to share with others).

It can be downloaded and used completely free of charge for any purpose from <http://www.openoffice.org>

Microsoft

The Microsoft Giving programme provides small grants of software; the standard donation is of three pieces, to hundreds of charity and community groups in the UK. Software donated is for use in fundraising or helping to run voluntary organisations.

In order to apply for a donation of up to three pieces of software, charities, education establishments and community groups can e-mail them at ukgiving@microsoft.com or write to Microsoft Giving, PO Box 7961, East Reading, RG6 1XB.

They should provide a brief outline of the project or organisation - concise and factual information that will help us understand how we might be able to assist you - and, where applicable, their registered charity number.

Through the Education Licensing programme Microsoft does offer software and licences at a major discount to all schools, educational institutions and registered charities in the UK. For more information please contact the Education Department Tel: 0870 60 70 800.

Website: <http://www.microsoft.com/uk/citizenship/default.aspx>

Microsoft and CTX

As part of Microsoft's Affordable Access to Computing Programme, Microsoft operates the Microsoft Software Donations Programme through Charity Technology Trust's CTX Programme, providing support and software donations to registered charities in the UK.

For further information about the Microsoft Software Donations Programme, please see Website: http://www.ctxchange.org/about_ctx/partners/microsoft

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CTX - Charity Technology Exchange

The CTX Programme offers donated technology products from Partners such as Microsoft, Symantec and Cisco to eligible UK Registered Charities and Charitable Housing Associations.

Before you are able to request products, you will need to Register Your Organisation. If your organisation is deemed eligible, you will then be able to place your donation request(s) within their Partners' entitlement guidelines. While the software is provided free of charge they do charge a small administration fee.

For more information and to register go to Website: http://www.ctxchange.org/getting_started

You can get discounts for charities when buying software. There are currently offers of discounts of up to 80% on Microsoft Software, up to 60% on Adobe Software, up to 40% on Symantec Software. If there is not a specific rate for charities then educational rates normally apply.

Freeware Guide

<http://www.freeware-guide.com>

A website guide to freeware with links to downloads.

Phoenix Software

Software company offering special deals on software and training for the voluntary and community sector.

Phoenix Software Ltd
Blenheim House
York Road
Pocklington
York
Y042 INS

Tel: 0870 836 8000

Website: <http://www.phoenixs.co.uk/software-market-sectors/Voluntary-and-Housing.aspx>

Email: info@phoenixs.co.uk

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Pugh Computers

Pugh Computers is one of the UK's leading suppliers of software to the education and voluntary sectors.

They currently offer discounts of up to 80% on Microsoft Software, up to 60% on Adobe Software

Pugh Computers Ltd

Denver House

LLANON

Aberystwyth

SY23 5LP Charity Sales

Tel: 01974 200217

Fax: 01974 202628 Email: charities@pugh.co.uk

Website: <http://charities.pugh.co.uk/>

Websites

Community Website Builder

Allows registered UK charities, non-profit making organisations and volunteer led groups or organisations to build and maintain their own web site FREE of charge.

Website: <http://www.communitykit.co.uk>

Contributions

Offer UK Charities and Nonprofit Making Organisations with discounted web hosting, web design and content management. If you don't mind paying for web space you can get 500mb for £60.00 per year. This is a 50% discount for charities.

Website: <http://www.contributions.org.uk>

FreeCharity

FreeCharity.org.uk provides free blog hosting and internet services to charities and the non-profit sector. Getting your organization on the Internet shouldn't be expensive or complicated and they specialize in a simple and flexible publishing system that can be used with little to no training.

They also provide consultancy on larger projects, specializing in blogging, WordPress, perl, security and web accessibility.

Website: <http://www.freecharity.org.uk>

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FreetoCharities

Free Web Sites! You supply the content for the web site and we will develop, host and maintain it for your organisation - completely free of charge.

Website: <http://www.freetocharities.org.uk>

W3C Markup Validation Service

This free online service will check individual pages of your website to find html code errors. Good code reduces possible accessibility problems and helps to ensure what you put on your website appears correctly whatever browser and settings are being used.

Website: <http://validator.w3.org/>

Watchfire WebXact and Bobby Online

IBM bought Watchfire - the company responsible for the Bobby "WebXact" automated accessibility evaluation tools. Their online web check service is no longer available. The RNIB have a useful web page giving information about accessibility and links to other checking tools at <http://tinyurl.com/y8oxok3> (URL shortened using TinyURL)

Support

Contact your Local Infrastructure Organisation (LIO) (ie Community Action, Voluntary Action, Council for Voluntary Service). To contact your local LIO go to the NAVCA website www.navca.org.uk to find what is available in your area.

The National Council for Voluntary Organisations (NCVO)

There are savings to be made through membership of NCVO. You can easily save your membership fee in using discounted services.

The National Council for Voluntary Organisations

Regent's Wharf

8 All Saints Street

London

N1 9RL

Helpdesk Tel: 0800 2 798 798

Email: helpdesk@askncvo.org.uk

Website: www.ncvo-vol.org.uk

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SavaComp (Bradford)

SavaComp is a not-for-profit organisation, which makes refurbished and recycled computer equipment available to charities and voluntary and community groups at low cost. Telephone 01535 662089 Webform at <http://tinyurl.com/yed7c3u> (URL shortened using TinyURL) Website: <http://www.savacomp.org.uk/>

Cultrix Ltd

fit4funding can recommend the services of Cultrix who provide us with IT support and web design services.

With Remote IT Support Cultrix can provide an immediate response to your problems as they occur using remote technology. The service aims to be more proactive than reactive with regular maintenance and by working with management in a long-term strategic matter. The service also provides a help desk for general IT questions, help and advice - more than just a number to call when things go wrong! Cultrix also provide numerous other services including the supply of hardware and software, website design, Internet, email, domain and hosting services.

Cultrix Ltd
Kendray Business Centre
Thornton Road
Barnsley
South Yorkshire
S70 3NA
Tel: 0845 475 1890
Fax: 0845 475 1895
Email: info@cultrix.co.uk
Web: <http://www.cultrix.co.uk/>

AbilityNet

AbilityNet is a charity which provides free information and advice, individual assessment of technology needs, the supply of assistive technology with free support, a programme of awareness education, and consultancy for employers on system and workstation adaptations and web accessibility.

- Free of charge overview-level web accessibility testing to voluntary and community sector organisations
- Free of charge ad hoc telephone and email support on web accessibility issues

Website: <http://www.abilitynet.org.uk>

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BBC Webwise

BBC guides to using the internet

Website: <http://www.bbc.co.uk/webwise>

Computanews

Jargon-free magazine providing straightforward, clear information on the use of IT for staff in small to medium-sized voluntary organisations.

Website: <http://www.lasa.org.uk/computanews>

ICT Hub

The ICT Hub was a government funded partnership of national voluntary and community organisations, which provided a range of services to help voluntary and community sector organisations benefit from ICT. Resources are now managed by NCVO.

Website: <http://www.ictHub.org.uk>

IT for Charities

Resource guide for UK charities and non-profit organisations

Website: <http://www.itforcharities.co.uk>

IT4Communities

Register for a volunteer to assist with your IT project.

Website: <http://www.it4communities.org.uk>

LASA Knowledgebase

On-line Guide to IT for the Voluntary Sector, published by the London Advice Services Alliance.

Website: <http://www.ictHubknowledgebase.org.uk>

My Web My Way

Do you need help in making the web easier to use? This site explains the many ways you can change your browser, computer, keyboard and mouse settings to make the web more accessible for you.

Website: <http://www.bbc.co.uk/accessibility>

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net:gain

net:gain is a professional development programme for senior managers of third sector organisations. It allows them to take control of strategic planning and apply it to technology and communications.

Website: <http://www.net-gain.org.uk>

Whatis

Database of technical IT terms

Website: <http://www.whatis.com>

Recycling

PC4 Recycling

Even if you do not have a formal Environmental Policy you may wish to consider the impact you have on the environment.

PC4 Recycling is a leading computer disposal and recycling company offering a nationwide IT recycling service. Whether you want to recycle 1 item or 100, they can provide safe and environmentally friendly solutions at affordable prices.

PC4 Recycling offers a one stop solution to all your computer recycling needs including collection, data wiping and the disposal or recycling of your items. All you have to do is call them with the details and they'll do the rest!

Not only do they make it easy for you to recycle or dispose of your IT equipment but they can massively reduce your costs. Their simple pricing structure allows you to see exactly what you'll pay for your collection and they guarantee to beat any quote for the same service.

Contact Tel: 0800 121 6045 Email: info@pc4recycling.co.uk

Fuller details and pricing are on Website: <http://www.pc4recycling.co.uk>

Some of the information here was originally provided by Bradford CVS, as part of the ChangeUp ICT 'Have IT Your Way' Project.

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