



**Q: Can I use this software on Notebooks and Desktops?**

A: Yes. This software works on any type of windows-based PC less than 8 years old that has a USB port and meets the minimum PC guidelines.

**Q: What are the minimum PC guidelines for donating a PC?**

A: 64-bit x86 processor or equivalent, at least 2GB of Memory (RAM), USB flash drive, hard drive (4 GB or larger), no less than 8 years old

**Q: How can I get support for this process?**

A: There is a group of HP Certified Support Volunteers ready to help you with HP Refresh software questions. Ask your questions [here](#).

**Q: What if I need support for my PC?**

A: HP is not providing support for donated PCs. If your PC stops working, we recommend you contact your local Community Partner to receive another PC.

**Q: Does the brand of the PC matter?**

A: No, any brand of Windows-based PC will work, as long as it meets the minimum PC guidelines above.

**Q: Will this work on MACs or IOS devices?**

A: No. The PC must be a Windows-based PC.

**Q: How long does it take to erase one PC?**

A: The length of time depends on the processing power of the PC. It can take up to 20 hours to securely erase the data from the donated PC. Do not power off the PC during the process.

**Q: Is HP giving away PCs?**

A: HP is donating millions of dollars in technology and support through a concerted effort across Personal Systems and Print to help students, families and communities. See HP Press Release [here](#).

HP is not collecting or distributing computers as a part of the HP Refresh Program. The program provides:

- HP Refresh software that helps safely wipe data and reimage PCs for browser-based access and virtual learning
- A Community Activation Playbook which empowers local communities to help collect PCs that are considered outdated and underpowered for a business, but perfect for students in need.

**Q: Can I erase multiple PCs at a time?**

## HP Refresh | Frequently Asked Questions

A: You need a USB key plugged into a single PC. You may download the software onto as many USB keys as desired, then you may run all of them at the same time. Once the data on a PC has been successfully erased and reimaged, you can reuse the same USB key on a different PC. A new or clean USB drive is recommended.

### Q: Where can I get power cords?

A: Do everything you can to receive a power cord with your PC when you obtained it. If you did not receive one, it will be up to you to find or secure a power cord for your PC.

### Q: What about Wi-Fi®? A PC is great, but without a connection, distance learning is still constrained.

A: HP is collecting Best Practices on how communities are over-coming this challenge which you can find under [Wireless Connectivity Resources](#).

### Q: Does the Community Advocate need a technical person at the location designated as the drop-off location?

A: It is helpful to have a technical person available to answer questions with the software download and install; however, a technical person is not necessary to receive the donated PCs.

### Q: How do I manage social distancing?

A: HP recommends following the [CDC guidelines](#) for social distancing. For PC drop offs, please ensure there are clear markers for physical separation. For pick up, one option is to set up an online calendar allow students and parents to sign up for a pickup time. In addition, including a student's name and id number on the large sheet of paper in your windshield can help identify the student.

### Q: Do I need power at the drop off site?

A: We recommend having both power cords and power at the drop off site so that installation can begin immediately after the PCs have been cleaned.

### Q: Should I have a dedicated person cleaning the PCs as they are dropped off?

A: It has shown to be more efficient to have a dedicated person for cleaning the PCs and to have an abundance of cleaning and sanitizing supplies.

### Q: Is HP Refresh a Global Program?

A: The program is available to use globally, but the resources and software are currently only available in English.

### Q: Do I need to clean the data before donating my PC?

A: Community partners are doing this in mass; however, you can choose to download and run the software yourself before donating.

### Q: What version of USB flash drive should I use to download the HP Refresh Software from the HP Refresh website?

A: For best results, use a 4GB USB flash drive that is 3.0 compliant.

### Q: How do I ensure the software won't erase the data on the computer I am downloading the software?

A: Our software has safeguards to detect only USB Removable media to help ensure it will not erase your PC's hard drive. While we do have safeguards, we cannot rule out the possibility of your existing data being impacted. HP does not assume any liability for loss of data.

## HP Refresh | Frequently Asked Questions

### **Q: Will the software erase all data on the USB Flash Drive?**

A: Yes, all of data on the USB Flash Drive will be erased and replaced with the HP Refresh Software. In addition, HP warns the user prior to wiping out the USB Flash Drive, that the data will be erased.

### **Q: Since Zoom is being installed on the PC do I need to worry about security with Zoom meetings?**

A: If you are worried about Zoom issues please review the Zoom best practices document or do not use Zoom to participate in meetings.