



HP REFRESH PROGRAM | Give your old laptop a new life to help students in need

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A word from HP

While nothing can replace learning in the classroom, we, as a community, need to ensure that educating our students continues during school closures due to COVID-19 crisis. Unfortunately, many students do not have technology to participate in remote learning. In response to this need, 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. In addition, HP and communities everywhere are helping students through HP's Refresh Program, providing:

- [Community Activation Plan](#) which empowers the community to collect and distribute PCs to students in need.
- [HP Refresh Software](#) that helps safely wipe data and reimage PCs for browser-based access and remote learning.
- [HP Refresh Support](#) Forum which provides a place for users to ask questions and share learnings.



COMMUNITY PARTNERS

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Community Partners can use the resources below to rally local businesses and families to support the goal of one PC for every student.

Recommendations for a successful program:

- Reach out to your local District/School and offer your assistance, or your local District/School might reach out and ask you to be their Community Partner.
- Work with your local District/School to set up an email or website for businesses or community members to connect with you or students requesting PCs.
- Identify a location, date and time to conduct a local PC drive to recover retired PCs from local businesses and/or residences.
 - It is critical that the location be easy to access and have a safe way for people to leave their PCs without needing to be in close contact with others.
 - If local businesses drop off inventory, ask if they have already run the HP Refresh Software or if it needs to be done.
- [Physically clean](#) donated PCs.
- Prepare the donated PCs for students by using the HP Refresh Software to wipe and reimage the PCs.
- Set up a pick up location, date and time to distribute the devices to students in need. It is critical that the location be easy to access and have a safe way for people to pick up their PCs, while maintaining social distancing guidelines.
- Review the latest [CDC Guidelines](#) for Social Distancing





SCHOOLS

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Superintendents, heads of PTAs and other school leaders can use the resources below to rally Local Businesses, Community Partners and Families to support the goal of a PC for every student.

Recommendations for a successful program:

- **Identify a Community Partner** that can help you facilitate this program, such as non-profit organizations or local businesses. The Community Partner can:
 - ❑ Identify drop off time and location for PCs, as well as parent and student pickup times and locations
 - ❑ Set up an email or website for businesses and community members for questions and feedback
 - ❑ Put a process together whereby students can request a PC from the
- Advertise the PC drop off location on your school website and ask participating businesses to also advertise.
- Reach out to local media outlets and let them know of your program. Templates with suggested wording are located on the [HP Refresh Program](#) page
- Review the latest [CDC Guidelines](#) for Social Distancing.





Looking for ways to give back to your community during the Covid-19 crisis?

The HP Refresh Program allows you to donate your unwanted PCs to students in need. The software provided below erases all data and reimages to Chrome Browser. For more details about how HP ensures safe removal of data, see the Resources link.

Recommendations for a donating PCs:

- Connect with a Community Partner to participate in the HP Refresh Program, or if one isn't available, consider becoming a Community Partner.
- [Physically clean](#) donated PCs preventing spread of Covid-19.
- If you choose to erase data and install the software at your own location, follow the HP Refresh Software [instructions](#) in the Resources section.
- For more details about how HP ensures safe removal of data, click [here](#) to see HP Secure Erase protocols.
- Review the latest [CDC Guidelines](#) for Social Distancing.





As a part of your community, you can ensure that every student has a PC for continued distance learning. There are several ways you can participate in the HP Refresh Program.

Recommendations for a successful program:

- If your student needs a PC, contact your Community Partner or local school district to find out where and how to pick up a PC for your student.
- If you would like to donate a PC, your data will be safely erased. Contact your Community Partner to find a drop off location.
- Rally your community to donate unused PCs to the program.
- Review the latest [CDC Guidelines](#) for Social Distancing.





In an era where protecting sensitive information is so important, the ability to ensure user data is securely erased from a data storage device is critical. HP has implemented a disk erase feature for ALL hard disks/SSD's in the HP Refresh Software which meets the NIST SP800-88r1 "Clear" level requirements for the cleaning of disk media. The attached [white paper](#) describes this capability and related information.





HP REFRESH SOFTWARE

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HP offers many tools and resources to support this community project, but perhaps the most critical is the **HP Refresh Software** that can be used to securely wipe and reimage PCs for distribution to students in need.

- Before you download and start using the software, there are important things you need to know:
 - ❑ Identify drop off time and location for PCs, as well as parent and student pickup times and locations
 - ❑ Set up an email or website for businesses and community members for questions and feedback
 - ❑ Put a process together whereby students can request a PC from the Community Partner
- Once you have your bootable USB key, follow the installation instructions to download the software onto it. And don't worry! This step will

not erase or interfere with any other programs or documents on your PC.

- We've created a step by step video for you to guide you through this process. Visit the [HP Refresh webpage](#) to view the video.
- For support, you can access the FAQ found in this workbook and also on the website, or click to the [HP Refresh Support Forum](#).
- Set up a pick up location, date and time to distribute the devices to students in need. It is critical that the location be easy to access and have a safe way for people to pick up their PCs, while maintaining social distancing guidelines.
- Review the latest [CDC Guidelines](#) for Social Distancing.





PC SYSTEMS REQUIREMENTS

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A computer that meets these requirements is needed in order to download the **HP Refresh Software**:

- Windows 10 or Windows 7
- USB port (to create the USB boot drive)
- USB flash drive (4GB or larger)
- The computers to give to students that will be wiped and reimaged should meet these minimum requirements:
 - 64-bit x86 processor or equivalent
 - At least 2 GB of memory (RAM)
 - USB flash drive (4 GB or larger)
 - Hard drive (4GB or larger)





CLEANING GUIDELINES

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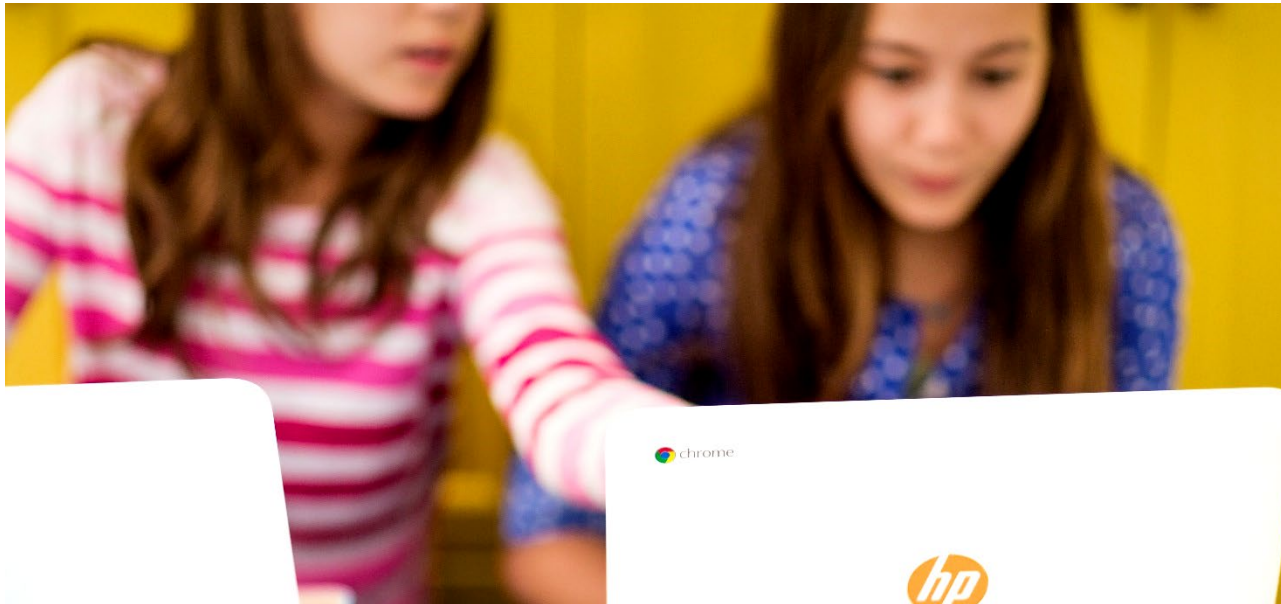
We know how critical it is that students receive a device that has been physically cleaned. For HP guidelines on how best to clean devices, click [here](#).





Wireless connectivity

Not only do students need a PC to use for remote learning, but they also need wireless connectivity to connect to their virtual classrooms and school website. HP does not provide this connectivity, but there are many resources available to you. The Wireless connectivity resources are located on the HP Refresh Program page under [Resources](#).



Hardware recycling

If you are not able to donate your PC because it does not meet the system requirements listed above, but you do have a PC that you would like to recycle, HP collects used products for recycling and resale in 76 countries and territories worldwide.

Visit www.hp.com/recycle for additional details on drop off locations



We want to hear from you! Please share your thoughts on the HP Refresh Program. We welcome all feedback, including any suggestion you may have for program improvements. We also invite you to share your experience on remote learning during this unusual time.

Send your emails to hprp@hp.com.



ADDITIONAL RESOURCES

- To access FAQs online, click [here](#).
- Visit the [HP Refresh website](#) under "Getting the Word Out" to find helpful email template you can use to reach out to local businesses, local community members and local media
- [ZOOM Best Practices](#)
- [PC System Requirements](#)
- [Cleaning Guidelines](#)
- [Data Security White Paper](#)
- Review the latest [CDC Guidelines](#) for Social Distancing.