Dear Applicant

Thanks for your enquiry to apply for an ITShare SA computer system.

A handling fee must be made for each computer received. This can be arranged when picking up the computer

You are required to read through this information thoroughly before completing your application, as you need to signify on the Application form that you have done so. If you do not, the Application will be rejected. If you have any questions please feel free to contact us. If you have any questions about the systems we supply we encourage you to contact us at ITShare SA, either to talk to someone, or to organise a visit to view a demonstration.

About Us

ITShare SA is a not for profit, non government, volunteer based organisation; our volunteers do what they can, when they can. Currently for a standard system there is no waiting. Special requests or needs may take longer.

Software

All systems we provide are fully functional computers running Linux-based Open source software. We do not supply or support Microsoft (Windows) software.

Linux is licensed under the GNU General Public License (GPL), this means that Linux software is available for everyone to use, copy, modify and distribute free of charge. It is able to be customised and configured depending on what it will be used for. The Linux computers distributed by ITShare SA have been configured to provide the user with a desktop interface that is similar to Windows.

General Hardware

ITShare accepts donated hardware, which our team then refurbish and provide to eligible recipients.

With an ITShare SA computer you can

- Create, edit & save documents (word processor, spreadsheets & presentations) in Microsoft formats if required,

- View basic multimedia and web media,

- Play basic games and practice typing skills,

- Play music,

- Create and alter images,

- Run Linux-based educational software,

- You may be able to run video Cds and DVDs with appropriate hardware installed.

With a modem and Internet connection, your ITShare SA computer will be able to

- Browse the Internet using a graphical browser (eg Firefox, Chrome),

- Send and receive email.

An ITShare SA computer is not able to

- Run most Windows games and applications,

- Run high performance applications.

Peripherals (Printers, Scanners, Speakers, Modems, Routers etc)

Occasionally ITShare is able to provide other hardware peripherals to recipients of computer systems. Feel free to specify on your application form what other hardware you require – we can make no guarantees that we will have the hardware available.

Before buying a printer for your Linux computer it's a good idea to ask us about printers, to check that you are getting a printer which has a Linux driver available.

Internet Services

ITShare SA does not provide Internet service. You are responsible for arranging your own access with an ISP. The computers we distribute are capable of accessing online services with NBN, mobile broadband, etc. All desktop computers will have an ethernet connection, and all laptops will have wifi and ethernet connections. If using mobile broadband, a mobile wifi modem is highly preferred as it is easier to set up. If you use a mobile USB modem there is no guarantee that we can get it to work with Ubuntu. However please bring it with you when picking up your computer, so that we can attempt to get it working for you, and please ensure that it is activated and working when you bring it.

How to Apply - Individuals

Firstly it is best to ring us first on a Monday or Tuesday to see if we have a computer available, and generally if you require a desktop computer that is available immediately. Then come in to our office with an appropriate card (see below) and any peripheral that you may wish to be configured, such as a wireless broadband USB stick. At ITShare choose your compouter, then fill in the application form and disclaimer form, and show the concession card. After appropriate payment the computer can be taken.

ITShare SA encourages applications for computer systems from people who need a computer (and don't already have one) for educational, vocational, community, or other valid purpose. Intending individuals should be on a low income and should be holders of concession cards, or be able to support their claim to be on a low income.

All applications should be accompanied by either:
A photocopy of your Centrelink card
 OR
a supporting letter from a representative from an agency or institution such as a Case worker / Support worker, Educational Institution, Social service agency or Government department.

The support letter should include verification of low income, a brief description of why you would benefit from a computer, and should not be more than one page in length.

Should you be unable to supply a support letter or proof of income, please contact us to discuss why you cannot and whether we can assist you.

How to Apply – Community Groups or Organisations

ITShare SA encourages applications for computer systems from groups or organisations who provide service or support within communities. Our focus apart from Australia is the Asia-Pacific region. A

description of the purpose of your group or organisation will also be necessary. You are welcome to apply for more than one computer, however, availability & eligibility issues will determine the final number allocated.

Training and Support

ITShare SA offers basic introductory training to computer recipients so your current computer skills (or lack of) will not affect your eligibility; we will help you learn all you need to know to get going.

ITShare provides free initial telephone and support at the office. We encourage you to drop in and visit us if you are experiencing difficulties with your system (by appointment and only during our nominated support times). Technical support is provided free for three months in office (limited to Mondays and Tuesdays, when our office is staffed to help) after receiving your computer.

After three months, fees and charges will apply - contact us for further information regarding fixing any hardware issues.

Should you remove our software, we will not provide ongoing support.

Other important Information

- If you have any additional peripherals (eg: printer, scanner, modem, etc) which need to be configured with the computer, **they must be brought** into the office, fully and clearly labelled with your name, **one week before** picking up your computer, otherwise we make no guarantee that they will work. If they are unlabelled, you run the risk of them being confused for a donation, and we will not be able to guarantee that you will be able to retrieve them.

- All information obtained by ITShare SA will be treated confidentially. Every precaution will be taken to ensure that the privacy of the applicants will not be breached.