BROADBAND FOR SENIORS

Funded by the Australian Government

STAGE 2 APPLICATION GUIDE

The purpose of this guide is to help you complete the Stage 2 section of the 'Host a Kiosk' online application.

How to Complete the Stage 2 Application

1. Go to www.necseniors.net.au home page.
2. Move the mouse pointer over the 'Applications' tab to open the drop down menu and then select 'My Ticket/s'.
3. Log in using the **email address** you supplied us in your Stage 1 application and the **password** we automatically emailed you in response. If you have forgotten or can't find your password, ring our helpline on 1300 795 897 and we will email a new one to you.
4. Once you have logged in, a 'Ticket List' will display showing one or more application tickets (depending on the number of Kiosk sites you have applied for).
5. Select the application ticket number you wish to edit.
6. Scroll down the application to Section 4 'Disabled Access'. This is the start of the online Stage 2 part of the application.
7. Please fill in the questions.
8. To **submit your updated application**, click on the **Update** button which is located at the bottom of the application form below section 10.
9. To **notify us that you have completed the Stage 2 Application**, click the **Post Reply** button located at the bottom left hand side of the application form below section 10. Type a short message and then click the **Submit** button. **Or**, ring us on phone 1300 795 987 option 2 to advise us.
10. To **email your required attachments:**
    - Open a new message; and, in the subject field type **your ticket number and your Kiosk site name**, e.g Ticket #3100, Site - John Dow Seniors Club.
    - Attach your files to the email using the paperclip icon.
    - Send your attachments to: uploads@necseniors.net.au

NOTE: To correspond with us via email, simply reply to the email you received containing this Stage 2 Application Guide. **Do not** change the subject field: this contains your ticket number and will help us expedite your application. **Do not** go to the www.necseniors.net.au website and email your documents via any links there. This will not be attached to your application and will only delay processing.

The following information is designed to assist you to complete the Stage 2 Application. If you have any questions, call the Helpdesk on 1300 795 897.

Section 4 – Disabled Access

This project **requires** disabled and wheelchair-bound seniors to have access to the Kiosks. You do not have to have permanent disabled access but must, at the least, be able to provide a temporary ramp or, have staff available that will support disabled seniors access your kiosk.

Section 5 – About Your Volunteer Tutors

You need to provide the names of two volunteers who are willing to tutor seniors at the Kiosk. If you have not yet identified your volunteer tutors, you may write your own details and that of a colleague here in order to continue processing your application. Tutors need not possess advanced skills but are required to know and be able to teach basics such as:

- Keyboard/mouse operation,
- How to surf the Internet,
- How to setup and use a Gmail account,
- How to use Microsoft WordPad.

Tutors will be provided with training manuals to assist them when teaching older Australians computer skills. If you are having trouble finding volunteer tutors, you may wish to look at www.govolunteer.com.

Section 6 – Information Required for Delivery of Kiosk

We require the address of the Kiosk site so our subcontractors are able to deliver the Kiosk kit (two computers) and furniture (two desks and three chairs). If you have special delivery requirements, such as, delivery only between certain hours and on certain days, please inform us of this here.

NOTE: The furniture is not mandatory, and if you do not require it please click 'No'.

Section 7 – About Your Phone Line

ONLY complete Section 7 and 8 if you require NEC to provide the BFS broadband service. If you want to use your own broadband service, complete Sections 9 and 10 instead.

- You must supply a phone line (or a second line such as a fax) on which the NEC broadband service can be connected. This line should **not** have an existing broadband service already connected.
- If your nominated phone line is via a PABX, please ensure it is a direct line connection through the PABX to the telephone exchange (and not a switched connection, e.g. through a switchboard). Ask your IT personnel, your telephone carrier or Telstra if you are unsure. Note: payphones cannot be used for connection of the BFS broadband service.
- You must also supply the location address of your nominated phone number. (This may not be the address where the phone is actually situated). Contact Telstra or your organisation's IT person and request the 'Cable Record Address'. It is important to provide us with the correct address as Telstra will check this against their database and if it does not correlate it will delay your application.

Section 8 – About Your Phone Line

These questions help us identify potential installation problems at your site.

- We need to know your site layout – in particular, the planned distance between the computers and the telephone socket which connects to the modem and, location of power points. Ideally, these should all be located nearby in the same room. Otherwise the radio signal will be weaker. (If possible, send us a floor plan or hand-drawn sketch).
- If the computers and the modem are to be located in different rooms, are the walls made of dense material? The radio signal will not pass through brick, metal and concrete walls. Plasterboard panels are less of a problem.
- The maximum allowed distance between the computers and modem is 15 metres with no intervening plasterboard walls; or 10 metres with one or two intervening plasterboard walls.
- It will be your responsibility to provide a phone extension if the wireless modem needs to be located closer to the Kiosk to enable radio connectivity.
- Please advise us if you have an alarm system or other services (Foxtel, fax, dial-up modem, EFTPOS terminal) connected to this phone line that could cause interference to the broadband modem.

Section 9 and 10 – About Your Broadband Service

ONLY answer Section 9 and 10 if you want to connect the BFS Kiosk to your own broadband service.

- You must provide us with evidence of your current broadband plan (eg recent invoice) showing your broadband speed and monthly download limit.
- The Broadband for Seniors program alone requires a speed of 1.5 megabits per second and a download limit of 2 GB per month. If you wish to retain your existing broadband provider, your plan must have a download limit *greater* than 2 GB per month to support Broadband for Seniors on top of your other broadband needs.
- We also need to know if your existing broadband service uses wireless LAN (Local Area Network) or Ethernet LAN.
- If you do not require NEC's broadband service, you are entitled to a subsidy of $30 per month. To qualify, your organisation must have an ABN (Australian Business Number). You must also complete an EFT Payment form, providing your organisation's bank details. This form will be emailed to you separately.
- Note: As this is an Australian Government funded project, your broadband plan must support some form of content filtering. Or, your site must have supervision and/or regulation of users as a method of managing content filtering.

Further Information

- BFS Kiosk Installation Manual, NEC document no. 0511-00004
- BFS Kiosk Starter Kit, NEC document no. 0511-00008
- Your Resource Kit
- Introduction to Computers and the Internet Parts 1 & 2 Tutors' Manual
- Kiosk Equipment Guide

The above documents (and others) can be downloaded from the www.necseniors.net.au website.