

# PCs for People Device Application and Pickup FAQ

Updated December 2022

## How do customers apply for a device?

Customers should visit <https://pcsrefurbished.com/event/registration> and enter a **valid** email address to apply for a device. If a customer plans to pick up their device in the HKIC building at Heights Libraries' Lee Road branch, please enter the library's zip code (44118).

Customers should click on select and choose which device or device bundle they would like to purchase.

The screenshot shows the 'pcsforpeople online' website interface. At the top, there is a navigation bar with links for HOME, CATEGORIES, ABOUT US, MY ACCOUNT, INTERNET, and CONTACT US. Below the navigation bar is a search bar and a message: 'We found events near you. Select an event below to continue.' A horizontal menu below the message contains icons and labels for Overview, Event Selection, Device Selection, Account Creation, and Checkout. The main heading is 'EVENT REGISTRATION'. Below this, a sub-heading reads 'HEIGHTS LIBRARY DISTRIBUTION - LEE ROAD BRANCH'. A note states: 'Tech Pick-up LEE ROAD Branch. Pre Register to receive wireless internet hotspot or computer.' The page is divided into three columns: 'Event Info', 'Products', and 'Select'. The 'Event Info' column lists details such as Site (LEE ROAD BRANCH), Address (2340 Lee Road Cleveland, OH 44118), Event Date (12/3/2022), Last Day to Register (3/30/2023), Financial Aid Available (No), and Miles From Your Zip (0.00). The 'Products' column lists three options: Laptop (\$100.00), Desktop (\$80.00), and Internet (\$60.00+). The 'Select' column contains a 'SELECT' button with a checkmark icon, which is highlighted with a red box.

Event Info	Products	Select
Site: LEE ROAD BRANCH	Laptop	<input checked="" type="checkbox"/> SELECT
Address: 2340 Lee Road Cleveland, OH 44118	Desktop	
Event Date: 12/3/2022	Internet	
Last Day to Register: 3/30/2023	\$100.00	
Financial Aid Available: No	\$80.00	
Miles From Your Zip: 0.00	\$60.00+	

**\*Customers MUST use a working email address and check that email address for correspondence from PCs for People. This is their primary means of communication to the customer regarding their application.**

## Where do customers go to pick up their devices?

If customers are picking up a device at Heights Libraries, they should visit the HKIC Computer Lab, located on the second floor of the HKIC building, across the street from the main library building after completing registration and receiving confirmation.

For any hardware issues regarding the device after pickup, customers should contact PCs for People for assistance at (216) 930-5741.

## What devices are available?

Currently, PCs for People offers **laptops, desktop computers, and hotspots** for pick-up at Heights Libraries.

## How much do these devices cost?

Currently, desktop computers are **\$80.00**, laptop computers are **\$100.00**, and hotspots devices are **\$60.00** with a monthly service fee of **\$16.00**. Bundles are also available (for example, a laptop and hotspot device).

## How do customers know if they are eligible?

Customers should visit [pcsforpeople.org/eligibility/](https://pcsforpeople.org/eligibility/) to find out if they are eligible for a device through PCs for People. After submitting their application and eligibility documents, PCs for People will contact customers by **email** to approve or deny their application. If their application is approved, PCs for People will email them to let them know to pick up their device at their selected location.

## What documents do customers need to provide?

The accepted documents to prove eligibility can be found on [pcsforpeople.org/eligibility.](https://pcsforpeople.org/eligibility/)

These include:

### **Acceptable Forms of Photo Identification:**

- *Driver's license or state ID card for non-drivers*
- *Passport*
- *Formal ID card (such as veteran or student)*
- *Company or work-issued identification*

### **Qualifying Income-Based Assistance Programs:**

*(Documents must be dated within the last year and/or show current coverage at the date of submission.)*

- *Adult & Child Mental Health Case Management*
- *Employment Services (only if income-based in your state)*
- *Extended Foster Care*
- *Food Support (a dated letter showing current eligibility is required)*

- *Financial Assistance, such as GA, TANF, etc. (a dated letter showing current eligibility is required)*
- *Head Start*
- *Low-Income Home Energy Assistance Program (LIHEAP)*
- *Medicaid or Medical Assistance (bring a document that says "MA" or "Medical Assistance" on it)*
- *The National School Lunch Program's Free or Reduced Lunch Program*
- *Section 8, Federal Public Housing Assistance, or Group Residential Housing (GRH)*
- *Section 42, Low Income Housing Tax Credit unit or other HUD low income program*
- *Social Security Disability (SSD)*
- *Supplemental Security Income (SSI)*
- *Federal Pell Grant*

**Qualifying Income Documentation:**

*For households that qualify under the net income test (200% federal poverty level- FPL) the following documentation will be acceptable as part of the application process. Annual benefits must meet the FPL guidelines:\**

- *The prior year's state, federal, or tribal tax return (W2 forms or pay stubs are not acceptable)*
- *A Social Security statement of benefits\**
- *A Veteran Administration statement of benefits\* (VA cards alone are not accepted)*
- *A retirement/pension statement of benefits\**
- *An Unemployment/Workmen's Compensation statement of benefits\**
- *Federal or tribal notice letter of participation in General Assistance\**

Persons in Family	Max Allowed Income
1	\$27,180
2	\$36,620
3	\$46,060
4	\$55,500
5	\$64,940
6	\$74,380
7	\$83,820
8	\$93,260

Who can customers contact with questions or for more information?

For more information about PCs for People, please call **(216) 930-5741**.

For questions about the application or eligibility approval process, please email [cuyahoga@pcsforpeople.com](mailto:cuyahoga@pcsforpeople.com) or leave a message at **(216) 777-4441**.

For more information about picking up devices at Heights Library on Lee Road or for help filling out the application, please call the HKIC Computer Center at **(216) 932-3600 ext. 1221**.