National Databank

User Guide

This guide is intended to inform network partners who have access to the National Databank. The aim of the guide is to give details of each stage of the process involved in issuing and activating data. It serves as both an introduction to the National Databank and as a reference point that any staff responsible for gifting data via the Databank can refer back to.

Contents

- Introduction to Good Things Foundation and The National Digital Inclusion Network
- Get started with the National Databank - checklist
- Responsibilities
- Receiving SIMs
- Logging in to the Databank website
- Adding and removing user accounts
- How to reset a password
- Eligibility criteria
- Summary of data available
- Gifting VodafoneThree data
- Gifting VMO2 data
- Lost or Stolen SIM cards
- Reviewing and updating information

- Transferring a number to the new SIM
- Requesting additional SIMs
- Frequently asked questions

Introduction to Good Things Foundation and The National Digital Inclusion Network

Good Things Foundation is a digital inclusion charity established in 2010. We aim to help people improve their lives through digital inclusion and by gaining or improving digital skills.

To learn more about the work Good Things Foundation do, you can visit the website via this link: https://www.goodthingsfoundation.org/

To achieve our goals, we work with hubs across the UK which we refer to as the **Digital Inclusion Network**. We provide them with resources, support and access to funding so that they can help people in their local communities to benefit from digital access and skills.

To learn more about the National Digital Inclusion Network, you can visit the website via this link: https://network.goodthingsfoundation.org/

The network is free to join and offers a range of benefits such as:

- Access to the National Databank and National Device Bank
- Free training and resources
- Networking opportunities
- Access to our online learning platform, Learn My Way
- Opportunities to apply for grants

Introduction to the National Databank

The National Databank provides free data to members of the Digital Inclusion Network, so they can provide free access to the internet to those who are unable to get online.

Between 2023 and 2025 more than 400,000 data packages have been provided to people thanks to the SIM cards gifted by Virgin Media O2 and VodafoneThree

Checklist - Getting started with the National Databank

- ☐ Receive a delivery of SIMs (VodafoneThree& O2)
- ☐ Receive an email with a temporary password. Use this to log in to the Databank website, set your password and accept Ts & Cs
- ☐ Add user accounts for any other colleagues that need access
- ☐ Review the eligibility criteria and available data offers
- ☐ Gift free data. See the gifting VodafoneThree data and gifting O2 data sections of this guide for instructions on how to issue and activate data for each network
- ☐ At the time of gifting the data, log in to the Databank website and record that you've issued the data
- ☐ Hubs typically receive an equal split of VMO2 SIM cards and VodafoneThree SIM cards. Once a Hub has less than 50% of their stock of both SIM card types remaining , a Centre Manager can request more using the 'request additional SIMs' button on the Databank website.

Useful links

- Databank resources page (user guides, recordings of training sessions and other useful documents are stored here): https://network.goodthingsfoundation.org/resources

- Databank website: https://ukdatabank.org/

- Contact the team: https://network.goodthingsfoundation.org/get-support

Community Partner Responsibilities

- Data from the National Databank cannot be exchanged for money and must be provided free of charge to recipients.

- When accessing the National Databank website you must use your own account that is set up in your own name. You must not share passwords or account details between staff members of colleagues.

- Please ensure that the user accounts linked to your organisation on the National Databank website are kept up to date, and if a staff member leaves the organisation that their user account is removed.

- You will receive a stock of VodafoneThree and VMO2 SIM cards to distribute. You must ensure they are stored securely in a locked safe or cupboard. You must also ensure that each SIM card is accounted for, and a responsible member of staff is aware when each has been distributed.

- The VodafoneThree SIMs arrive pre-loaded with data bundles, therefore have a monetary value. Please ensure these are accounted for at all times, and please let us know if you are unable to distribute them. If there is a change of staffing or lead for the Databank, please ensure that the responsible person is aware of the location of the SIMs.

Receiving SIMs

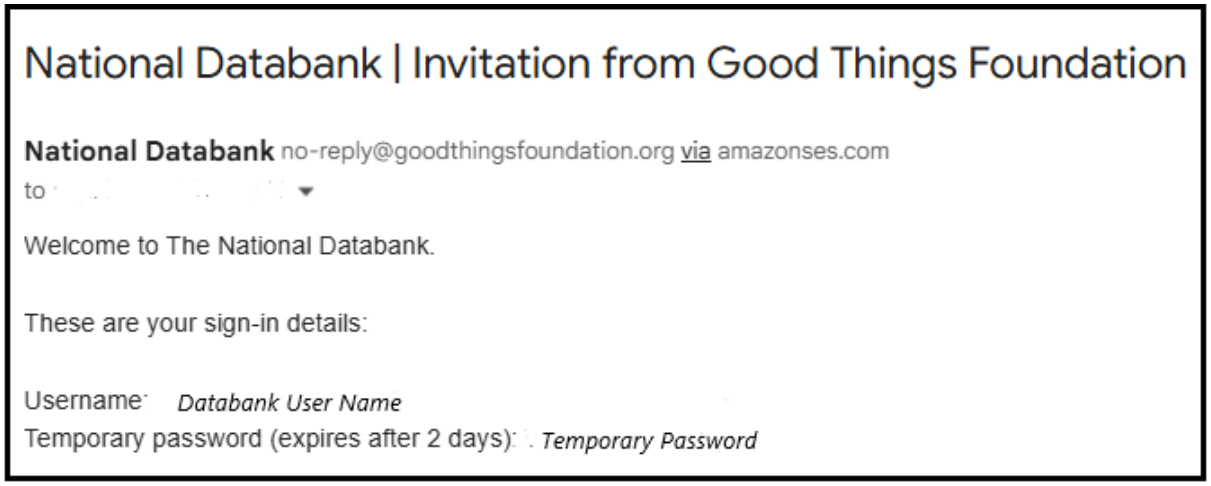
After your organisation's application has been approved, SIMs will be delivered to the delivery address provided on your application form. 2 months worth of SIMs will be delivered to provide an initial stock (50% of these will be O2 and 50% will be VodafoneThree). Please store these securely.

Once 50% of the stock of both VMO2 SIM cards and VodafoneThree SIM cards have been used, please request more SIMs as required using the additional SIM request process.

Logging in to the Databank website for the first time

Step 1: You will receive an email from no-reply@goodthingsfoundation.org with instructions on how to register.

Tip: if you haven't received an email, check your junk or spam folders.


National Databank | Invitation from Good Things Foundation

National Databank no-reply@goodthingsfoundation.org via amazonses.com
to

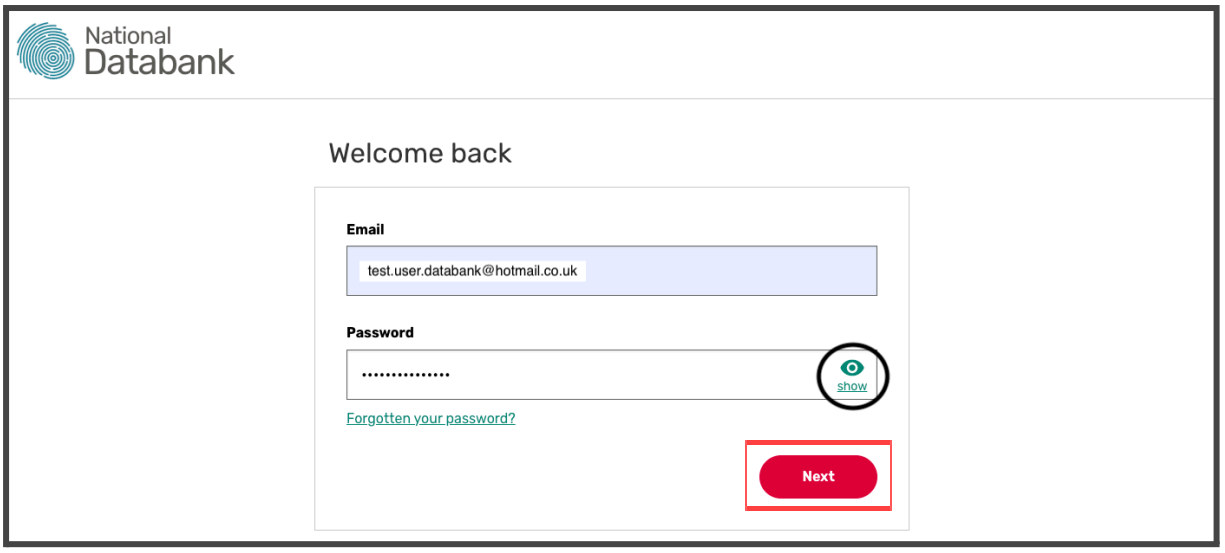
Welcome to The National Databank.

These are your sign-in details:

Username: *Databank User Name*
Temporary password (expires after 2 days): *Temporary Password*

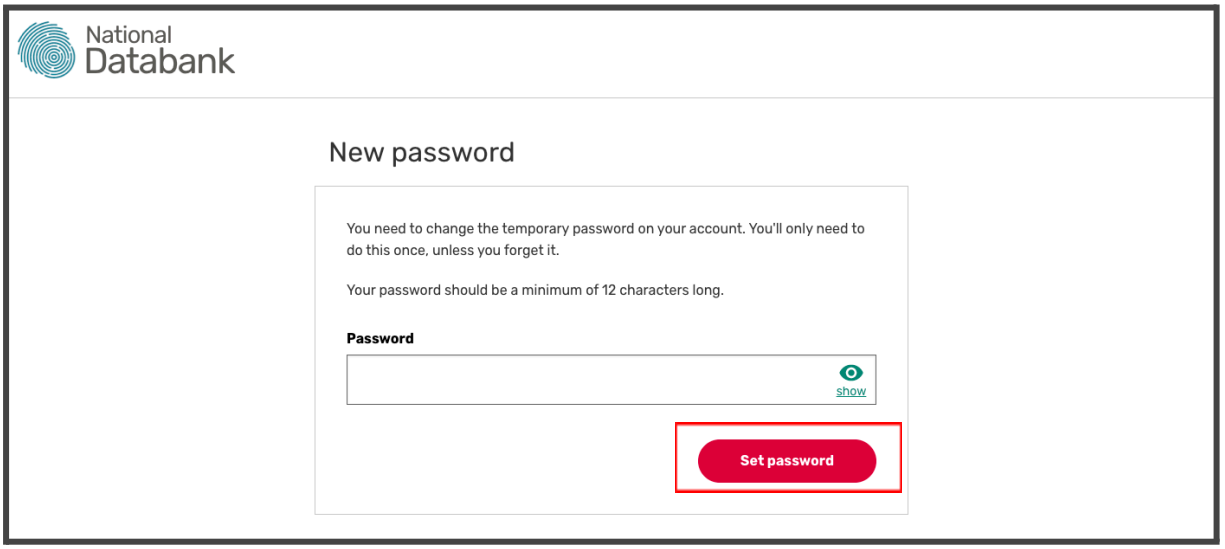
The email will contain your username, temporary password and link to the National Databank website.

Step 2: Select the link and enter your username and password. Then select 'Next'.

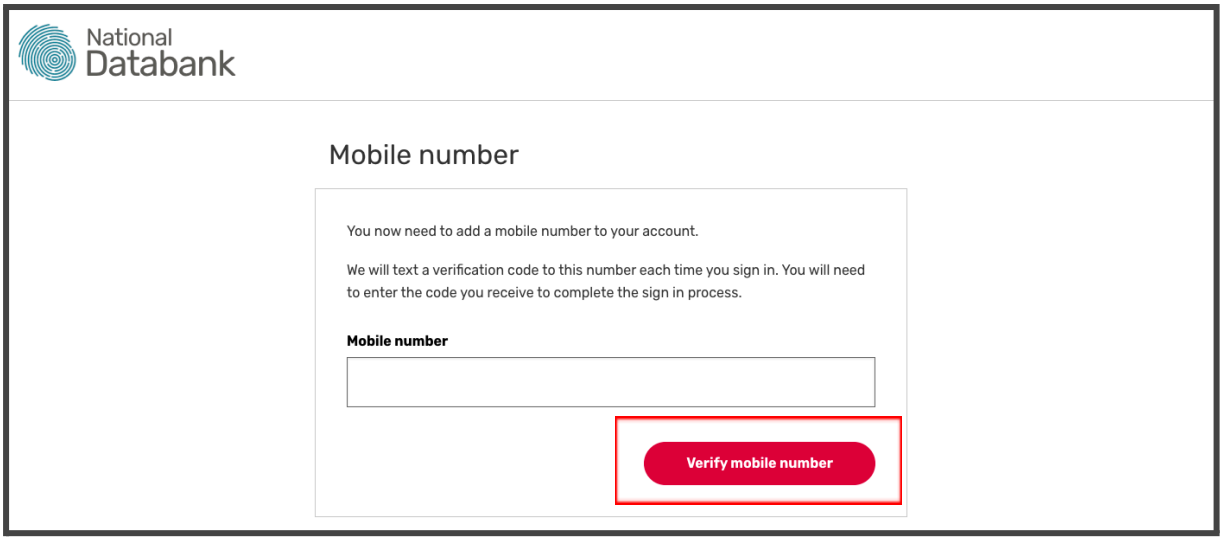


Tip: select the 'Show' icon to reveal the details entered on the password field.

Step 3: Enter a new password. This must be a minimum of 12 characters long. Then select 'Set password'.



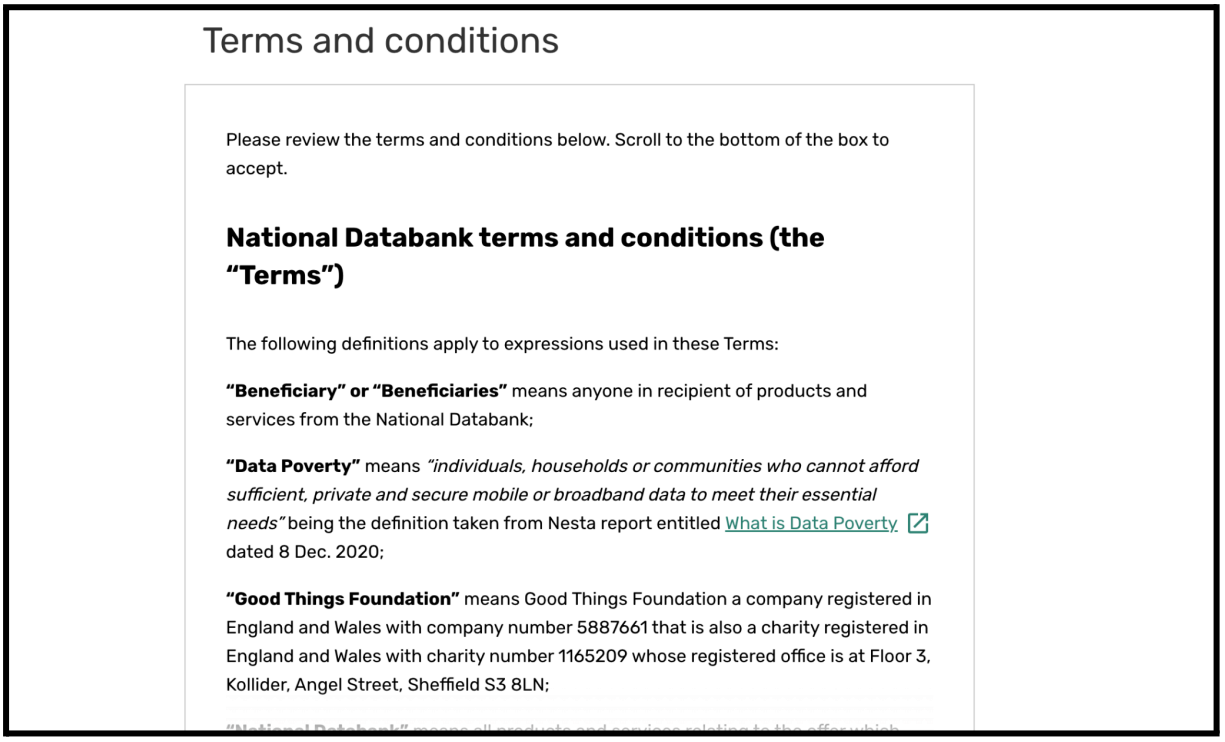
Step 4: You will then need to enter a mobile number to set up 2 Factor Authentication. Note: you need to have access to this number every time you log into the National Databank website. Enter the mobile number and press 'Verify mobile number'.



Step 5: within a few seconds, you should receive a text message that includes a verification code.

Step 6: Enter the verification code on the National Databank website and select 'Sign in'.

Step 7: Review the terms and conditions, and scroll down to select 'Accept the terms and conditions'. This step will only be necessary the first time that you log in.



Terms and conditions

Please review the terms and conditions below. Scroll to the bottom of the box to accept.

National Databank terms and conditions (the "Terms")

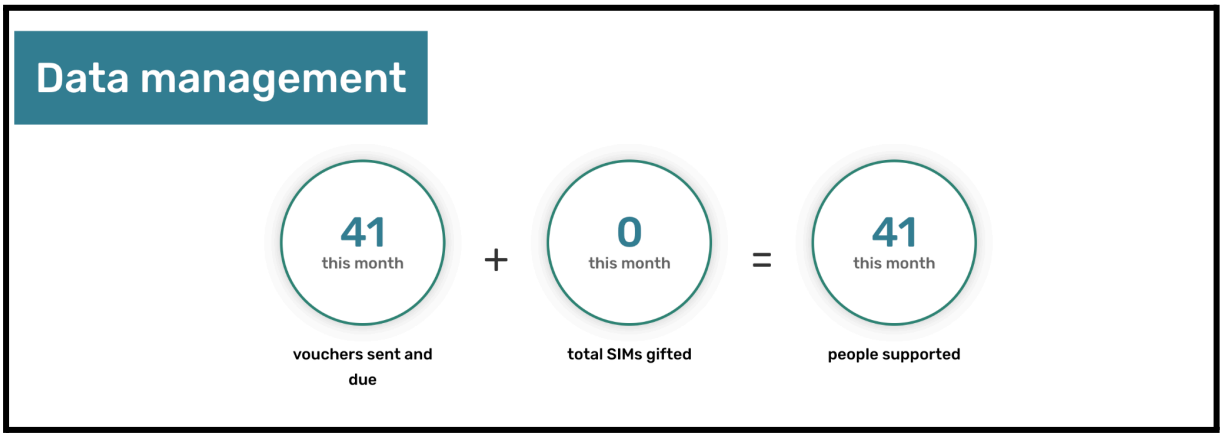
The following definitions apply to expressions used in these Terms:

"Beneficiary" or "Beneficiaries" means anyone in recipient of products and services from the National Databank;

"Data Poverty" means *"individuals, households or communities who cannot afford sufficient, private and secure mobile or broadband data to meet their essential needs"* being the definition taken from Nesta report entitled What is Data Poverty dated 8 Dec. 2020;

"Good Things Foundation" means Good Things Foundation a company registered in England and Wales with company number 5887661 that is also a charity registered in England and Wales with charity number 1165209 whose registered office is at Floor 3, Kollider, Angel Street, Sheffield S3 8LN;

Step 8: You now have access to the National Databank Website. The screen you will see is the Dashboard page.



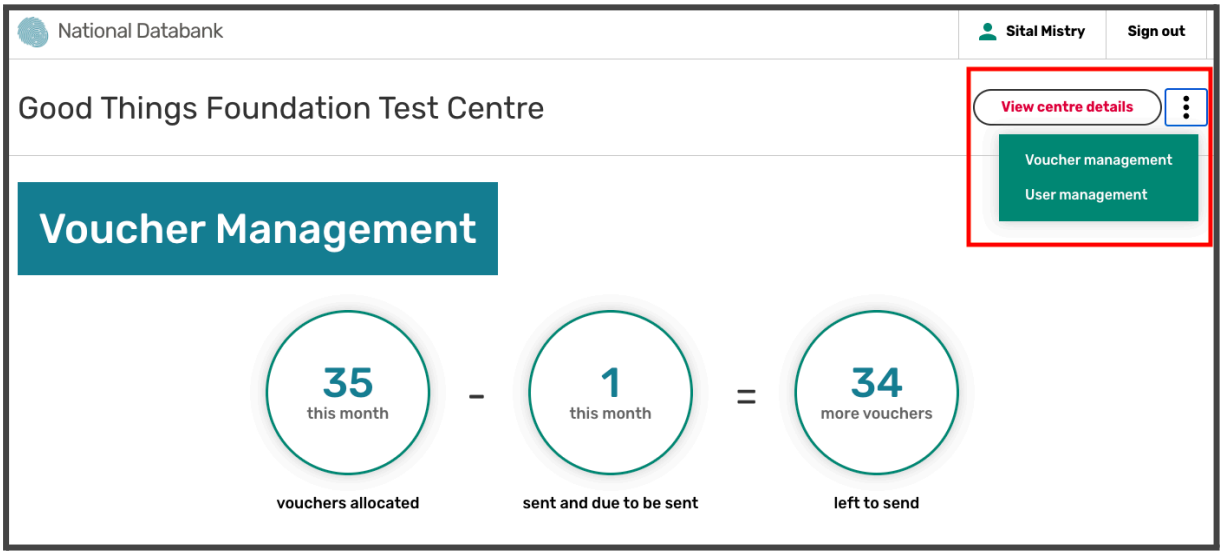
Good Things

Adding and removing users

How do I give other people in my organisation access to the National Databank website?

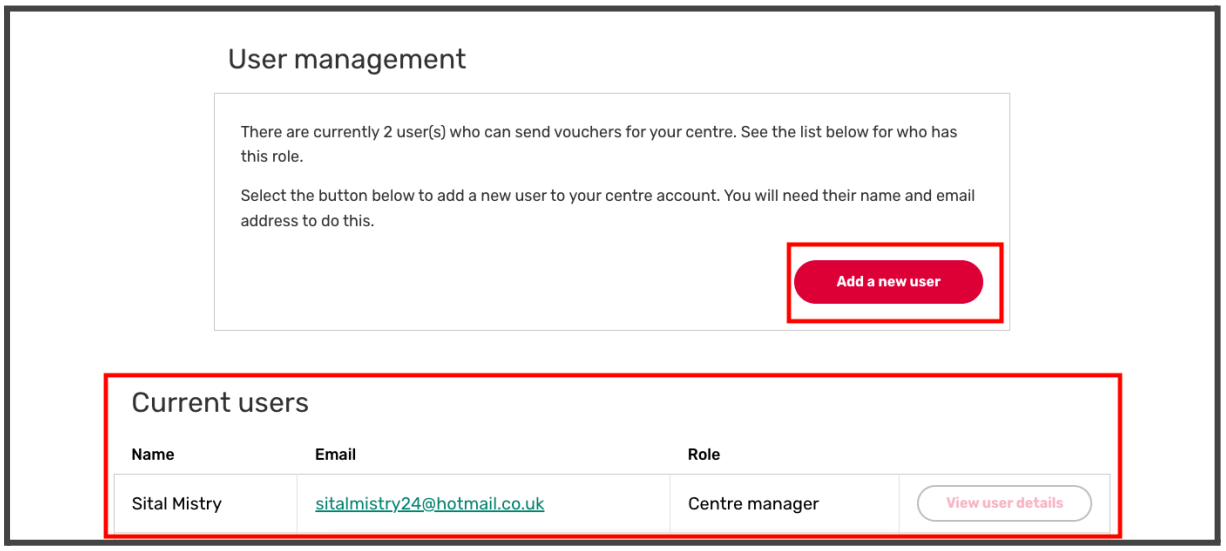
Step 1: Log on to the National Databank website (https://ukdatabank.org/).

Step 2: Select the 3 dots in the top left hand corner and select User Management from the list.



Step 3: Select 'Add a new user'.

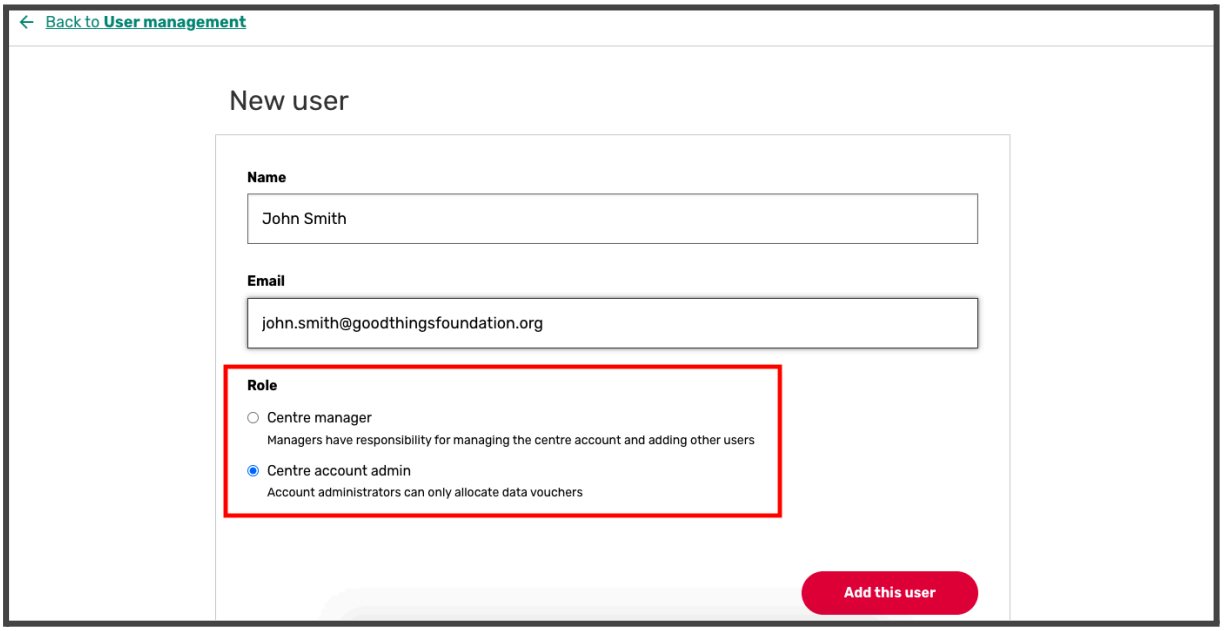
Note: you will see any existing users of the website in the Current users section at the bottom of the screen.



Step 4: On this screen you will then need to enter the name and email address of the person you wish to add. You will then need to choose if you want to set up the new user as a Centre Manager or Centre Account Admin. Select the option you wish and select 'Add this user'.

Centre Managers: have responsibility for managing the centre account and adding and removing other users. They can also request an increase to the monthly voucher limit.

Centre Account Admin: can only allocate data vouchers



Step 5: You can now see a new user has been created. The user will receive an email containing their username, temporary password and a link to the site. They can follow the 'Logging in to the Databank website for the first time' section for details on how to get set up.

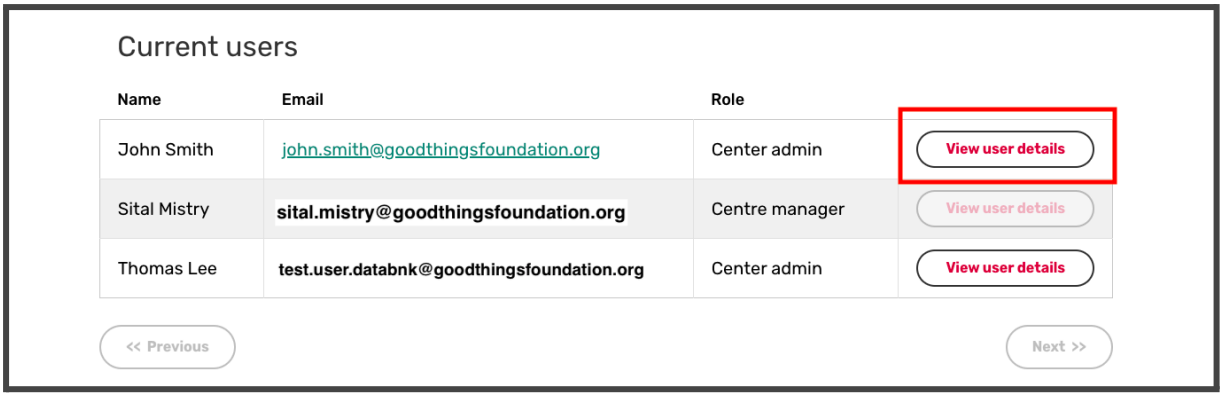
How do I remove a user from the National Databank website?

Note: As a Centre Manager, it is your responsibility to ensure that users for your Centre are managed and updated. When staff or volunteers leave your organisation, you must ensure they are removed from the National Databank website as soon as possible.

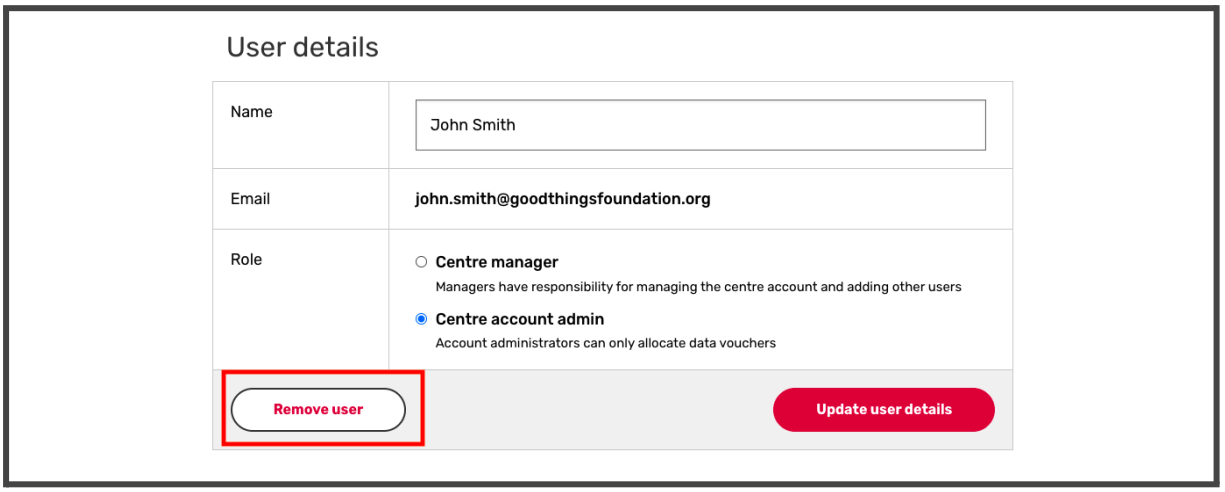
Step 1: Log on to the National Databank website.

Step 2: Select the 3 dots in the top left hand corner and select User Management from the list.

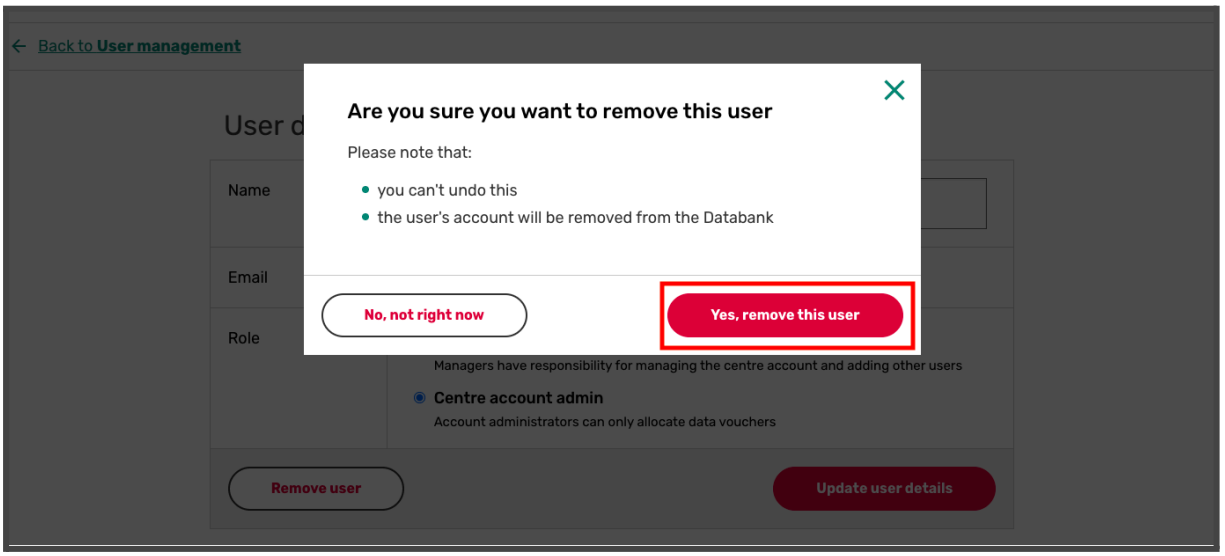
Step 3: Scroll down the screen till you see the Current users section. Find the user you wish to remove and select 'View user details'.



Step 4: Select 'Remove user'.



Step 5: Read the instructions on screen, then select 'Yes, remove this user'.



Step 6: You will see a message to say the user has been removed.

Note: if you are unable to remove a user because they are a Centre Manager, visit our Get support Page with your Centre Name and colleague you wish to remove and we will action this on your behalf.

How to Reset a Password

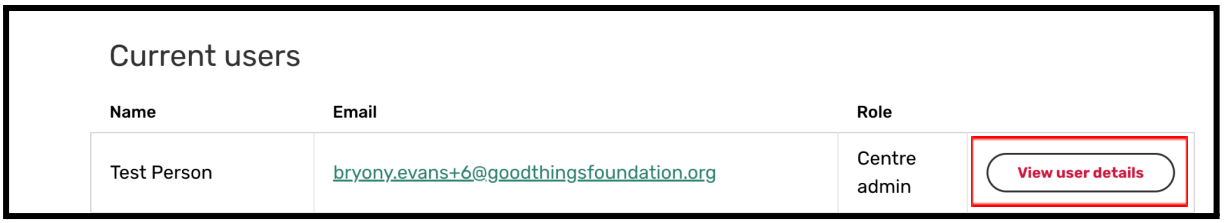
Issuing a new temporary password

Temporary passwords expire after 2 days from being issued. If someone has not used theirs to log in during this time, a colleague with a Centre Manager account can issue a new temporary password for them using these steps:

Step 1: Log in to the Databank website, and select the 3 dots in the top right hand corner. Then select 'User Management'.

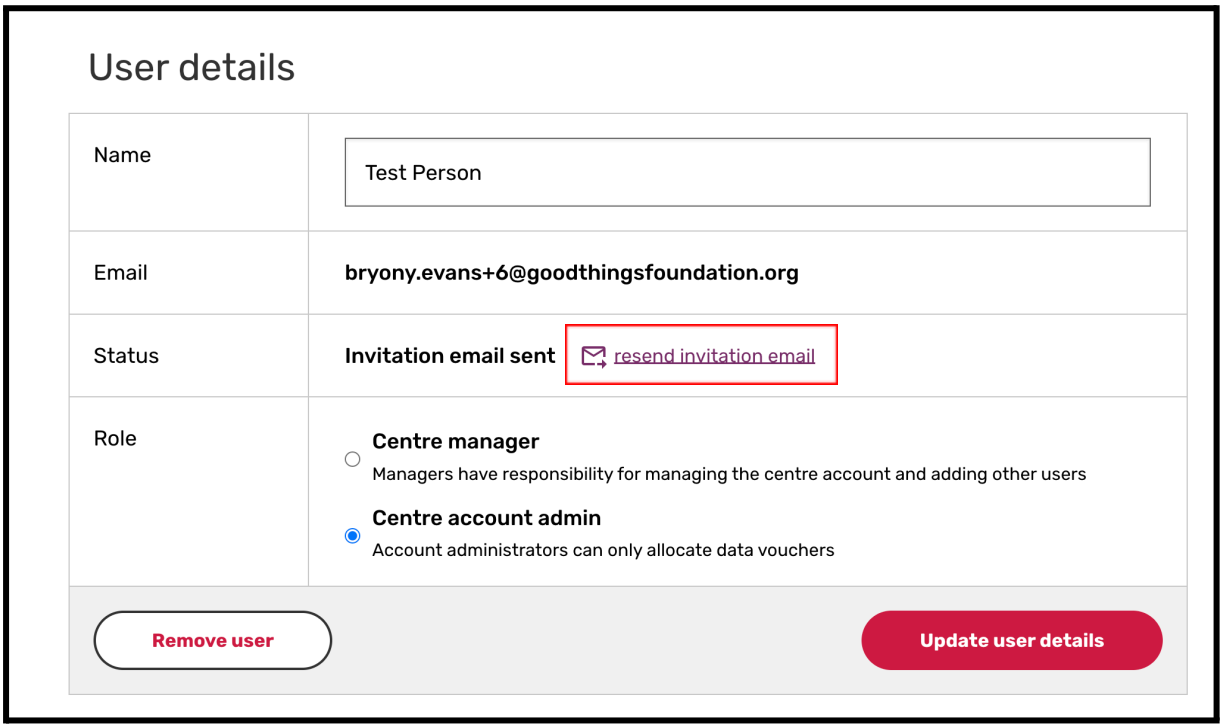
Step 2: Find the user in the list and select 'View user details'

Good Things



Step 3: Select 'resend invitation email'. A new temporary password email will be sent to the user immediately.

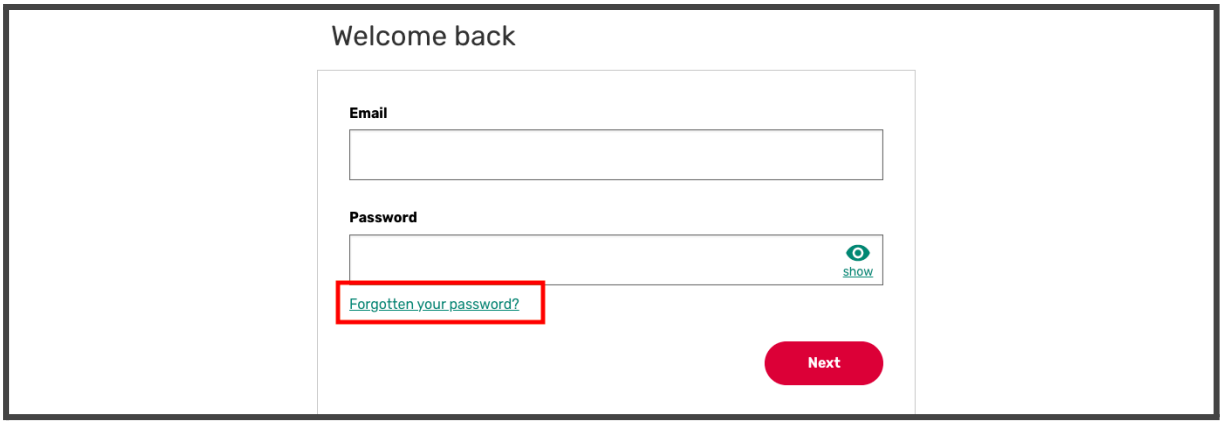
If they have not received this, please advise them to check their junk or spam folders in case it has been diverted there in error.



Forgotten your password

If a user has already set their own password and it has been forgotten, please use the 'forgotten your password' option on the login page (https://ukdatabank.org/).

Good Things



Who is Eligible to Receive Data

Someone receiving data through the National Databank must:

- Be 18+ years old
- AND be from a low income household

And qualifies in one or several of the following statements:

- Has no access or insufficient access to the internet at home
- AND/OR has no or insufficient access to the internet when away from the home
- AND/OR cannot afford their existing monthly contract or top up

Device Compatibility

The data available via the National Databank is provided by O2 & VodafoneThree. A stock of O2 & VodafoneThree Pay As You Go SIM cards are provided to each community partner with access to the National Databank.

Please note - a data recipient's device would need to be either unlocked or compatible with O2 or VodafoneThree SIM cards to allow data from the Databank to be used.

Good Things

To check if a device is unlocked there are several options available:

1. You can try using two different SIM cards from different providers in the device and check if both work. This is often the quickest and easiest way to check.

2. Contacting the provider - You'll need to have the mobile's IMEI number handy. They'll process the IMEI number so they can identify if the handset is blocked or not. Instructions for this vary according to the provider.

3. Checking phone settings - If you've got an iPhone, you can follow these steps:

    - Open Settings
    - Tap Mobile Data
    - Look for an option of Mobile Data Network
    - If you find the Mobile Data Network button, the phone is likely to be unlocked. The option will not appear for users on a locked device.

    If you've got an Android phone, you can follow these steps:

    - Open Settings
    - Mobile Networks > Network Operator
    - Check if you can see other networks
    - If you can see other networks when following these steps, then your phone is likely unlocked.

Data Available

Network	Data	How to activate	What can be gifted
O2	25GB data, free calls and texts to the UK & 50 minutes of International calls to 42 countries for 30 days (can be issued for 1 - 12 months)	Data vouchers (compatible with O2 Pay As You Go SIM cards, received through the National Databank only) Issue vouchers at https://ukdatabank.org/	12 months (1 SIM card or 12 vouchers)
VodafonThree	40GB data, free calls and texts for 30 days (renews automatically for 6 months)	SIM cards arrive loaded with data. Record when gifting at https://ukdatabank.org/	12 months (1 SIM card or 12 vouchers)

Gifting VodafoneThree data

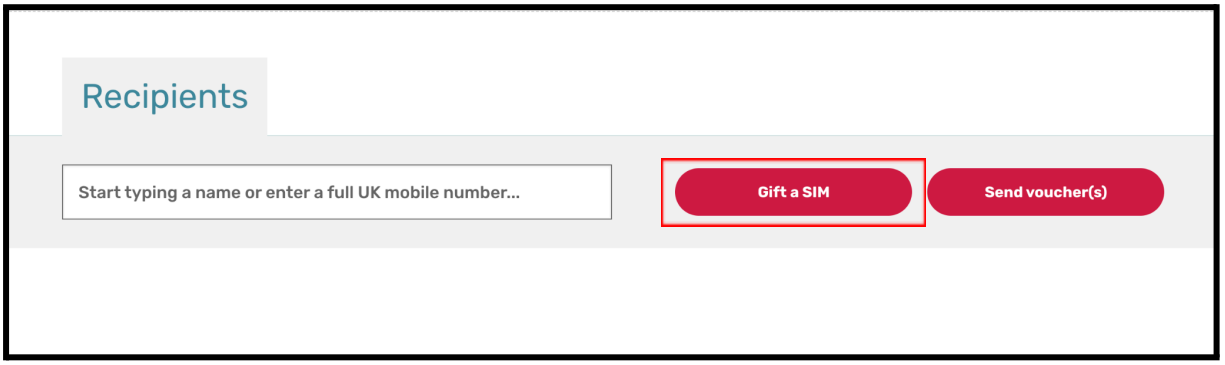
Community partners will also receive a stock of **VodafoneThree SIM cards**. Once activated (by inserting into a device) an allowance of **40GB per month and free calls and texts** will be available for 30 days from activation. This allowance will automatically refresh every 30 days for 6 months.

For VodafoneThree data, please log each SIM at the point it is gifted by following the steps below. Please ensure that this is up to date so that when additional SIMs are requested, the Databank website clearly shows that the original SIMs have been gifted out.

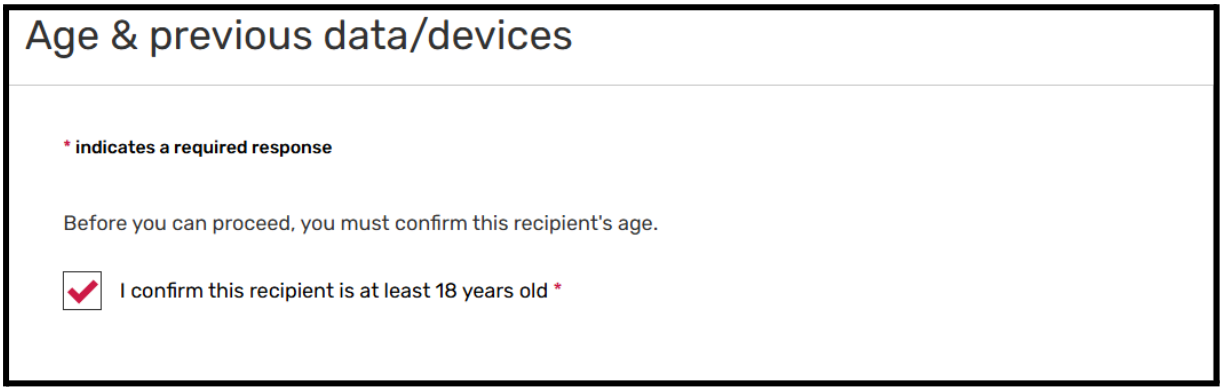
Step 1: Sign in to the National Databank to be directed to the Dashboard page.

Good Things

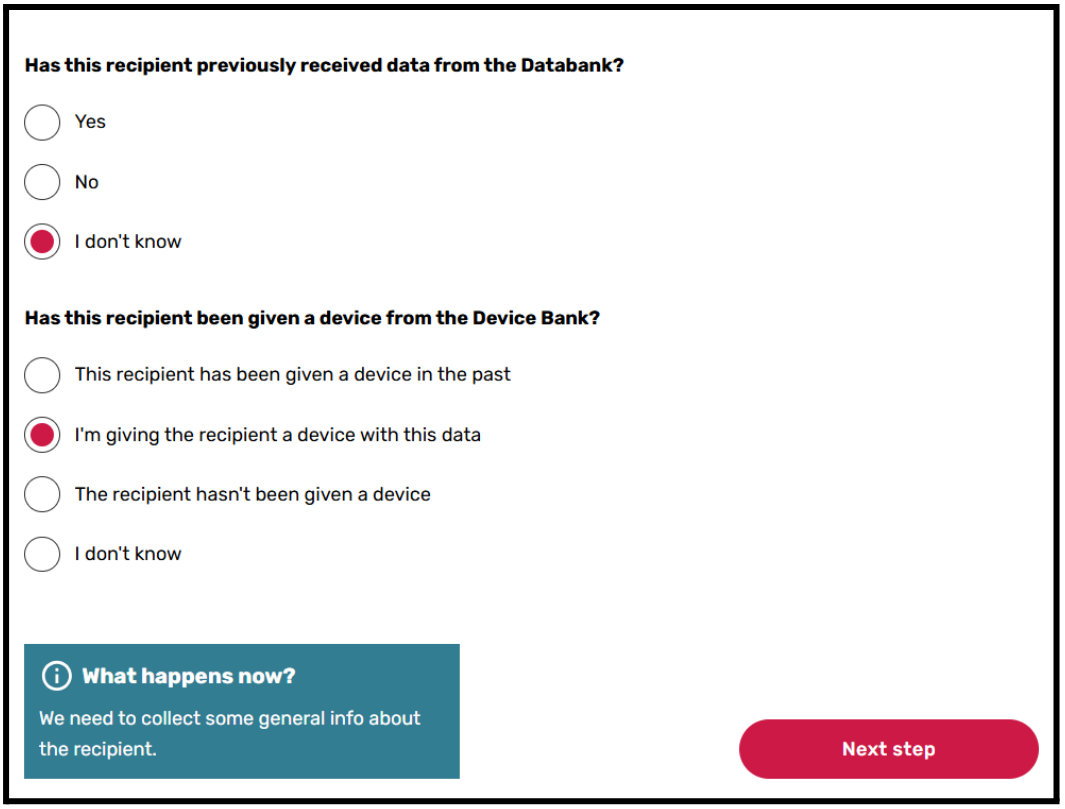
Step 2: Scroll down the page till you see the 'Gift a SIM' button. Select 'Gift a SIM'.



Step 3: You will be ask to confirm that the recipient is over the age of 18 and whether they have had a device or data before and then select next step



Good Things



Step 4 : You will then be asked a series of 5 questions, all of which have a number of different answers, including prefer not to say. Use the radio buttons to select the options that applies for each of the questions and then select next step

Good Things

What is the highest education level this recipient has obtained? *

- ( ) Less than primary school completion
- ( ) Primary school completion
- ( ) Secondary school (GCSEs)
- ( ) A levels or equivalent qualification
- ( ) Undergraduate degree
- ( ) Postgraduate degree
- ( ) None of the above
- (●) Prefer not to say

Which of the following applies to the recipient? *

Please select all that apply

- [ ] I am in temporary or unstable accommodation
- [ ] I am a refugee or asylum seeker
- [ ] I am fleeing domestic violence
- [ ] I am financially vulnerable (e.g. receive universal credit or other income-related support)
- [ ] I have a disability or long-term health condition
- [ ] I have unpaid caring responsibilities (parental or relatives)
- [ ] English is not my first language
- [ ] Care leaver/care experience
- [ ] None of the above
- [x] Prefer not to say

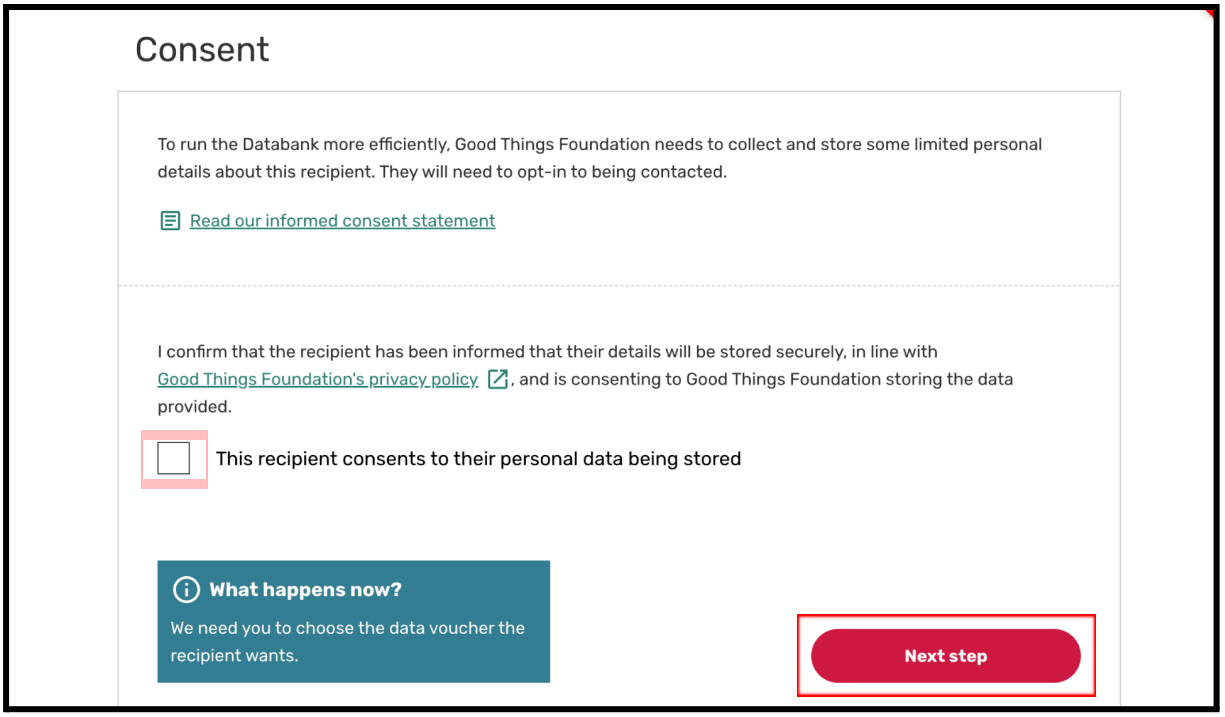
What is the recipient's year of birth? *

YYYY

[ ] Prefer not to say

Step 5 : If the recipient consents for their personal details to be stored on the Databank website, select the checkbox and then select Next step.

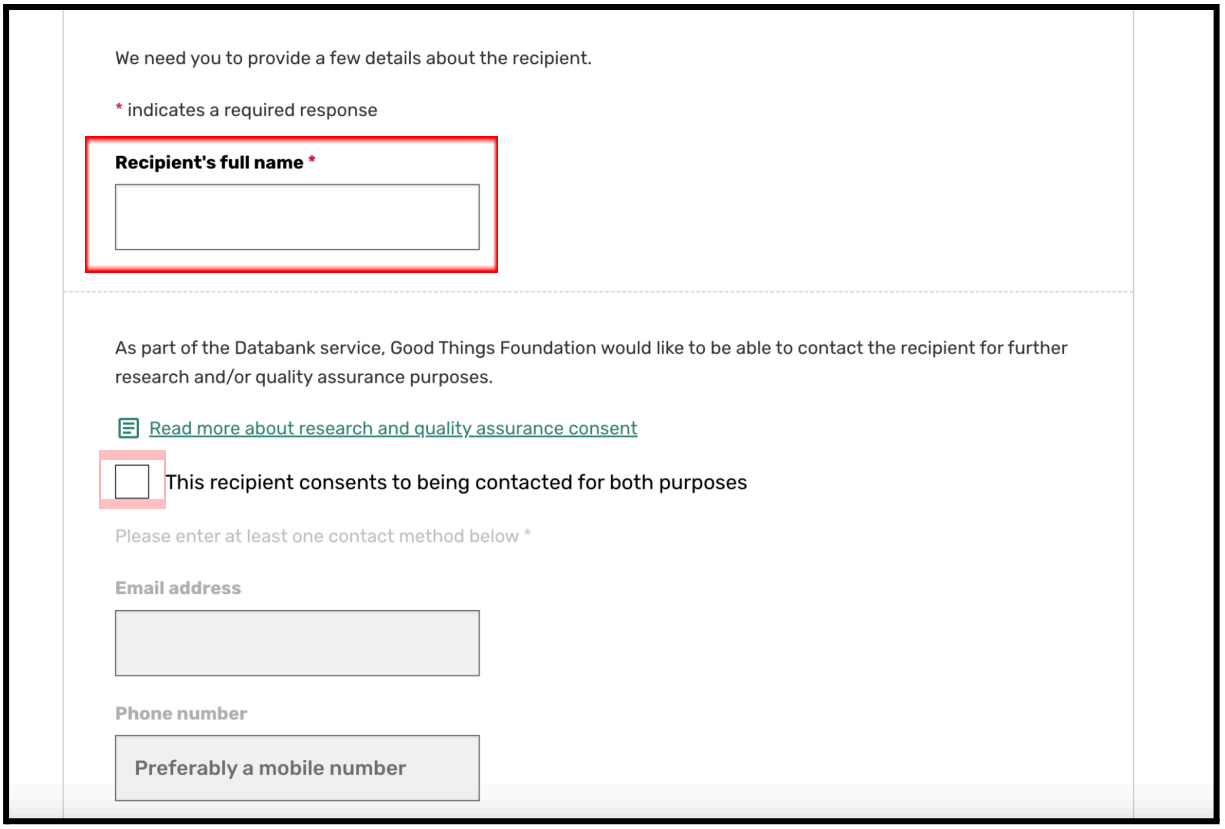
If they do not consent for their personal details to be stored, leave the checkbox blank and select Next step. Go to step 6 in this guide.



Step 6: If the recipient has consented for their details to be stored, you will see the following screen. Enter the person's full name in the name field.

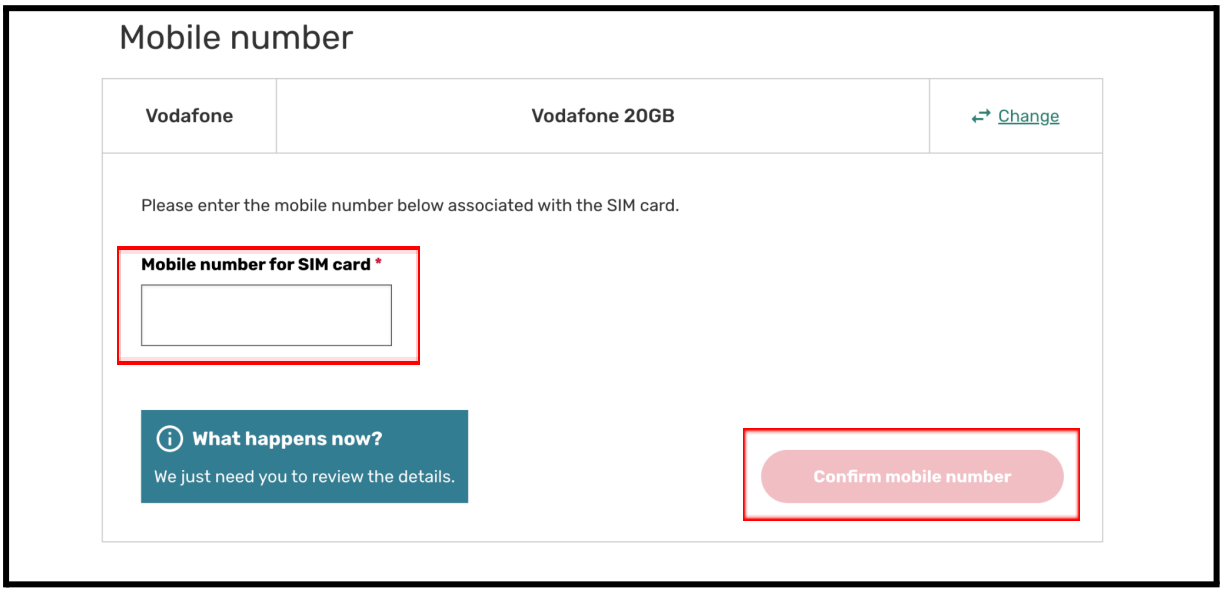
If they also consent to be contacted for further research and/or quality assurance purposes, select the checkbox and complete at least one of the email address or phone number fields.
If they do not consent to be contacted for these purposes, simply leave the checkbox unchecked.

Good Things



Step 7: Select the SIM type, then select 'Next step'.

Step 8: Enter the mobile number of the SIM, and select 'Confirm mobile number'.



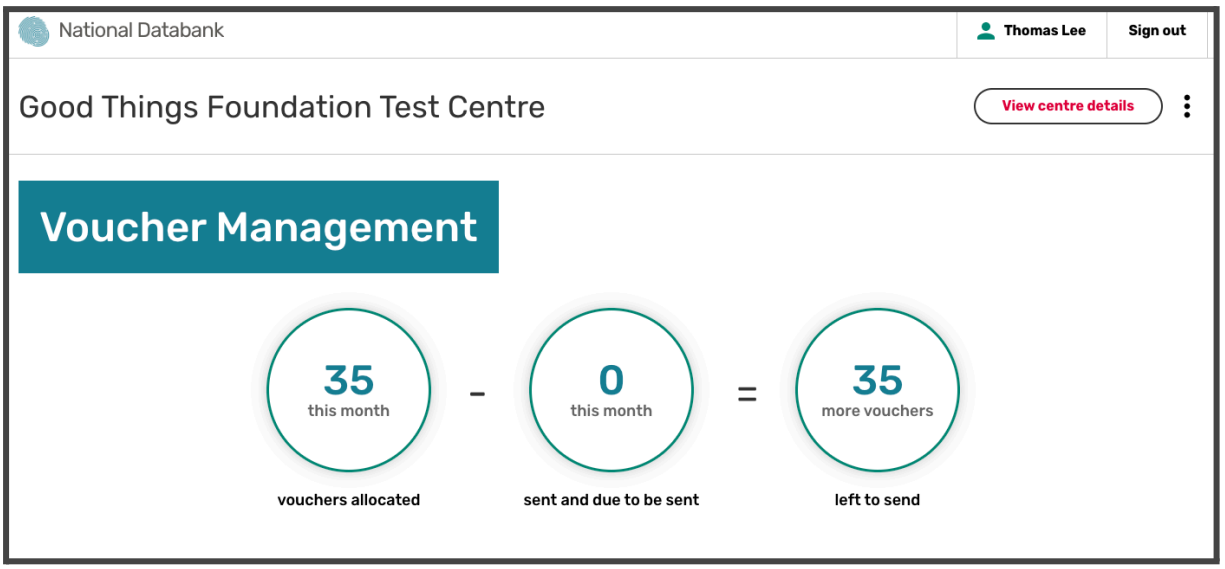
Step 8: Review the details and select 'Gift this SIM'

Good Things

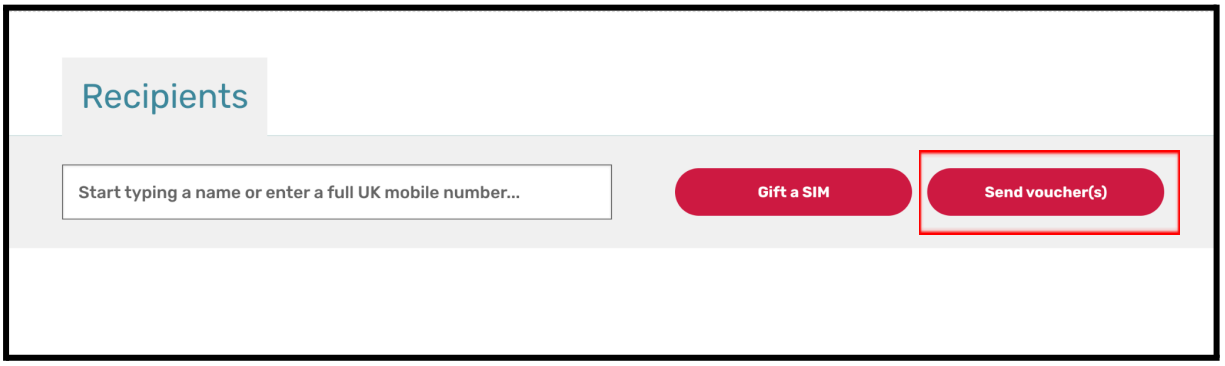
Gifting O2 data vouchers

Step 1: Sign in to the National Databank to be directed to the Dashboard page.

Note: Only SIM cards you have received through the National Databank can be used, if the beneficiary has their own O2 SIM card you will need to port this across. Look on the packaging of the SIM card and ensure you have the mobile number for the SIM card to hand before issuing data vouchers.
Please log each SIM at the point it is gifted by following the steps below.



Step 2: Scroll down the page till you see the 'Send voucher(s)' button. Select 'Send voucher(s)'.



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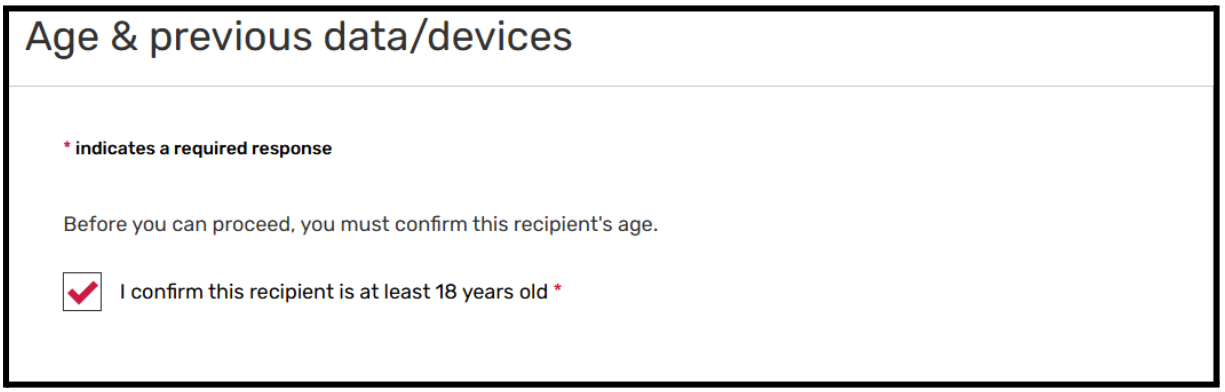

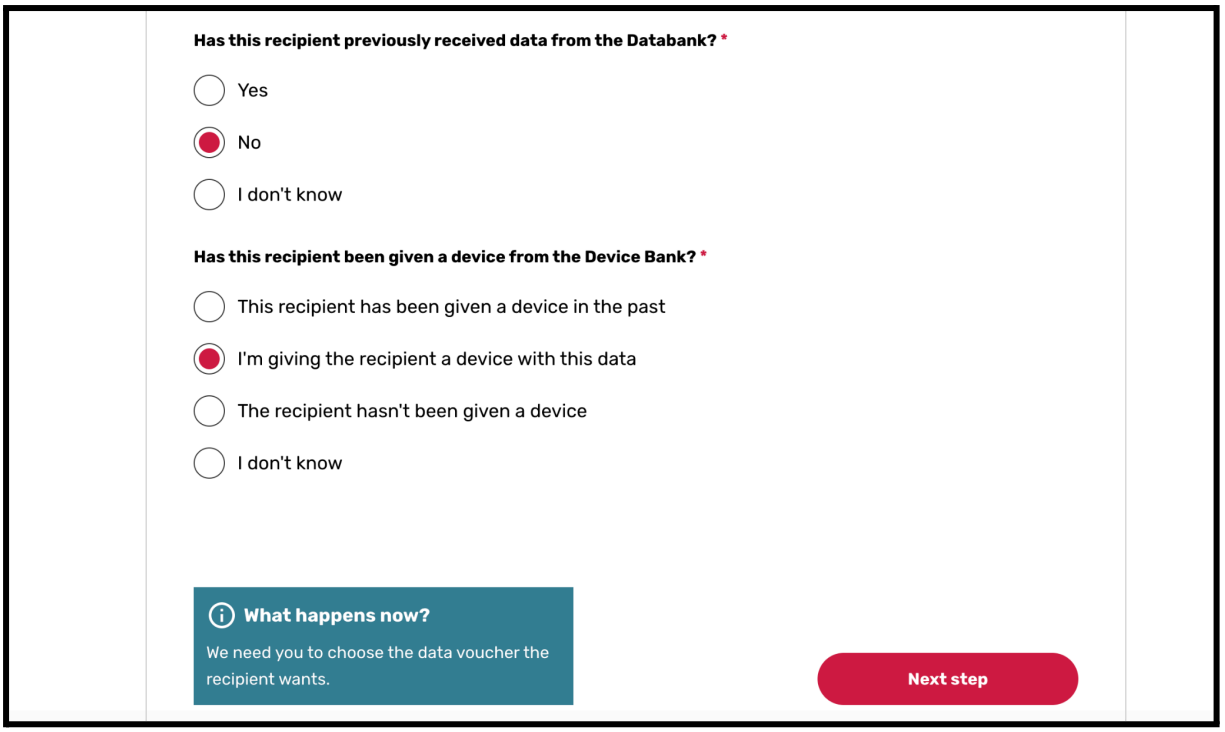

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- [ ] I have unpaid caring responsibilities (parental or relatives)
- [ ] English is not my first language
- [ ] Care leaver/care experience
- [ ] None of the above
- [x] Prefer not to say

Good Things

With regards to paid work last week, which of the following best describes the recipient's employment status? *

- ○ An employee
- ○ Self-employed (in own organisation)
- ○ Self-employed/freelance (no organisation)
- ○ Government training/employment scheme
- ○ Unemployed/Not working
- ○ Retired
- ● Prefer not to say

What is the recipient's year of birth? *

YYYY

☐ Prefer not to say

What is the recipient's ethnic group or background? *

- ○ Arab
- ○ Asian/Asian British
- ○ Black/African/Caribbean/Black British
- ○ Mixed/multiple ethnic groups
- ○ White
- ○ Another ethnic group
- ● Prefer not to say

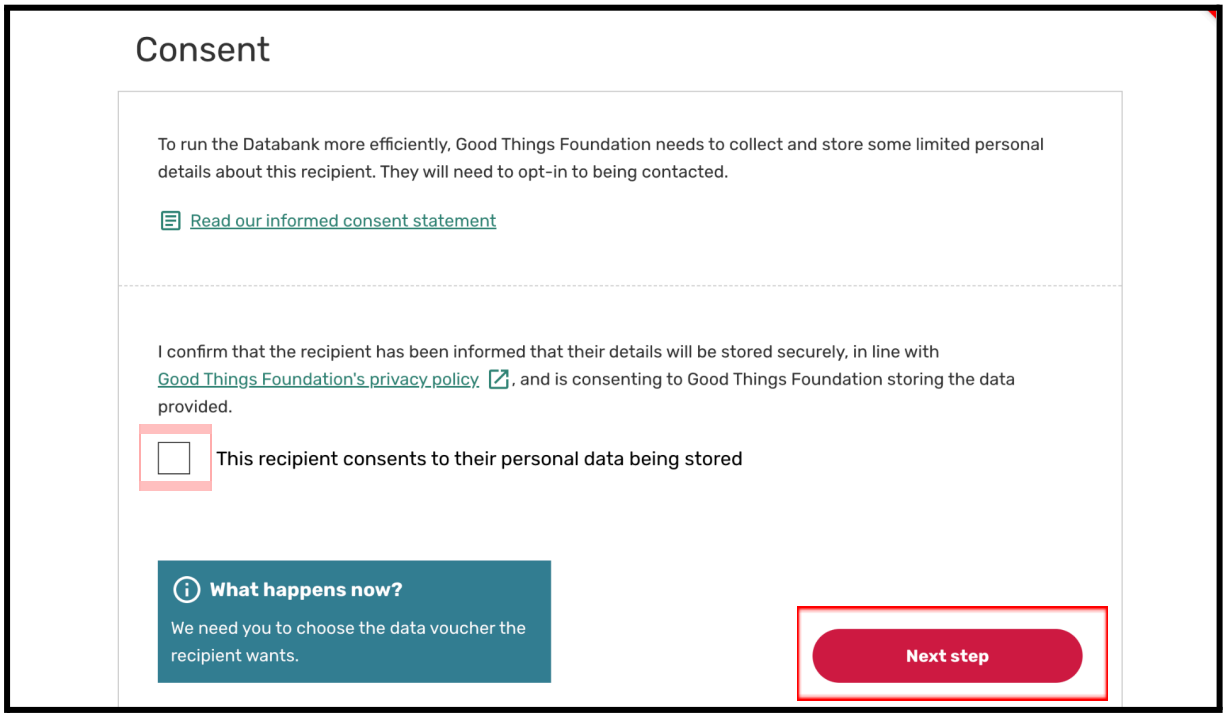
What happens now?

We need to ask you about this recipient's consent to their data being stored.

Next step

Step 5: If the recipient consents for their personal details to be stored on the Databank website, select the checkbox and then select Next step.

If they do not consent for their personal details to be stored, leave the checkbox blank and select Next step. Go to step 6 in this guide.

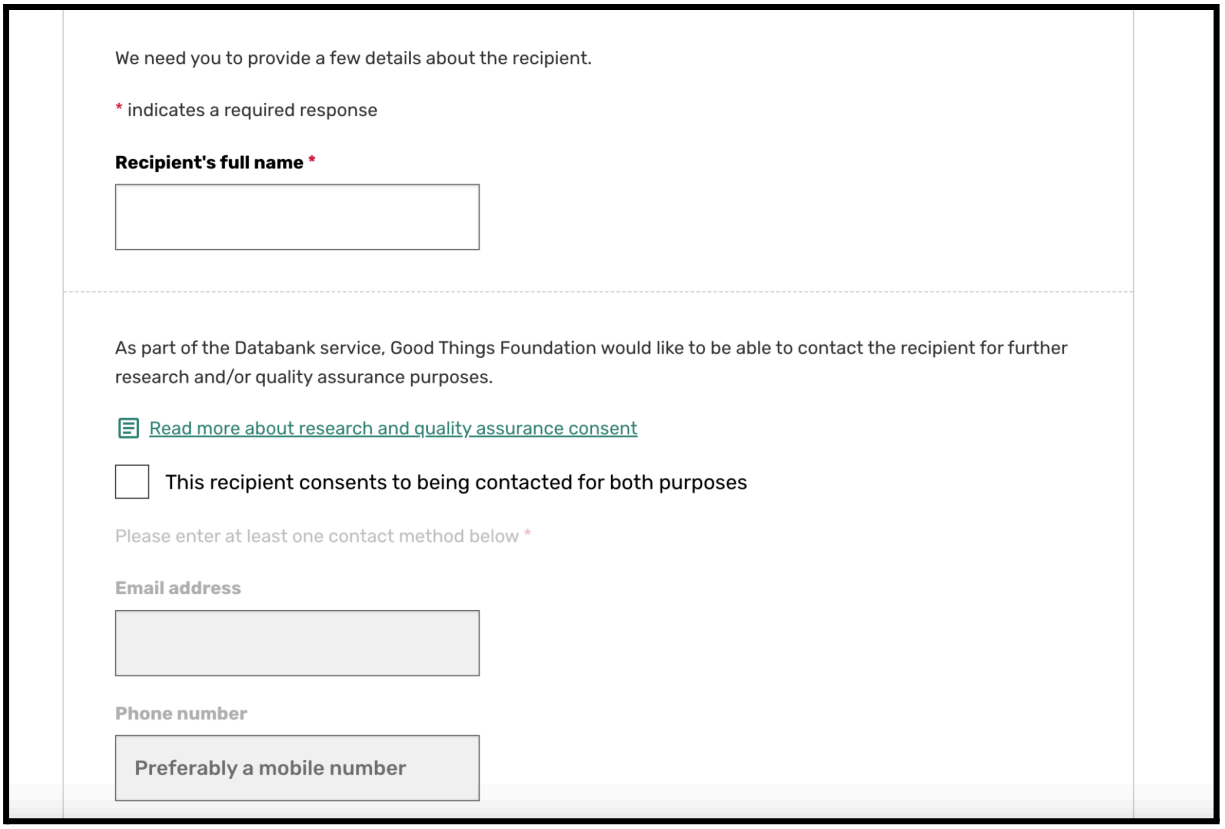


Step 6: If the recipient has consented for their details to be stored, you will see the following screen. Enter the person's full name in the name field.

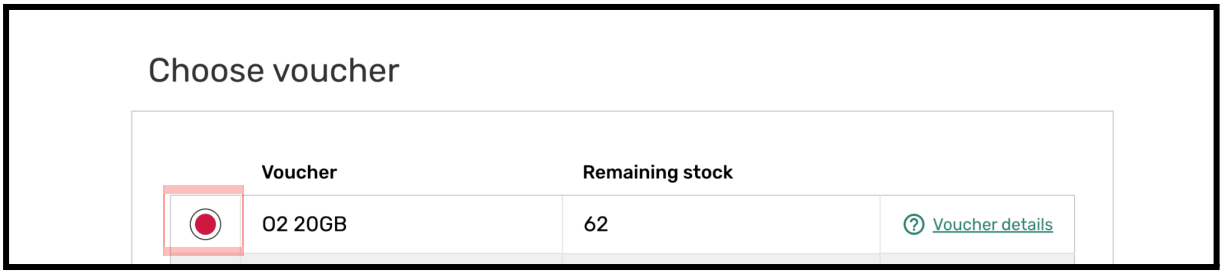
If they also consent to be contacted for further research and/or quality assurance purposes, select the checkbox and complete at least one of the email address or phone number fields with the recipients details

If they do not consent to be contacted for these purposes, simply leave the checkbox unchecked.

Good Things



Step 7: Select the voucher type, then select 'Next step'.

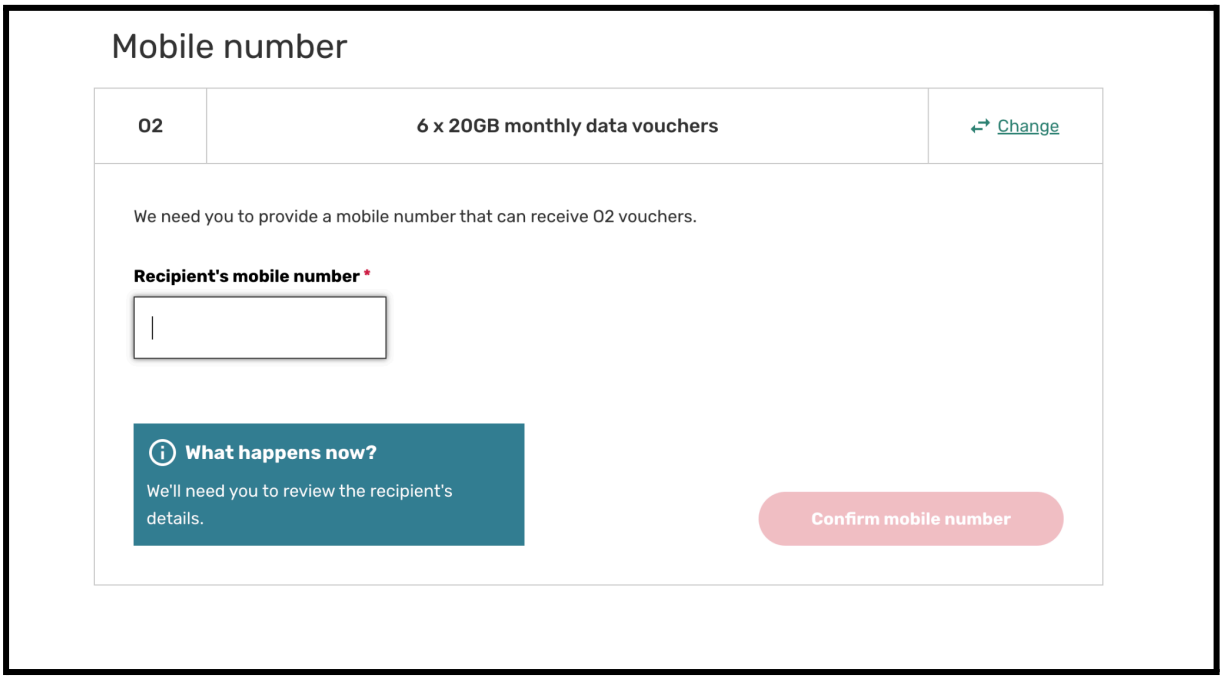


Step 8: Use the drop down button to select the number of months you'd like to send the voucher for. Once you have selected the number of months, press 'Next step'.

Note: each data voucher lasts 1 month, therefore, the number of months you select will represent the number of data voucher codes that are sent to the beneficiary.

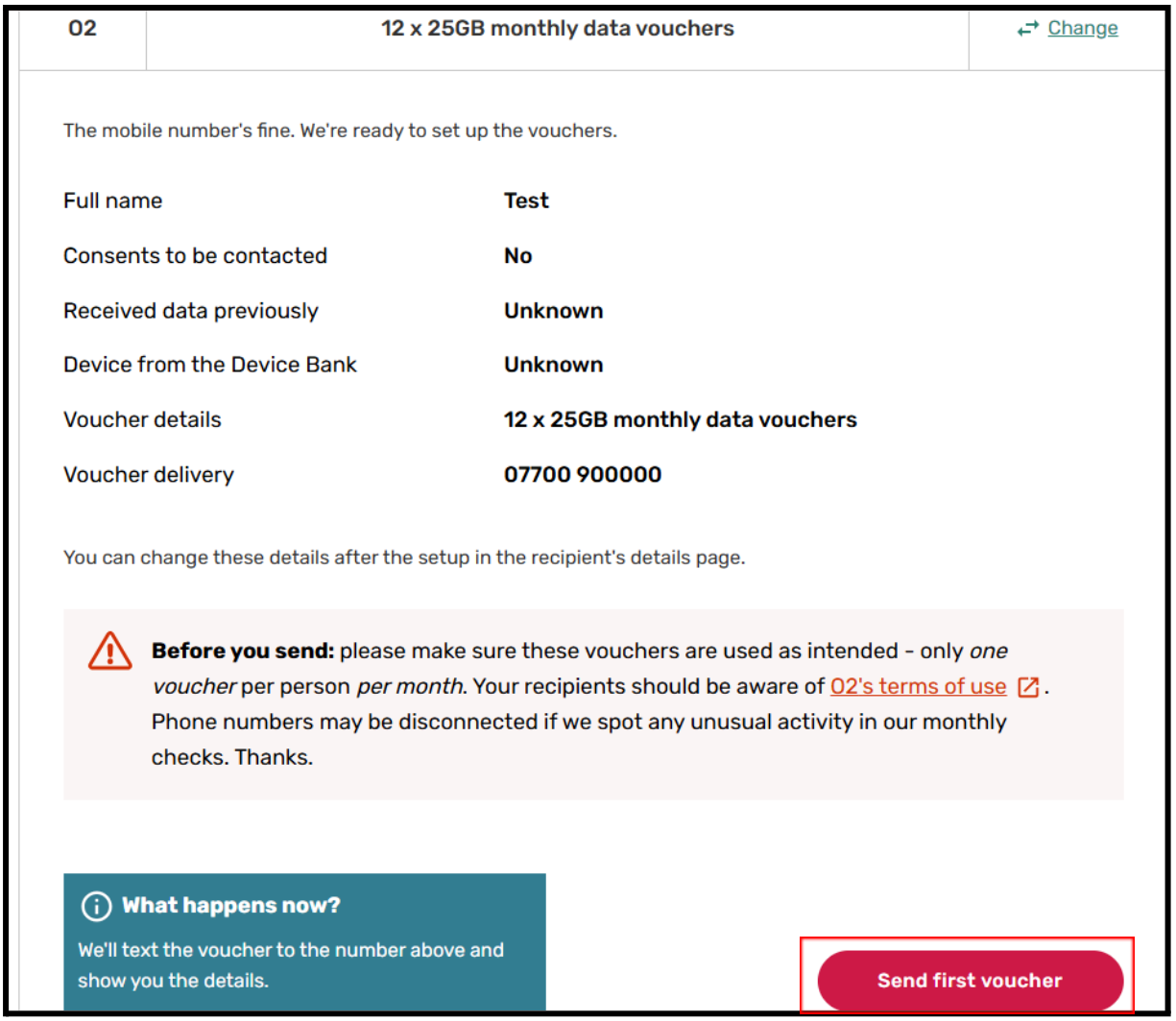
Good Things

Step 9: You will now be asked to enter the mobile number of the beneficiary. Enter the mobile number and 'Confirm mobile number'.



Step 10: You will now be taken to a review screen so that you can check the details you have entered are correct. If the details are correct, select 'Send vouchers'.

Good Things



Step 10: You should now be taken to a summary screen that shows you the details of the voucher you have just set up.

Note: on this screen you will be able to access the data voucher code should you need to. Just select 'Show voucher code to reveal the full number'.

Good Things

O2	12 x 25GB monthly data vouchers	✔
Voucher sent **** **** ***8 2087 show voucher code	Sent to **07700 900000** Resend voucher	Remaining vouchers **11 x 25GB monthly *** How far does 25GB go?

To activate a voucher the recipient should:

- dial 4444 (remember O2 vouchers should only be used with an O2 SIM card)
- wait for the advertisement to play through
- optionally provide the O2 mobile number you want to redeem the voucher for
- type in or read the voucher code when prompted

If you want to activate vouchers for the recipient, you can dial 08456 062 277 and type in or read out their O2 mobile number and the voucher code. **Please note: you may be charged for using this 0845 number.**

*** Unused data will be rolled over for 1 month.**

Finish

Step 11: a text message containing the voucher code will be sent to the beneficiaries mobile number. Follow the steps in the section 'Activating the data voucher' below to see how to activate the voucher. Select 'Finish'.

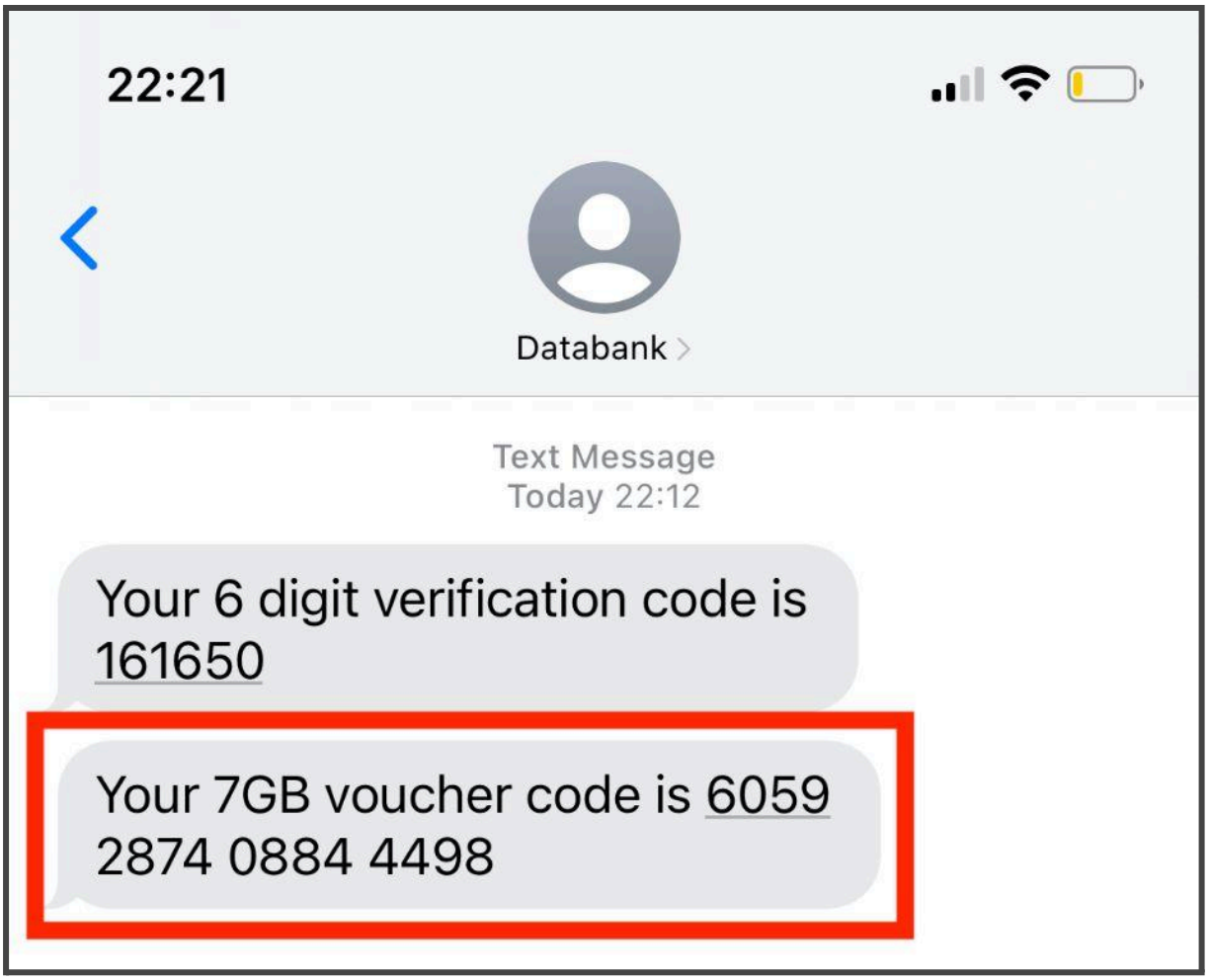
Activating the data voucher

Step 1: In order to activate your data voucher, you will need the 16 digit data voucher code.

Note: the code once activated will only apply the data, calls and text to the SIM card for 1 month. Another voucher code will need to be applied for subsequent months. If you have set up a data voucher code to be sent for multiple months, a new code will be sent to the beneficiary's mobile number on the same date every month, e.g. 25th November, 25th December, 25th January.

Advise the beneficiary on how to activate the O2 voucher code, and that this will need to be done each month when the new code arrives by text.

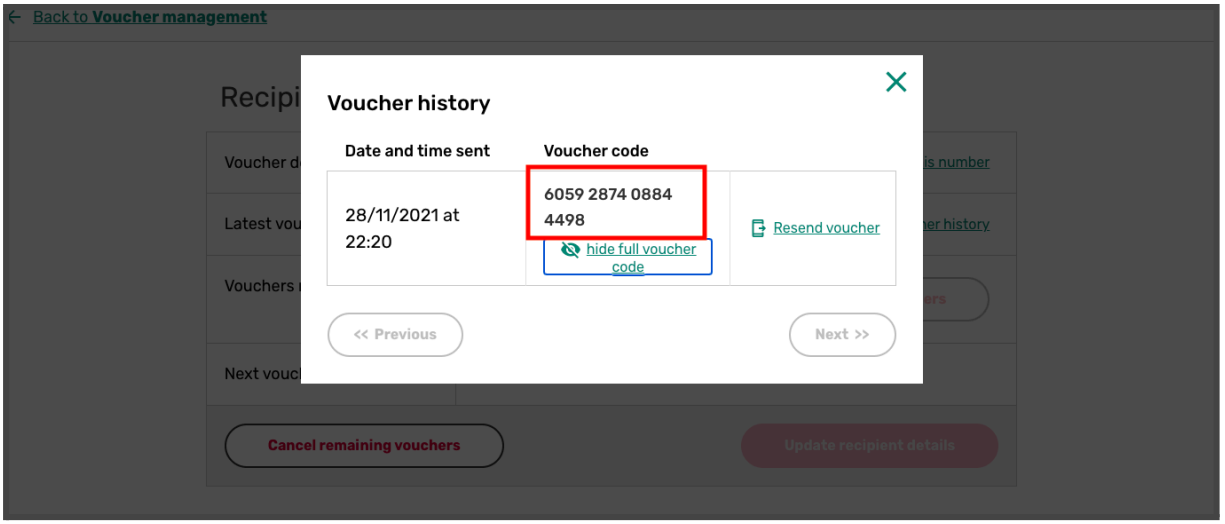
Good Things



Step 2: To activate a voucher, the beneficiary will need to:

- dial 4444 from their O2 SIM card
- wait for the advertisement to play through
- optionally provide the O2 mobile number you want to redeem the voucher for (if different to the one they are calling from)
- type in or read out the voucher code when prompted

Note: If you need to activate vouchers on behalf of the recipient, you can dial 08456 062 277 and type in or read out their O2 mobile number and voucher code. You do not need the text message to do this, you will find all the details you need on the Dashboard such as the voucher code.



Step 3: Once you have followed the steps through calling 4444 or 08456 062 277 the allowance for data, calls and text will be automatically applied to the SIM card.

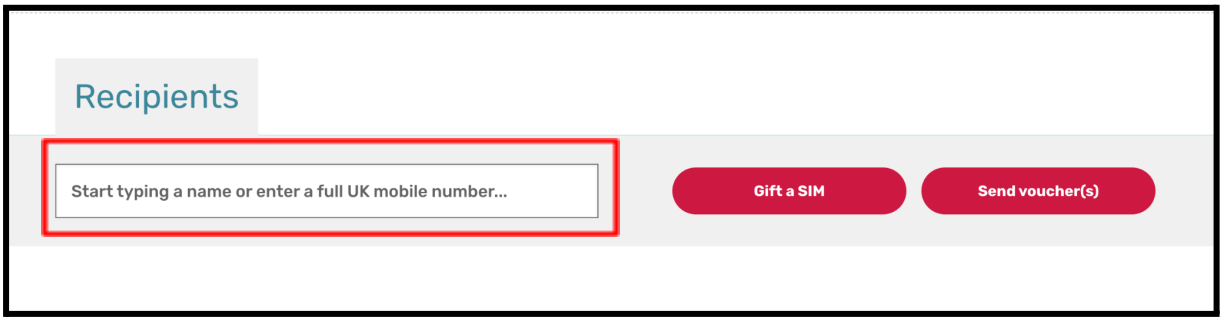
Lost or stolen SIM cards

Reviewing and changing information

Searching for a data recipient's record

Step 1: Sign in to the National Databank to be directed to the Dashboard page.

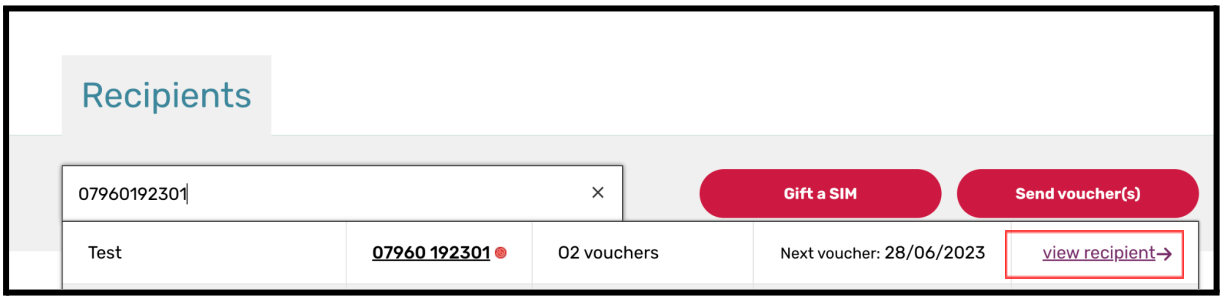
Step 2: Scroll down to find the 'Recipients' section.



Step 3: Use the box to search for either the phone number or name (if they

consented for this to be stored). Press enter.

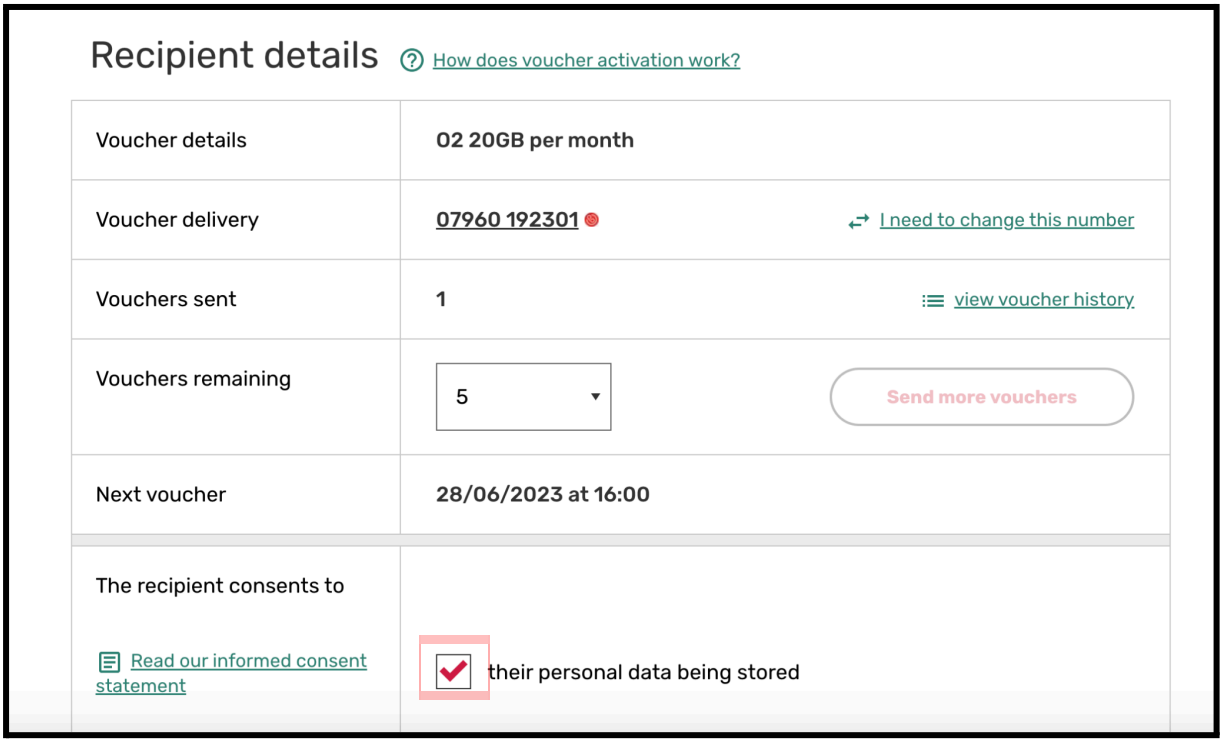
A list of records linked to that name or number will appear. Select 'view recipient' next to the record you are looking for.



Updating consent for personal details to be stored

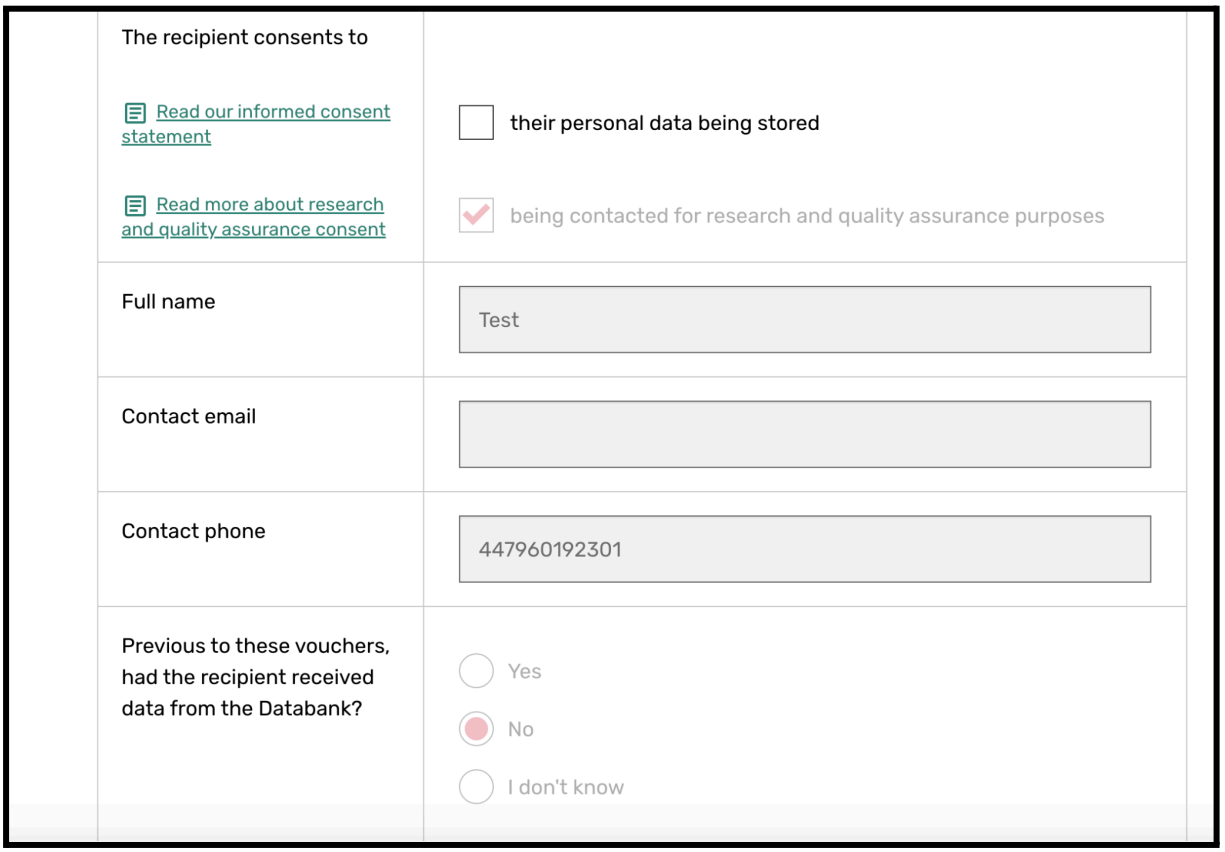
Step 1: Search for the data recipient using the steps above. Select 'view recipient' to be taken to the 'Recipient details' screen

Step 2: If the recipient's consent about their personal details being stored has changed, use the check box to change their preference.

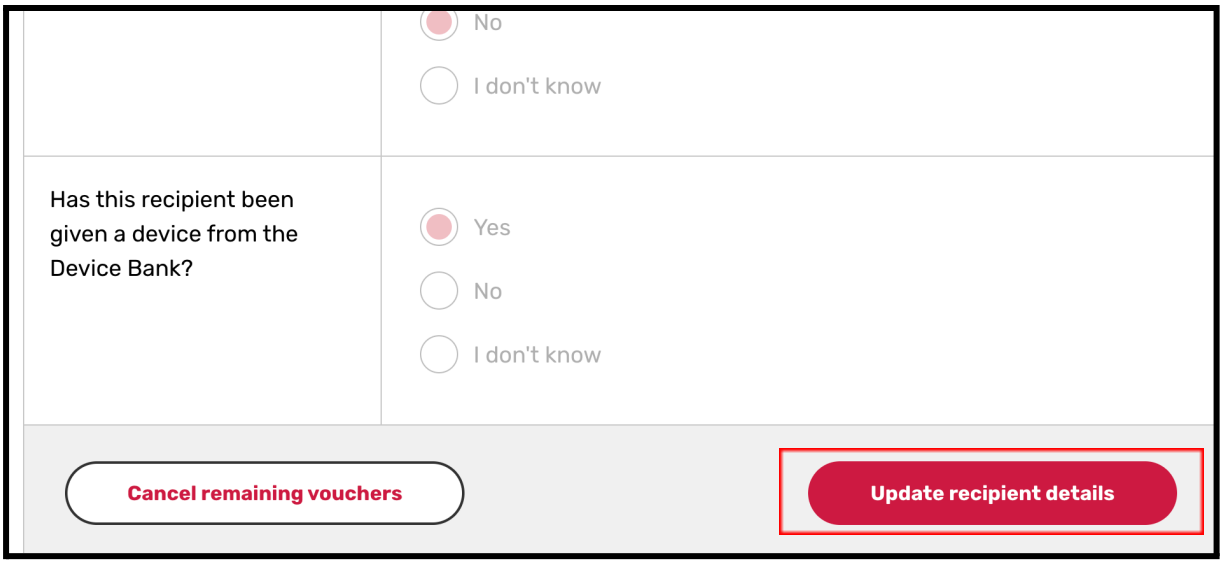


Good Things

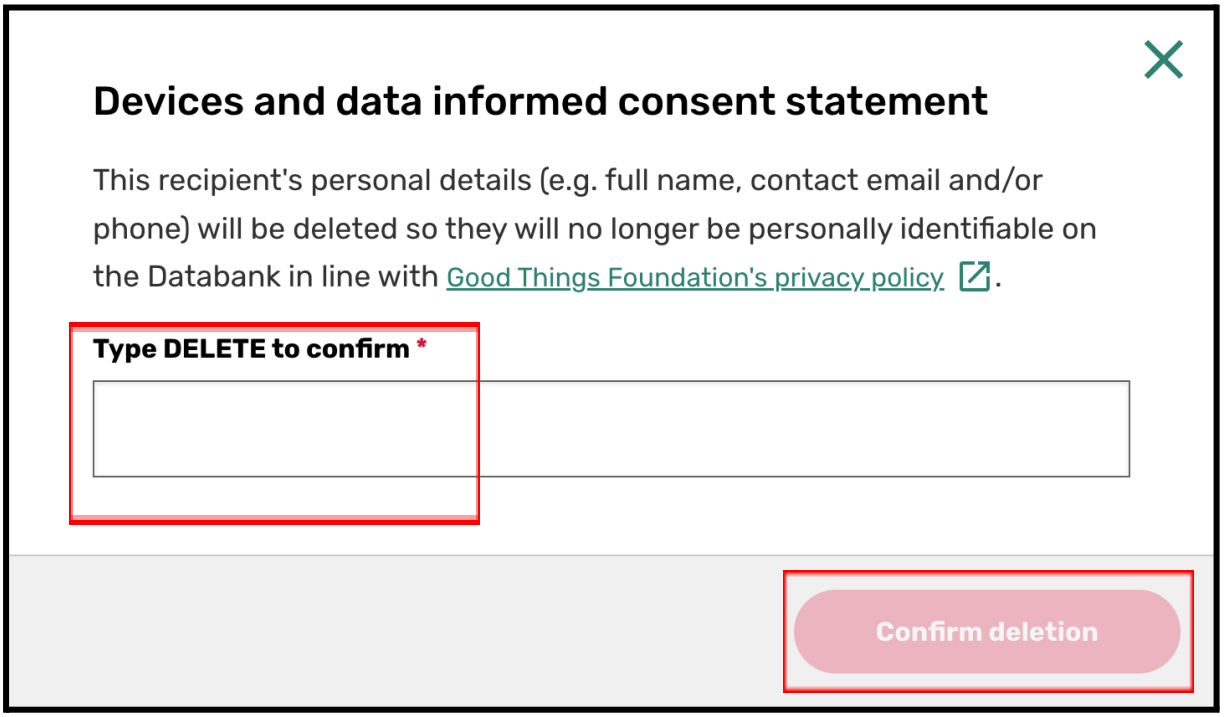
Step 3: Scroll down to the question about being contacted for research and quality assurance purposes. If you've removed consent for the recipient's details to be stored, you will now see that any entries in the contact fields are now greyed out.



Step 4: Select 'Update recipient details'.



Step 5: If consent to store details is being removed, you will be asked to confirm by entering 'DELETE' into the box that appears.

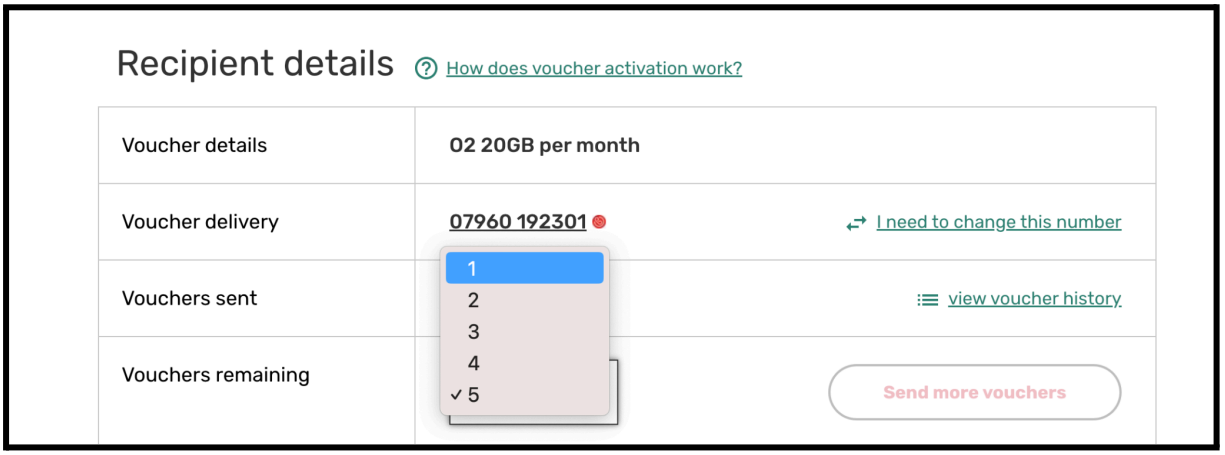


Step 6: You will now see a notification that the person's details have been updated or deleted from the National Databank.

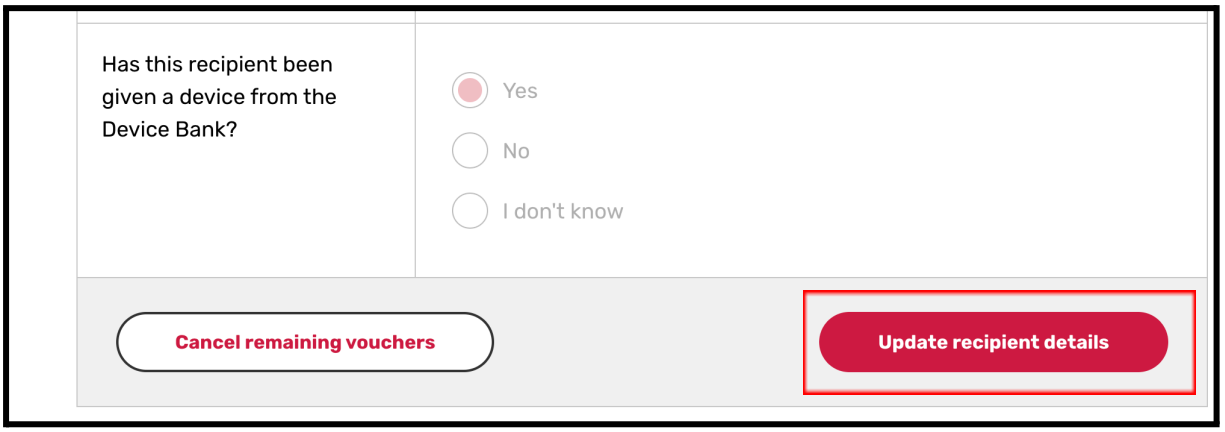
Changing the number of O2 data vouchers to be sent

Step 1: Search for the data recipient using the steps above. Select 'view recipient' to be taken to the 'Recipient details' screen

Step 2: Select the arrow next to the number in the 'vouchers remaining' field. Select the number of vouchers you want to change this to.



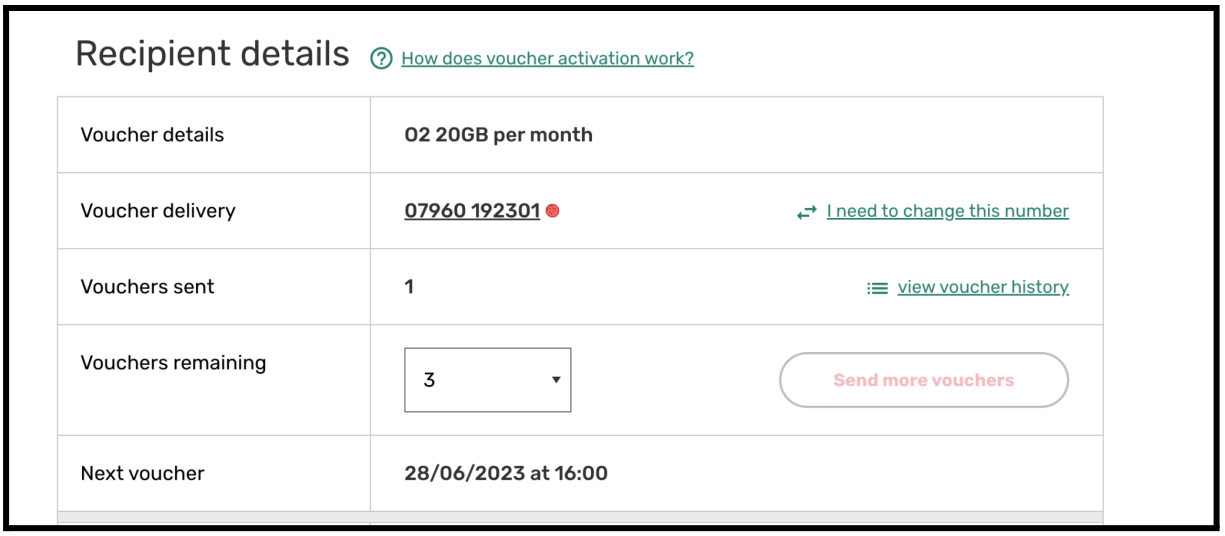
Step 3: Scroll to the end of the screen and select 'Update recipient details'.



Cancelling an O2 data voucher subscription

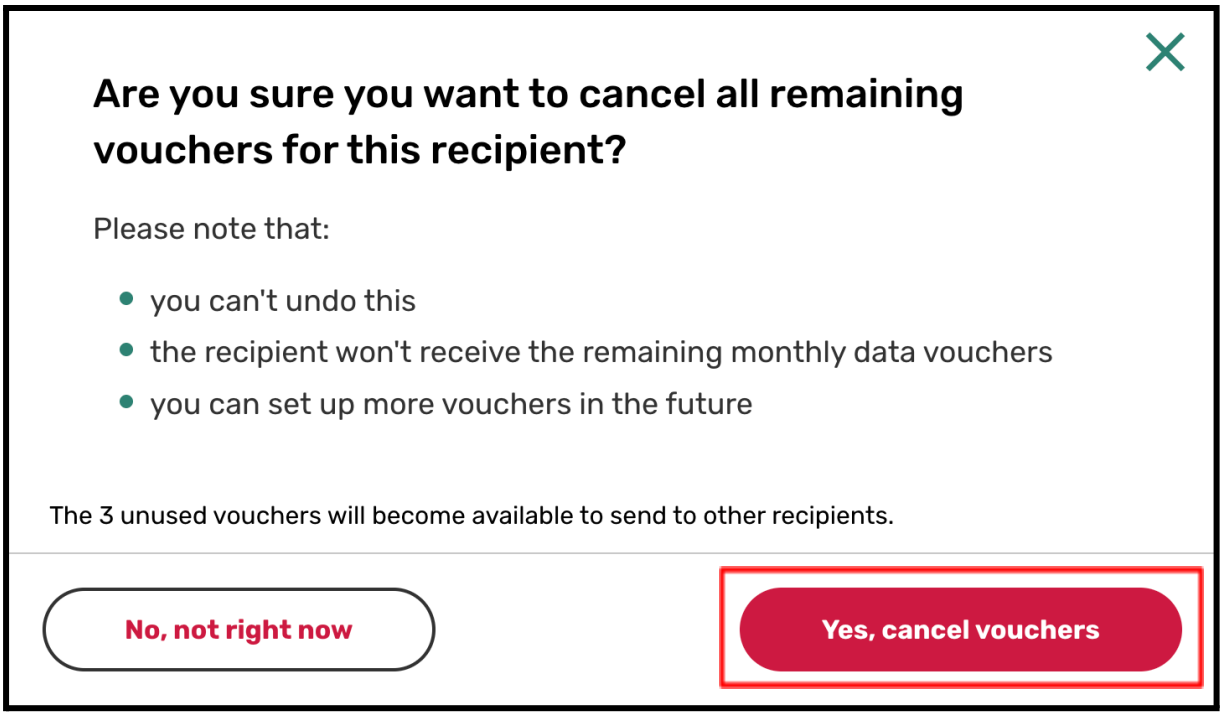
Step 1: Search for the data recipient using the steps above. Select 'view recipient' to see the 'Recipient details' screen

Good Things

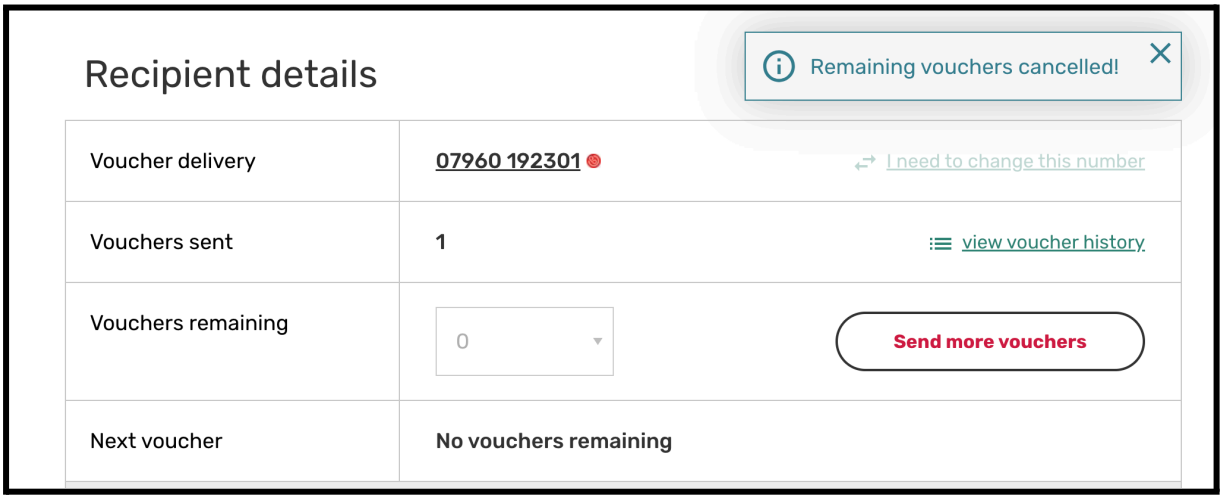


Step 2: Scroll to the end of the screen, and select 'Cancel remaining vouchers'.

Step 3: A message will appear checking that you wish to cancel the remaining vouchers. If you want to proceed, select 'Yes, cancel vouchers'.



You will now see a message confirming that the remaining vouchers have been cancelled. The number in the 'Vouchers remaining' field will now be 0.



Transferring a phone number

If someone has an existing phone number, they can port this to the new SIM they have been provided with from the National Databank. The instructions for how to

Good Things

do this for VodafoneTHREE and O2 SIMs are below:

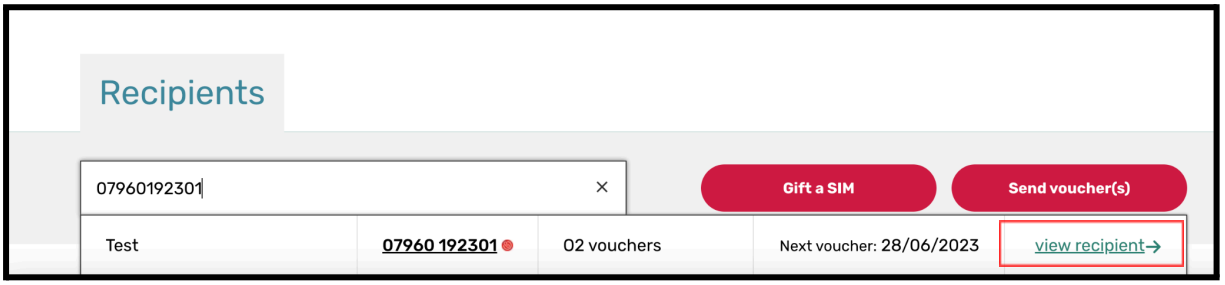
- VodafoneThree - how to keep a phone number
- O2 - how to keep a phone number

Ofcom also provide advice on switching provider and keeping your phone number (https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/costs-and-billing/switching/switching-mobile-phone-provider).

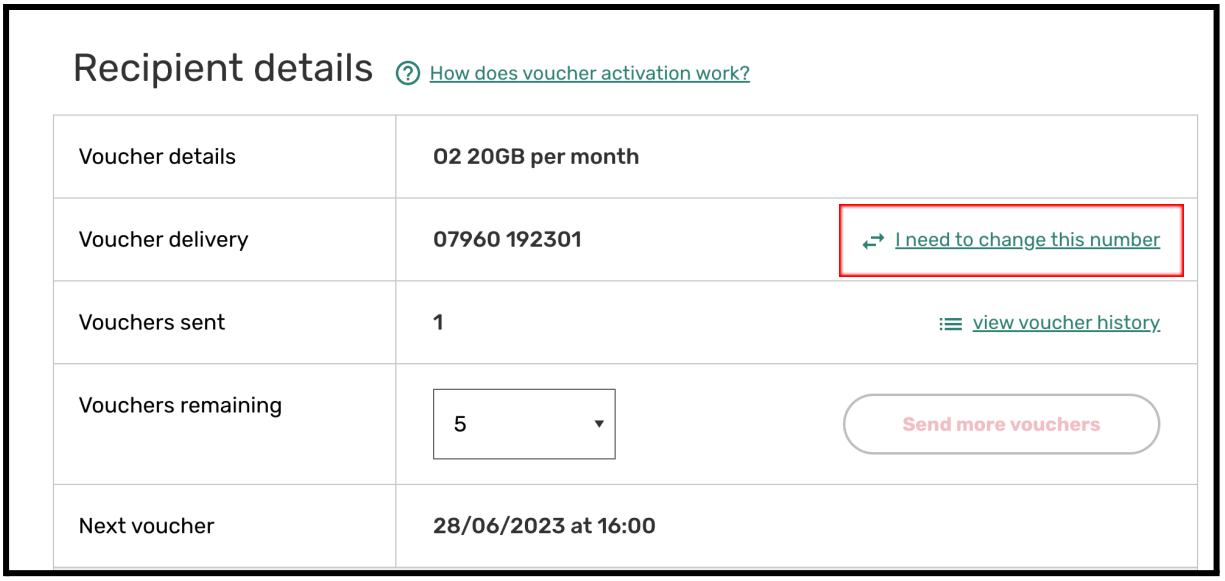
If someone has already been gifted data from the National Databank and then has ported their number over to the SIM, log in to the Databank website to update the phone number using the following steps:

Step 1: Log in to the Databank website. Scroll down to the Recipients search field. Enter the phone number or name of the data recipient.

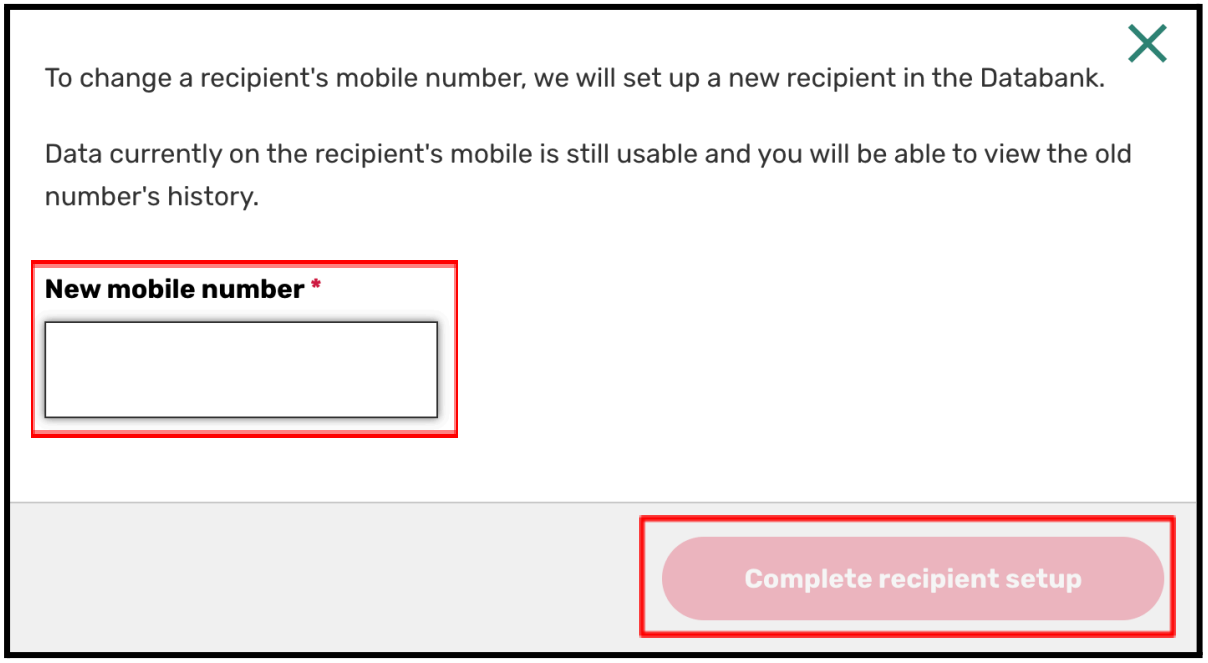
Step 2: Select 'view recipient' on the record you are looking for.



Step 3: Select 'I need to change this number'.



Step 4: Enter the new mobile number and select 'Complete recipient set up'.



The phone number linked to the account will now be updated. If the recipient is receiving O2 data vouchers, any remaining vouchers will be sent to the new number in future.

Resending a voucher if a beneficiary has not received it

From time to time a beneficiary who has been set-up to receive data vouchers to a VMO2 SIM card may return saying they never received their text message. It is important that you check the phone has a signal, isn't locked to a network other than VMO2 and that the SIM card they're using was provided through the National Databank.

If these steps don't resolve the issue, vouchers can be resent through the National Databank website. After logging in, scroll down to the bottom of the page to the 'recipients' section. Enter the phone number, or if the user consented to having their name stored, you can use their name. Click on 'view recipient'. You should then see the 'view voucher history' option, and then a button which says 'resend voucher'.

After doing this, the recipient should receive the voucher code on a text message. Do please note that there can be a delay in the text message arriving, but this is typically no longer than 48 hours.

Requesting additional SIMs

In most cases Hubs receive an equal split of VMO2 SIM cards and VodafoneThree SIM cards. When a Hub has less than 50% of their stock of each SIM card type remaining, more can be requested. Please note:

- There is no need to apply again for access to the Databank using the full application form. Once you have access, we want to keep providing access to data.
- SIMs can take up to 4 weeks to arrive so we recommend keeping some stock to cover this period.
- Additional SIM requests must be made by people with Centre Manager

accounts.

- It's important that the stock of VMO2 SIM cards and VodafoneThree SIM cards is below 50% before requesting more SIM cards, and that SIMs you have issued have been logged as gifted on the Databank website. We want to ensure that data donated to the National Databank can go to support as many people as possible.

Step 1: Log in to the Databank website. Scroll down to the SIM cards section of the dashboard. Select 'place an order for more SIM cards'.

SIM cards	Gifted this month	
Three 24GB	0	request more SIMs
Vodafone 20GB	1	

Step 2: This will open a Google form. Please complete all fields (the form asks for contact information, to confirm the delivery address, and for the number of SIMs required). Press 'submit' at the end of the form.

Requests are reviewed weekly.

Requesting a voucher allowance increase

If the volume of VMO2 SIM cards you're gifting has significantly increased since you joined the National Databank, you may notice that the number of 'remaining' vouchers available to your Hub is running low. Each VMO2 SIM card that is set to receive a voucher code in any given month needs one voucher in the monthly allowance.

To request more vouchers, a 'centre manager' needs to select 'request more VMO2 data vouchers' on the page shown to them after logging in.

Good Things

request more VMO2 data vouchers

This then opens an email which you'll need to write and send. In the email please include your Hub name, Hub number and the justification for needing more vouchers. You'll need to clearly define the number of vouchers you would like us to provide per month.

The team will then review your request and aim to respond within ten business days. We'll either reject the request, explaining why, or approve it, confirming the value.

Good Things

Frequently asked questions

Q. How can we access devices to gift to people we support?

A. You can read more about the Device Bank here - https://www.goodthingsfoundation.org/our-services/national-device-bank.html

At present we are open for donations to the scheme from companies or organisations that wish to donate large numbers of devices. When sufficient donations have been received, we will open application forms for community partners to apply to receive and distribute the devices to adults that they support, who are digitally excluded.

Q. How can we see other databank hubs in our area?

A. A map showing active digital inclusion hubs can be found here: https://www.goodthingsfoundation.org/find-support

Q. A SIM has been lost or stolen, how do we report this?

A. If the person is receiving O2 data vouchers, please log in to the databank website and cancel the voucher subscription using the steps on page 33 of this user guide.

Q. We work with partner organisations, how can they also access free data?

A. The data provided from the National Databank is for your organisation to gift to people that you support. If you work with partner organisations that would also benefit from access to data to gift out, please signpost them to us (at https://network.goodthingsfoundation.org/get-support). We would be happy to let them know about how to apply themselves, so that they can receive their own stock of SIMs, receive training and access the Databank website.

Q. What should we do if we are not able to distribute the SIMs and data we have any more?

A. If there has been a change within your organisation, it is closing, or for any other reason you are no longer able to distribute the data as planned, please contact Good Things Foundation at https://network.goodthingsfoundation.org/get-support to inform us. We will advise on how to return unused SIMs, and will be able to update our records to reflect the closure or change within your organisation.

Q. Can we issue more than one voucher per month to the same person?

A. Each person should only ever receive one voucher per month. Any irregular activity noted by O2 or Good Things Foundation may result in the phone number being disconnected'.