



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 Vodafone / Three data](#)
- [Gifting O2 data](#)
- [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 Vodafone / Three 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 or 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.

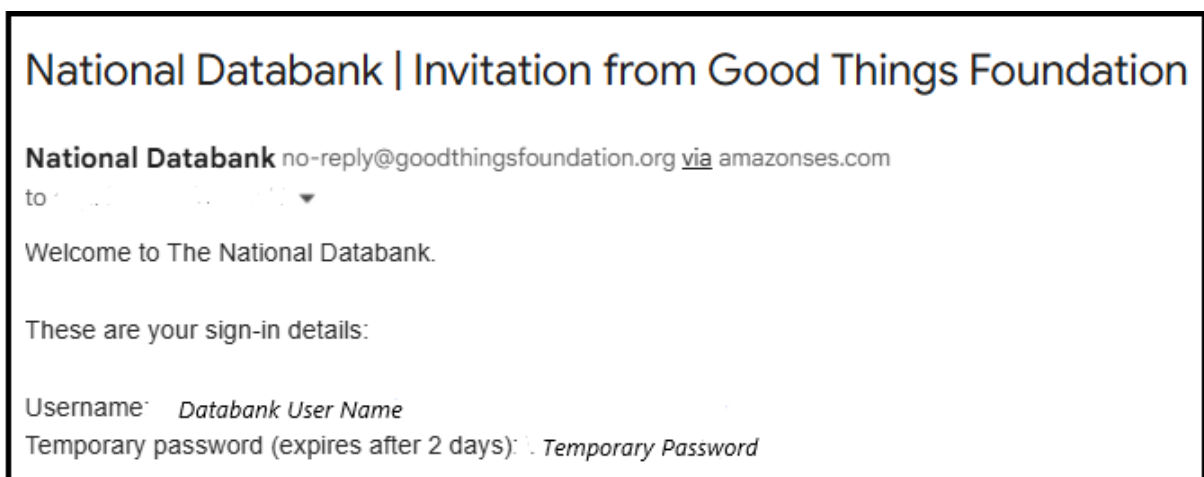


Once 50% of the stock of both VMO2 SIM cards and VodafoneThree SIM cards have been used, please request more SIMs as required using the [additional SIM request process](#).

Logging in to the Databank website for the first time

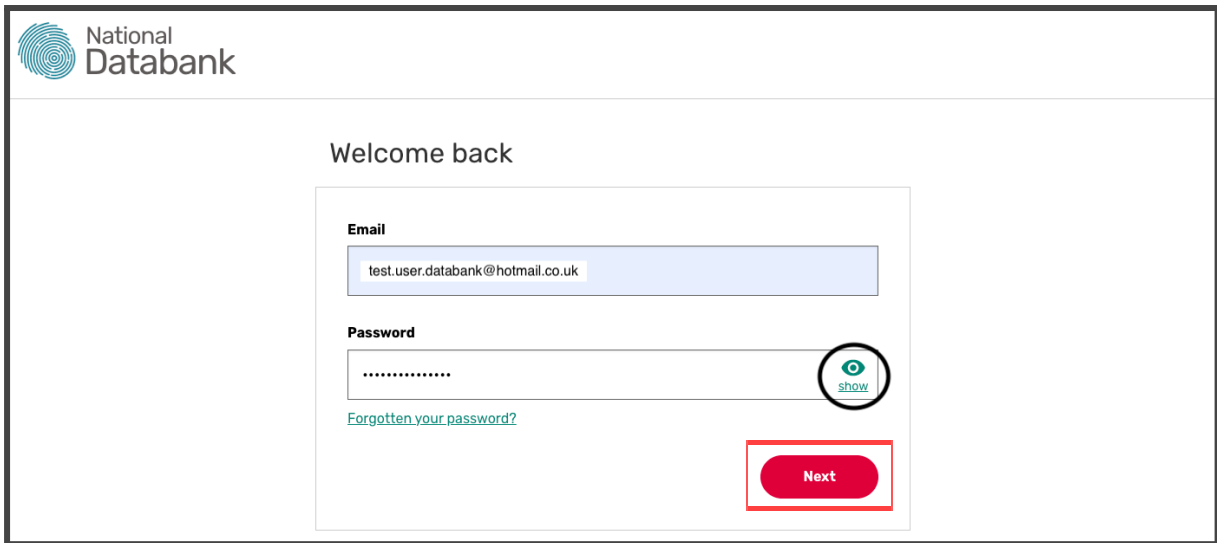
Step 1: You will receive an email from no-reply@goodthingsfoundation.org with instructions on how to register.

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



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'.



National Databank

Welcome back

Email

test.user.databank@hotmail.co.uk

Password

.....

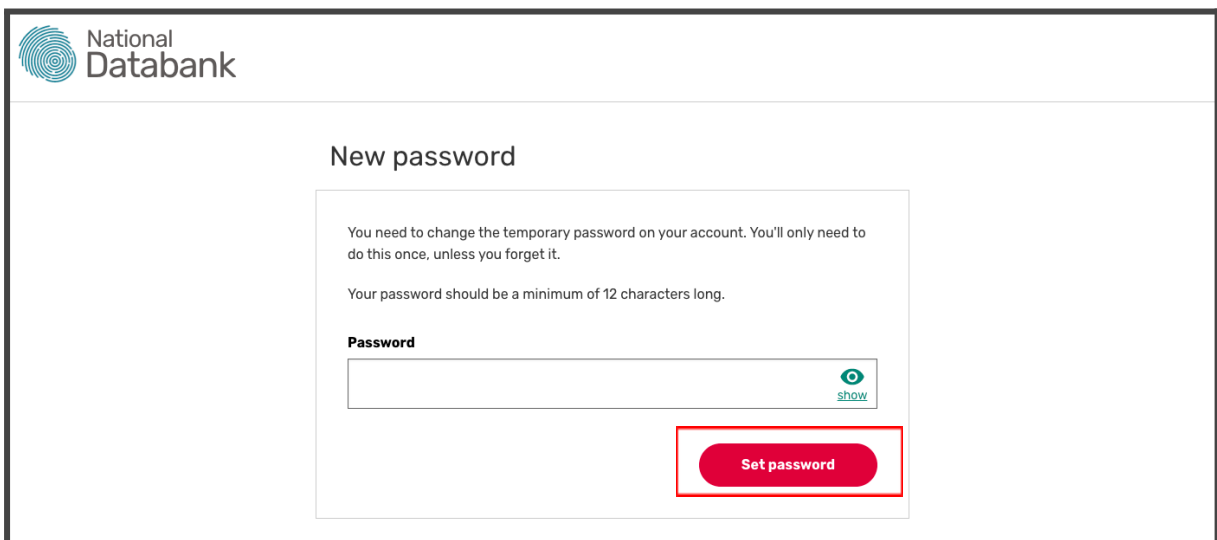
[Forgotten your password?](#)

[show](#)

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'.



National Databank

New password

You need to change the temporary password on your account. You'll only need to do this once, unless you forget it.

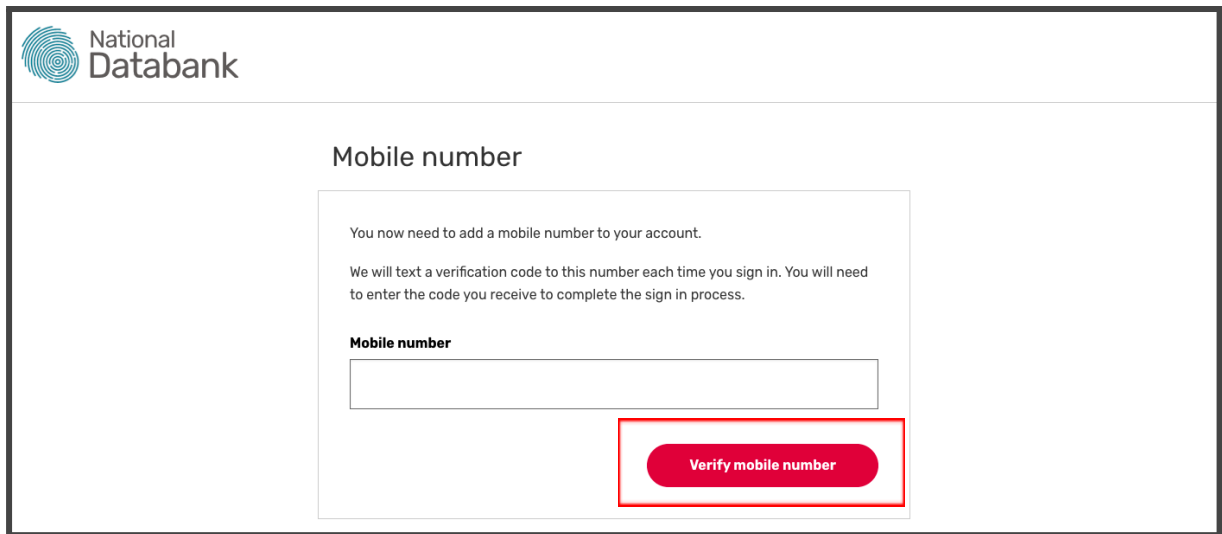
Your password should be a minimum of 12 characters long.

Password

[show](#)

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'.



The screenshot shows the 'National Databank' logo in the top left corner. The main heading is 'Mobile number'. Below this, a text box contains the following instructions: 'You now need to add a mobile number to your account.' and 'We will text a verification code to this number each time you sign in. You will need to enter the code you receive to complete the sign in process.' Below the text is a label 'Mobile number' followed by an empty text input field. To the right of the input field is a red button with the text '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:

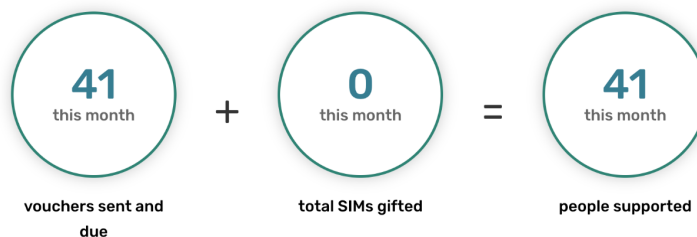
"Beneficiary" or "Beneficiaries" means anyone in recipient of products and services from the National Databank;

"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.

Data management

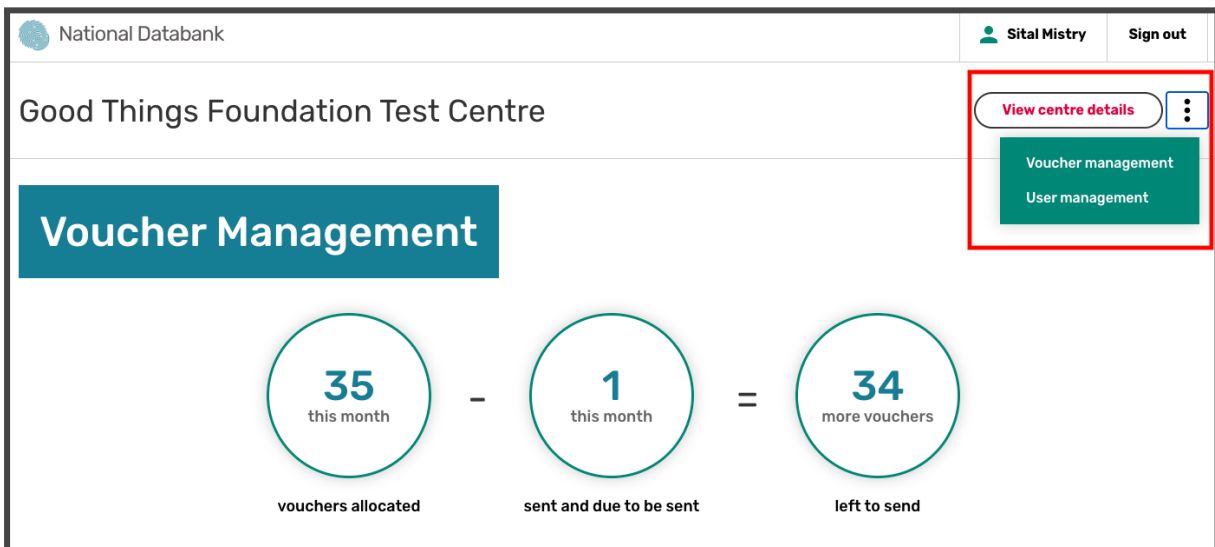


Adding and removing users

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.



National Databank

Sital Mistry Sign out

Good Things Foundation Test Centre

View centre details

Voucher management

User management

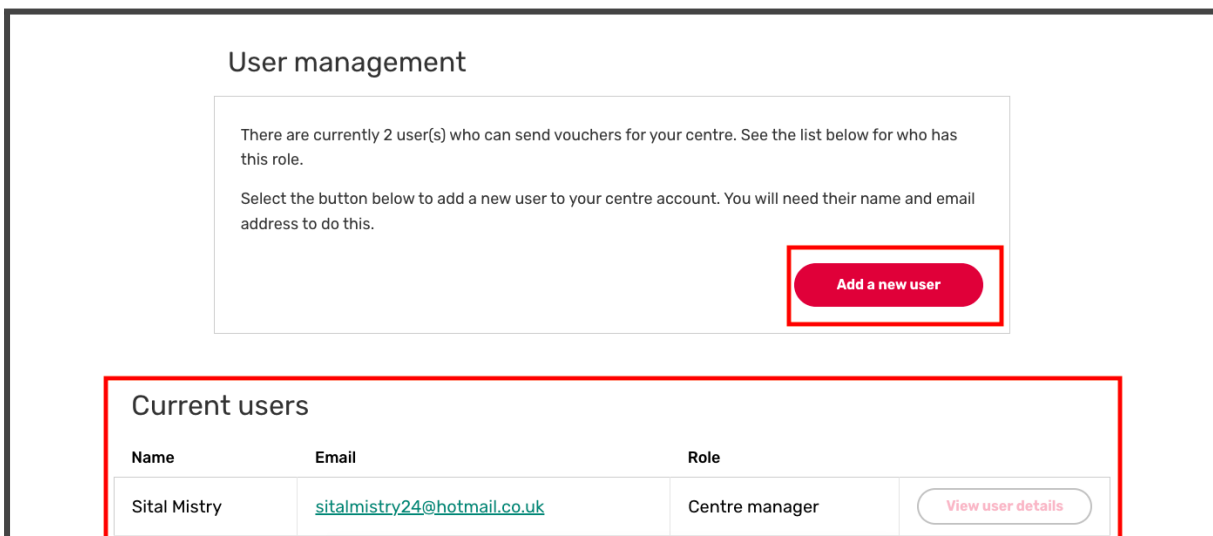
Voucher Management

35 this month - 1 this month = 34 more vouchers

vouchers allocated sent and due to be sent left to send

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.



User management

There are currently 2 user(s) who can send vouchers for your centre. See the list below for who has this role.

Select the button below to add a new user to your centre account. You will need their name and email address to do this.

Add a new user

Current users

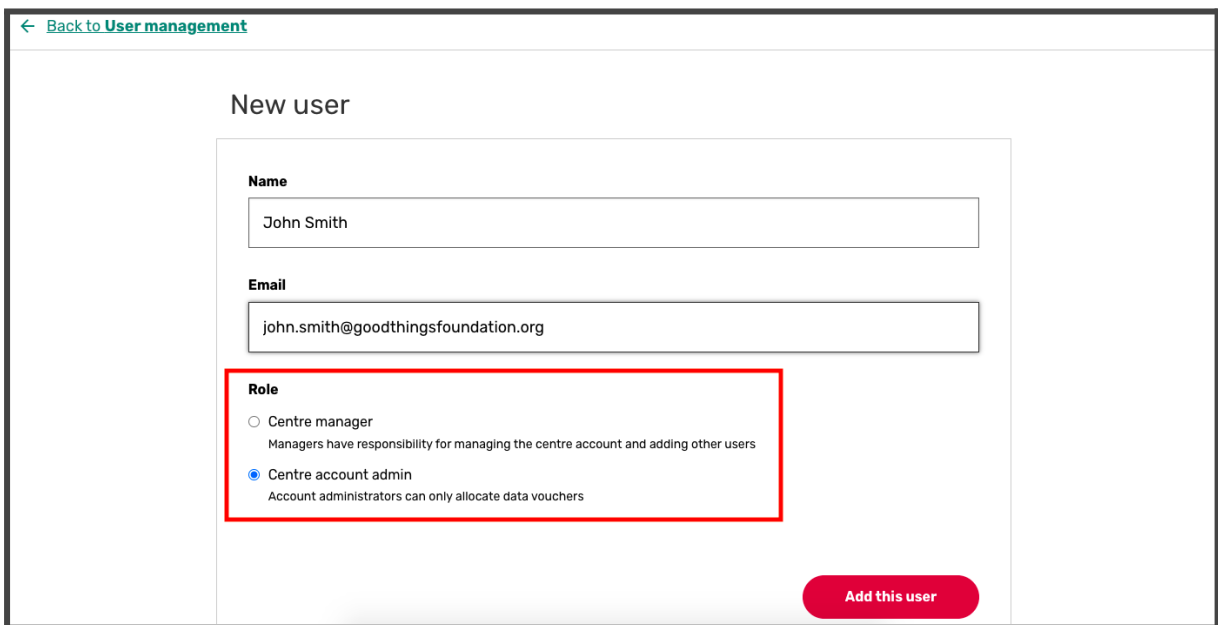
Name	Email	Role
Sital Mistry	sitalmistry24@hotmail.co.uk	Centre manager

View user details

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



← [Back to User management](#)

New user

Name

Email

Role

☐ Centre manager
Managers have responsibility for managing the centre account and adding other users

☒ Centre account admin
Account administrators can only allocate data vouchers

[Add this user](#)

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'.

Current users			
Name	Email	Role	
John Smith	john.smith@goodthingsfoundation.org	Center admin	View user details
Sital Mistry	sital.mistry@goodthingsfoundation.org	Centre manager	View user details
Thomas Lee	test.user.databnk@goodthingsfoundation.org	Center admin	View user details

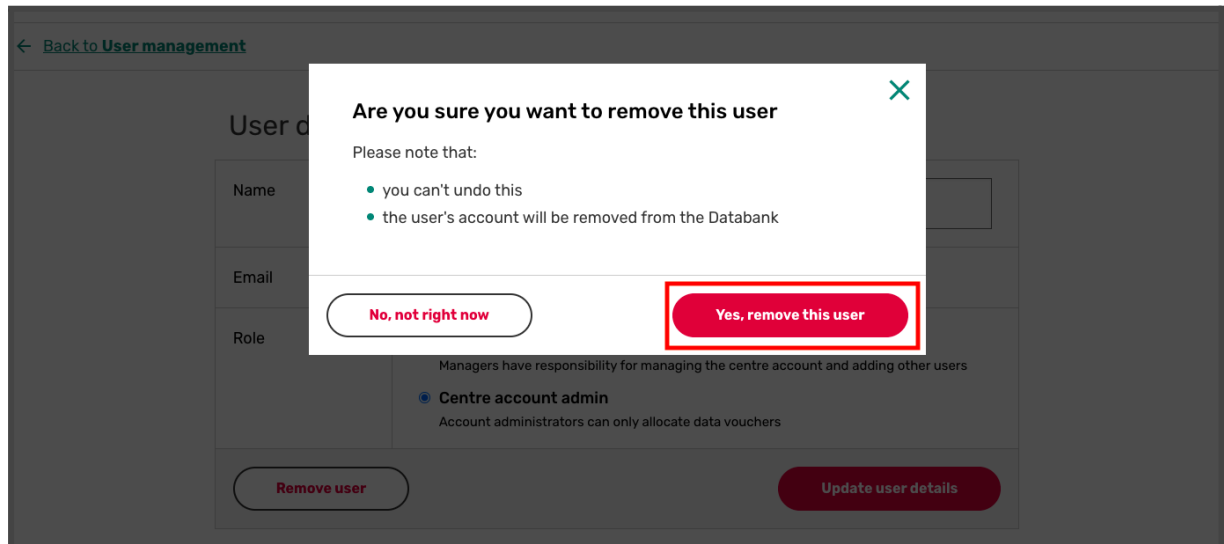
<< Previous

Next >>

Step 4: Select 'Remove user'.

User details	
Name	John Smith
Email	john.smith@goodthingsfoundation.org
Role	☐ Centre manager Managers have responsibility for managing the centre account and adding other users ☒ Centre account admin Account administrators can only allocate data vouchers
Remove user Update user details	

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'

Current users			
Name	Email	Role	
Test Person	bryony.evans+6@goodthingsfoundation.org	Centre admin	View user details

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.

User details

Name	Test Person
Email	bryony.evans+6@goodthingsfoundation.org
Status	Invitation email sent resend invitation email
Role	☐ Centre manager Managers have responsibility for managing the centre account and adding other users ☒ Centre account admin Account administrators can only allocate data vouchers

[Remove user](#)
[Update user details](#)

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/>).



Welcome back

Email

Password

[Forgotten your password?](#)

[show](#)

Next

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.



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)
VodafoneThree	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 both Three and Vodafone 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.



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

A screenshot of the 'Recipients' section of a web form. At the top left, the word 'Recipients' is displayed in a teal font. Below it is a light gray horizontal bar containing a text input field with the placeholder text 'Start typing a name or enter a full UK mobile number...'. To the right of the input field are two red buttons: 'Gift a SIM' and 'Send voucher(s)'. The 'Gift a SIM' button is highlighted with a red rectangular border.

Step 3: You will be asked 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

A screenshot of the 'Age & previous data/devices' section of a web form. The title 'Age & previous data/devices' is at the top. Below it, a line of text reads '* indicates a required response'. Further down, a paragraph states 'Before you can proceed, you must confirm this recipient's age.' At the bottom, there is a checkbox with a red checkmark inside, followed by the text 'I confirm this recipient is at least 18 years old *'.

Has this recipient previously received data from the Databank?

☐ Yes

☐ No

☒ I don't know

Has this recipient been given a device from the Device Bank?

☐ This recipient has been given a device in the past

☒ I'm giving the recipient a device with this data

☐ The recipient hasn't been given a device

☐ I don't know

i What happens now?

We need to collect some general info about the recipient.

Next step

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
- ☒ Prefer not to say

What is the recipient's year of birth? *

☐

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.

Consent

To run the Databank more efficiently, Good Things Foundation needs to collect and store some limited personal details about this recipient. They will need to opt-in to being contacted.

[Read our informed consent statement](#)

I confirm that the recipient has been informed that their details will be stored securely, in line with [Good Things Foundation's privacy policy](#), and is consenting to Good Things Foundation storing the data provided.

☐ This recipient consents to their personal data being stored

What happens now?

We need you to choose the data voucher the recipient wants.

Next step

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.

We need you to provide a few details about the recipient.

* indicates a required response

Recipient's full name *

As part of the Databank service, Good Things Foundation would like to be able to contact the recipient for further research and/or quality assurance purposes.

[Read more about research and quality assurance consent](#)

☐ This recipient consents to being contacted for both purposes

Please enter at least one contact method below *

Email address

Phone number

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

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

Mobile number

Vodafone	Vodafone 20GB	↔ Change
----------	---------------	--------------------------

Please enter the mobile number below associated with the SIM card.

Mobile number for SIM card *

What happens now?

We just need you to review the details.

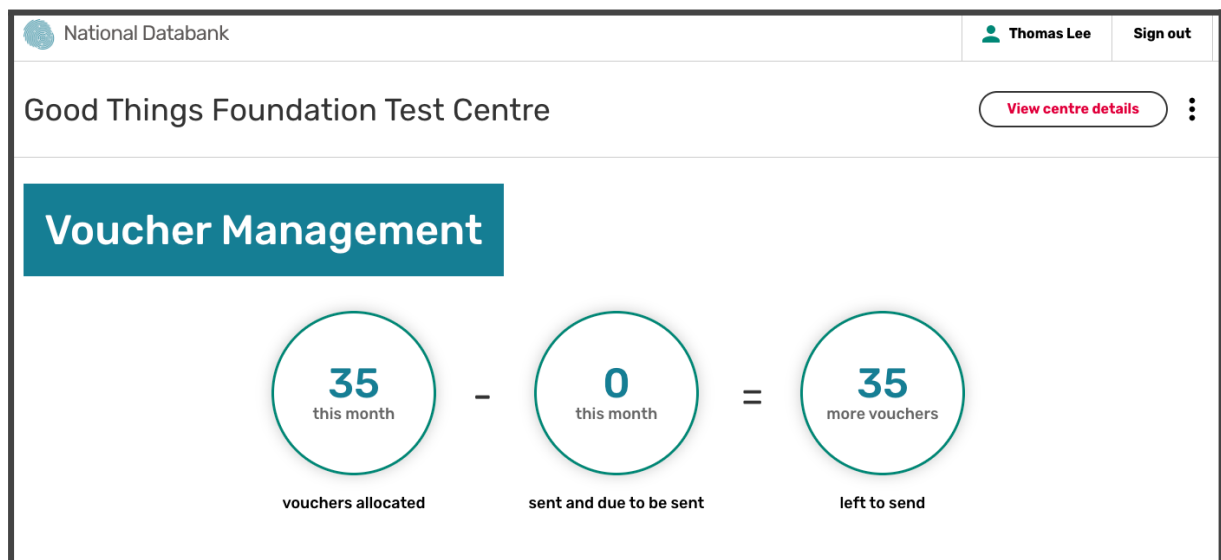
Confirm mobile number

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

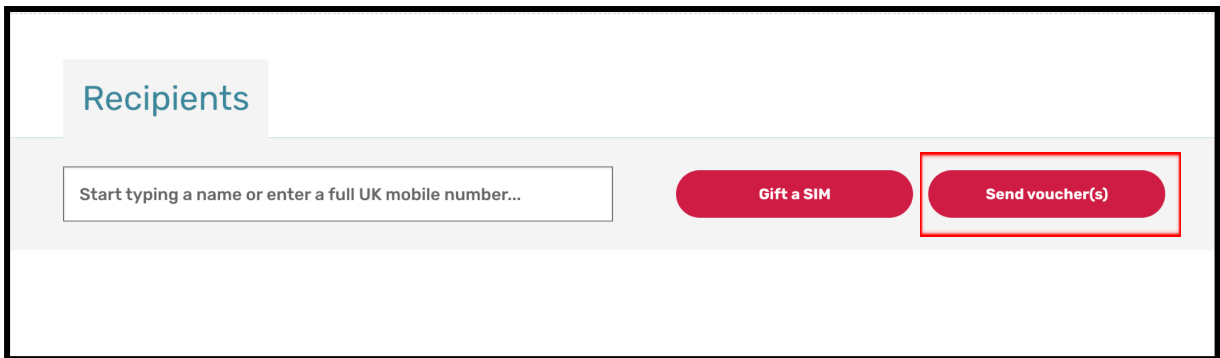
Gifting O2 data vouchers

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.



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



The screenshot shows the 'Recipients' section of the dashboard. It features a search bar with the placeholder text 'Start typing a name or enter a full UK mobile number...'. Below the search bar are two buttons: 'Gift a SIM' and 'Send voucher(s)'. The 'Send voucher(s)' button is highlighted with a red border.



Step 3: You will be asked 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

Age & previous data/devices

* indicates a required response

Before you can proceed, you must confirm this recipient's age.

☒ I confirm this recipient is at least 18 years old *

Has this recipient previously received data from the Databank? *

☐ Yes

☒ No

☐ I don't know

Has this recipient been given a device from the Device Bank? *

☐ This recipient has been given a device in the past

☒ I'm giving the recipient a device with this data

☐ The recipient hasn't been given a device

☐ I don't know

What happens now?

We need you to choose the data voucher the recipient wants.

Next step

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
- ☒ 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? *

☐

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

i 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.

A screenshot of a web form titled "Consent". The form is divided into two main sections. The top section contains the text: "To run the Databank more efficiently, Good Things Foundation needs to collect and store some limited personal details about this recipient. They will need to opt-in to being contacted." Below this is a link: "Read our informed consent statement". The bottom section contains the text: "I confirm that the recipient has been informed that their details will be stored securely, in line with [Good Things Foundation's privacy policy](#), and is consenting to Good Things Foundation storing the data provided." Below this is a checkbox, which is highlighted with a red square, followed by the text: "This recipient consents to their personal data being stored". At the bottom left, there is a blue box with an information icon and the text: "What happens now? We need you to choose the data voucher the recipient wants." At the bottom right, there is a red button labeled "Next step", which is also highlighted with a red rectangle.

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.

We need you to provide a few details about the recipient.

* indicates a required response

Recipient's full name *

As part of the Databank service, Good Things Foundation would like to be able to contact the recipient for further research and/or quality assurance purposes.

[Read more about research and quality assurance consent](#)

☐ This recipient consents to being contacted for both purposes

Please enter at least one contact method below *

Email address

Phone number

Preferably a mobile number

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

Choose voucher

Voucher	Remaining stock
☒ 02 20GB	62

[? Voucher details](#)

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.



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

Mobile number

02	6 x 20GB monthly data vouchers	↔ Change
----	--------------------------------	--------------------------

We need you to provide a mobile number that can receive O2 vouchers.

Recipient's mobile number *

What happens now?

We'll need you to review the recipient's details.

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'.

02	12 x 25GB monthly data vouchers	↔ Change
The mobile number's fine. We're ready to set up the vouchers.		
Full name	Test	
Consents to be contacted	No	
Received data previously	Unknown	
Device from the Device Bank	Unknown	
Voucher details	12 x 25GB monthly data vouchers	
Voucher delivery	07700 900000	
You can change these details after the setup in the recipient's details page.		
 Before you send: please make sure these vouchers are used as intended - only <i>one voucher per person per month</i>. Your recipients should be aware of 02's terms of use . Phone numbers may be disconnected if we spot any unusual activity in our monthly checks. Thanks.		
 What happens now? We'll text the voucher to the number above and show you the details. Send first voucher		

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'.

02	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

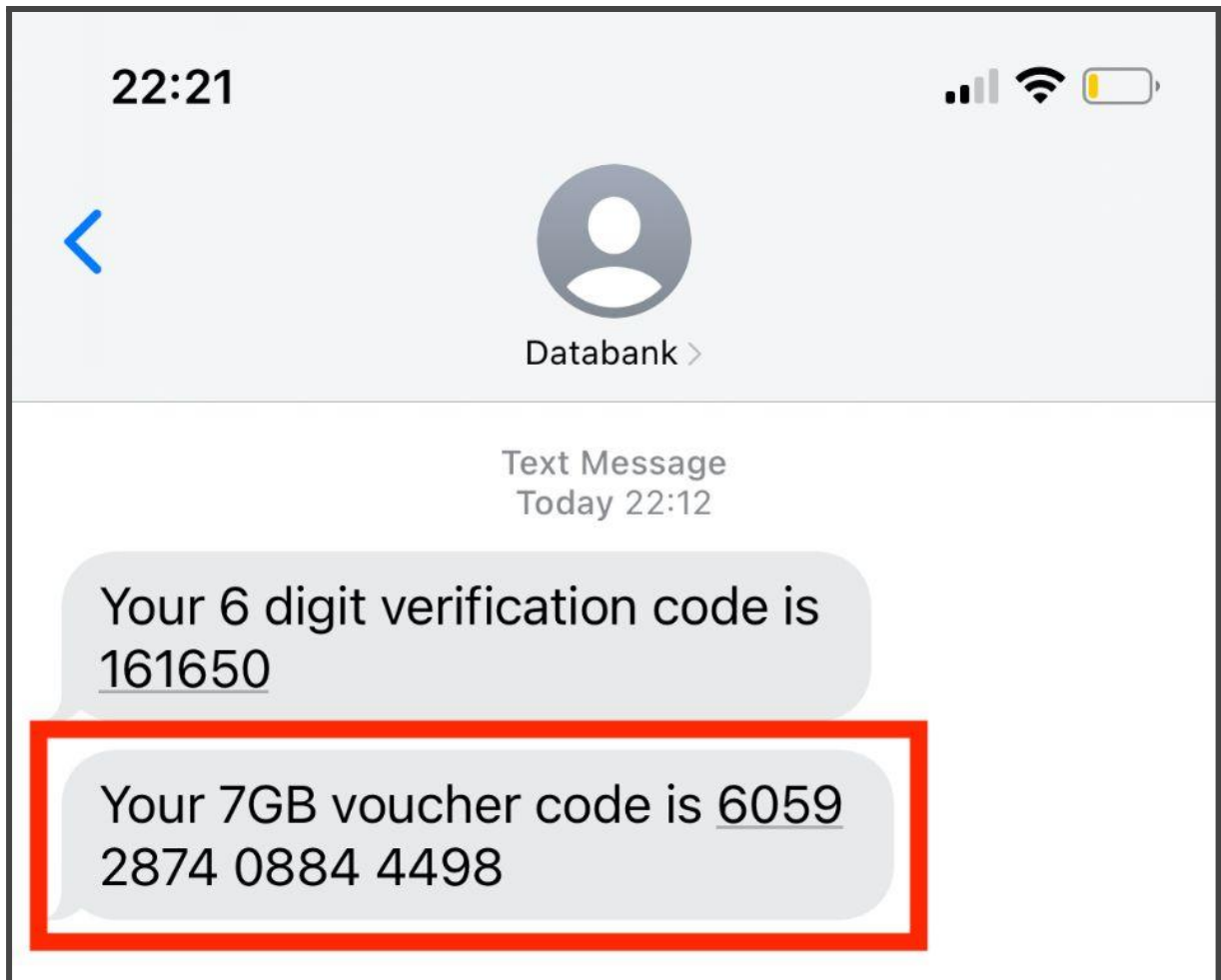
Step 11: a text message containing the voucher code will be sent to the beneficiaries mobile number. Follow the steps in the section 'Activating the data voucher' below to see how to activate the voucher. Select 'Finish'.

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.

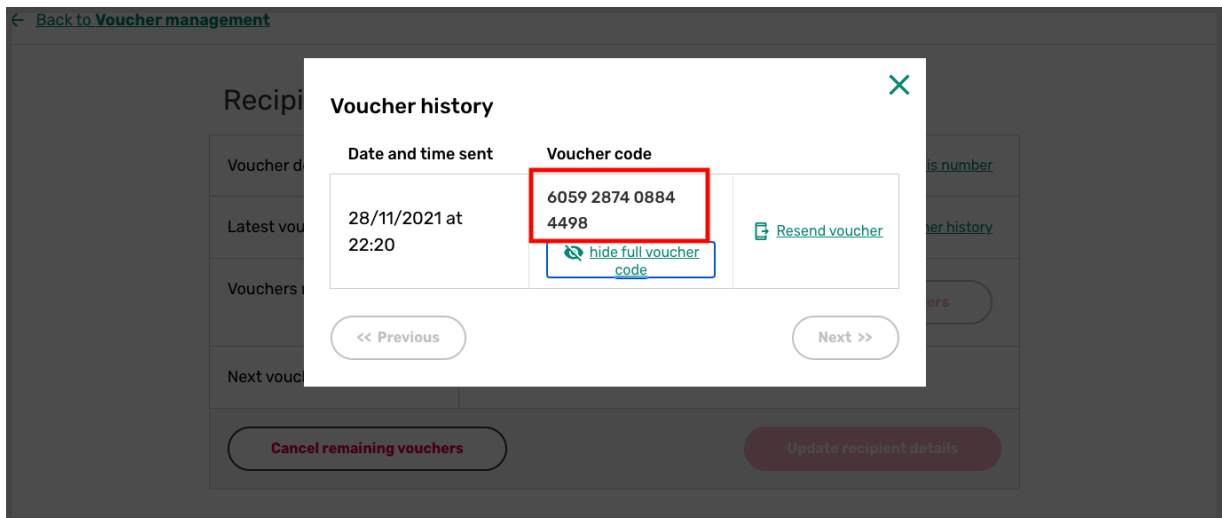
Advise the beneficiary on how to activate the O2 voucher code, and that this will need to be done each month when the new code arrives by text.



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.



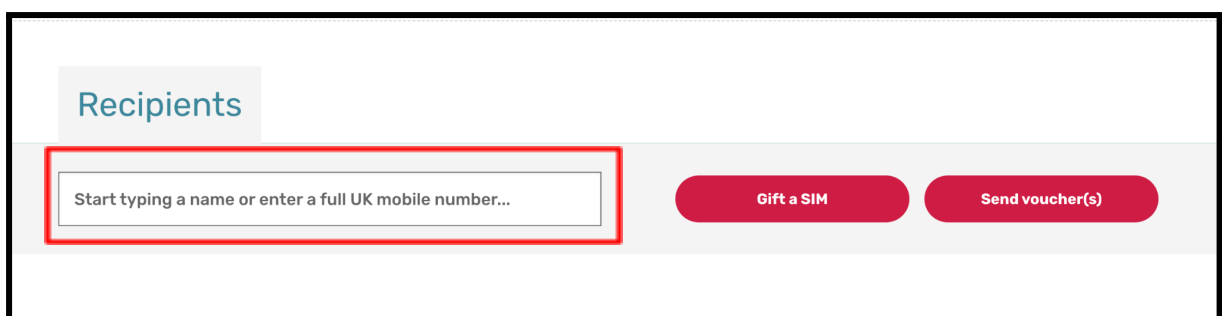
Step 3: Once you have followed the steps through calling 4444 or 08456 062 277 the allowance for data, calls and text will be automatically applied to the SIM card.

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.

Recipients

07960192301

×

Gift a SIM

Send voucher(s)

Test	<u>07960 192301</u> ●	02 vouchers	Next voucher: 28/06/2023	view recipient→
------	-----------------------	-------------	--------------------------	----------------------------

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.

Recipient details

ⓘ [How does voucher activation work?](#)

Voucher details	02 20GB per month	
Voucher delivery	<u>07960 192301</u> ●	↔ I need to change this number
Vouchers sent	1	☰ view voucher history
Vouchers remaining	5 ▾	Send more vouchers
Next voucher	28/06/2023 at 16:00	
The recipient consents to	☒ their personal data being stored	

☰ [Read our informed consent statement](#)

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.

The recipient consents to Read our informed consent statement Read more about research and quality assurance consent	☐ their personal data being stored ☒ being contacted for research and quality assurance purposes
Full name	Test
Contact email	
Contact phone	447960192301
Previous to these vouchers, had the recipient received data from the Databank?	☐ Yes ☒ No ☐ I don't know

Step 4: Select 'Update recipient details'.

	☒ No ☐ I don't know
Has this recipient been given a device from the Device Bank?	☒ Yes ☐ No ☐ I don't know
Cancel remaining vouchers <input checked="" type="button" value="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.

×

Devices and data informed consent statement

This recipient's personal details (e.g. full name, contact email and/or phone) will be deleted so they will no longer be personally identifiable on the Databank in line with [Good Things Foundation's privacy policy](#). 

Type DELETE to confirm *

Confirm deletion

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.

Recipient details
[How does voucher activation work?](#)

Voucher details	02 20GB per month	
Voucher delivery	07960 192301	↔ I need to change this number
Vouchers sent	1 2 3 4 ✓ 5	≡ view voucher history
Vouchers remaining		Send more vouchers

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

Has this recipient been given a device from the Device Bank?

☒ Yes
☐ No
☐ I don't know

[Cancel remaining vouchers](#)
[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

Recipient details
[How does voucher activation work?](#)

Voucher details	02 20GB per month	
Voucher delivery	07960 192301 ●	↔ I need to change this number
Vouchers sent	1	☰ view voucher history
Vouchers remaining	3 ▼	Send more vouchers
Next voucher	28/06/2023 at 16:00	

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

☐ NO
☐ I don't know

[Cancel remaining vouchers](#)
[Update recipient details](#)

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

X

Are you sure you want to cancel all remaining vouchers for this recipient?

Please note that:

- you can't undo this
- the recipient won't receive the remaining monthly data vouchers
- you can set up more vouchers in the future

The 3 unused vouchers will become available to send to other recipients.

No, not right now

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.

Recipient details

i Remaining vouchers cancelled! X

Voucher delivery	<u>07960 192301</u> ● ↔ I need to change this number
Vouchers sent	1 ☰ view voucher history
Vouchers remaining	0 ▼ Send more vouchers
Next voucher	No vouchers remaining

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



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.

A screenshot of the 'Recipients' search interface. It features a light grey header with the word 'Recipients' in blue. Below the header is a search bar with the placeholder text 'Start typing a name or enter a full UK mobile number...'. To the right of the search bar are two red buttons: 'Gift a SIM' and 'Send voucher(s)'. The search bar is highlighted with a red rectangular border.

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

A screenshot of the 'Recipients' list interface. It features a light grey header with the word 'Recipients' in blue. Below the header is a search bar containing the text '07960192301'. To the right of the search bar are two red buttons: 'Gift a SIM' and 'Send voucher(s)'. Below the search bar is a table with the following content:

Test	07960 192301	O2 vouchers	Next voucher: 28/06/2023	view recipient→
------	--------------	-------------	--------------------------	---------------------------------

The 'view recipient→' link is highlighted with a red rectangular border.

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

Recipient details
[How does voucher activation work?](#)

Voucher details	02 20GB per month	
Voucher delivery	07960 192301	↔ I need to change this number
Vouchers sent	1	☰ view voucher history
Vouchers remaining	5	Send more vouchers
Next voucher	28/06/2023 at 16:00	

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

To change a recipient's mobile number, we will set up a new recipient in the Databank.

Data currently on the recipient's mobile is still usable and you will be able to view the old number's history.

New mobile number *

[Complete recipient setup](#)

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'.

 [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	A rectangular button with a light blue background, a small icon of a SIM card, and the text 'request more SIMs' in a teal font.
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.



 [request more VM02 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.

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’.