



FREQUENTLY ASKED QUESTIONS



UNITED WAY
Wisconsin



TECHQUITY

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WHAT IS TECHQUITY WI?

Techquity WI is a statewide, no-cost device access and digital navigation program that helps eligible individuals gain access to long-term, loaned laptops or tablets, along with personalized digital support to achieve their educational, employment, health, and personal goals.

WHO RUNS THE PROGRAM?

Techquity WI is operated by United Way of Wisconsin in partnership with local United Way branches across the state, providing dedicated Digital Navigators in Madison, Milwaukee, Kenosha, La Crosse, Appleton, and Marshfield. A virtual navigator is also available to assist participants statewide.

WHAT DOES THE PROGRAM PROVIDE?

Participants receive:

- A long-term, no-cost loaned laptop or tablet (most likely a laptop).
- Digital navigation support to maximize device use for their goals.
- Referrals to additional resources such as PSC Lifeline telecommunications benefits and free online courses at CommunityUpskill.org.

FREQUENTLY ASKED QUESTIONS

WHO IS ELIGIBLE TO PARTICIPATE?

To qualify for a Techquity WI device, a client must self-attest that they:

- Do not already have a personal computer/laptop/tablet at home.
- Belong to a household with an income at or below 200% FPL (first priority) **OR**
 - Belong to an underserved household (lacking internet service)
 - Belong to an under-connected household (limited access due to constraining factors like cost or provider options)
 - Belong to an ALICE (Asset Limited, Income Constrained, Employed) household
 - Have a critical need for digital access that was exacerbated by the COVID-19 public health emergency, related to work/education/health.

IS THIS A FREE LAPTOP GIVEAWAY?

No, Techquity WI is a device lending program, meaning:

- Participants will never be asked to pay for their device.
- Devices are loaned for the duration of the participant's time in the program.
- Devices do not need to be returned at the end of the program due to natural depreciation.

FREQUENTLY ASKED QUESTIONS

WHAT HAPPENS AFTER I RECEIVE MY DEVICE?

- A Digital Navigator will be assigned to you to provide ongoing support.
- You will receive a follow-up within 30 days to assess digital skill-building needs.
- Additional support is available as needed to help you maximize your device usage.

HOW DO I APPLY?

Eligible individuals can apply by visiting TechquityWi.org, or calling the statewide helpline.

CAN I RECEIVE A DEVICE IF I ALREADY OWN ONE?

No, the program is designed for individuals who do not currently own a personal laptop, tablet, or computer.

CAN I GIVE MY DEVICE TO SOMEONE ELSE OR SELL IT?

No, devices are assigned to individual participants and cannot be transferred, sold, or given away. Participants must agree to these terms during enrollment.

FREQUENTLY ASKED QUESTIONS

WILL THERE BE ADDITIONAL TRAINING AVAILABLE?

Yes! Participants will have access to one-on-one digital navigation support and training resources, including referrals to free online courses and discounted internet programs.

WHAT IF I NEED HELP WITH MY DEVICE?

Your assigned Digital Navigator will be available to assist you. If you experience issues, contact your navigator for support or notify the Techquity WI team through the statewide helpline.

WHO FUNDS THIS PROGRAM?

This program is supported by a federal grant from the U.S. Department of the Treasury through the American Rescue Plan Act and the State of Wisconsin, administered by the Public Service Commission of Wisconsin.

For more information, visit TechquityWi.org.



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