

3) How to request 4G wireless routers – information for parents and carers.

Important

Parents, carers and pupils.

Parents, carers and pupils cannot apply for laptops, tablets or internet access. You should contact your school for help accessing remote education.

The Department for Education (DfE) is providing 4G wireless routers for disadvantaged children to help them get online and access remote education

Who can get help

We recommend you check if disadvantaged children can [get a free mobile data increase from their network provider](#) before requesting a router. If they cannot get a mobile data increase, you can request 4G wireless routers for disadvantaged children:

- in years 3 to 11 who do not have internet access and whose face-to-face education is disrupted
- in any year group who have been [advised to shield](#) because they (or someone they live with) are clinically extremely vulnerable
- in any year group attending a hospital school

How to get 4G wireless routers

The process for ordering 4G wireless routers is different to that for ordering laptops and tablets. Routers may be dispatched separately to any laptops and tablets you order, and may arrive at a later date.

For schools and colleges

To request 4G wireless routers, send the following information to COVID.TECHNOLOGY@education.gov.uk:

- your unique reference number (URN), this is normally 6 digits. If you're a further education college, this will be your 8-digit UKPRN. If you don't know your URN or UKPRN, you can find these on the [Get Information about Schools](#) site
- the name of your school
- the number of children needing a router

We'll also need evidence of:

- how you've identified disadvantage, such as the number of children in receipt of free school meals or pupil premium
- your understanding of children, young people and families' access to internet connectivity - this information could be from survey data, calls home, your awareness of specific family circumstances, demographic data, or questions asked to parents
- disadvantaged pupils joining the school since the most recent School Workforce Census

Please do not send us any personal information, like names of children or dates of birth.

How requests are managed

All requests are assessed against the eligibility criteria by our support team who will email you if any additional information is required, and with details of whether your request has been successful.

Availability may change. We have a limited number of routers available and may not be able to give you the number you've requested.

To find out what to do with devices once they have been delivered and for information on technical support, security and data limits, please read the [guidance on preparing 4G routers](#).