

Laptop ConneCT Program: Frequently Asked Questions

As of July 20, 2026

This Frequently Asked Questions (FAQ) document provides answers to common questions about the Laptop ConneCT Program for both participating public libraries and Connecticut residents interested in borrowing a laptop. The program is funded through the American Rescue Plan Act (ARPA) Coronavirus Capital Projects Fund (CPF) and is administered by the Connecticut Department of Energy and Environmental Protection (DEEP) in partnership with the Connecticut State Library.

The FAQs are organized into sections for participating libraries, borrowers, and general program information to help you quickly find the information most relevant to you. As the program evolves, this document may be updated.

For Libraries

1. Is there any cost for libraries to participate?

No. There is no cost to participate in the Laptop ConneCT Program. The program provides the laptops, eligible accessories, warranty coverage, asset tagging, and delivery at no cost to participating libraries. Libraries will, however, need to dedicate some existing staff time and operational capacity to activities such as participant eligibility verification, device checkout and inventory management, basic program administration, and required reporting, as described in the program guidance. Libraries with questions or concerns about their capacity to participate are encouraged to discuss them with the Connecticut State Library.

2. Can a library receive grant funds directly to make their own purchases?

No. Participating libraries will not receive grant funds or purchase laptops directly. Laptops and eligible accessories have been procured by DEEP and will be distributed to participating libraries by via a central warehouse.

3. How did DEEP determine how many devices each library would receive?

The methodology was developed by DEEP in partnership with the Connecticut State Library and informed by input from libraries across the state. It is primarily based on the estimated population without access to an adequate computing device, using U.S. Census Bureau American Community Survey (ACS) data, and also considers other factors to help ensure an

equitable and practical distribution of devices across participating libraries. More detail on the allocation methodology is available in the Program Guide.

4. Did DEEP reach out to all libraries in the state about this program?

Yes. DEEP and the Connecticut State Library are conducting statewide outreach to ensure all principal public libraries are aware of the program. Libraries are being contacted through multiple channels, including direct emails, newsletters, and other communications, to provide information about the program, participation opportunities, and key deadlines.

5. Will participation in other state or federal assistance programs (such as the Community Eligibility Provision (CEP)) qualify someone for the Laptop Connect Program?

No. At this time, only the qualifying assistance programs listed in the Program Guide may be used to establish eligibility.

6. Are participating libraries responsible for setting up the laptops once received?

No. Devices will arrive with a clean Windows installation applied during manufacturing. Any additional configuration or setup will be at the discretion of participating libraries.

7. Will participating libraries be responsible for providing ongoing technical support to borrowers?

No. Participating libraries will help borrowers get started with their laptops through the required digital skills session, but they are not expected to provide ongoing technical support. Each laptop includes a five-year warranty with hardware support, unlimited accidental damage coverage, full battery coverage, and mail-in repair service. Borrowers should be directed to contact the warranty support provider directly for technical support, repairs, or warranty claims.

8. What are libraries responsible for doing before reissuing a laptop if issuing short-term loans?

Participating libraries are responsible for ensuring borrower data is removed before a laptop is issued to a new user. Libraries should securely reset or restore each device between loans in accordance with their local policies and applicable privacy and security best practices. DEEP and the Connecticut State Library can provide guidance and instructions on recommended methods for resetting devices, but participating libraries are responsible for completing the process before reissuing a laptop.

9. What happens to the laptops after the federal interest period ends?

The laptops will remain subject to the federal period of interest through the anticipated end date of December 31, 2031, during which they must continue to be used in accordance with the Laptop ConneCT Program requirements. Once the federal interest period ends, participating libraries may determine the final disposition of the devices consistent with any applicable state or Connecticut State Library requirements. Options may include continuing to use the laptops for library services, transferring ownership to borrowers, or disposing of them if they have reached the end of their useful life.

10. Can a library loan Laptop ConneCT devices to residents of another municipality?

Generally, no. Laptop ConneCT devices should only be loaned to eligible borrowers who reside in the municipality served by your library. This includes loans made through the principal public library or any branch libraries within that municipality. Residents of municipalities without a principal public library may be eligible to borrow from a participating library in a neighboring municipality. Libraries with questions about these exceptions should contact Dawn.LaValle@ct.gov before issuing a device.

For Borrowers

11. Do the laptops come with a MiFi device or financial assistance for internet service?

No. Laptop ConneCT devices do not include a MiFi device, mobile hotspot, or financial assistance for internet service. Borrowers may use the laptops with any available Wi-Fi network or other internet connection they have access to.

12. Can I install software on the laptop?

Yes. Borrowers may install software or applications on the laptop during their loan period, provided they are legally obtained and used in accordance with applicable laws and the participating library's policies. Before the laptop is issued to another borrower, the participating library will reset the device and remove any installed software, files, and personal information. Borrowers should not expect any data or applications to remain on the laptop after it is returned.

13. Will I need a Microsoft account to use the laptop?

Yes. A Microsoft account is required when you first sign in to the laptop. If you already have a Microsoft account, you may use your existing account. If you do not have one, participating library staff can assist you with creating a free Microsoft account during the required startup

session. A Microsoft account lets you sign in to your laptop and use familiar Microsoft services and applications, such as Outlook email, OneDrive cloud storage, Microsoft Word, Excel, PowerPoint, and the Microsoft Store, where you can download additional apps.

14. What should I do if a laptop is damaged?

If a laptop is damaged, the borrower should contact the warranty support provider as soon as possible. Each laptop is covered by a five-year warranty that includes unlimited accidental damage protection, hardware support, full battery coverage, and mail-in repair service. Participating libraries are not expected to diagnose or repair damaged devices, though they may assist borrowers with warranty contact information if needed.

15. Will DEEP share information about individual laptop borrowers with the federal government?

No. DEEP will report on the overall implementation and outcomes of the program, including information about participating libraries and the number of laptops distributed and used, as required by the U.S. Treasury. DEEP will not collect, store, or transmit personally identifiable information about individual borrowers to the federal government. Borrowers may choose to voluntarily share stories or feedback about how the program has impacted them, but any such information may also be reported in an anonymized form.

16. What should I do before returning my laptop?

Before returning your laptop, you should save any personal files to another device or cloud storage service, sign out of your accounts, and remove any personal information you wish to keep. While the participating library will reset the laptop before it is loaned to another borrower, taking these steps helps ensure you do not lose important files or leave personal information behind. Please also return the laptop along with any accessories that were provided with it, such as the carrying case, charger, or mouse.

17. How will my data be removed from laptops before they are loaned to another user?

Personal information will not remain on the laptop after it is returned for reissue. Before a laptop is loaned to another borrower, the participating library will reset the device and remove any data left on it, helping protect borrower privacy.

18. Can I transfer or give my loaned laptop to someone else?

No. Laptop loans are issued to a specific eligible borrower and may not be transferred, shared, or reassigned to another individual outside of the library's lending process. If a borrower no longer needs the laptop, it must be returned to the participating library before it can be prepared and loaned to another eligible borrower.

19. Will I be able to keep my laptop after the program ends?

Possibly. During the federal interest period (anticipated through December 31, 2031), laptops remain program assets. Once the federal interest period ends, participating libraries will determine the final disposition of the devices, and one option available to libraries is to transfer ownership of laptops to borrowers.

20. Can I borrow a laptop from a library located in a municipality other than the one where I reside?

No. Laptop ConneCT devices must be borrowed from a participating library located in the municipality where you reside. This may include the principal public library or a branch library in that municipality. Devices may not be borrowed from libraries in other municipalities. Residents of municipalities without a principal public library may be eligible to borrow a Laptop ConneCT device from a participating library in a neighboring municipality. For more information, please contact DEEP.Broadband@ct.gov.

Miscellaneous

21. How will libraries ensure one person is not borrowing multiple devices?

Participating libraries will use their existing library card and circulation systems, along with their standard loan practices, to manage laptop checkouts and prevent duplicate borrowing. Except when an adult is borrowing on behalf of a minor in their household, individuals are not permitted to borrow multiple Laptop ConneCT devices at the same time.

22. How were devices selected?

The laptops and accessories were selected by DEEP based on input from the Connecticut State Library and libraries across the state. Libraries strongly emphasized the importance of features such as larger screen sizes, Windows operating systems, touch-screen capability, and durable carrying cases, as well as the availability of external accessories such as wired mice, keyboards, and headsets to support a wide range of user needs and preferences.

23. What vendor did DEEP select for the laptops?

DEEP is partnering with Winslow Technology Group, LLC to procure Dell laptops and accessories.

24. Are the laptops new or refurbished?

All laptops provided at the launch of the Laptop ConneCT Program are new devices. As the program continues, devices will be reused through the library lending program and may be loaned to multiple borrowers over their service life.