

## Jump Start Program

Giving new entrepreneurs a Jump Start with technology

### Frequently Asked Questions (FAQ)

**Q:** What is the Jump Start Program intended to accomplish?

**A:** The Jump Start Program is intended to help people with low-income, women, members of minority groups, and disabled persons obtain and use computers to start and grow small businesses.

**Q:** Who is eligible to participate?

**A:** People living in the San Francisco Bay Area (Contra Costa, Alameda, San Francisco, Marin, and San Mateo counties), who are a member of one or more of the target populations.

**Q:** What will participants get from the Jump Start Program?

**A:** Each participant in the Jump Start program will participate in a one-day seminar, at which they will be presented the basic information needed to start using a computer for business. Participants who successfully complete the seminar and otherwise qualify will receive a computer and software, plus personal, 3-hour installation and operation consultation and six months of technical support.

**Q:** What is included in the computer and software package?

**A:** This varies according to the needs of the recipient. The minimum computer setup will be a desktop Pentium III PC running Windows XP. This systems will include an anti-virus program, Adobe Acrobat, and Microsoft Office 2003 Standard. Other configurations will be available according to need. Computers will be provided from

ReliaTech's stock of Gold Star Certified Renewed Computers, and have a value of up to \$750.

**Q:** What if I already have a computer?

**A:** If you do not need a computer, ReliaTech will work with you to evaluate what other equipment you need, and we will do our best to provide it. Other equipment could include printer, scanner, speakers, keyboard and mouse, monitors, network switch, or similar items, up to a value of \$750.

**Q:** Is training included?

**A:** Yes. ReliaTech will provide at least an introductory seminar intended to help budding entrepreneurs understand how technology can help their businesses. In addition, in cooperation with our partners, we will provide additional training on topics such as web-based selling and internet security.

**Q:** What support is provided to Jump Start Program participants?

**A:** Participants will receive six months of telephone support (12 incidents) and two on-site service calls during the same 6-month period. In addition, each participant will receive up to 3 hours of technology consultation to help them choose, obtain, and use the information technology they need to help their business succeed.

**Q:** I have more questions. Who can I talk to?

**A:** You can call ReliaTech at 510 236-7000, or talk with your program sponsor.

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