



Q. Is stock readily available?

A. Availability of an item is visible within Emerge however actual ETA will be confirmed once the order has been placed. To confirm stock ahead of time please reach out to salescentreatlantic@compugen.com.

Q. When will my order be delivered and how do I track my order?

A. Compugen will proactively communicate an estimated shipping date within one week of ordering. Students can track their orders through the link in the order summary e-mail. The link within the e-mail will be updated with waybill # once the order ships.

Q. Can I change the model, size or components of the product offered?

A. Compugen and Oulton College have pre-selected these notebook options for all students. This model may change due to demand however there will only be these options

Q. My notebook is not working correctly, who do I reach out to for assistance

A. Please reach out directly to the manufacturer for assistance

Q. How do I install Teams on my Notebook?

A. Your school will provide you Office license during registration, your school login and email (2020-000@oulttoncollege.com). Go to office.com and download office apps directly. To activate office, enter your school email and the password you setup during registration day.