# alive
## Lighting up later life

# Getting Started

Helping you get started with technology

# Alive's aims

**Alive is a charity dedicated to improving the quality of life of older people and their carers.**

## Our vision
A world where older people live lives full of value, meaning and connection.

## Our mission
To prioritise health and wellbeing into later life.

## Alive:

- **Engages older people creatively through meaningful activity**
- **Trains and supports carers to enrich the lives of older people**
- **Reduces older people's social isolation by connecting them to their local communities**
- **Speaks up for the rights of older people to those with the power to improve their lives.**

## Our values

**User-led:** We strive to ensure our work meets the needs and aspirations of the older people we serve.  We consult regularly with older people and develop and deliver projects and activity in line with their wishes and views.

**Dedicated:** We deliver, we train, we connect, we influence. We never give up and are fully committed to improving the quality of life of older people.

**Adventurous**: We like to test new approaches, new partnerships, new ways of working and aren't afraid of making mistakes and taking risks.

**Community focused**: We fully understand the value of belonging and work hard to connect older people to their communities – wherever that may be.  We value our own community and strive to create an inclusive and supportive environment amongst our staff, volunteers, and colleagues.

**Adaptable**: We constantly review, evaluate and adapt our work to ensure it is meeting the needs of those we serve. We are quick to change and find new ways of working when needed.

**Compassionate**: We love what we do, and who we work with.  We are passionate about improving the quality of life of older people in whatever way we can.

**Collaborative**: We believe in working with others. We make more of an impact when we work together.

# Contents

# Why be Connected?

Supported by the North Somerset Community Partnership (NSCP), this guide is to help you use technology in your everyday life.

This is one of two guides that will support you in:

- Connecting with other people
- Becoming more independent
- Staying more active

The aim of this first guide is to get you started with the basics of technology:

- Understanding devices and setting them up
- Showing you the basics of getting online
- Pointing you in the direction of people and organisations that can help and support you

The aim of the second guide is to help you make links to:

- Other people
- Activities and entertainment
- Useful services and information.

This book is available as a training course. The information in this guide supports our Tech to Connect sessions. To find out more about these sessions, please contact **techtoconnect@aliveactivities.org**

## Before you Start

We are here to support you in your first steps to getting online. We can point you towards partners in your community who can take you further. This guide will help you to feel more in touch and more in control. So, start your journey here.

You may be able to use this guide on your own, however, don't be afraid to ask for help from other people. We have put together a glossary, which you can find at the back of this guide, with helpful links.

# Setup and Comfort

## Using Touchscreens

Using touchscreens can be tricky. If you find yourself struggling with touchscreens, this isn't because you are doing something wrong. There is a reason why this happens. The screen passes a micro-current through your finger to identify where it is on the screen. This depends on your fingertip being able to carry a live current.

Some people who work a lot with their hands develop hard pads or calluses on their fingertips. This "dead" skin can't carry a current, so a touchscreen device won't detect it. If you have problems with your circulation and your fingertips are often cold, or if your hands and fingers are very dry, you may also have this problem.

There are ways of getting around this:

- Use a water based (aqueous) cream on your hands including the fingertips. This won't damage your device, especially if you have a screen protector

- If you don't have any cream, try massaging your fingertips for a few seconds to get the blood flowing a bit more

- You can also purchase a stylus. This is like a rubber tipped pencil. The tip will imitate your finger and can be very accurate.

## Setup and Comfort

It is important that you feel comfortable when using your device. If you can, find a quiet, calm space and make sure you can easily reach the equipment you need.

### Lighting – things to consider:

- It is best to sit in a room with good lighting. Ideally, this will be a combination of both natural and artificial lighting

- Try not to have light falling directly onto the screen as reflections can make it difficult to see

- If you can't see your screen, you can brighten the screen on your device.

### Desktop Computer – things to consider:

- Have a large, flat surface with space so you can use a keyboard and mouse easily

- Gentle lighting. Too much light will produce additional glare from the computer screen. This can be difficult for people with poor eyesight.

If you are using your device on a table or desk, it is important to set up the monitor screen correctly:

- Make sure the screen is 18 to 28 inches from your face, with the top of the screen at your eye level

- If needed, you can buy a computer stand to raise the screen to the correct height. If you have poor eyesight, you can increase the font size and change screen settings or use a voice-to-text programme.

**Laptop – things to consider:**

Very similar considerations to using a desktop. Some things you may want to think about as well are:

- Buying a good laptop stand, so that you can put your laptop at eye-level

- Sitting in a comfortable seat with a lap tray for your laptop

- Buying a USB keyboard and mouse to comfortably use the laptop.

**Chair - things to consider:**

- Choosing a chair where you can sit upright and adjust the height

- Adding pillows for proper back or neck support

- Placing a slip-resistant mat underneath the chair to avoid falling when standing up

- Using a footrest for extra comfort.

**Smart phone and tablet – things to consider:**

'Text neck' refers to neck strain and upper back pain caused by tilting your head downwards while using a smart phone or tablet. To avoid this discomfort, these are some things you can do:

- Sit in a comfortable chair

- Ensure your device is at eye level

- Move your eyes to the device rather than your head

- Use a pillow or towel to keep an upright position

- Support the device or your hands on a pillow or tray.

**✚ Helpful links for setting yourself up can be found in the glossary.**

# Using your Device:
# How to Turn On and Off

## What are you using?

A device is a piece of equipment that works as a computer system. There are a variety of devices widely available:

**Desktop computer:** A personal computer used on a flat surface due to its' size

**Laptop computer**: A small computer designed to be portable and with a built-in keyboard and mouse

**Smartphone:** A mobile phone capable of connecting to the Internet

**Tablet:** A flat computer with no keyboard, such as an iPad made by Apple or an Android made by other manufacturers. Both types of tablets give you a very similar experience.

## Homescreen

If you are using a tablet or smartphone, it will have a touch sensitive screen or Touchscreen, so you can use your fingers to navigate.

The homescreen is the first screen you see after switching on the device. It has small programmes called **Applications** or **Apps** that allow you to use your device and the Internet. To find out how to use them see our chapter on **How to Download and Use Apps** on pages 21-23.

## Turn on your device:

Your device will need to be plugged in, or have the battery charged.  Keep it powered up or charged regularly.

- Press the power button which will have a power symbol on or by it



- On a laptop, it will be on the keyboard

- On a desktop, it will be on the front or top of the computer

- On a smartphone or tablet, it will be on the top or side.

## Turn off your device:

On a desktop or laptop device you will need to:

- Click on the Windows symbol in the bottom left-hand corner. The Power symbol will appear above it.
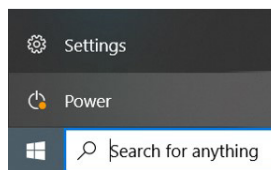


- Click on this and select **Shut Down**.  Your computer will now turn off. It may take a few seconds to do so.

On a tablet or smartphone, you will need to:

- Press the power button. On the screen will be a picture of the power symbol

- It will ask if you want to turn it off



- Tap the power symbol on the screen. The device will now shut down.

You can keep your device on most of the time, although they will need turning off and on again, around once every two weeks or so, to work properly and save energy.

**Sound controls on a smartphone or tablet:**

On one side are two buttons next to each other. These are **Volume Up** and **Volume Down** buttons.

**Looking after your computer, smartphone or tablet.**

If your device gets wet, here are some things you can do:

- Turn your device off

- Wipe it down with an absorbent soft cloth or an alcohol wipe

- Leave it to dry before you turn it back on.

# Protecting your device



A plastic or rubber case will offer some protection if your device is dropped



A screen protector will keep your screen free from scratches

# Charging Port



- A charging port is where you plug in the cable to charge your device

- The charging port is at the bottom of a smartphone, and on the side of a tablet

- The charging port can become clogged with dust and debris. Phone and computer repair shops may be willing to clear the port for free.

# How to Connect to the Internet
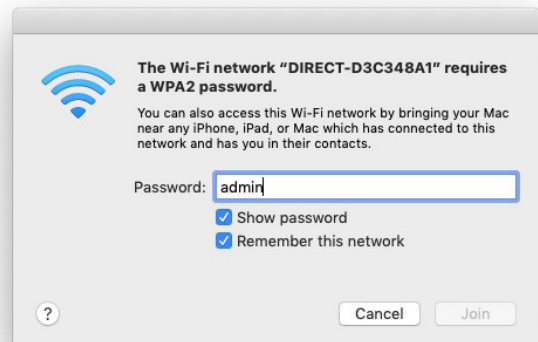
**The Internet**

The Internet allows us to send and receive digital data (a bit like sending and receiving letters using a really quick postal service). Broadband is the high-speed connection to the Internet. There are several ways to connect to the Internet:

**Wireless networking or Wi-Fi**

Wi-Fi is a way of getting broadband Internet without wires. It creates a network so you can go online (use the Internet). You can connect to the Internet using Wi-Fi in your home by buying a wireless router or using mobile Internet. There are a range of broadband packages where you can sign up for a contract and pay monthly to use the Internet.

**To connect at home**

1. Click on the Wi-Fi symbol on your device

2. Look at the list of Wi-Fi signals available. Your home Wi-Fi router will have a panel on the side, back or bottom with the Wi-Fi network and password.

3. From the list of networks, click on the network that is yours

4. Click on connect
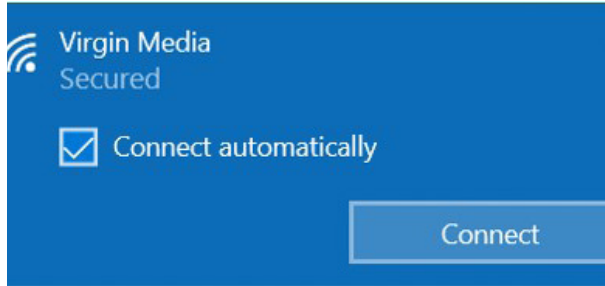


5. Type in the long password

6. Tap **Connect**. You should now be connected to the Wi-Fi and Internet. Your device will remember your details, so you don't have to do this again.

**To connect using a Mobile Network**

The mobile network uses a mobile phone signal to connect to the Internet. Mobile data allows you to get online when you are away from Wi-Fi.

**To connect using other Wi-Fi networks**

If you take your device somewhere else and there is Wi-Fi, (a friend or family member's house, a café), you can join the Wi-Fi network, where you are given the password.

**How you will know if you are connected to Wi-Fi when you are out:**

- Look at the top of the screen

- If there is a Wi-Fi symbol then you are connected

- The more lines, the stronger the signal

- If there is a 4G or 5G symbol then you may be connected via the mobile network



- Go to the **Settings** icon, which looks like a cogwheel. Please note there are slightly different variations of this for iPhone, Android and other devices



- Go to **Connections**
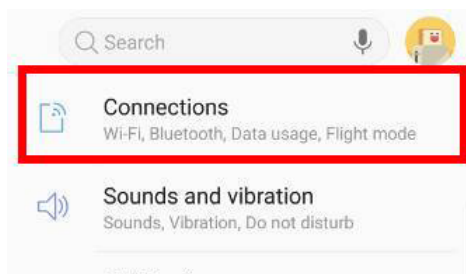


- Select **Wi-Fi** and click on the Wi-Fi network you want to connect to.

**How to navigate the Internet**

On your device's homepage, click on one of the following icons to launch a browser:

**Internet Explorer**

**Firefox**

**Chrome**

**Ecosia**

**Yahoo**

**Bing**

Some examples of a website address:

**www.aliveactivities.org**

**www.facebook.com**

**www.ageuk.org.uk**

A website address will point you to a page on the Internet.

- At the top of your browser, you will see a box.

- Type or paste the address into the box and press **enter** and you will be taken to the webpage.

Some pages will have **http://** at the start and some will have **https://**. **https://** means it is a secure connection. It may also display a padlock icon. Look for this before you enter any personal details into the website.

# How to Navigate the Internet: Tabs, Cookies & Bookmarks

| How to search the Internet | 🔍 |
|---|---|

**Search Engine:**

To find information online, we use a Search Engine. Some popular Search Engines are **Google**, **Bing**, **Yahoo** and **Ecosia**. They have a **Search Box** to help you find information.

- Click your mouse inside the search box

- Type in what you are looking for. Use a keyword, sentence or website address

- Press the return key or click/tap on the magnifying glass

- The page will show you a list of links to many websites. There is a brief summary of each website and you can see who runs it

- Tap or Double click the link to go to the website.

**Tabs**

A tab is a clickable area at the top of your screen which allows you to have more than one webpage open at once.
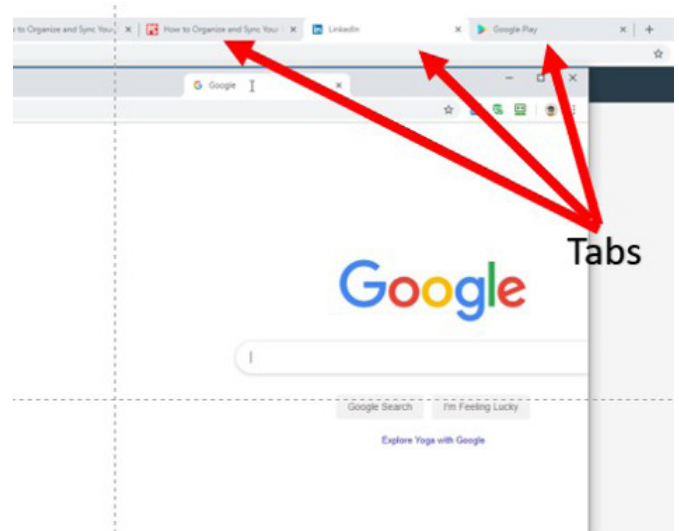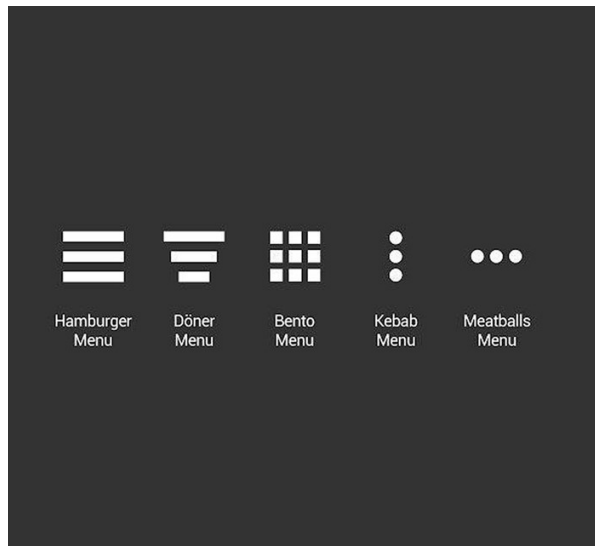




Every time you follow a link, a tab will open along the top of your browser window. It is like organising a filing cabinet. It can be helpful to do this if you need to look up several different things at one time. You can follow this easy shortcut to launch a tab **– CTRL + T**.

If you leave many tabs open, you will a) find your device slowing down and b) your battery will run out faster.

When you have finished searching, you should close the tabs. To do this:

• Tap one of the tabs and you will see a small cross (X) on the right.

• Tap this and the tab will close

• If you need to go back to a page look for the 3 dots (hamburger icon) in the top right-hand corner. A drop-down menu will appear and you can click on **History**

• Tap on this and it will show you all the pages that you have visited.

**Cookies**

On every website you will be asked to accept cookies. Cookies collect information so your device knows which websites you have visited before. They can make it easier for you to find what you want next time you visit the website.

Companies need your permission to collect this information and they will ask you if you want to accept cookies. Cookies appear as a pop-up box or at the top/bottom of website pages. You can respond to this by pressing **Yes** or **No** when you are asked.
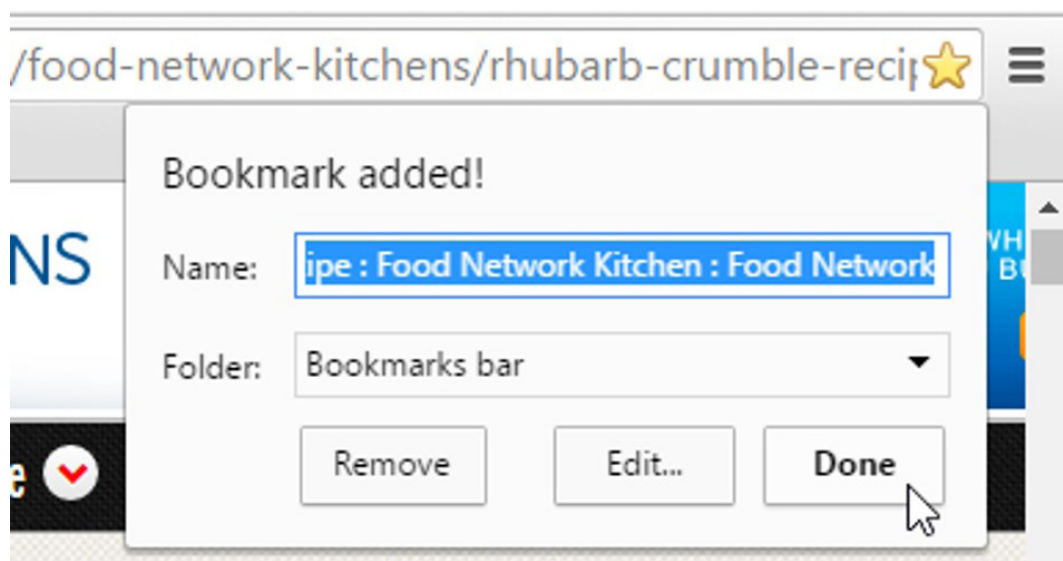
**Bookmarks**

Bookmarking is a simple and great way to save interesting pages such as recipes, exercise videos, sewing patterns, articles etc, that you want to come back to later. You can easily find them again in the future.

**Creating a bookmark**

- Click on the star icon in your search bar or use the command **CTRL + D** to bookmark a page
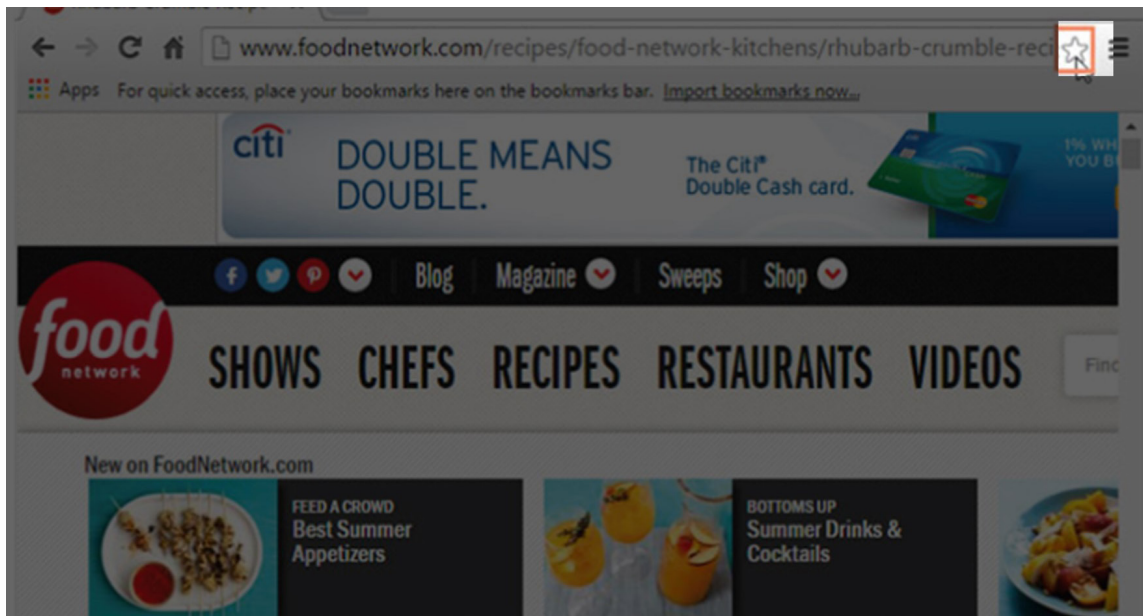
- This will create a bookmark. You can rename it if you wish and then click **done**



**Finding your bookmarks**

There are a few easy ways to find the bookmarks you have created:

- Start typing in the **keyword** – the subject you are looking for. The link to your bookmark should show up near the top of the search results
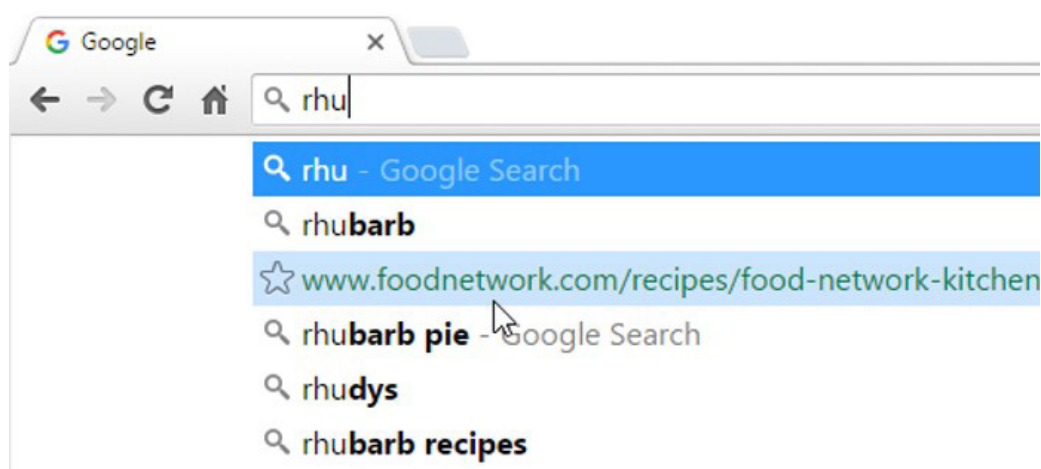
- Another way to find your bookmarks is to click on the 3 dots or 3 lines at the top right of your browser. This is called a Hamburger menu. This will open up a drop-down menu with some options, including **Bookmarks**
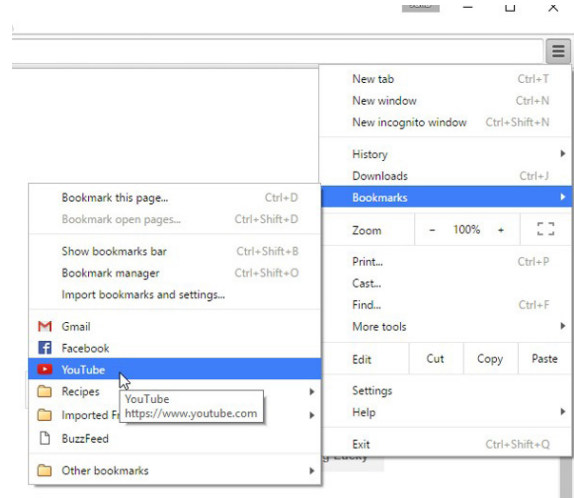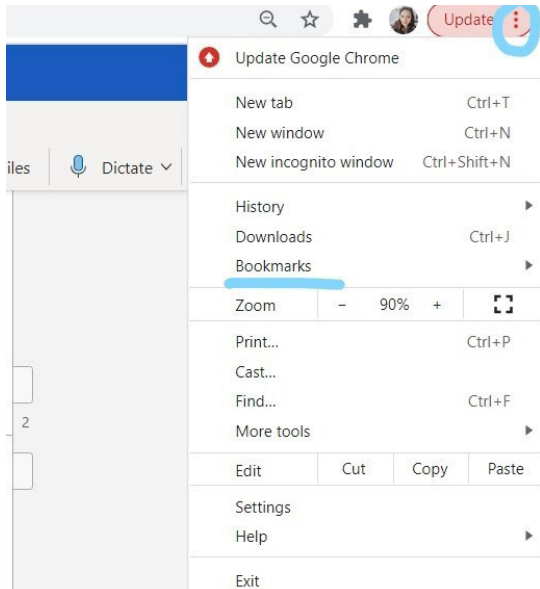


- The bookmarks bar is located on the **New Tab** page just below the search bar. Click on any bookmark in the Bookmark Bar to go to that page.
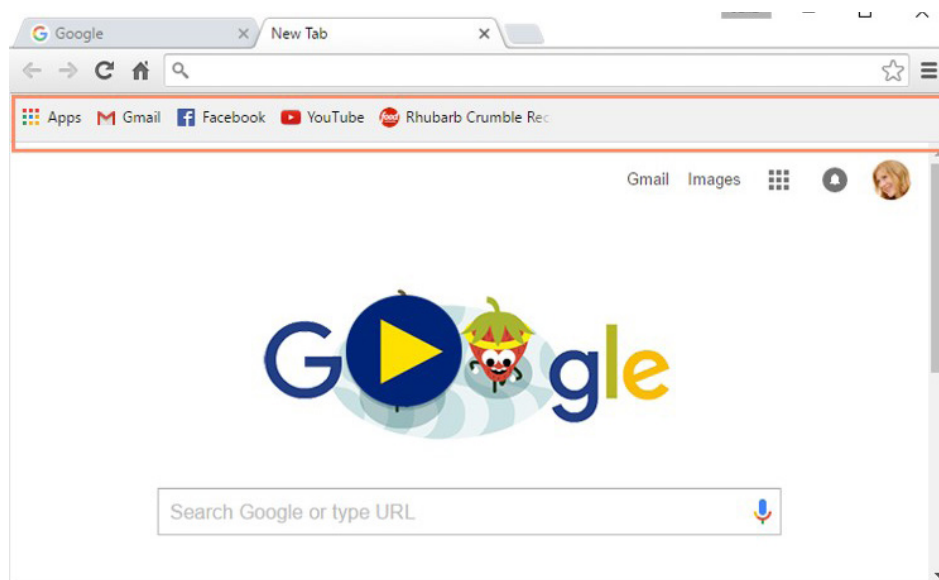
# How to Download and Use Applications (Apps)

Applications or Apps are software on your device that help you do a particular task.

For example:

- **Control Apps,** such as **Settings**. These help you to set up your device to suit your needs and to help make it easy to use

- **App Store:** Helps you find the programmes you want to download and use on your smartphone or tablet

- **Branded apps:** Apps from places like supermarkets, your doctor's surgery or your bank can make it easy to do day-to-day tasks online.

**To open an App:**

iPhone and Android smartphone or iPad:

- Tap on the App icon

**Downloading an app using the Apple App Store and Google Play:**

**If you are using an Apple device:**

- Tap on the App Store icon. It will usually be on your home page.

**If you are using an Android device**:

- Tap on the Google Play Store app.

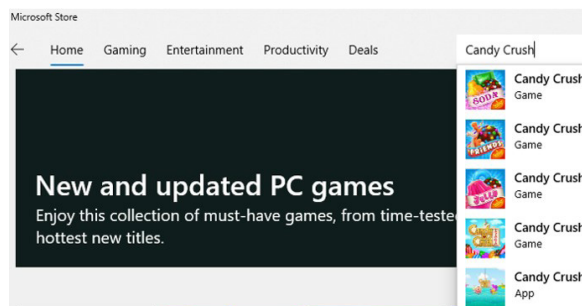**If you are using Windows on a computer or laptop**:
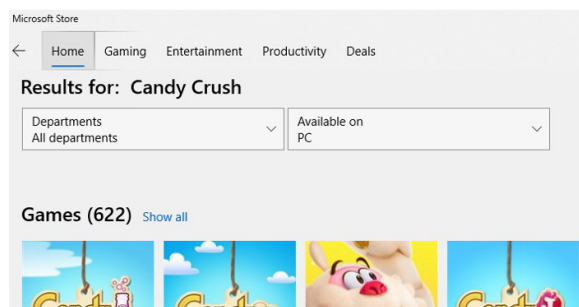
- Go to the Microsoft Store 

- There will be a search icon in the shape of a magnifying glass 

- Click on this and type the name of the app into the search bar using your keypad
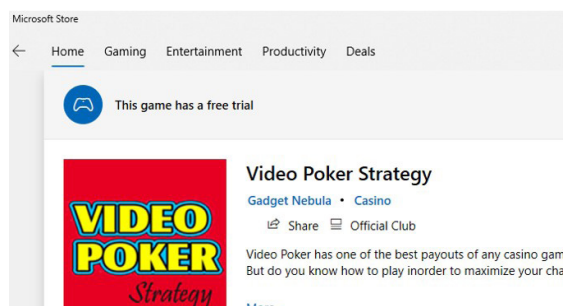


- You will see different apps on the screen



- Tap the one you want and then tap on **Get** or **Download**



- Most apps are free. If there is a cost, it will show the price (more on this on page 23)

- Log into your Apple or Google account using your username and password. Usually, your username will be your email address. If this is your first time, you may be required to create an account. See page 28 for more details.
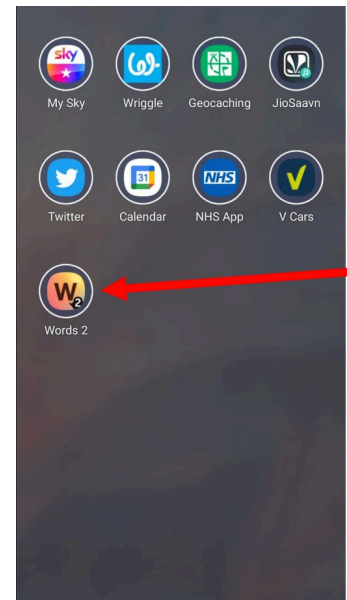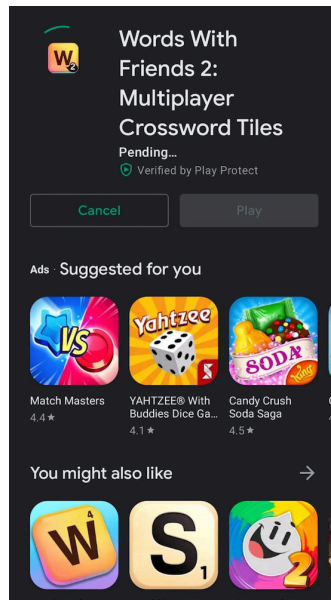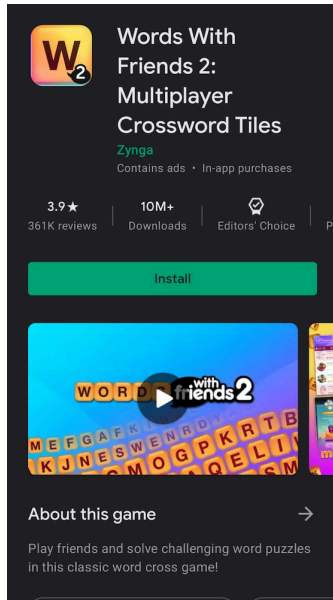


- The app will download and open straight away. If not, you can start it by tapping on the new icon

- The app will normally install on the first page that has space; swipe from right to left until you find it.

**Paying for an App: In App Purchases**

You can get a basic app for free or choose to pay for the full app. Most free apps have adverts that pop up, such as videos. You will be asked if you want to take the option to pay for the full app. If you do not want to pay for it, click the **No** option at the bottom of the screen, or an **X** on the top right.

# Security: How to keep Safe Online

So that we can have the best experience online, it is important to protect ourselves against computer viruses or scams. If you are unsure about an email or a website asking for money, follow the guidelines below to help you stay safe.

**Computer Viruses and Malware**

A computer virus is a programme that can be a nuisance and cause harm to your computer system. It attaches itself to files and is designed to spread from one computer to another.

Malware is software that lives on your computer and allows people to see what you are doing. Including personal data and financial transactions.

**The good news is that it is easy to keep secure online.**

You can do several things to keep your device secure:

- Use a reliable **Search Engine** to find websites (See the section on connecting to the Internet on page 14). They will warn you if a website is suspicious and guide you to a legitimate site. Also check your e-mails (see **Scams** on page 26).

**Keep your computer operating system up to date:**

- Click on the settings icon



- Look for **system updates**
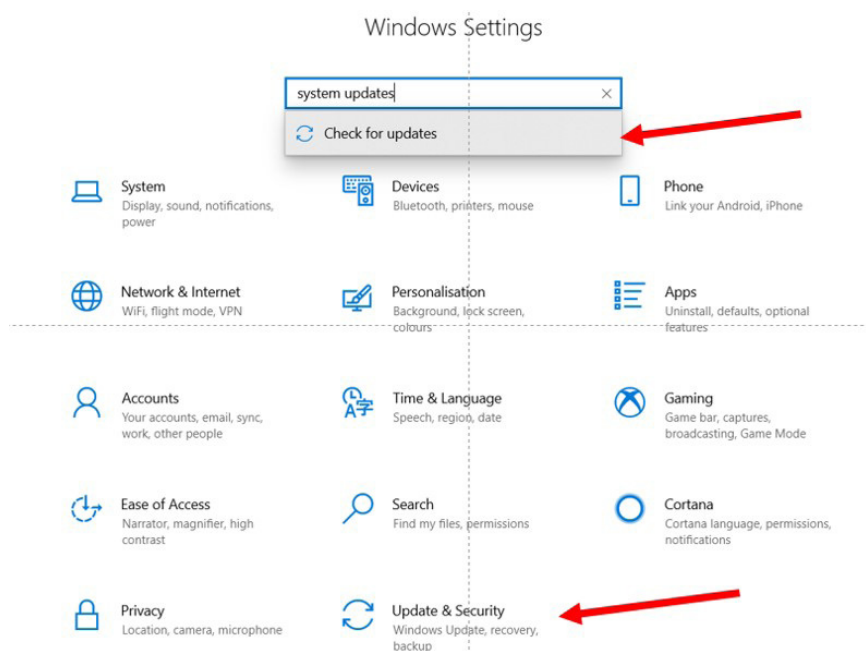


- Press on **allow automatic updates**. The updates will be made instantly.

**Do I need Antivirus Software?**

**iPhone:** No antivirus software needed

**iPad:** No antivirus software needed

**Android device:** Antivirus software is available as an app and downloadable from the app store

**Laptop or computer:** Free or paid-for antivirus software products.

**Scams**

Online scams come in a variety of forms. Scammers use false promises and deception to take payments from people. This can be a deposit for a holiday which doesn't take place, or for an item which doesn't get delivered.

**Protect yourself when using the Internet:**

- If you are asked to transfer money, take a break and have a conversation with your bank, a family member or friend
- Think carefully before sending money to strangers you have never personally met
- When buying or ordering goods use a trusted site and if you're unsure use PayPal or a trusted third-party financial transfer service
- Don't answer emails if they don't look right, are asking for money, or you don't know who they are from
- Delete suspicious emails and keep safe.

**Phishing**

Phishing takes place as an email, trying to get you to share personal information. If you receive an email that seems strange:

- It may not be addressed to you by name, just **"Dear Customer"**
- Check to see if the email address matches the company
- You may be asked to click on a link within the e-mail in order to take you to their website. Check the website address in the email matches the website address online
- You may be asked to confirm personal details. Reputable companies will not do this
- Always be cautious. Your bank especially will not do this. If it relates to financial matters, contact the company directly by your usual method
- If an email doesn't seem right, it is safe to delete it.

**Online banking: Banks take online fraud very seriously. If you bank online, your bank's website will tell you how they help to keep you secure.**

**Spam**

These are e-mails that companies send out - the online version of receiving junk mail at home. They are generally harmless. If you have not agreed for companies to send you emails it is safe to delete them.

**Links to resources for online security:**

**www.ageuk.org.uk/information-advice/work-learning/technology-internet/internet-security/**

**www.staysafeonline.org/stay-safe-online/managing-your-privacy/privacy-tips-older-adults/**

**www.connectsafely.org/seniors/**

**Avoiding Scams**

- Here is a link to **Which? Magazine**'s guide to scam e-mails: **www.which.co.uk/consumer-rights/advice/how-to-spot-a-scam-alFiz5h8mnJ9**
- How to spot an email scam - **Which? Consumer Rights https://www.which.co.uk/consumer-rights/advice/how-to-spot-an-email-scam-au5Lt0O3EgcP**
- **Friends Against Scams** - **National Trading Standards (NTS) Scams Team** initiative protecting and preventing people from becoming victims of scams: **www.friendsagainstscams.org.uk**

# Passwords

To keep your computer and your information safe, you will need to choose a password for each different App or service that you use.  This is important otherwise criminals can get access to your personal information.

One good tip for keeping your password safe is to write it down somewhere safe, like your diary or a notebook.

Some useful tips for creating your unique password:

- Your password should be at least 8 characters long
- It should include a mix of upper case (CAPITAL) letters and lowercase letters
- It should be made up of a mix of letters, numbers and symbols
- It should not include your names, significant dates or your e-mail address.
- Pick 2 things that are memorable to you
- These could include pets' names, nicknames or the names of roads or houses you used to live in.

As an example, I have a cat and a dog called Teddy and Tabitha. I don't want the password to be too long so I might abbreviate these to Ted and Tab. There are two of them so I might include the number 2. I should also use a symbol such as: £$%+#!

The password might then be: **Ted2tab#**

To make this unique, I might put in a short form of the service this password is for. So, for the Co-Op it might be Ted2tabcoop#. For the council it might be Ted2tabNSom#. For your GP surgery it might be Ted2tabGP#

Other ways to make a strong password include using a phrase, such as:

**Bristolroversarenumber1!**

**Westonisbest1#**

**Gertlushmyluver&1**


**Other useful tips you can use to make sure your password is extra safe:**

- Misspell words on purpose
- Put numbers in place of letters, for example, 0 for O, 1 for L, 4 for A etc.
- Never give out your username or password to anyone, even if they claim to be from the bank, either over the phone or in an email.

There are programmes and apps called Password Managers that can help as well. Lastpass is the most popular and secure. Many virus protection programmes such as McAfee and Norton will often offer this service too.

# How to Sign Up for almost any service

**Creating an account**

When you sign up for almost any service you will go through the same procedure. You will be asked to **Create an Account** and they will want some basic details:

- Your name
- Your e-mail address
- A mobile phone number or landline.

Some may ask for your home address.

- They will ask you to create a password (see pages 28-29)
- You may be asked to set a username. Many people use their e-mail address, this is recommended as it is easier to remember.

Having filled in these boxes, they will want to confirm some of these details. This is also a part of their security procedures; they need to confirm your identity.

They will send an e-mail to the account you have given them. It will either contain a link back to the website that you need to open or an access code that you need to enter on the website. This confirms that your e-mail address is live and working and that you are you.

**Two-Factor Authentication**

For sites that contain sensitive data such as online banking you may be asked to turn on two factor authentication. This means that you will have to prove who you are on more than one device to log in. For example, via logging in on your laptop and confirming who you are through an app on your device or through receiving a code to your phone as a text message. Every website does this a little differently, but they will provide you with clear step by step instructions in your browser. Just remember to note down the phone number attached to the account when you set up two factor authentication.

Why is this necessary? One of the problems with the Internet is people pretending to be other people, or people simply trying to hide their identity. So, it is important that a company knows who its customers are.

**Captcha**

You may also be asked to do a Captcha test. This is a little box which has the words **I'm not a robot in it**. The idea is to prevent other computers from creating fake accounts by setting you a task that a computer can't succeed at.
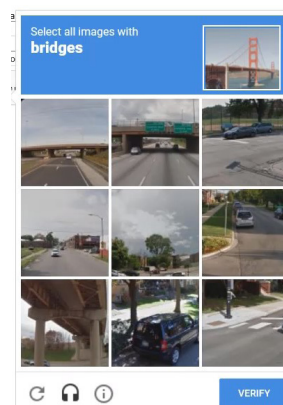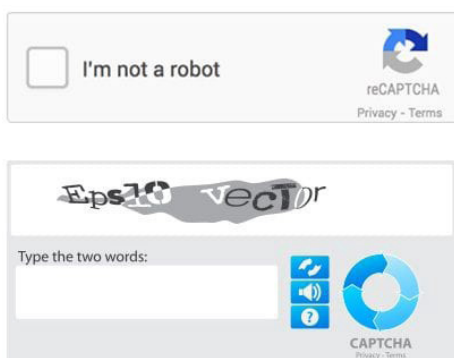


- Click on the sign in box and you will be shown a picture with a grid overlaid

- Click on each of the grid squares that has a particular thing in it: traffic lights, trucks, cars, trains

- Once you have ticked all the correct boxes that have the item in, click **verify** and the box will close leaving you on the page and able to click to sign in.

# How to use E-mail

There are several free e-mail services available online. The most common are:



**Google-mail**          **Outlook**          **Hotmail**

See **How to Sign Up for almost any service** on page 30. There is one extra step to set up an e-mail account:

- You need to choose or create a username, followed by the @ sign. However, all these e-mail services are global and there will be many people with the same name as you, so you may need to add numbers or symbols such as an underscore (_) or a fullstop.  You might even be given a suggestion.

- You will need to remember this address easily. Perhaps your name and surname followed by a significant year. The e-mail service will check that no one else has this address already, then assign it to you.

Once done, you can access this e-mail account from any device where you can access the Internet.
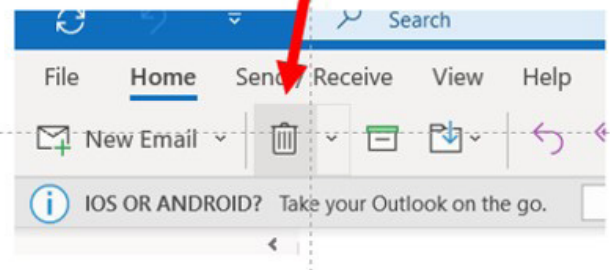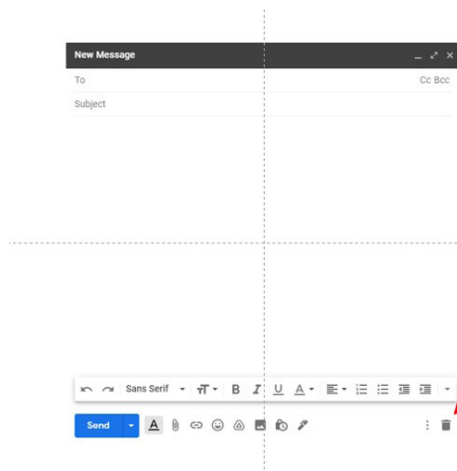
Once you have **created an account** and confirmed who you are, log into the account.

You will see a screen listing all the emails you have received. Click on an e-mail title and you will be able to read it.
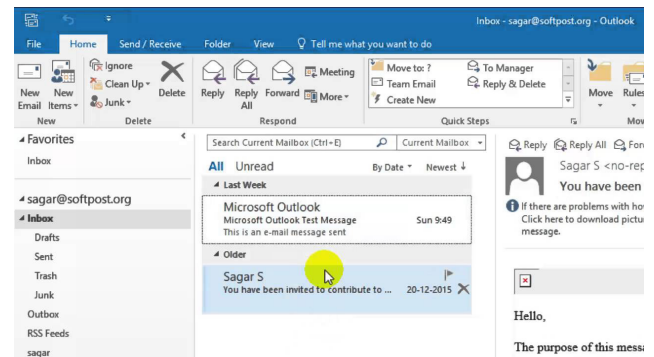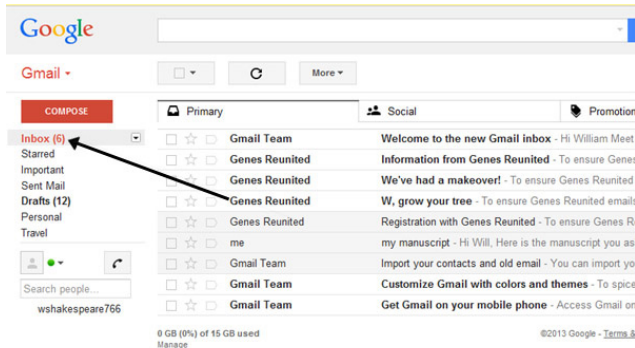




Once you have read it you may notice a range of symbols just above it.

- Click on the dustbin icon and the e-mail will be deleted.





- The **Reply** icon is a single curving arrow pointing left. Click on this and you can write a reply to the person who has written to you

- The double curving arrows mean **Reply to All**. This means that anything you type will be sent to all the people the original e-mail was sent to

- The **forward** icon lets you send a copy of that e-mail to another person. That is a single curving arrow usually pointing right.

**To send a new e-mail:**

- Click on the icon that says, **Compose**, **New e-mail**, **New** or **+**. A new e-mail form will be displayed. The top line will be marked **To** and here you need to type the e-mail address of the person you are sending it to.
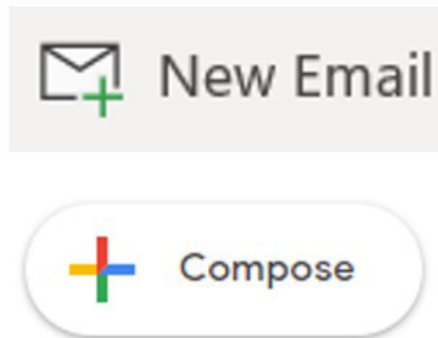


- **Subject.** You need to type the subject of the email into this box; it is polite and helpful to indicate the subject of the message. If you try to send an e-mail without having a subject in the box, the system may refuse to send it.
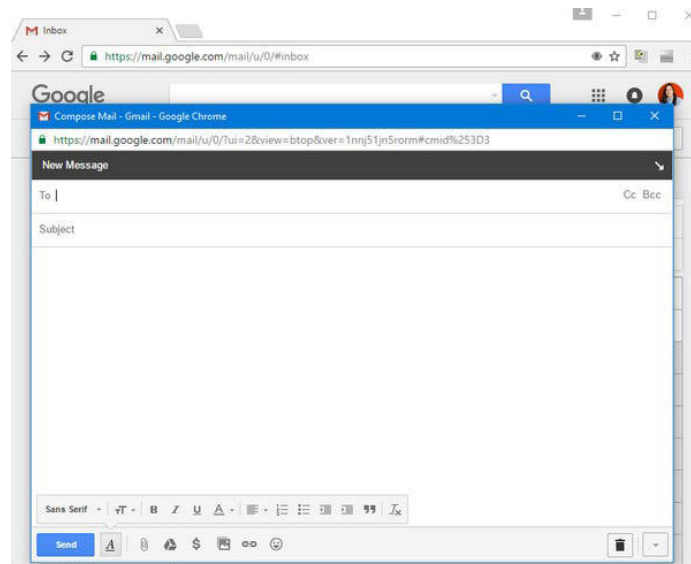


- **The Message.** Type your message here; don't forget to include your name in case it's not obvious from your e-mail address. Most e-mail services have basic text editing tools immediately above the text, e.g., text size, bold, italic etc.

When you have completed the message click on the **Send** button and the message will be sent.
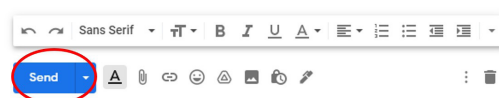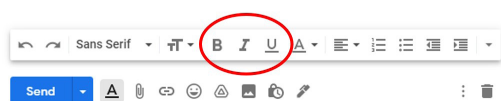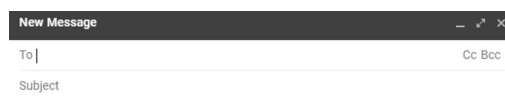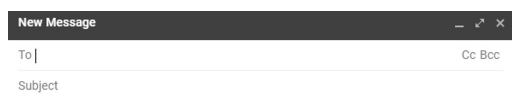


## Accessing your Sent, Deleted and Junk E-Mails

At the top of the column on the left there may be three lines or an arrow, click on these and a menu will drop down. You will be able to look at the e-mails that you have sent, started typing or deleted.
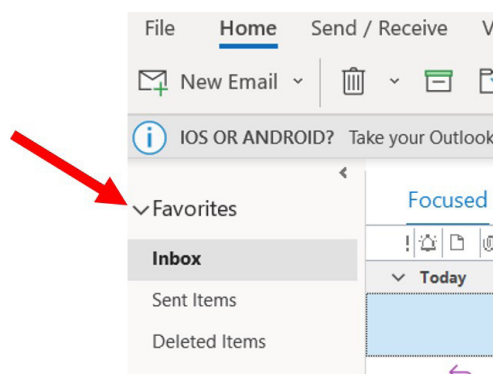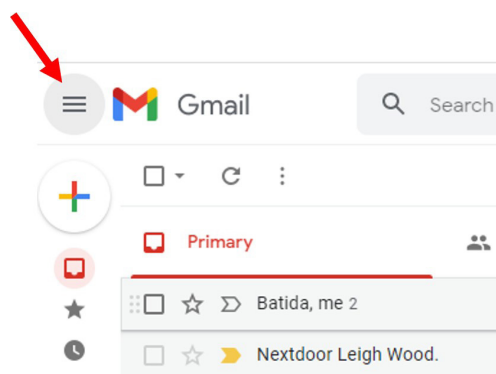


This menu will also help you access your spam or junk folder. A spam/junk folder separates out emails that it thinks might be fraudulent or not useful to you. However, sometimes useful emails get sent there by accident. So, if you can't see an e-mail you think you should have received, such as when you sign up for a service, then always check your spam/junk folder.

# Updating your device
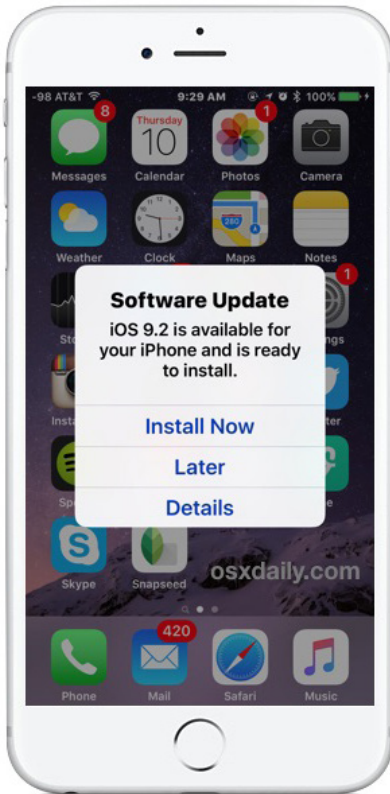
Every so often, the company that built your device's operating system, or the companies that designed your apps, will release an update for the software. This will keep your device up to date, working smoothly and protected.

If the device's operating system needs to update, you will see a message telling you it will update and a time it will do so.

You don't need to do anything, although the update may take some time and the device may restart or take a while **configuring**. So, make sure all work you are completing on the device is saved.

Sometimes, an application will pop up reminding you that the app is due for an update, and you can also choose to schedule this in for a later time or date, if you feel that it will hinder your ability to use the app, or device. Sometimes, certain apps won't launch if an update is required, so chances are, you will not be interrupted whilst you're midway through using an app.

Ideally you will set the Apps to update automatically:

- Go to the App Store or Google Play Store and look for Settings. There will be an icon with your account details
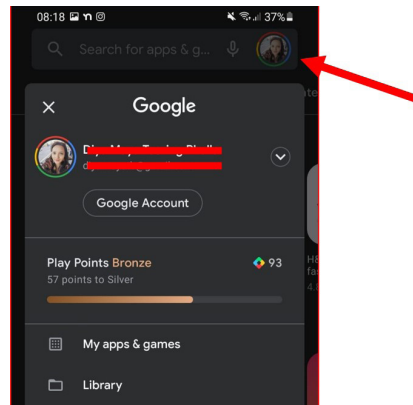


Tap on this and you will be shown a list including Automatic Updates. Click on this and set it to update only over Wi-Fi.
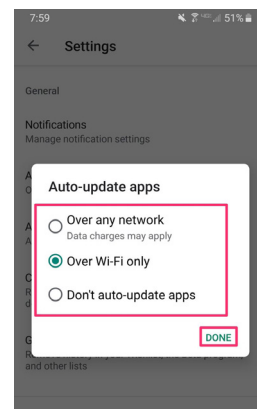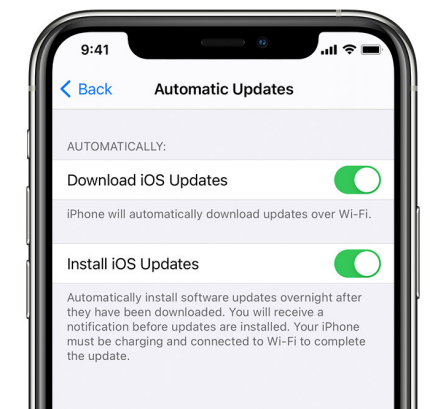


From time to time check the App Store/Play Store; you will find some apps will want you to instruct them to update. Just click on the button that says **Update All**.

**See our section on Security on page 24.**

# Helpful Resources & Glossary

## Local Contacts and Connections

All these groups can help you find support, information and activities.

**Healthwatch North Somerset**
Healthwatch are the independent champion for people who use health and social care services. Want to find more help? Want to find good advice? Want to make a complaint? Healthwatch are there to help you.
Call 07857 036 292 or 01275 851 400 between the hours of 09:00 – 17:00 Monday to Friday.

**Community Connect**
Community Connect - North Somerset - **(www.curo-group.co.uk)**
Supporting the over 50's in North Somerset to stay independent with information, advice and guidance.
Tel: 01275 888 803.

**North Somerset Council**
This is the local council website. Anything to do with council services will be here and much more besides.
**www.n-somerset.gov.uk**
Tel: 01934 888 888

**North Somerset Council : Online Directory.**
All the groups and activities that the council knows about.
North Somerset Online Directory **(www.n-somerset.gov.uk)**

**U3A**
Local Classes in a range of subjects, led by the members. Most branches have a computer group.
Weston Super Mare U3A Group  U3Aweston (google.com)
Woodspring (The north part of N Somerset) U3A group.
Woodspring U3A: Welcome To Woodspring U3A **(www.u3asites.org.uk)**

**Alive Activities  – Lighting up later life**
Alive Activities have been lighting up the lives of older people for over ten years. Running innovative and creative projects in care homes and the community, and training carers to do even more.
**www.aliveactivities.org**

# Online IT Help

There are a number of very helpful websites that will guide you through using the features we have been discussing.

**Healthwatch North Somerset**
As well as helping you use your local health services, Healthwatch have a helpful list of factsheets covering all the main GP contact apps, so you can book appointments, order repeat prescriptions etc.
**www.healthwatchnorthsomerset.co.uk/**

**AbilityNet**
This is a charity supporting people with disabling conditions to use computer technology. In the Free Resources section, you will find "My Computer My Way" which helps you adjust your device so that it suits you. Their Free Resources also includes Fact Sheets and recordings of webinars (online discussions) about all the things you might use computer technology for)
**www.abilitynet.org.uk/**

**Digital Unite**
This charity helps empower people to use computers and the Internet by training up Digital Champions. They offer free online training which might be helpful. What is certainly helpful are the "Technology Guides." They have over 400.
**www.digitalunite.com/**

**Digital Health Devon**
As well as helping you get up to date and accurate advice on the web, they also cover those apps which help you contact your GP, (Patient Access, NHS etc.) As well as this they include using e-mails, online safety and searching on the web.
**www.digitalhealthdevon.co.uk/**

**Age UK**
They have a wide range of information on using computer devices to stay active, independent and connected.
**www.ageuk.org.uk/**

**Get Safe Online**
Free online security advice
**www.getsafeonline.org/**

# Helpful resources for getting connected

**Seniors Guide to Computers**
An easy-to-use online guidebook with helpful screenshots to guide you through most aspects covered in these guidebooks.
**www.seniorsguidetocomputers.com**

**Tech Boomers**
Techboomers.com is a free educational website that teaches older adults and other inexperienced Internet users with basic computer skills about websites that can help improve their quality of life.
**www.techboomers.com**

# Glossary of online terms

**Credit: Age UK - Further information - https://www.ageuk.org.uk/information-advice/work-learning/technology-internet/online-terms/**



Online terms and what they mean:

**Address bar**
The address bar is at the top of your web browser (such as Internet Explorer or Google Chrome). It's where the address of a webpage (or URL) appears. You can type a web address straight into the address bar, for example, typing 'www.ageuk.org.uk' will take you to our website.

**Android**
The software that some phones and tablets use to function. It's known as a type of operating system. Phones and tablets from lots of different brands fall into the bracket of an Android device, including Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

**Anti-virus**
Software that detects and prevents known computer viruses from attacking your device.

**Apps (applications)**
A type of computer program that you can download for your computer, tablet, or mobile phone. There are hundreds of different apps available that do lots of different things, from playing games and puzzles, to allowing you to access your bank account. You download apps from Google Play Store if you have an Android phone or tablet, or the App Store if you have an Apple device.

**Apple**
A brand of phone and tablet. Apple phones are known as iPhones, and their tablets are iPads. If your device isn't Apple, it's likely to be an Android device.

**Attachment**
Files, such as photos, documents or programs, which are sent along with an email.

**Bandwidth**
The amount of data that can be transferred through your internet connection. If your bandwidth is low, it could mean that webpages load slowly, or you might struggle to watch videos online without waiting for them to load.

**Bluetooth**
Bluetooth is a type of wireless technology used to connect one device to another, for example, connecting your phone to a speaker to play music.

**Broadband**
Broadband is a generic term for the internet connection which allows you to access the internet. To get home broadband, you will need to set up a contract with a broadband provider (such as BT, TalkTalk or Virgin to name just a few) who will charge you for the equipment needed to connect your smartphone, tablet or computer to the internet.

**Browser**
The computer software or app you use to access the internet. Examples include Internet Explorer, Google Chrome and Safari.

**Catfishing**
Catfishing is when someone sets up a fake online profile to trick people who are looking for love, usually to get money out of them.

**Cloud storage**
This allows you to save photos, videos and files to a storage area on the internet, rather than taking up space on your device. Examples of cloud storage include Google Photos, Google Drive and Dropbox.

**Cookies**
Most websites pop-up with a message asking you to 'accept cookies'. A cookie is a small piece of data that is stored on your computer, smartphone or tablet when you visit a website. They allow the website to track information about your activity on the website, such as how many times you have visited and how long you spent on the website. You don't have to accept cookies, but it might mean that you can't access some websites.

**Data allowance**
It uses mobile data, measured in megabytes (MB) and gigabytes (GB), to use the internet on your phone or tablet if you aren't connected to Wi-Fi. Most phone and tablet contracts have monthly allowances for data usage. Once you use up your allowance, you might get charged for additional usage, or you might not be able to use mobile data until your allowance renews the next month.

**Device**

This is a catch-all term for smartphones, tablets or computers.

**Download**

To transfer files or data stored on the internet onto your smartphone, tablet or computer. For example, you might download a picture that a friend has sent you over email, download a document to read from a trusted website or download an app from the online app store.

**Email**

Electronic mail or email is a free and easy way to stay in touch with family and friends, and the main way that organisations and companies will communicate with you. Popular email providers include Google Mail (commonly known as Gmail), Outlook and Yahoo.

**Encrypted**

If an app or a website is encrypted, this means that all the communication between you and the website is secure and can't be read by anyone else. Encrypted websites have web addresses that start with 'https'. The 's' stands for secure.

**Facebook**

Facebook is a popular social media platform. It allows you to create a personal profile where you can share your thoughts, pictures, videos and interests on your 'timeline' with your friends and family.

**Google**

Google is the most popular search engine on the internet and allows you to find websites and ask questions. You can visit www.google.com then type in some keywords to find out information. Someone might tell you to 'google' something, which means to look up information online.

**Hack**

An attempt to gain unauthorised access to a computer or account.

**Hardware**

Computer hardware describes the physical parts of a computer, including the screen, mouse and keyboard.

**http/https**

Most web addresses start with 'http' or 'https'. It refers to how the information is shared over the internet. Make sure the website you're using starts with 'https' if you're entering personal or financial details. The 's' stands for secure.

**Icon**

An image or symbol which represent an app or function on your phone, tablet or computer screen. You usually 'tap' on an icon to open an app.

**Inbox**

The virtual folder in your email account where any emails you receive are stored.

**Instagram**
Instagram is a popular social media platform used for photo sharing. It allows you to create a personal profile where you can share photos with friends and family on your 'Instagram feed'.

**iOS**
IOS is the software that Apple phones and tablets (iPhones and iPads) use to function. It's known as a type of operating system.

**Link (or Hyperlink)**
Text, an image or a button that you can click or tap on in order to access a website. The link may be blue in colour and underlined, and may include wording such as 'click here for more information' or 'find out more'.

**Log in**
If you have set up an online account for anything including email, banking, shopping or social media, you will need to use a username (often your email address) and password to access the account. This is known as logging in.

**Malware**
Malware is short for 'malicious software'. A general term describing software that can cause harm to your computer through spreading computer viruses or accessing your personal information.

**Mobile data**
Mobile data enables your phone to get online when you're not connected to Wi-Fi. It's measured in megabytes (MB) and gigabytes (GB), and you will usually have a mobile data usage limit.

**Online**
This refers to anything using the internet. For example, online shopping or online banking uses a website or an app, rather than doing the activity in person or over the phone.

**Operating system**
The software that manages different programs on a computer, phone or tablet. Examples include Android for certain smartphones (like Samsung, Google, Sony, LG and Moto) and iOS for Apple devices.

**PayPal**
An online account that you link to your bank account or payment card which allows you to pay for online purchases.

**Phishing**
An attempt at identity theft in which criminals direct users to a fake website to trick them into disclosing private information, such as usernames or passwords.

**Pop-up**
A small window that suddenly appears (or 'pops up') on a webpage, usually an advertisement or an alert.

**Profile**
A description that may include your personal details and is used to identify you on a social networking website. This can be set as public (viewed by everyone) or private (only viewed by certain people).

**Program**
A computer program is a catch-all term for something that runs on your computer, tablet or smartphone. Examples include apps on your phone and tablet, video calling programs like Skype and Zoom, or anti-virus programs. You might also see them described as 'software'.

**Router**
A device that connects your computer, phone or tablet to a broadband-enabled telephone line and sends out your home internet signal.

**Search engine**
Search engines enable you to find websites and ask questions on the internet. Popular search engines include Google and Bing. You can type in some keywords to find out information or access websites. Someone might tell you to 'google' something, which means to look up information online using a search engine.

**Secure website**
A secure website is encrypted, which means that the communication between you and the website is private and can't be read by anyone else who might be trying to access personal or financial information. These websites have web addresses which start with 'https'. The 's' stands for secure.

**Security certificate**
This is a piece of information on a website which shows the website is what it claims to be, and that the website is secure. A security certificate is also known as a digital certificate or a Secure Socket Layer (SSL) certificate.

**Skype**
Skype is a type of video calling software. You can either install it as an app on your phone, tablet or computer, or you can access it through your internet browser.

**Smartphone**
A mobile phone which, as well as making calls and sending texts, can connect to the internet to do lots of different things, from sending emails, reading the news, playing games and puzzles, and banking or shopping online.

**Social media**

Social media, or social networks, are online communities where you can connect with friends, family and other people who share your interests. Examples include Facebook, Twitter and Instagram.

**Software**

Software is a catch-all term for something that runs on your computer, tablet or smartphone. Examples include apps on your phone and tablet, video calling programs like Skype and Zoom, or anti-virus programs. You might also see them described as 'programs'.

**Spam**

A commercial email that you did not request, also known as junk mail.

**Spyware**

An unwanted program that runs on your computer, which can make it slow and unreliable or make you a target for online criminals. Anti-spyware software helps protect your computer against security threats caused by spyware and other unwanted software.

**Tab**

Tabs are at the very top of your internet browser. You can click on the '+' symbol to open a new tab, where you can visit a different website without losing access to the webpage you're on. Some apps might also have tabs at or near the top, which you can click or tap on to switch between different parts of the app.

**Tablet**

A handheld device with a touchscreen which can connect to the internet and be used as a portable computer.

**Twitter**

Twitter is a popular social networking site that enables you to create a profile and post short public messages known as 'tweets'.

**Upload**

To transfer files or data stored on your smartphone, tablet or computer to the internet. For example, you might upload a picture to social media or cloud storage.

**URL**

The URL is the address of a webpage, for example, 'www.ageuk.org.uk'. You type the URL into the address bar at the top of your web browser (such as Internet Explorer or Google Chrome) to visit a website.

**Viruses**

Programs that spread from one computer to another by email or through malicious websites. They can slow your computer down, display unwanted pop-up messages and even delete files.

**Webcam**

A video camera that allows other people to see you on video calls, such as Skype or Zoom. Most smartphones, tablets and computers have inbuilt webcams (sometimes referred to as just cameras), but if you have an older computer you might need to buy a separate webcam.

**Webpage**

Webpages provide information through text, images and videos, and are displayed on your web browser, such as Internet Explorer or Google Chrome. Websites are made up of hundreds of webpages, just a book made of pages.

**Website**

A set of related webpages owned by one person or organisation. For example, Age UK's website is made up of hundreds of individual webpages on different topics, but all the webpages begin with 'www.ageuk.org.uk'. You visit websites on your web browser, such as Internet Explorer or Google Chrome.

**WhatsApp**

An app that allows you to message friends and family, make phone calls and voice calls, and send and receive photos and videos. It uses your internet connection rather than your text or call allowances.

**Wireless network**

Also known as Wi-Fi, this is a way for your computer to connect to the internet without using wires or cables. You can access public Wi-Fi networks, or arrange a contract with an internet provider who will provide you with the equipment needed to set up your own Wi-Fi network.

**YouTube**

YouTube is a popular and free video-sharing website. It contains millions of videos, uploaded by individuals and organisations. You can use it to watch documentaries, music videos, tutorials, funny videos and much more.

**Zoom**

Zoom is a type of video calling software. You can either install it as an app or your phone, tablet or computer, or you can access it through your internet browser.

**3G/4G/5G**

Mobile data that you can use on your phone or tablet without using Wi-Fi is transmitted uses 3G or 4G. The higher the number, the faster the connection. 5G will be the next technology available and stands for 'fifth generation' network.

Extra info here: **www.ageuk.org.uk/information-advice/work-learning/technology-internet/online-terms/**

This booklet was produced with the support of Healthwatch North Somerset

**healthwatch**
North Somerset

**We are the independent champion for people who use health and social care services.**

Our aim is to ensure that the voices of people in North Somerset are heard and can influence improvements to their health and care.

We are here to listen to what you like about services and what you think could be improved. No matter how big or small the issue, we want to hear about it. We share these views with those who have the power to make changes including those who run the services. You can also speak to us to find information about health and social care services available locally.

We are independent and committed to making the biggest difference to you. Whether you would like to share your feedback about health and care services, or you are looking for local support contact us on:

Call: 07857 036 292 or 01275 851 400
Email: **contact@healthwatchnorthsomerset.co.uk**

Post: Healthwatch North Somerset,
The Sion, Crown Glass Shopping Place,
Nailsea, BS48 1RB

**healthwatch**
North Somerset

**ꭥalive**
Lighting up later life