



# Making Links

Using technology in your  
everyday life

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# Alive's aims

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**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 try and 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.

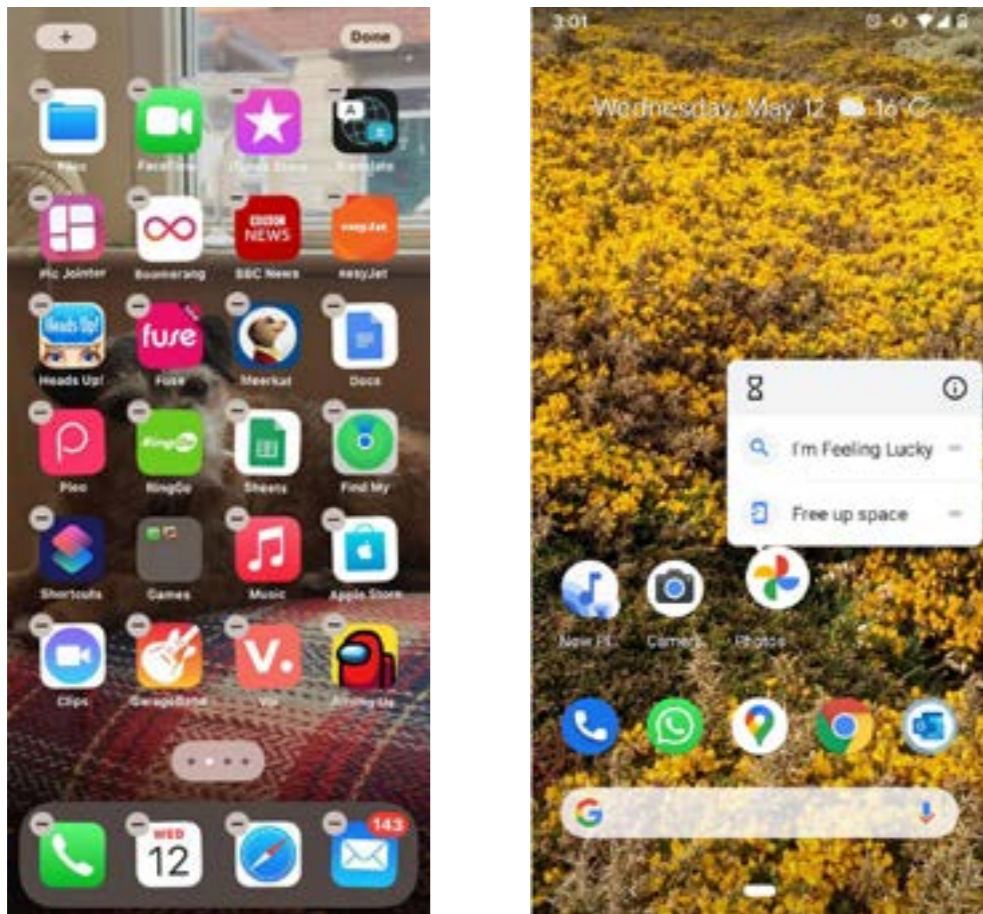
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# How to Manage Apps on Smartphone or Tablet

To make Apps easy to access, you can organise them into categories.



**This is how:**

- On your home page – the page you start your phone on – hold your finger on any of the icons. This will look different on an Apple device and on an Android device
- With the Home page open, gently hold your finger on any one of the icons. After a few seconds they will all start to shake a little bit and a tiny **x** will appear by each of them

- Tap on the **x** and the app will be deleted. You will be asked if you want to delete the App and its' contents. This removes the App and its information
- Move the icon you are touching somewhere else on the screen. When you have put it where you want it, take your finger off the icon and it will stay there. Other icons move to make space for it
- To move icons onto another page, keep touching the icon and drag it to the edge of the page and keep going
- If you have more than one page of Apps there will be some dots at the bottom of the page. Each dot represents one page. The highlighted dot shows you which page you are on and if the rest of the pages are to your right or left.

This way you can move the icons into groups. You can even create folders to contain apps that are all related. E.g., money, travel etc. Just drag two icons together and the tablet will create a folder. There will be a blank box at the top of the folder. Click on this and give it a name, ideally one word which tells you what the Apps are about e.g. Money, travel, games.



# How To Use Video Calling Services

Video calling services lets you have conversations with people by video camera. Making a video call is free. These are used globally to meet with family and friends, groups and clubs.

The most popular include:



**Zoom:** Free videos and group calls



**Skype:** Free videos and group calls



**Facetime:** FaceTime is an app that supports video and audio calling between Apple devices, such as iPad and iPhone



**WhatsApp:** messaging and video on smartphones

LinkAge Bristol have an easy-to-use guide to using Video calling services:

[www.linkagenetwork.org.uk/staying-connected/](http://www.linkagenetwork.org.uk/staying-connected/)

It is called **Staying Connected** and shows you how to use:

- **Zoom**
- **Skype** on an iPad
- **Facetime**
- **WhatsApp**
- **Facebook.**

# How to Use Facebook and Other Social Media



## Facebook

Facebook offers an opportunity to stay in touch with friends and relatives, and to join Facebook groups and follow pages that interest you. It is a free website, with advertisements.

A Facebook group is a group that you can join if you have a Facebook account. Members can learn about and discuss a shared interest. If you have a hobby or interest, there is often a Facebook group dedicated to it.

### Other ways of staying in touch:



## Twitter

Twitter is a social networking and microblogging service that enables its users to send and read messages known as tweets.

Tweets are text-based posts of up to 140 characters that are displayed on the author's profile page and delivered to the author's subscribers who are known as followers.



## Instagram

Instagram is a popular photo-sharing platform used by people of all ages. It is like a social media network that uses images and videos instead of words. There are over a billion registered accounts and you can find all sorts of content and accounts to 'follow' that match your interests.

An easy-to-follow guide for how to use Instagram can be found here: <https://www.wikihow.com/Use-Instagram>

# How to contact your GP and other Health Services Online

Healthcare information and services are available online through the NHS or from your local GP practice. Your GP practice will offer online access through their website or using an App. The receptionists at your surgery will be able to tell you which system they use, and an information sheet to help you get set up.

A GP App can be used on a smartphone or tablet. See our page on How to Download and Use Apps and How to set up an Account.

Health information you may need to set up an account:

1. **Your NHS number (found on a letter from the GP or NHS)**
2. **Your date of birth**
3. **Your surgery details and address**
4. **The name of your GP**
5. **The surgery may also give you a personal reference number to use.**

Once you are registered and have an account, you will be able to do the following:

- + **Order repeat prescriptions**
- + **Get test results**
- + **Request advice or an appointment**
- + **Upload photos if requested by the surgery before a consultation**
- + **If your surgery uses AccuRX then you can have a video consultation.**

**Healthwatch North Somerset** have produced useful “How To Use” guides for all the local systems. These include the NHS App, AskMyGP, Patient Access, AccuRX, and Zoom. Visit their website here: [www.healthwatchnorthsomerset.co.uk](http://www.healthwatchnorthsomerset.co.uk)

**The NHS website** offers a full range of advice and information on health and health services on its website: [www.nhs.uk/](http://www.nhs.uk/)

# How to Shop Online

## Shopping Online

Online shopping is a great way to compare prices, find bargains and save money from anywhere with an internet or mobile data connection.

To avoid the risks of people trying to scam you out of your money or steal your card details, you can follow a few simple rules to have a safe and secure online shopping experience.

## Online shopping safety tips

The Money Advice Service shares some simple ways to shop safely online:

- Research retailers online to make sure they're legitimate
- Make sure the website is secure
- Know your rights and the company's delivery and returns policy
- Keep software and virus protection up-to-date and use strong passwords for online accounts
- Don't use public Wi-Fi. Your standard data connection is more secure
- Pay using a credit card. You will have more protection. Alternatively, online services like PayPal mean scammers will not be able to get hold of your bank details
- Be smart. If a deal looks too good to be true, it probably is.

## Scams

The Money Advice Service also has useful guides on Scams. It gives advice on how to avoid them and how you can get your money back if you have been a victim of fraud. More detailed information about all of these important points is available here:

[www.moneyadviceservice.org.uk/en/articles/shop-safely-online](http://www.moneyadviceservice.org.uk/en/articles/shop-safely-online)

# How to use Online Banking

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With online banking you can do everything you would expect to do with telephone banking and if you visited your bank branch. A great benefit of online banking is that it gives you direct access to your bank accounts.

There are two versions of banking on the internet:

**Online Banking** is usually done from a computer, or from a mobile device via the internet and the banks website.

**Mobile Banking** is done via an App on a Smartphone or Tablet.

To register for and use online banking, you will be asked for:

- Full personal details
- A memorable password, name, pin number or answers to personal questions
- A different secure number to login with from a small security device sent by the bank
- Mobile banking Apps may ask for fingerprint recognition to access the App.

**Online banking** allows you to:

1. Check on your bank accounts any time you choose
2. Set up and make payments
3. Transfer money between accounts.

## Security

**Secure connection:** It's important that banking services on our computers and smartphones are secure. Use a secure connection to the internet when online banking (see online shopping for how to know when your site is secure). Using your home WiFi or a mobile banking App is the safest way.

**If things don't look right?** Have the phone numbers for your banks telephone banking service handy. They will be happy to help and don't mind answering questions as they take all banking security very seriously.

**Keeping details private:** Your bank will never send you an e-mail or text asking you to confirm your banking details via a link in the email.

**Communication:** If your bank want to talk to you they will generally send you a message or call you by telephone. If any call makes you uncomfortable you can always end the call politely.

## Who can help me with Online banking?

Get Safe Online has an extensive guide to how to stay safe when banking or shopping online: [www.getsafeonline.org/](http://www.getsafeonline.org/)

Which? rates the biggest banks on their security systems, alongside advice and information. See here: <https://www.which.co.uk/money/banking/banking-security-and-new-ways-to-pay/online-banking-security/how-safe-is-online-banking-ayvfj7p8cctc>

Below are the links to the Main UK banks:

- [Nat West Mobile Banking](#)
- [Lloyds Bank](#)
- [Co Op Bank Online Banking](#)
- [HSBC Online banking](#)
- [Nationwide](#)

# How to use YouTube

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[www.youtube.com](http://www.youtube.com)

YouTube is a free video-sharing website. Anyone with access to a computer or mobile device and an internet connection can watch YouTube content and share their own. Watching videos is free but you will be shown advertisements.

**YouTube Premium** is a subscription service that offers advertisement-free viewing to all of YouTube, including all videos, music, and games. It is useful for entertainment purposes, for learning how to do something (tutorials), for keeping up with your favourite TV programmes, shows, music, activities, hobbies and videos.

## How to watch YouTube videos:

- Navigate to YouTube.com and watch a suggested video or search for one
- Download the YouTube mobile app for iPhone or Android and watch a suggested video or search for one
- Click on a YouTube video that has been included in a post on a social network (like Facebook or Twitter)
- Click on a YouTube video that has been included in a website page
- Click a link to a video that is shared by email, text message or social media.

## How to find videos to watch on YouTube

There are many ways you can find what you want to watch on YouTube:

- Browse videos by entering a keyword or keyword phrase in the search field
- Find videos in topics and categories
- Filter results by date and popularity
- Visit the trending topics tab
- View the charts rankings for music videos
- View or subscribe to the Popular on YouTube channel
- Check out the Up Next videos on the side (web) or bottom (app) of any video page to see related videos.

This information and more on using YouTube can be found at Lifewire:

<https://www.lifewire.com/youtube-4781539>

# How to use on-Demand TV and Streaming Services

## Catch Up TV

The terrestrial channels in the UK have catch up services online where you can watch almost everything that they have broadcast recently as well as a back catalogue, including gameshows, comedy, drama, sports and films.

Some of these services have Apps for tablets and smartphones. If you are connected to WiFi you can download material to your device so that you can watch it without being connected to the internet.

### What you need:

- A valid licence fee is needed to watch or download programmes on BBC iPlayer, as well as watching or recording live television
- You need to register and login to the channels you want to watch.



BBC: [www.bbc.co.uk/iplayer](http://www.bbc.co.uk/iplayer)



ITV: [www.itv.com](http://www.itv.com)



Channel 4: [www.channel4.com](http://www.channel4.com)



Channel 5: [www.channel5.com](http://www.channel5.com)

## Streaming On Demand Services

Streaming involves playing a video over the internet, so you can watch programmes when it suits you. It is widely available on smartphones, tablets, laptops, and smart televisions.

### What you need:

- You need a good reliable internet connection
- You need to register and pay a subscription to each service to access to their material
- You will need to pay extra for recently released films.

### How to use these services:

Follow the links on the home pages of each service and this will allow you to register, login and start watching videos, films and programmes. It will also give you the cost of the extra charges for viewing a particular show.

The most popular streaming services are:



Netflix: [www.netflix.com](http://www.netflix.com)



Amazon Prime: [www.amazon.co.uk/amazon-video](http://www.amazon.co.uk/amazon-video)



Disney+: [www.disneyplus.com](http://www.disneyplus.com)



Sky: [www.sky.com](http://www.sky.com)

Sky also offers broadband access and devices to record tv programmes.



# How to find Entertainment, Music and Games online

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Computers and tablets offer great ways to be entertained, through videos and films to watch, music to listen to and games to play. Radio stations from all over the world play every kind of music.

## How to find music and radio stations:

- Find the search box (the box with the magnifying glass)
- Type in 'online radio'
- Type in the style of music that you are interested in
- Register and login to save the music you like and build up a collection to download
- You can also access radio stations via specific services.

**iTunes, Spotify and Amazon Music** are free on demand music services by website or App.

 <https://www.apple.com/uk/itunes>

 <https://www.spotify.com>

 <https://www.amazon.co.uk/music>

- Register for the free service
- Choose from thousands of artist and music styles. People share favourite playlists that you can listen to. With the free service you get advertising between the tracks, like commercial radio. If you sign up for the paid service, you can listen without advertising. There is an App available for tablets and smartphones.

## Games

There are plenty of games available for tablets and smartphones, and your laptop/ computer may come loaded with a version of Patience and other games. Most games can be played for free, with the option to pay for extras. You can play on your own or link up with friends and other internet users to play against them. You will need to register and sign up to play with others.

## How to find games:

- Click on the link to the App store or GooglePlay store (see how to download Apps in Volume 1)
- If you want to see how good they are, look at their star rating
- Check to see if the version of the game you want is going to need paying for
- Download the App onto your device so you can play anytime.

# How to Find Online Exercise Sessions

## Exercise Sessions Online

Many movement and exercise classes are offered online and offer a fun time to help you move and get fitter. You can follow a class online by live or pre-recorded video.

Before doing any physical activity, check that the exercise session is suited to your age and health condition. It is recommended to prepare and warm up properly for exercise and talk to your GP if you want advice.

Below are some ideas for finding online exercises for older people:

- NHS England has a range of exercise videos: Physical activity guidelines for older adults: [www.nhs.uk](http://www.nhs.uk)
- Sport England has exercises for older adults, those aged 65 and above, see here: [www.sportengland.org/jointhemovement?section=get\\_active\\_at\\_home#olderadults](http://www.sportengland.org/jointhemovement?section=get_active_at_home#olderadults)



**YouTube:** [www.youtube.com](http://www.youtube.com) has thousands of free exercise videos available in a wide range of styles and disciplines



**Joe Wicks** has produced a range of low impact exercise routines for older people. They are free but will have advert breaks. Search for either "Jo Wicks Seniors" or "The Body Coach. Seniors"



**The British Heart Foundation** have a channel on YouTube which includes a range of exercise sessions for those wanting to care for their hearts



**The Central YMCA** has a varied selection of exercises led by older instructors.

# Helpful Resources & Glossary

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## 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](http://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](http://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](http://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](http://www.u3asites.org.uk))

### Alive Activities – Lighting up later life

Alive Activities have been lighting up the lives of older people in care for a decade now. Running innovative and creative projects in care homes and training the staff to do even more. Now we are reaching out into the wider community.

[www.aliveactivities.org](http://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/](http://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/](http://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/](http://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/](http://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/](http://www.ageuk.org.uk/)

### Get Safe Online

Get Safe Online | Free online security advice

[www.getsafeonline.org/](http://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](http://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](http://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](http://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 on 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 using 3G or 4G. The higher the number, the faster the connection. 5G will be the next technology available and stands for 'fifth generation' network.

## Links to Entertainment and Online Streaming services

**BBC:** [www.bbc.co.uk/iplayer](http://www.bbc.co.uk/iplayer)

**ITV:** [www.itv.com](http://www.itv.com)

**Channel 4:** [www.channel4.com](http://www.channel4.com)

**Channel 5:** [www.channel5.com](http://www.channel5.com)

**Netflix:** [www.netflix.com](http://www.netflix.com)

**Amazon Prime:** [www.amazon.co.uk/amazon-video](http://www.amazon.co.uk/amazon-video)

**Disney+:** [www.disneyplus.com](http://www.disneyplus.com)

**Sky:** [www.sky.com](http://www.sky.com)

**Alive on Demand:** [www.aliveondemand.co.uk](http://www.aliveondemand.co.uk)

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### 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](mailto:contact@healthwatchnorthsomerset.co.uk)

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





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