THINKING ABOUT GOING ONLINE?

CONTENTS

1 Welcome

Welcome to the Carers Leeds Digital Support Service.

We know many things these days rely on technology - from online banking to appointments, and this can often be overwhelming at times. Our Digital Support Service at Carers Leeds provides one-to-one digital support if you would like an introduction to digital technology or would like to become more confident using a device and its features.

Being able to go online can open a world of support and resources for you. This might include being able to access important health information, or the ability to quickly communicate with friends, family, and support networks.

What digital support do we offer?

We offer:
- Help in accessing and using equipment and devices to get online
- SIM cards with free data (subject to eligibility)
- Support to help you to become confident using technology
- Referrals to external organisations for more specialist support when required
- Support in using different apps or programmes such as games, online shopping, video calling and online banking
- Support in accessing online support groups and events

This information pack introduces you to going online for the first time and gives an overview of how the online world might benefit you. You can read it in your own time, learn some new things, refer back to it at any point, and ask us for support along the way!

Reaching out for digital support:
Holly, Digital Inclusion Co-ordinator
holly.wilkins@carersleeds.org.uk
07494 272 022

Carers Leeds
Working together to support carers

2 Getting Online

Going online can have many benefits. It is a great way of keeping up to date with important information, contacting friends and family, doing your shopping, entertainment, supporting your health, and more! Some key features of going online:

- Emails
- Video calling friends and family
- Sending and receiving photos/instant messages
- Online banking
- Online shopping
- Accessing key information (i.e. bus timetables/prescriptions)

Getting connected to the internet

Before we go online, we need to be connected to the internet. You can access online features on any device (i.e. a phone, laptop, or tablet) that has internet connection. Ways to connect to the internet:

Home broadband: if you have broadband (WIFI) then your computer, tablet, or phone can connect to the internet at all times at home

Free WIFI in public spaces: lots of public places like cafes, libraries, buses, and community venues offer free WIFI that you can connect to

SIM cards: phones connect to the internet using 'data' when WIFI is unavailable (data is purchased with a SIM card which goes inside your phone)
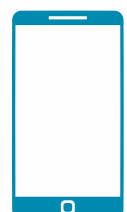
Useful symbols you might come across

We know it can be overwhelming when we begin to think about going online as you may come across symbols which represent different functions. Take a look at some of the most common symbols below - each one has a separate function and can help you connect to, and explore the internet.

WIFI: This is the symbol for WIFI so look for this when connecting to the internet on your device or when looking for free internet in a public space

Aeroplane mode: This is a setting on your device, that, when switched on means you are <u>not</u> connected to the internet

Bluetooth: This setting allows you to connect to other Bluetooth-enabled devices (such as headphones, keyboards, or even hearing aids!)

Spy Glass: When you want to find information online or on your device, look for this spy glass (usually on your keyboard or at the top of a page)

Mobile Data: If you have a SIM card in your phone or device and don't have WIFI, the mobile data setting needs to be switched on for internet access
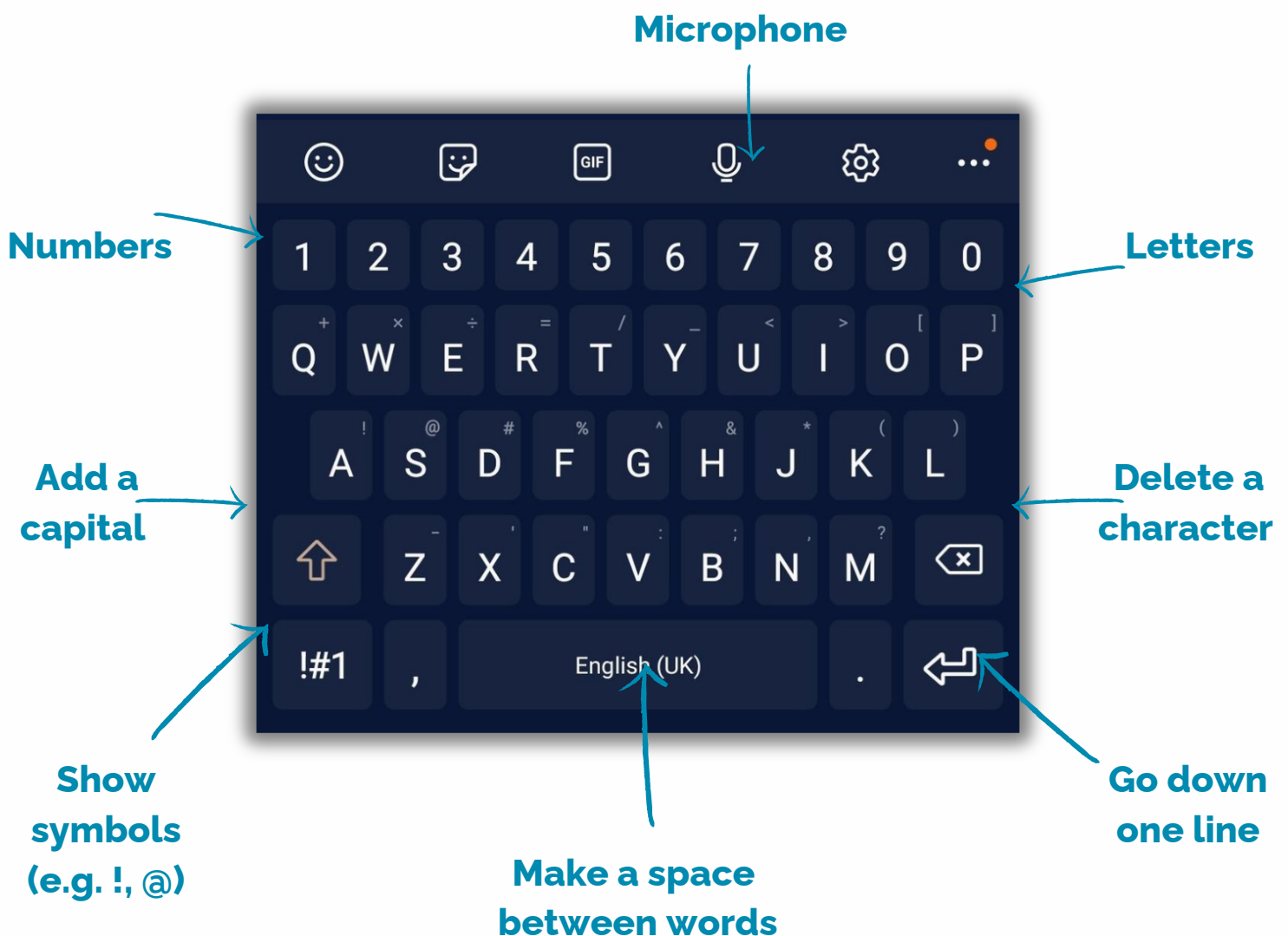
QR Code: You might see these on posters/leaflets around the community - scan them using your phone camera and it will take you to the relevant website

Using a keyboard

Now that we know how to connect to the internet, it can be useful to familiarise yourself with a keyboard before searching for information as we will need to know how to type.

Laptops and computers will have a 'real' keyboard you can type on, whereas phones and tablets have a 'virtual' keyboard incorporated into the screen which you type on using the touchscreen. Whilst the buttons can look a little different across devices, the functions are usually the same.

Remember - don't worry if you don't get the hang of it at first as everything new takes some getting used to! However, if you really struggle with using a touchscreen keyboard, you can purchase keyboard attachments separately or you can use the microphone feature on your keyboard which turns your speech to text.

Microphone

Numbers

Letters

Add a capital

Delete a character

Show symbols (e.g. !, @)

Go down one line

Make a space between words

Searching the web

We access the web using internet browsers. Here are some of the common internet browsers that you can use:

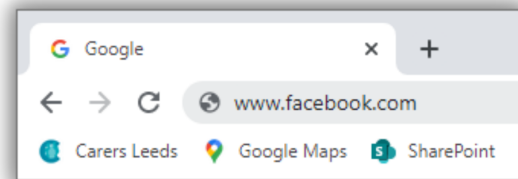Google Chrome   Safari   Firefox   Microsoft Edge

Once you have opened your browser, there are various ways to search for websites and information:

You can type the website address into the search bar at the top of the page if you know it (i.e. www.facebook.com). This will take you straight there.

If you don't know the website you want to go to, you can type the information/keyword into the same search bar. This will generate results on the internet based on what you've searched.
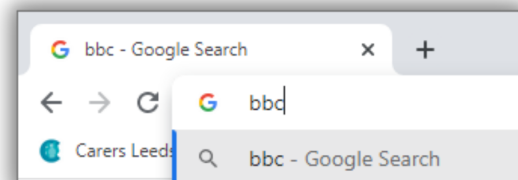
In any internet search, links to websites will show up in a blue font and will take you to the website when you press/click on them.

Some handy and safe websites to practise searching for:
www.carersleeds.org.uk
www.nhs.uk
www.mindwell-leeds.org.uk
**www.leeds.gov.uk**
www.google.co.uk

3 Staying Safe

Going online can open up many doors and opportunities. However, it is important we know how to stay safe when accessing the web. Before we go online, we need to follow a few general guidelines to make sure we do so responsibly.

Some top tips to help you stay safe online:

Passwords:
- Having a strong password is key to your online safety, so make sure they're strong.
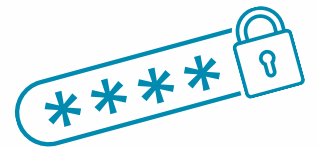
Always update software:
- Software (what your phones or laptops run on) often needs updating to keep it as secure as possible. Updates and patches fill the holes in!

Use antivirus software:
- Lots of devices usually come with free antivirus software, so make sure you're using it to protect your phone or laptop.

Think before clicking on links:
- Unexpected emails or texts you receive can contain attachments or links you are asked to click on. If in doubt, don't click on it - you can always call the sender to double check!

Report all fraud or cyber crime to Action Fraud:
- Just like face-to-face crimes, it is important all cyber crimes are reported - contact Action Fraud on 0300 123 2040.

Some things that can help you to identify scams:

- Errors in spelling, grammar, and writing style

- Requests for personal information (i.e. bank details or a password)

- Threats (i.e. that your account will be closed if you do not pay straight away)

- If a deal looks 'too good to be true' (usually it is)

- Emails claiming to be a company that have a personal email address (i.e. hotmail.com)

- Any calls/texts/emails you are not expecting from a person/company asking you to click on a link or enter any personal details

- Websites that begin with 'http' instead of 'https' (the 's' stands for 'secure')

http://

STAY SAFE

Just ask us if you need any reassurance or would like to learn more about scams! We offer sessions which support you to accurately identify scams and confidently deal with them so that you feel safe exploring the web.

4 Email Accounts

Now that we know how to stay safe online, we can begin to explore! Emails are a great place to start as they allow us to send and receive virtual letters to others. Today, many online services require us to have an email address. Having access to emails can be handy for:

- Keeping in touch with friends, family, and professionals
- Online shopping and banking
- Booking GP appointments or contacting your GP
- Easily sending files, documents, and pictures

Setting up an email address

We can create an email account using various email 'providers'. Here are some examples of providers you can choose:

Yahoo Mail   Outlook   Gmail

Your email address is made up of three parts:

- Your unique username - you choose this when you create your account
- The '@' symbol - this ensures your address is recognised as an email address
- The email provider - such as Gmail, Outlook, or Yahoo

sally.snail12@gmail.com

catlover45@outlook.com

Choosing a password

Next, you need to choose a password. This is something only you should know and it should be strong enough so that others can't easily guess it.

Top tips on how to choose a strong password:

Length:
- Make your password at least 12 characters long as longer passwords are generally more secure

Complexity:
- Use a mix of characters, including uppercase letters, lowercase letters, numbers, and special symbols (i.e. $, !, #)

Avoid common words:
- Avoid using easily guessable words like 'password', your name, or common words as these can be easily cracked

Unpredictability:
- Create a password that doesn't follow predictable patterns such as consecutive letters or numbers (i.e. 'abcd' or'1234')

Avoid reusing passwords:
- Don't use the same password for multiple accounts, just like you wouldn't use the same key for all of your doors!

Remember that while creating a strong password is important, it's just one part of staying safe online. By following these tips and avoiding sharing them with others, you'll greatly enhance the security of your online accounts!

5 Apps

Apps are the small icons you see on your iPad, tablet, or phone (you don't get apps on laptops and computers). They are programmes that serve different purposes and allow us to do different things (i.e. video calling, online shopping, or checking the time).

Your device will come with some apps already downloaded, but you have to download additional apps yourself from the App Store (if you have an Apple device) or Google Play Store (if you have an Android device).

There are many apps out there that enable you to keep up to date with information, stay in touch with others, enrich your hobbies, and help you with practical everyday tasks.

The 5 steps to downloading an app:

1. Go to the App Store or Google Play Store on your device
2. Look for a search bar or spy glass to search for the app
3. Type the name of the app you would like to install and press search
4. Find the app in the list of results
5. Tap install - and away you go!

Google Play Store

App Store

Apps handy for carers

Flush:
Locate the nearest public toilets in your area

First Bus:
Track buses, plan journeys, and check timetables easily

Memory Lane:
Personalised quizzes and memory games for people with dementia

NHS App:
Access NHS services and manage your health remotely

HealthUnlocked:
Manage your health and connect with others with the same conditions

Blue Badge Parking:
Locate the disabled parking spots in your area

Jointly:
Share and track care information with others in your caring circle

If you would like to learn about apps relevant for more specific health conditions, let us know!

Apps to enjoy hobbies and interests

We can also use our devices to enjoy our hobbies which can promote our wellbeing and keep us entertained. Here are some app recommendations that are all free:

- BorrowBox
- Libby
- Goodreads
- Serial Reader
- Poetizer

- BBC Good Food
- Yummly Recipes
- The Great British Bake Off
- Tasty
- How to Bake

- Canva
- Colour by Number
- SketchBook
- Tayasui Sketches
- Color Me

- Garden Journal
- Candide
- Flower Checker
- PlantNet
- Plantsnap

- Spotify
- Youtube
- Podcast
- Soundcloud
- BBC Sounds

Tip:

Games apps often have adverts in them. You can sometimes stop these by putting your device on aeroplane mode when using the app. If you do click/tap on an advert whilst playing a game it might take you to another page. Don't worry
- go back and it will return
you to the game!

- Netflix
- Youtube
- BBC iPlayer
- ITV Hub
- All 4

- Sudoku.com
- Wordle
- Kahoot! Quizzes
- Minesweeper
- Jigsaw Puzzle Game

- Diary With Password
- Daylio Journal
- Google Calendar
- Medisafe Pill Reminder
- I am - Daily Affirmations

- Duolingo
- Learnmyway.com
- TED
- Star Tracker
- Elevate Brain Training

- Sky Sports
- Pro Snooker 2022
- BBC Sport
- Table Tennis Touch
- talkSPORT

6 Managing Your Own Health

We can also access important health information online which can empower us to manage our own health conditions and promote our wellbeing. You might have been asked by your GP whether you are 'registered with online services' before.

Online patient services may enable you to:

- Book GP appointments online
- Order repeat prescriptions from home
- Ask your GP for advice
- Have a consultation without going into the GP
- Save time
- View your medical record
- Request 'sick' notes

Registering for online services

Each GP can differ slightly in the online services they offer and how you log on to book appointments. It's always handy to start by downloading the NHS app to your device as you can access many services (i.e. repeat prescriptions) straight from there. Many GPs will then require you to register fully via their own 'providers' to be able to access more of the above features.

NHS

If you're unsure, read our tips below, pop in to your surgery to ask at the reception desk, or ask us for help!

To register for online patient services, you will usually need:
- An email address and mobile number
- Valid ID (passport, driving license, or utility bill)
- Access to the internet

The four steps of registering:
1. Go to your GP's official website
2. Look for an 'Online Services' button or something similar - this will take you to a page that explains how to register
3. Usually this step will require you to go into your GP surgery to fill out a registration form and show them two forms of ID before they give you login details but some GPs let you create your own account online
4. Back on the 'Online Services' page, log in with the details provided by your GP or with the details you have created

NHS

Other health-related tools
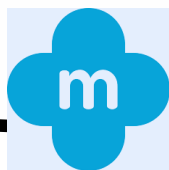
mymHealth App:
Self-manage your health conditions (COPD, Diabetes, Asthma, or Heart problems) by tracking symptoms, accessing rehabilitation courses, and more!

MindWell

MindWell Leeds:
Find key mental health support in Leeds, understand mental health problems, learn about how to take care of your wellbeing and more! www.mindwell-leeds.org.uk

7 Social Media

Social Media can be a really fun way to interact with others, share things with your friends, and see what they're up to. It can be a space where we can be creative and can explore content. You can usually access social media sites on any device. Some types of social media and what they do:

Facebook:
- An online networking service that allows you to connect with friends and family by sharing and viewing text, photos, and videos.

Messenger:
- The app linked to Facebook that allows you to direct message people you are friends with.

Instagram:
- An app where you can share your own photos and videos with people who follow you.

Twitter:
- A networking site where you can share short posts to the public and can keep up to date with current news trends.

TikTok:
- An app where you can share short videos and view ones that other people share.

WhatsApp:
- An instant messaging app that allows you to send private instant messages, photos, and videos to your contacts who have the app.

Video Calling

One of the main benefits of having social media is being able to keep in touch with friends and family. There are also some specific apps that allow us to video call people when we're unable to see them face to face. The app you choose depends on the preferred app your friends or family use and may also depend on the device you have. The most popular video calling apps are:

- Messenger
- WhatsApp
- Zoom
- Facetime

Top tips on how to stay safe using social media:

- Change your profile settings to private

- Don't accept requests from people you don't know and block those who bother you

- Be wary of scam messages that contain links

- Never share any personal information on your social media (i.e. bank details or address)

- If you're unsure you're adding the right person, ask them to add you first

You may have heard people talk about 'Zoom' before. Lots of support organisations around Leeds (including us) run some of our support groups via Zoom, so it's great to get to know it if you're looking to talk to others in the comfort of your own home.
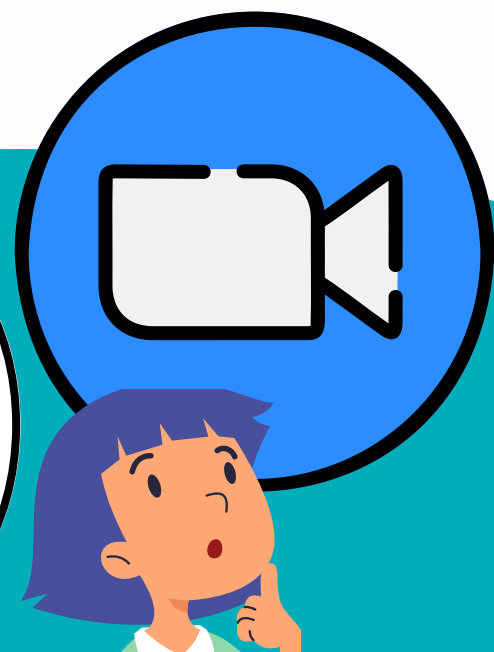
8 Don't Struggle Alone

Going online can feel overwhelming at times and it can often seem as though there are many things to learn. However, don't struggle alone! We are here to support you where we can and are happy to answer any questions you have. This pack is an introduction into going online and gives an overview of the ways technology could benefit your life, but we know you might need a little more support. Ways in which you can access digital support:

- Staff at Carers Leeds
- Your local Neighbourhood Network - ask us if you're unsure!
- Leeds Libraries
- Online learning tools :
  - Learn My Way
  - Citizens Online
  - Digital Unite
  - Make it Click
- Organisations for people with additional needs:
  - AbilityNet
  - RNIB Technology for Life Coordinators

Reaching out for digital support:
Holly, Digital Inclusion Co-ordinator
holly.wilkins@carersleeds.org.uk
07494 272 022

9 IT Terms

IT terminology can be confusing, so refer to our handy list below for when you need that little bit of reassurance:

Antivirus:
- A programme that helps protect your computer from viruses and other harmful software

App:
- A small programme you can use on a smartphone to do different things, like play games, read news, or talk to people

Attachment:
- A file you send along with an email message, like a photo or a document

Backup:
- Making a copy of your important files to keep them safe in case something happens to your computer

Browser:
- A tool you use to explore the internet and visit websites, like Chrome, Safari, or Edge

Click:
- To press a button on the mouse or touchpad to make something happen on the screen

Cloud:
- Storing files and data on the internet so you can access them from different devices

Cursor:
- The blinking line or arrow on the screen that shows where you're typing or clicking

Download:
- To get something from the internet and save it on your device, like a picture or a game

Email:
- Messages you send and receive using the internet (like digital mail)

Emoji:

- Small pictures used in messages to express emotions or ideas, like smiley faces or thumbs up

File:

- A digital document or picture that's saved on your computer or device

Firewall:

- A protective barrier that helps keep your computer safe from online threats

Folder:

- A digital container where you can store files and other folders

Gigabyte (GB):

- A unit of measurement for storage space on a computer which is larger than a megabyte

Google:

- A search engine you can use to find information on the internet

Hardware:

- The physical parts of a computer or device that you can touch, like the screen, keyboard, and mouse

Homepage:

- The first website you see when you open your web browser or unlock your device

Icon:

- A small picture that represents a program, folder, or file on your computer

Internet browser:

- A software application that lets you explore the internet and visit websites

Link:

- A clickable word, picture, or website on a webpage that takes you to another page or website

Login:

- To enter your username and password to access your computer, tablet, or online account

Megabyte:

- A unit of measurement smaller than a gigabyte for storage space on a device

Notification:
- A message or alert that appears on your screen to let you know about something new or important

Online/Offline:
- When your device is/is not connected to the internet

Operating System:
- The main software that runs your computer or device, like Windows, macOS, or Android

Password:
- A secret code you create to keep your computer, tablet, or accounts safe from others

QR code:
- A special kind of code that you can scan with your smartphone to quickly get information or visit a website

Restart:
- To turn your computer or device off and then back on again

Router:
- A device that connects multiple devices to the internet within a local network

Search Bar:
- A place where you can type in keywords to find information on the internet or within your device

Software:
- Programs and apps that make your computer or device do different things

Username:
- A name you create to identify yourself when signing up for online services or accounts

Virus:
- A type of harmful software that can damage your computer or steal your information

Website:
- A collection of web pages connected together that you can visit on the internet

WIFI:
- A wireless technology that connects your device to the internet without using any cables