

Digital Assist Training Guide

# IMPROVING DIGITAL SKILLS TO HELP PEOPLE GET ONLINE

[www.bitcni.org.uk](http://www.bitcni.org.uk)



The Responsible  
Business Network  
Northern Ireland

**nidirect**  
government services





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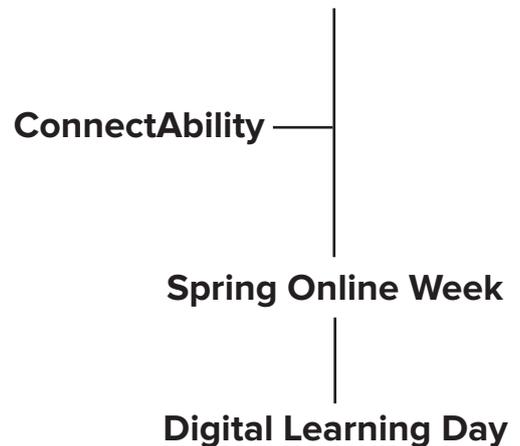
This is organised in partnership with Business in the Community, Libraries NI and Go ON NI. Go ON NI is part of the Digital Inclusion Unit, NI Direct within the Department of Finance.

# WHAT IS DIGITAL ASSIST?

Digital Assist is an exciting program, run by Business in the Community, aimed at bridging the digital divide within Northern Ireland. Many services and products are now online. For some, this is a real barrier as they are unable to connect through this medium. Digital Assist aims to help people get online for the first time and to improve digital skills. In doing so, it will make a real difference to those who are not familiar with digital technology.

## Business in the Community

Business in the Community (BITC) stands for responsible business. We are a solutions-driven membership organisation for successful companies committed to doing business in a responsible way; helping them positively impact their People, the Planet and the Places where they operate. In Northern Ireland, we have a growing membership of more than 260 members and have a particular focus on youth and those who are disadvantaged.



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# 1. INTRODUCTION TO DIGITAL DEVICES

There are a range of different models and manufacturers producing devices at various prices. Before you buy a device, you should consider the following:

- What you'll use it for?
- Will you need to use it in different places?
- How often will you use it?
- What other devices will you need to connect to?

For further information, go to [www.nidirect.gov.uk/articles/choosing-it-device](http://www.nidirect.gov.uk/articles/choosing-it-device)

## Personal Computer

A personal computer incorporates a screen (monitor), a keyboard, a mouse, speakers and the 'box' (the computer's hard drive). Many computers now have some of these components built in.



## Laptop

This is a personal computer that is smaller and lighter—it is mainly designed for mobile use.



## Tablet

Slim and lightweight, tablets are a type of Internet-enabled computer that work in a similar way to smartphones, with touch screens and downloadable apps. Although tablets are capable of running work applications, they are mainly bought as a portable device and are used for quick web browsing (Internet), emailing, and portable entertainment.



## Smartphone

A smartphone combines the features of a mobile phone with those of other popular mobile devices.



For further information, go to **Section 3.2: Smartphones and Tablets**

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## Connecting Accessories

There are many IT accessories that you can connect to your device to avail of additional services and capabilities.

### USB cable

A USB (Universal Serial Bus) cable is primarily used to connect devices to a computer. However, some devices, such as printers, can also be connected wirelessly (via Wi-Fi).



### Webcam

This device acts as a video-camera and can be used to see people or places over the Internet – most laptops and devices now have a built-in webcam, or you can buy a webcam separately to connect to your device.



### Printer

You use the printer to print documents, web-pages, etc. Printers can produce documents in colour, or black and white. Printers are also available with a wireless connection.



### Digital Camera

Used to take high-quality pictures (check your camera's pixel count) and videos, which can then be viewed on a computer.



### Memory Card/SD card

A small storage device used to store data—such as text, pictures, audio and videos—for use on a camera, mobile phone, laptop, or tablet.



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# 1. WHAT CAN I USE A DIGITAL DEVICE FOR?

You can use your device for many different things:

## 1. Accessing the Internet

The Internet is a tool that is used all over the world. It uses a telephone line to access the World Wide Web (www); it is linked by cables, telephone lines and satellites. You can use it to view many different websites (both information based and entertainment based), at the click of a button.

You can also listen to music and interact with government services through NI Direct.

**For more information, go to Section 2: Surfing the Internet**

## 2. Keeping in Touch

There are lots of ways of keeping in touch with friends and family over the Internet:

- **Social Media** – Websites where you share information and photos. Such sites include Facebook, Twitter, and Instagram.
- **Video** – video calls over the Internet, such as via Skype, FaceTime or WhatsApp.
- **Email** – sending information, documents, and/or images via Outlook, Gmail and Yahoo.
- **Apps** – Apps can be used to send text messages, documents, images and videos using the Internet, eg, WhatsApp, Messenger, etc.

**For further information, go to Sections 2.2: Skype, 2.3: Social Media, and 2.4: Email**

**For further information, go to [www.nidirect.gov.uk/articles/email-Internet-and-social-media](http://www.nidirect.gov.uk/articles/email-Internet-and-social-media)**

## Radio/TV

You can listen to the radio through the Internet or you can watch TV on most devices connected to the internet. Common media players are ITV Player, BBC iPlayer, ITV Hub and All 4. These allow you to watch or listen to programs after they have been broadcast. A shortened version of a program is often called a 'podcast'.

## TV Licence requirements for BBC iPlayer

From 2016, you need to have an up to date TV Licence to watch or download BBC programs, whether live or 'on demand'. Therefore, if you watch or record television as it's being broadcast or simulcast on any device, including mobiles, laptops, and PCs; you must, by law, be covered by a valid TV License. If you already have a TV License – including the free TV License, for those aged over 75\* – you will be unaffected.

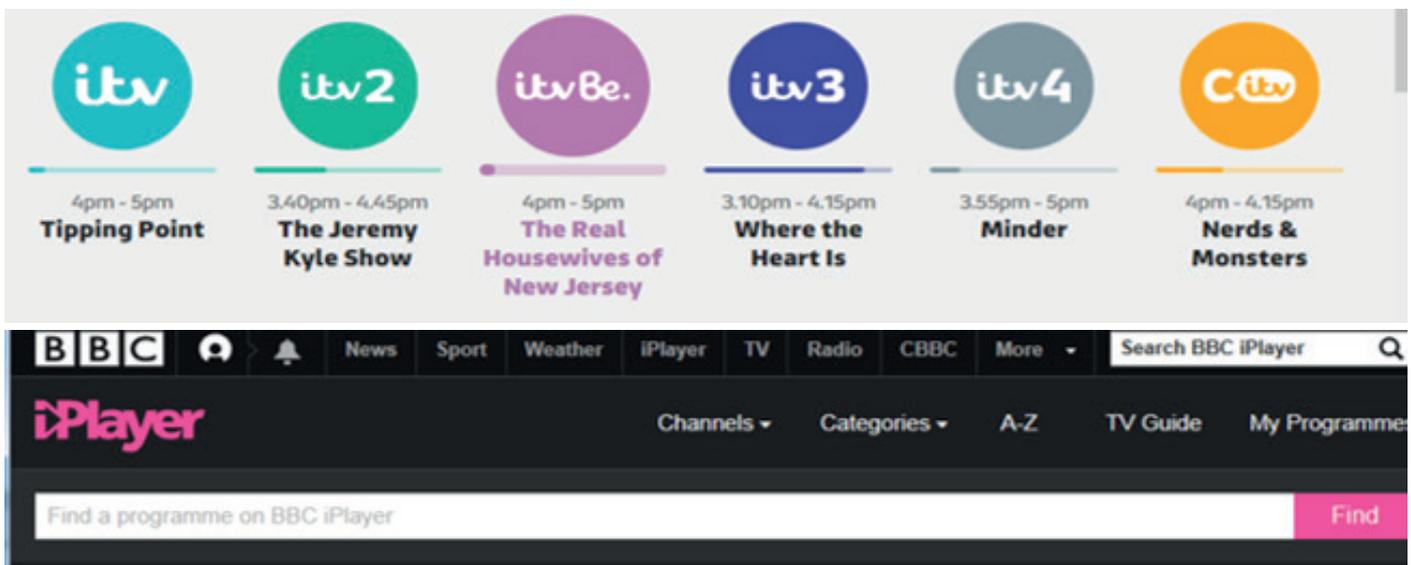
*\*The Government funded scheme for a free TV Licence for anyone over 75 is being replaced on 1 June 2020.*

Visit [www.tvlicensing.co.uk](http://www.tvlicensing.co.uk) for information on how to apply for your free licence if you are over 75.

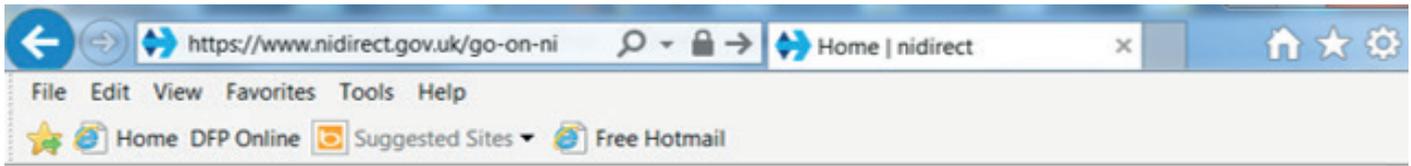
## Photographs

Using a digital camera, or a camera on your device, you can '**download**' (transfer) photographs to your device. On your device you can view, share and email photographs to family and friends.

**For further information, go to Section 3.4: Digital Photography**



## 2. SURFING THE INTERNET



To explore the Internet (World Wide Web), you use a web browser (often shortened to browser). There are several browsers in use: Google Chrome, Internet Explorer, and Firefox are the most common.

Every website has its own, unique address. This is called the URL (Uniform Resource Locator). Website addresses do not contain any spaces, and the different parts are usually separated by full stops and forward slashes (/). To use a web address, you need to type it into the **Address Bar**. You'll find that near the top of your screen when you are using a browser.

### Using the Address Bar to go to a Website

- Place the mouse pointer on the current address, and left-click once.
- This will highlight the current address inside the address bar (URL).
- Type in the new address, and this will overwrite the old address.
- Press the Enter key on your keyboard, and your browser will display the web page belonging to the new address.

The browser displays a single web page, but you can have multiple **'tabs'** open inside your browser (so that you can view many websites in a single browsing session). You can move around the Web by following hyperlinks – these are codes embedded in web pages that link to other web pages (or to other parts of the page that you are viewing).

The pointer (mouse) normally appears as an arrow, but as you move the pointer around the screen, you will see it change to a pointing finger as you hover over a hyperlink.

When you have located a hyperlink, click the left mouse button once, and a new page; or a different part of the page will be displayed. Moving between web pages like this is called **'surfing'**.

Hyperlinks can be located on any part of a web page. On a well-designed web page, the location of the hyperlinks will be clearly indicated by underlined text or via other clues, such as arrows, menus, tabs or descriptive text within the page.

### Hyperlinks in emails

Emails can also contain hyperlinks. They will normally appear in a different colour and will be underlined. When you move your mouse pointer over the text, it will change to a pointing finger. Click the left mouse button once. Your web browser will start and will display the page that the address belongs to.

However, you may receive an email from someone you think you know that contains a hyperlink. **It is very important to be careful when you click any hyperlink in an email.**

**So that's what they mean by surfing the web!**

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It can be easy for someone acting maliciously to send you an email pretending to be someone you may know; and to disguise a hyperlink in an email so that it does not lead to the address you think it will.

This trick is used by criminals in ‘**phishing**’ (pronounced ‘fishing’) attacks. Their aim is to direct you to a website that they use to fool you into giving them your passwords, money, or other confidential information.

Never click on a hyperlink in an email unless you are absolutely certain that you can trust the person who sent the message to you and that the sender’s name hasn’t been ‘**spoofed**’ (faked). Ensure the address that appears when you hover over it is what you expect.

## 2.1 USEFUL WEBSITES

Below are just some of the websites that you may find helpful and may enjoy visiting!

### Government information and Services

- nidirect NI Government Services Website – [www.nidirect.gov.uk](http://www.nidirect.gov.uk)
- The website for the NI Assembly – [www.niassembly.gov.uk](http://www.niassembly.gov.uk)
- Public Record Office of Northern Ireland, search your family tree and local history – [www.nidirect.gov.uk/proni](http://www.nidirect.gov.uk/proni)
- NISRA – Northern Ireland Statistics – [www.nisra.gov.uk](http://www.nisra.gov.uk)
- Northern Ireland Jobs Portal – Recruit NI – [www.recruitni.com](http://www.recruitni.com)
- Jobcentre Online – [www.jobcentreonline.com](http://www.jobcentreonline.com)

### Specific Age-related information

- Age NI – [www.ageni.org](http://www.ageni.org)
- Age Sector Platform – [www.agesectorplatform.org](http://www.agesectorplatform.org)

### Informational Services

- Libraries NI – [www.librariesni.org.uk](http://www.librariesni.org.uk)
- UTV – [www.itv.com/news/utv](http://www.itv.com/news/utv)
- BBC – [www.bbc.co.uk/webwise/a-z](http://www.bbc.co.uk/webwise/a-z)
- Post Office – [www.postoffice.co.uk](http://www.postoffice.co.uk)
- AdviceNI – [www.adviceni.net](http://www.adviceni.net)
- Citizens Online – [www.citizensonline.org.uk](http://www.citizensonline.org.uk)
- Citizens Advice Bureau – [www.citizensadvice.org.uk](http://www.citizensadvice.org.uk)
- Independent financial advice – [www.moneyfacts.co.uk](http://www.moneyfacts.co.uk)

### Staying Safe Online

- Shop safely online – [www.consumercouncil.org.uk](http://www.consumercouncil.org.uk)
- Get Safe online – [www.getsafeonline.org/index.php](http://www.getsafeonline.org/index.php)
- Scam Wise NI – [www.nidirect.gov.uk/scamwiseni](http://www.nidirect.gov.uk/scamwiseni)

### Miscellaneous search information

- Discover your family history – [www.genesreunited.co.uk](http://www.genesreunited.co.uk)
- Explanations of how things work – [www.howstuffworks.com](http://www.howstuffworks.com)
- World’s largest online encyclopedia – [www.wikipedia.org](http://www.wikipedia.org)

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## 2.2 SKYPE

Skype is an application that allows you to make voice calls over the Internet. More than 650 million people use this. Calls to other users with the Skype service are (currently) free, and if your computer has a webcam, you will be able to see the person at the other end (a video call), providing they also have a webcam.

### You'll need the following:

- A computer or mobile device with an Internet connection.
- Before you can use Skype, you will need to set-up an account. If using a computer or laptop, log into <https://support.skype.com/en/faq/FA12125/how-do-i-sign-in-to-skype>, or if you're using a mobile device, you will need to download the App.
- A webcam – this is a small camera that connects to your computer through a USB port; many computers, especially laptops, have a webcam already built in. A webcam is necessary for making video calls; however, you can still make voice calls without a webcam.
- Speakers and a microphone – many devices will have these built in (NB: webcams often come equipped with microphones). Alternatively, headphones and microphone headsets can be purchased at a reasonable price.

**For a step-by-step guide to downloading Skype, visit the following address: [www.digitalunite.com/guides/email-skype/skype](http://www.digitalunite.com/guides/email-skype/skype)**

**For further information: [www.nidirect.gov.uk/articles/email-Internet-and-social-media](http://www.nidirect.gov.uk/articles/email-Internet-and-social-media)**



## 2.3 SOCIAL MEDIA

### What is social media?

Social media allows us to manage and communicate with our contacts in a totally new way and to access information as never before. There are many exciting, fun and flexible forms of social media.

### What is Facebook?

Facebook is probably the best-known social networking site, with more than **2.45 billion** billion active users worldwide.

**1.62 billion** people log in each day.

It's likely that plenty of your friends and family members already have a Facebook profile.

Before you can experience all Facebook has to offer, you need to create a free account, which will be your profile page.

This can contain as little or as much information as you want. Profiles can be created using a real name (or an alias or nickname) and are often accompanied by a photograph.

Once you've created your profile, you can also adjust the privacy settings to specify which details you want to be made public.

### You'll need the following:

- A device with an Internet connection
- An email address or mobile number

### Sign up for Facebook:

Go to **www.facebook.com** and click on 'Sign Up'; you will see several boxes that require information, such as your name and email address. **Follow the step-by-step instructions to join.**



### Key benefits and features:

- Facebook is FREE!
- Your friends and family may have already joined; find them by searching for their name or email address.
- Facebook is available 24 hours a day, so you can contact someone in a different country without time zones causing a problem!
- Users can share messages, video links, photographs and websites.

### What is a blog?

'**Blog**' is short for 'web log' – it's basically an online diary created by someone to record, in writing, their thoughts, feelings or views on a specific subject or on life in general.

A popular form of blogging is **micro-blogging**, and the most common website used for this is **Twitter**.



## What is Twitter?

Twitter is a social networking site that allows users all over the world to comment on news, events, and their day-to-day lives. Known as ‘micro-blogging’, these comments – **‘tweets’** – have to be very short. Each entry can be no more than 280 characters long. A tweet can consist of almost anything: your thoughts, a link to a website, a picture, a video, other people’s comments, replies to others comments – as long as it stays within the 280-character limit.

To be able to tweet, you must have a user account.

### You’ll need the following:

- A device that’s connected to the Internet
- An email account

### Sign up for Twitter:

Go to **www.twitter.com**; you will see a sign-up form on the homepage. Follow the step-by-step instructions to set up a Twitter account.

### Key benefits and features:

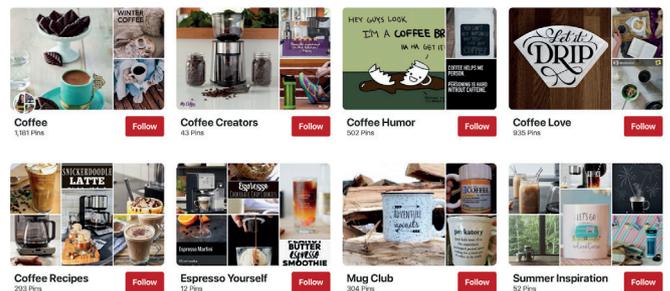
- Twitter is **free** to use, and anyone, anywhere in the world can join.
- Users can choose to follow Tweets shared by experts, politicians, authors, celebrities, and more, eg @nidirect.
- Users can share comments from other people by **‘retweeting’** them to their own followers.
- You can remain private on Twitter by using an alias or nickname, or by adjusting your privacy settings so that anyone wishing to follow you must request the right to do so.

**For further information, go to Section 4.2: Using Social Media Safely**



## What is Pinterest?

Pinterest is effectively an online ideas board. It’s free to use but does require users to register. Users can upload, save, sort and manage images - known as pins - and other media content (e.g. videos) through collections known as pinboards.



### Pins

A pin is an image that has been linked from a website or uploaded. Pins saved from one user’s board can be saved to someone else’s board, a process known as repinning.

### Boards

Boards are collections of pins dedicated to a theme or topic such as quotations, travel, or weddings. Boards with multiple ideas can have different **Sections** that further contain multiple pins.

### Exploring

The visual search feature allows users to take a photo of existing pins, zoom into existing parts of a photo or take new photos. Then, users could click into any of the assigned circles and multiple suggestions will pop up in the guided search below the photo.

### Following

Following users and boards fills the home feed with content. Users can follow and unfollow users as well as boards. Similar to Facebook and Twitter, Pinterest contains verified accounts.

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## 2.4 EMAIL

### Email

Email (Electronic Mail) uses the Internet to transmit messages from one computer or digital device to another. Like websites, there are many different email providers (for example, Outlook, Gmail, Yahoo, etc). Email enables you to send messages to anyone in the world.

Staying in touch has never been easier – or cheaper, for that matter.

It's estimated that 269 billion emails are sent worldwide each day. That's 149,513 emails per minute. The very first email or 'electronic mail' was sent in 1971 by a computer programmer in Massachusetts. It has never been so easy, or instant, to send a message across the world, and you can also send a file—such as a document, photo etc), which is called an attachment—along with your message.

Many online transactions require you to have an email account

### How to get an email account

When it comes to choosing an email account, there are lots of options. Most Internet service providers (ISPs) offer email addresses along with a broadband account, and some offer more than one email address, so that members of a family can set up separate email accounts through the main Internet account.

**For further information, go to [www.nidirect.gov.uk/articles/email-Internet-and-social-media](http://www.nidirect.gov.uk/articles/email-Internet-and-social-media)**

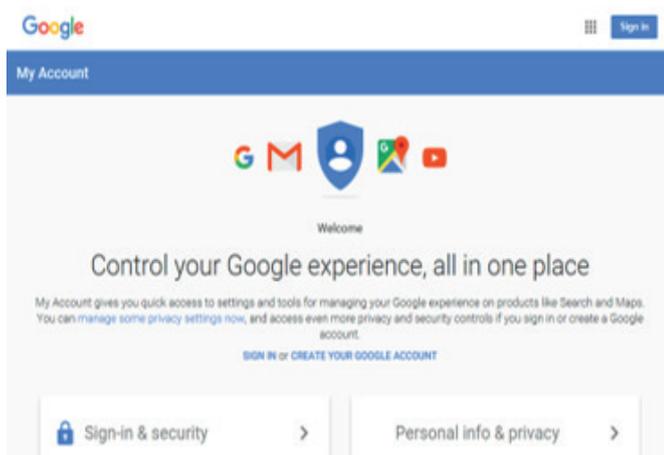
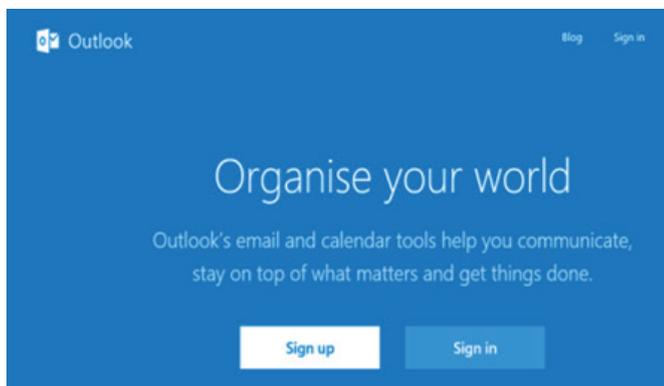
### Things to consider when choosing a webmail account

- How you'll access your webmail account. Would you prefer to use a program on your computer to access emails – eg through a program, such as Microsoft Outlook, or would you just access your emails via the Internet?
- Security: Does the account offer good security and virus protection when compared with others? How does it deal with 'spam'?
- What are its privacy policies?
- Once you have chosen a provider, you need to sign up and set up an account. You'll have to think of a unique username/email address. Be prepared to rethink either of these, as someone may already have bagged your first choices.
- You'll need to give a password for security and for logging into your account. You may also be required to give an alternative email address, in case of technical difficulties or lost passwords. In addition, with some accounts, you may have to provide some personal information, so that you can be identified as the right user.
- Make sure that you familiarise yourself with the privacy policy of the provider. A link to it should be easy to find.
- Once sign-up is complete, you'll be able to log in to your account with your new username/email address and password, and then you can start emailing. Be sure to choose a strong password for your account.

## Creating a Web-based (Internet) Email account

There are a number of free Internet email providers, eg, **www.outlook.com**, **www.google.co.uk**, **www.yahoo.co.uk**. As web-based email is stored online, you can use it or read the information on any computer or device that is connected to the Internet anywhere in the world.

- Log on to your chosen Internet email provider's URL (address)
- Click on Mail, and then click to create a new account



- Follow the on-screen instructions to create an account. You will need to enter some information about yourself.
- Create a secure password – it must contain between 8 – 32 characters and should have upper and lower case letters and numbers. Strong (secure) passwords are harder for someone else to guess. If you forget

your password, the email provider can send information to your mobile allowing you to reset it.

**For further information, go to [www.nidirect.gov.uk/articles/email-Internet-and-social-media](http://www.nidirect.gov.uk/articles/email-Internet-and-social-media)**

## How to log into your mail account

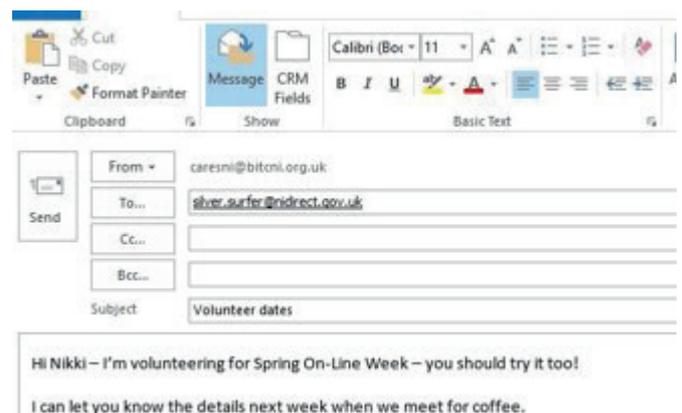
- Open your browser
- Log on to your email provider
- Click on **Mail**
- You will need to enter your email address and password
- Press **Enter** or click **Sign in**

Your email account will now be open and ready to use. If not, here are some likely problems:

- Caps Lock is on
- You keyed in your username (email address) or password incorrectly
- You added spaces between words
- You may not have used the @ symbol correctly

## Writing a message

- Click **Compose**
- In the **To** box, type in the email address of the person you wish to send a message to
- In the **Subject**, key in the title of your message
- Type your message in the main text area



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## 2.5 ONLINE SERVICE

### What is an online service provider?

An online service provider can, for example, be an Internet Service Provider (ISP), email, news, entertainment, search engine, e-shopping site, e-finance or e-banking site, e-health site, e-government site, Wikipedia, etc.

**nidirect** ([www.nidirect.gov.uk](http://www.nidirect.gov.uk)) is the official government website for Northern Ireland citizens. It aims to make it easier to access government information and services. You don't need to understand how government is structured or which body is responsible for individual services to use **nidirect**. You can find specific information and services by using the search facility, or you can browse by topic:



- Motoring
- Employment
- Money, tax and benefits/claim benefits online, such as Universal Credit and Carer's Allowance Travel, transport and roads
- Pensions and retirement planning
- People with disabilities
- Government, citizens and rights
- Parents
- Education, learning and skills
- Leisure, home and community
- Property and housing
- Health and wellbeing
- Caring for someone
- Crime, justice and the law
- Environment and greener living

**nidirect** can also help you access and complete a wide range of government services online. These include the following:

- Booking a driving test or MOT
- Claiming state pension
- Paying your rates
- Applying for or renewing a Blue Badge
- Buying a fishing rod licence or permit
- Reporting a pothole or street light fault
- Applying for or reporting changes to carers' allowance
- Viewing or buying birth, marriage and death certificates
- Buying or renewing your TV licence

### Money, tax and benefits information

The web pages [www.nidirect.gov.uk](http://www.nidirect.gov.uk) provide information and advice on the following:

- Benefits, welfare changes, and financial support, which includes disability financial support when caring for someone or when on a low income
- Managing debt and arrears
- Managing money, including borrowing and credit, how to choose the right bank account, saving, and investment
- Pensions and retirement planning, including benefits, state pension, tax, and allowances

## 2.6 SHOPPING ONLINE

### HM Revenue & Customs – [www.gov.uk/government/organisations/hm-revenue-customs](http://www.gov.uk/government/organisations/hm-revenue-customs)

Almost everyone comes into contact with HM Revenue & Customs (HMRC), the UK's tax administration, at some point.

HMRC is committed to delivering digital services that are so easy-to-use that they will be a customer's first choice for interacting with the department. You can:

- Report your change of name and/or address
- Find out how to pay your taxes or make a repayment claim
- Register for Self Assessment

Digital services give straightforward access to information and services at times and in ways that are convenient to you.

You can also follow HMRC on Twitter @HMRCgovuk

Visit [www.youtube.com/user/HMRCgovuk](http://www.youtube.com/user/HMRCgovuk) to get official news and updates.

For the latest HMRC video update, please subscribe to **HMRC YouTube playlist** or visit our **HMRC webinars, e-mail alerts and videos** for further help and support.



From your summer holiday to a new fridge, or from your weekly shop to a second-hand car – almost anything can be bought on the Internet. Online shopping gives the customer access to a much wider range of goods and products while also allowing customers to compare prices and potentially save money.

### Shop safely

Only buy from online retailers that have a good reputation, either as High Street shops or as established online stores. If you buy from auction sites, such as eBay, follow their security advice very carefully.



Never download pirated software, music, or videos. Use secure connections for personal data. If you are using a shopping website and need to give your credit or debit card details, it is **essential** that the website establishes a secure connection with your device.

You will know that you have a secure connection because the website address will start **https://** and a small padlock will be displayed.

<http://digital-age.org.uk/safety>



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## 2.7 BANKING AND PAYING YOUR BILLS ONLINE

### What is online banking?

Banking online means accessing your bank account and carrying out financial transactions through the Internet on your smartphone, tablet or computer. Most banks allow you to use your online account to . . .

- Check your balance
- Pay bills and transfer money to other accounts
- Check your statements and go paperless
- Set up or cancel direct debits or standing orders

### How to set up online banking

The majority of banks in the UK provide an online banking service. To find out if you can get online access to your account, check your bank's website. More and more banks provide SMS services to a mobile phone to customers allowing them to keep on top of their finances, anytime, anywhere, home or abroad. To find out if your bank offers this service, check your bank's website, pop into a local branch or give them a call.

For security reasons, the registration process often involves a few steps. These might include visiting your local bank branch, having a password posted to you, and in some cases being given a small security device you'll need in order to log on.

### Paying bills online

If you bank online, you can pay your bills directly by bank transfer or by setting up a direct debit. It's quick and easy, and you're in control of exactly what you pay and when.

To do this, you'll need to log in to your online bank account and then select the option for making a payment. Follow the instructions on screen to enter the correct details.

**Further information on online banking can be found at the following websites:**

[www.getsafeonline.org/shopping-banking/banking](http://www.getsafeonline.org/shopping-banking/banking)

[www.digital-age.org.uk/safety/](http://www.digital-age.org.uk/safety/)



## 3. TYPES OF DIGITAL MEDIA

### 3.1 E-READER

An e-reader is a device or computer program used for reading any kind of printed material on-screen (pictured right). An e-book is the electronic book that can be downloaded to the e-reader. The best e-book readers have a super-sharp screen, are well-built, and can be read in any light – even direct sunlight. They're also capable of storing thousands of novels. You can even get lightweight models that can be held in the hand; durable, waterproof models are also available, which are perfect for reading by the pool. Another feature allows you to increase the font size/print by the simple click of a button!



#### Downloading e-books and e-magazines

There are over 17,000 e-books available to download from Libraries NI's website [www.librariesni.org.uk](http://www.librariesni.org.uk), providing you are a member of the library. Membership is free. Libraries NI can also give you free access to more than 150 popular titled e-magazines that can be accessed through your computer, Smartphone, or tablet.

For information on how to download these e-books/e-magazines, go to the Libraries NI website or ask staff at your local library for details. Please note that the e-books from Libraries NI are not compatible with Amazon Kindle e-readers but are compatible with Amazon Kindle Fire tablets.

E-books can also be purchased from a number of Internet sites, such as [www.amazon.co.uk](http://www.amazon.co.uk). If you are ordering the book through the Internet on your computer, simply select the book you wish to purchase and click on 'buy'; the

book is then downloaded onto your computer.

Synchronise your e-reader to your computer, and the book will then be available to read on your e-reader. These books will remain on your computer as a back-up. Should you wish to retrieve a deleted book, simply synchronise your e-reader to your computer. Further information on how to synchronise your Kindle devices and Apps can be found on the Amazon website: <https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=200911660>

Alternatively, if you have an e-reader with Internet access, you can download the book directly from the seller.

#### Key features and benefits

- Adjustable Type-Size: No need to wear glasses or to buy large-print books; with a simple click of a button, you can increase the font size.
- Lightweight: Forget struggling with heavy books! Most e-readers are so light that they can be held in one hand.
- Other e-reader Tricks: On most eReaders, you can look up a word in the dictionary, can clip and save favourite quotes, and can highlight passages you want to find again.
- Some e-readers allow you to read in bright sunlight as well as offering text to speech functions.



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## 3.2 SMARTPHONES AND TABLETS

### What is a smartphone?

Smartphones are mobile phones that have multiple functions, similar to those you might expect on a PC.



### Key benefits and features

Smartphones are about the same size, shape and weight as a normal mobile phone and have all the capabilities of a regular phone, such as making and receiving phone calls and sending text messages, but they also do so much more.

Some mobile phones have a large amount of memory, so that they can store and carry music, photographs, videos and information.

Smartphones can access email and the Internet wherever you are – either through a portable 3G/4G connection or through a Wi-Fi connection, if one's available.

However, Smartphones are considerably more expensive than regular mobile phones (depending on the model and network provider). Examples of smartphones include iPhone, Galaxy and Lumia.

### What is a tablet computer?

Tablets are small flat handheld computers with touchscreens that can be between a book and a magazine in size. They are larger versions of a smartphone.

For further information, go to [www.nidirect.gov.uk/articles/choosing-it-device](http://www.nidirect.gov.uk/articles/choosing-it-device)

### Key features and benefits

- Tablet computers are usually less powerful than 'normal' PCs.
- The tablet is ideal for surfing the Internet, as its size and shape make it easy to read and hold.
- All tablets include Wi-Fi to connect you to the Internet; many also include 3G/4G, allowing you to connect to the Internet from anywhere (ie, when Wi-Fi is not available).
- Just like smartphones, tablet computers have the ability to run Apps.
- Tablet computers are excellent media players; they play music on headphones or through their own speakers.
- Most tablets include e-reader software, which allows you to download and read e-books.
- Some people may find it difficult to adjust to a touch screen at first, particularly when using a virtual, on-screen keyboard where the letters are smaller.
- Use for applying for online government services.

Smartphones and tablets have the ability to run applications – known as Apps. Apps can provide a wide range of functions, such as unit conversions, games, language translation, interactive maps, TV and radio channels, drawing, reading books, calculating VAT . . . you name it, there is an App for it! It's almost like having a fully functional computer in your pocket.

For further information, go to **Section 3.3: Apps**



## 3.3 APPS

### What are Apps?

Everyone has an app these days. TV shows, websites, major multinational corporations, even taxi firms conduct business through an app—but what are they?



Apps are basically small, self-contained programs that are used to enhance the existing functionality of your device. They are designed to be simple and user-friendly. Once downloaded, they will appear as little icons on your device's screen.

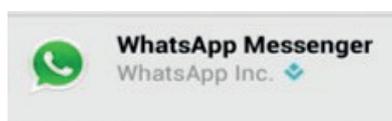
### How to download apps

Where you get your apps from depends on what kind of smartphone you're using. All of today's biggest smartphone platforms (Android, iOS, and Windows Phone) come with browsable app stores—these come built in to the phone's operating system.

Note: some apps are free but there are others which you may need to pay for.

### Messaging

Lots of people use WhatsApp or Facebook Messenger, which are normally free. These apps allow you to message, to chat, or to send photographs, so you can keep in touch with friends. They're similar to sending texts or making calls, but they're free to use, as all you need is an Internet connection.



In addition to the official app stores from Apple, Google and Microsoft, there are unofficial options too. Take the Android Amazon Appstore app, for example. Google doesn't allow rival app store to list themselves on its own app store, so the Amazon Appstore has to be downloaded to your phone through a web browser. Install this, and you're presented with Amazon's own collection of apps, which can offer different prices and levels of support, when compared to the Google option (An example of the Amazon search appstore is shown here).



Android's open platform allows anyone to install anything from the web, but this makes it much more insecure/vulnerable.

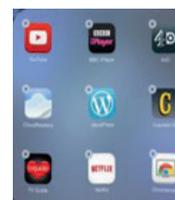
### How to delete apps from an Android device

Click the 'Apps' icon to see a list of all the apps installed. Select the app you no longer want, and drag it to the Uninstall bin, which is normally in the top left corner of the screen.



### How to delete apps from an Apple device

Removing apps from your Apple device is simple: just press on the app's icon until it starts jiggling around; a little X appears in the corner of the app (refer to the picture example on the right). Tap the cross, confirm the deletion, and the app will disappear. Press the home button when finished, which will stop the other apps from moving.



## 3.4 DIGITAL PHOTOGRAPHY

### What is a digital camera?

A digital camera is similar to a traditional camera, but it does not use a conventional film to store its photos—it uses a light-sensitive sensor and a memory card to receive and save your digital pictures (instead of a roll of film).



The majority of mobile phones now come with digital cameras built in.

### Why use a digital camera?

- Instant Results: you can view the pictures immediately and can decide whether to keep, delete, or take another one
- Images are saved directly to a memory card and can be printed from your home printer or at any number of high street shops, which now offer a memory card printing services
- Photo manipulation: photos can be transferred from your camera to your computer for editing (eg get rid of red eyes, crop, or make colour adjustments, etc) using computer software such as Photoshop
- NB: Most smartphones also offer immediate editing; simply click the 'Edit' option when looking at the photo you've just taken (or while browsing through your photos)

### Storing pictures from your phone/camera

When the time comes to retrieve the pictures you've taken from your phone/camera, you have several options, based on the type of device you're using. You can use a USB cable which connects from your device to your computer, or you can eject the memory

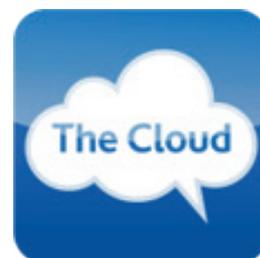
card (if applicable) and insert it into your computer's memory card reader).

Another, increasingly popular, way of storing and transferring pictures is via a cloud service.



### What is a cloud service?

Cloud Services are Internet-based services that allow you to store your pictures for free. These include popular websites, such as **Flickr** and **Photobucket**, while social media sites (such as Facebook) also allow you to store photos.



These services are free to use and allow you to share your pictures with other users on the sites, including friends and family.

If you're not looking for an interactive storage service, there are plenty of online file-storage sites that allow you to upload and save your pictures (or any other files) in a safe place: these include **Dropbox**, **iCloud** and **Amazon Drive**. All of these services are free, easy to use, and give you the freedom of being able to access your pictures wherever and whenever you like.

NB: Some of these services will only provide a certain amount of storage for free. After you reach the limit, you will be prompted to upgrade, which will often incur a cost.

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## 4. DID YOU KNOW...?

### 4.1 HINTS AND TIPS

**Be patient:** everyone has difficulties and frustrations when learning about digital technology – ask for help at anytime!

Digital Technology can enhance your life. Think first: what would I like to do better, do easier, or do more of in my life? Then **ask someone for advice** on how digital devices can help you achieve that goal.

Try to **be selective** about who you listen to. Those who are negative about digitisation may be scared themselves, or maybe it's just not for them. Don't let your enthusiasm be dampened by others.

Going online can also help you **save money**. Many of the best financial deals and savings interest rates are to be found on the web. You can also easily compare these prices online.

**Go at your own pace** – don't compare yourself with your neighbour. Everyone comes to digital technology with different backgrounds and experiences, and everyone learns to use them at a different pace.

**Discuss with a friend, tutor or attend a free Go ON digital session at your local library.** If you're not sure what these are, discuss them with your computer mentor, friend, or tutor. Better to find one useful website, or to send one short email, than to end up with a head full of instructions and no outcome.

**Practice makes perfect** – don't be shy of repeating the things you're learning time and time again, until you feel you've got it. Don't be scared about making mistakes.

Digital can be **FUN!** Use it to research your hobbies and pastimes – eg cars, gardening, knitting patterns, fishing, etc.

### 4.2 STAY SAFE ONLINE



The online world is an amazing place but, like the real world, there are some risks and you need to take some precautions that will keep you safe online. Here are a few tips:

#### Avoid viruses

Keep your device healthy by protecting it from viruses. Viruses are basically all programs or files with one thing in common – they are out to cause trouble by gaining access to your device and attacking personal data. Your device will have a built-in firewall, that will keep some viruses out, but it is recommended that you also install antivirus software, which – if kept up to date – will usually block most other threats. You can purchase antivirus software from either a computer store or you can download it online (sometimes for free).

#### Passwords

Be smart and come up with strong passwords: a combination of letters (upper and lower case), numbers, and symbols. Do not make them so complicated that you can't remember them! Never give your passwords, PIN numbers, or bank account numbers to anyone. **Never** pick obvious passwords, like your user name, real name, date of birth, names of family members, etc. Criminals are becoming more and more skilled at hacking into accounts by guessing weak passwords. Login details should always be kept secure and confidential.

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## Check for secure sites

Sometimes, you may need to enter personal details on a website, for example, when you want to shop online. It is important that you check that the site is secure before you enter any personal details. Look for a small padlock symbol in the address bar (or elsewhere in your browser window) and a web address beginning with **https://** (the **s** stands for 'secure').

For further information, [www.nidirect.gov.uk/scamwiseni](http://www.nidirect.gov.uk/scamwiseni)

## Consider your location

Think about where you are using your device. Be aware of who is around you and what they might be able to see over your shoulder. If you're not using your own device, don't leave behind any details or open pages when you have finished. When you're using a wireless Internet service (also known as 'Wi-Fi') on any device in a public space, you cannot guarantee that the network is secure. This applies even if you have been given a password to use. If you can avoid it, it's best not to send or receive private information when using a public wireless network.



## Social Media Security

Various social networking sites (eg, Facebook, Twitter, YouTube, etc) are also valuable tools and are used by many companies and individuals to extend their contacts or to deliver marketing messages.



The nature of social networking – having such a massive base of users who are unknown to you – means that using it carries a degree of risk, including becoming a target for cyber-criminals.

- Never disclose private information when social networking
- Be wary about who you invite or from whom you accept invitations
- Be careful about clicking on links in an email or social networking post
- When in doubt, throw it out: Links in email, tweets, posts, or online

Advertising is often how cyber-criminals try to steal your personal information. Even if you know the source, delete it if it looks suspicious.

Most social media sites have privacy settings. It's worth looking carefully at what is shown publicly and what you can protect.

For further information, visit [www.getsafeonline.org](http://www.getsafeonline.org) and [www.StaySafeOnline.org](http://www.StaySafeOnline.org)

## Technology – staying safe online for the blind and partially sighted

Being able to use computers, mobile phones and other gadgets for work, leisure and for keeping in contact are key tools for blind and partially sighted people. Learning how to use the technology and how to stay safe online is essential. If you would like to find out more, the Royal National Institute for the Blind has an extensive website of information. Visit the (RNIB) website at [www.rnib.org.uk/information-everyday-living/using-technology](http://www.rnib.org.uk/information-everyday-living/using-technology)

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## FAMILY SAFETY

There are so many devices available today that it can be daunting to think about what devices need to be configured to protect your children (and yourself) online. While you may protect your PC or iPad, what about your Smart TV, your kids' X-Box, your family's phones, etc?

Below is a list of the available resources, in addition to other things you need to consider. Please visit <https://www.getsafeonline.org>, where there are sections for each of the following:

- Safeguarding Children
- Social Networking
- Smartphones & Tablets
- Protecting Yourself
- Protecting Your Computer
- Shopping, Banking, and Payments
- Business advice

### Family Safety Software

As you'd imagine, many companies make software that will protect your children online. Possibly the best known is <https://www.netnanny.com>, but you should research all other options before choosing a product that is best for your children/family. Some other examples include . . .

- <https://www.intego.com/contentbarrier-secure>, for Apple
- <https://family.norton.com/web/>, for Windows

There are other companies that provide Family Safety software, and some come included when you buy Antivirus software, so research is important. Always perform tests after enabling Family-Safety software to ensure it's working as you expect.

### Antivirus

All computers should have Antivirus AND Anti-Malware software installed. Often, a new PC will come with a free trial of Antivirus protection, but you should research which option is best for you and your family.

AVG AntiVirus Free is a popular antivirus tool. It includes an antivirus engine, real-time download and email scanning, web filtering to block malicious links - and it doesn't have any ads, restrictions or significant limitations designed to force you to upgrade.

Some companies will offer great deals, such as protecting five computers for the price of one, and many even include Family Protection software in addition to Antivirus software, eg <https://www.kaspersky.co.uk/internet-security>. It pays to shop around, though, as you might get a better offer at a retail store than by buying directly from the vendor's website!

### Router configuration

Want to protect every device in your house? You can use OPENDNS so that no-one using your home's Wi-Fi can connect to a site not allowed by the Family Shield filtering at [www.opendns.com](http://www.opendns.com). To learn how to change your Router's DNS settings, visit <https://www.opendns.com/setupguide/?url=familyshield>.

**NOTE:** These settings apply to your **home's** Router, which means that phones, laptops, and any device that leaves your house will no longer be protected when it connects to a different network (eg, school, work Starbucks, 4G, etc). So, you will still need to configure portable devices, ie, add Family Safety software, change settings, etc

If you aren't willing to change your Router's settings and haven't purchased Family Safety software, then below is a list of the available resources and considerations.

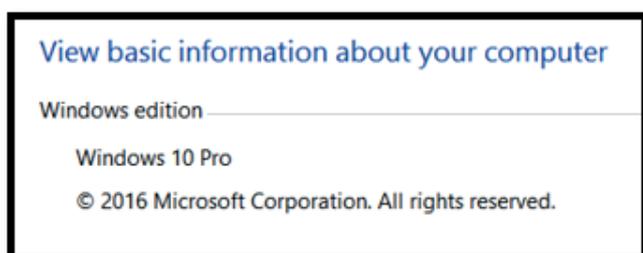
### BT, Sky, Virgin Family Safety

Many Internet Service Providers (such as Sky, BT, Virgin, etc) offer family security filters. You should contact your Internet provider to discuss what options are available.

For BT, visit <http://home.bt.com/tech-gadgets/internet/stay-safe-with-bt-parental-controls-11363887238413>

### PCs & Laptops

Before you can set-up any Family Safety features, you need to know what version of Windows you have. This can be found by going to Start – Control Panel – System. You can then see the version of Windows you have on this PC (you'll need to repeat this for each PC/Laptop you have).



To tighten security, you should refrain from installing non-Microsoft Web Browsers, as Microsoft won't guarantee that other Browsers will be locked down in the same way that Microsoft's browsers (Internet Explorer and Edge) can be. After uninstalling any other browsers, on Windows 10, visit <https://account.microsoft.com/family/about> to see all the things you can set-up to protect your family. To add someone to your family, do the following:

On your Windows 10 PC, select the Start button, then select **Settings – Accounts – Family & other people**. (You'll need to be  signed in to Windows with a Microsoft account.) Select **Add a family member** – Select **Add a child** or **Add an adult**. <https://account.microsoft.com/account?lang=en-gb>

### Windows 10

For more information about setting up and managing your family's digital life across Windows PCs, Xbox, and mobile devices, visit <https://account.microsoft.com/family/about>, or for How To information, visit <https://support.microsoft.com/en-us/help/10551/microsoft-account-set-up-family-after-upgrade>

### Windows 8

Go to <https://support.microsoft.com/en-gb/help/2782156/windows-8-set-up-family-safety-microsoft-account> to see how to set-up Family Safety on a Windows 8 PC/Laptop/Device.

### Windows 7

Microsoft used to offer Family Protection via Windows Live, but you will need to check Microsoft's website: <https://support.microsoft.com>

### Apple Macs

Ensure you have upgraded to the latest version of macOS (current version is Sierra). Visit <http://www.apple.com/uk/macos/how-to-upgrade/> to see if you're eligible for a free upgrade. If you haven't upgraded (or can't upgrade), then you may need to do some research to find out what's available for the version you have. A good place to start is <https://support.apple.com/kb/PH18571>

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## iPads, iPhones, Apple TV

There are several Apps available in the App Store to help parents keep their kids safe online (eg, Norton Family Parental Control, by Symantec. NB: You must disable Safari, Chrome, YouTube, and any other Apps by going into Restrictions. (Ensure you read the full requirements in order to ensure your family is properly protected).

If you do purchase an App, you should at least enable Restrictions, also known as parental controls, to block or limit specific apps and features on your iPhone, iPad, or iPod touch, or Apple TV. Visit <https://support.apple.com/en-gb/HT201304> for further information. Once turned on, you can then block specific websites, Apps, etc.

## Android devices

As with Apple, there are many Apps available to help you protect your children's devices, such as Norton (mentioned above), Panda, Kaspersky, etc. A good article that highlights some of these Apps can be found at the following website: <http://www.androidauthority.com/best-child-safety-apps-for-android-93519>, or to learn how to set up parental control on Android devices the following website: <http://www.pcadvisor.co.uk/how-to/google-android/parental-control-on-android-image-3461359>

## Other Tablets, Kindle, etc

There are plenty of Tablets/Laptops/Devices that are made specifically for children. Instead of buying a fully-fledged computer, laptop, tablet, or phone, why not research some of those made specifically for kids, as many family-friendly features will be built in!

## Xbox One

Visit the following website to see how you can set-up Parental Controls <https://support.microsoft.com/en-gb/help/12439/microsoft-account-set-content-restrictions-on-windows-10-and-xbox-one>

## PlayStation

The following link will help you set-up Parental Controls, Online Safety, Games Ratings, <https://www.internetmatters.org/parental-controls/smartphones-and-other-devices/playstation-4-ps4/>

## Nintendo

Check Nintendo's website for details relevant to the device you wish to protect (or turn on Family Safety features for). To start, go to <https://www.nintendo.com/switch/family-fun/parental-controls/>

## Smart TVs

The best method to protect all devices in your home that use your Wi-Fi is to change your Router's DNS settings. As discussed in the Router section, visit <https://www.opendns.com/setupguide/?url=familyshield> to learn more.

## Netflix: Parental Controls

You can control access to certain maturity levels of Netflix content from the **Your Account** page under **Manage Profiles**. Parental control settings must be changed from a computer or mobile browser, and they will apply to all devices currently attached to your Netflix account.

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Netflix parental controls consist of four maturity levels:

- Little Kids – Watch TV shows and movies suitable for all ages
- Older Kids – Watch TV shows and movies suitable for older kids.
- Teens – Watch TV shows and movies suitable for teens.
- Adults – Watch all TV shows and movies, including mature content.

For further information, visit <https://help.netflix.com/en/node/264>

### Amazon Prime: Parental Controls

Amazon Video parental controls give you the ability to set restrictions for the video content that can be purchased or viewed on your connected devices. Viewing restrictions give you the option to block playback of videos from certain ratings categories. You can choose which ratings categories you'd like to restrict and on which of your registered devices you'd like these restrictions to apply.

Visit <https://www.amazon.co.uk/gp/help/customer/display.html?nodeId=201423060> for more information.

### Facebook/Twitter/Snapchat

<http://www.pandasecurity.com/mediacenter/family-safety/kids-safe-on-snapchat/>

Facebook, YouTube, etc are popular sites. Facebook has no obvious filters that can restrict explicit content, although the friends you follow obviously have a great effect on the kind of material that appears in your newsfeed. You can block individual users and apps in the settings options, but that's about the extent of your controls. It's worth remembering that the minimum age requirement of a Facebook account is thirteen years old, so it's not entirely child-friendly. Many

family-security programs now often include social media features, so if your child uses social media, then it would be worth investigating some of these.

### YouTube

YouTube is another huge draw for younger users, especially due to the huge amount of music videos on the site. Google does provide a **Safe Mode** option, and once applied it covers any instance of YouTube that logs in with the same account. On your PC, all you need to do is navigate to the YouTube site, scroll to the bottom of the page, and click on the 'Safety' box. Here you'll see an explanation of how it works and of the restrictions it applies.

To set the safe mode up on a tablet is slightly different: on Android devices, launch the YouTube app, and then tap of the three dots in the top right-hand corner. This opens the **Settings** menu, where you'll need to choose **Search**; then tap on the **Safesearch** option. If you have an iPad or iPhone, launch the app, and you'll see the cog icon in the top left, next to the account name. Tap on this and then select the Safesearch option. It's not foolproof of course, but it will at least limit the amount of unsuitable material that might otherwise get through.

### Google/Bing/Yahoo/Search Engines

As a parent or guardian, you know what feels right for your family and how your kids learn best. To help your family navigate through new technologies, gadgets and services in an ever-changing online world, it helps to get practical advice. Google continually talks to safety experts, parents, educators, and communities around the world to keep a pulse on what works and to help nurture a community of

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responsible digital citizens. Visit <https://www.google.co.uk/safetycenter/families/start> to learn about setting up Parental Control, Filters, family-friendly results, etc. For other Search Engines (eg, Bing), search for, eg, 'Bing Safe Search' and follow the instructions.

## Web Browsers

As mentioned above, Microsoft will not guarantee that non-Microsoft web browsers will work in conjunction with any Family Safety settings you've implemented in Windows. If you choose to use a different browser (Firefox, Chrome, Safari, Opera), then please refer to the relevant company's support articles for further information. If you install (or allow a child to install) a different Browser on their device (Tablet, Phone, etc), then ensure you thoroughly research whether those Browsers will be protected by any Family-Protection software you've installed or configured on those devices. Other browsers, such as Chrome, do have Supervised User accounts and Safety features (for Search), so ensure you've turned those Filters on and enabled a Supervised Account if the device belongs to a child or teenager.

## Email

It can be hard to monitor email without Family Safety software, and setting up Filters can be difficult, so if you aren't using a Family Safety program that monitors email, you should consider using [www.KidsEmail.org](http://www.KidsEmail.org) instead of a service like Gmail or Outlook.

## Two-factor authentication

To ensure no-one hacks your Email account, you should consider setting up two-factor authentication. Both Outlook and Gmail offer this service, which simply means that you have to

provide a code whenever you sign in to your email on a PC other than your own. A code is normally sent to your phone, and you simply enter this or allow access by clicking 'Allow' on your phone. This means that if someone steals your username and password, they can't log in to your account, because they won't get the code that's sent to your phone, and you'll know if someone's trying to hack your account, should you get a request to authorize access when you know you haven't just tried to log in to your email!

## Firewalls

Your router will provide some Firewall functionality, and you may even be able to login to your router to configure its Firewall. Windows will also have a Firewall, which you can turn on (and configure, if necessary), or you may get an additional Firewall with an Antivirus program (it will probably turn Windows' Firewall off, as it will function instead of Windows). Some Firewalls will let you filter by content, eg, Adult, so check your Firewalls HELP topics to see if this is available.

## Malwarebytes/Anti-malware

Antivirus is often not enough. You should also have anti-malware to protect your computers from Ransomware, Key Loggers, and other malicious software. A program like <https://www.malwarebytes.com/> provides effective protection from Ransomware and other malicious software, etc.

## Other devices

<http://www.techradar.com/news/the-best-free-parental-control-software>

<http://www.pandasecurity.com/mediacenter/family-safety>

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## 4.3 ACCESSIBILITY SOFTWARE

There are lots of options for people affected by sight loss. Many smartphones and tablets have built in features, which enable the content on the screen to be spoken aloud or magnified and contrast adjusted to make them accessible. Apps can be added to devices which have many purposes – such as reading out text from printed documents, colour/light detectors and describing people, products and scenery.

Desktop computers can be adjusted to make the content easier to read. This includes changing the settings in the Windows Ease of Access centre, enabling screen magnification, increasing font/cursor size and changing colour contrasts. There is also an option in these settings to read out basic screen content.

Software can be used to improve visual settings and read out what is on the screen to a high standard. ZoomText is a popular magnification and basic reader software available for purchase which can improve many elements of visual settings. Jaws is a popular screen reading software which reads out screen content. NVDA is a free screen reading software which can be downloaded at no cost. Both Jaws and NVDA use various keystrokes instead of a mouse pointer.

### RNIB Overdrive

RNIB Overdrive is a digital download service provided by the Royal National Institute of the Blind (RNIB). You can download and listen to audiobooks and can also enjoy a high-quality range of more than 20,000 Talking Books on your favourite device. RNIB's Library Service is free for blind and partially sighted users. Simply download the free OverDrive app. Alternatively, Talking

Books are available on DAISY CD or USB stick. For more information or to sign up, call the Helpline on 0303 123 9999, or email [helpline@rnib.org.uk](mailto:helpline@rnib.org.uk)

### RNIB Technology for Life

RNIB's Technology for Life team can help with simple and complex technology queries offering information, advice and guidance over the phone, email or through setting up a volunteer request. There is a team of Technology Support volunteers who provide one-to-one support to people in their homes. The RNIB website has a Technology Resource Hub filled with useful information about getting online and support with technology, visit <https://www.rnib.org.uk/practical-help/technology-hub>

To speak to one of the Technology for Life coordinators, please call 0303 123 9999 or email [tfl@rnib.org.uk](mailto:tfl@rnib.org.uk)

## 4.4 FURTHER TRAINING... WHERE TO NEXT?

### Libraries NI

There are more than 90 libraries in Northern Ireland, and they're free to join. To become a member, bring along a means of identification (which includes a home address) to any library, or sign up online. Library members can benefit from the following free IT training programs and facilities:

- Wi-Fi in all libraries
- Computer use and Internet access
- Free computer classes

Libraries NI has developed a support/training program for people who want to find out more about technology and computers. These free courses will demonstrate how using technology can enhance your life.

- **Got IT?** is a computer help program delivered by Libraries NI staff to support people with little or no knowledge of computers.
- **Go ON sessions** take these skills one step further and allow people to enhance their computer abilities.



## Access to Research

Access to Research is a free online service that has more than 11,400 journals and 10 million academic articles. It is a walk-in service that is only accessible from terminals within libraries (it does not include remote access from home).

## Software Access

Free access to Jaws and Zoomtext is available, by arrangement, on public library computers to Libraries NI members. There are also big-key keyboards and large tracker balls for people with visual impairments.

To find information on a library near you, or details of all events being held in libraries, call into your local library, or visit [www.librariesni.org.uk](http://www.librariesni.org.uk)

You can also find libraries at the following:

Twitter: @LibrariesNI

Facebook: /LibrariesNorthernIreland

## eLearning

Now that you have started learning, you may be interested in developing your newly acquired computer skills. There are a range of e-learning opportunities;

- **Go ON NI [www.nidirect.gov.uk/go-on-ni](http://www.nidirect.gov.uk/go-on-ni)** highlights the benefits of being online. It brings together all the wonderful initiatives, places and tools to help and encourage off-liners to become Internet beginners. There is a section on discovering all you need to know about the Internet.
- **Linking Generations – Digital Age Toolkit <http://digital-age.org.uk/>** – The Digital Age Toolkit has learner cards to “enhance your life online”. You can learn, or you can teach someone else, how to access information, shop online, keep in touch via email and social media, make better use of finances, and/or pursue hobbies and interests.
- **Barclays <https://digital.wings.uk.barclays>** – Barclays Digital Wings, Tools and Tutorials, created with Barclays Digital Eagles, is designed to help you grow your digital knowledge and skills.
- **Learn My Way [www.learnmyway.com](http://www.learnmyway.com) and [www.learnmyway.com/subjects](http://www.learnmyway.com/subjects)** – The Tinder Foundation’s Learn My Way website is built to make getting online easy. Courses are designed to help people follow a logical path in developing their digital skills.

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## 5. JARGON BUSTER!

Sometimes, it can seem that people who work with computers speak in a special language. You don't need to learn the whole language, but it helps to understand the most common words. This guide is intended to help you.

### Internet or World Wide Web?

Even the word Internet can be confusing. As explained below, the Internet is a telecommunications network, which can be used for many purposes, eg, Electronic Mail (email) or telephone calls using Skype. One of its main uses is to link the World Wide Web (WWW).

### Commonly used phrases:

- **4G or 3G: 3<sup>rd</sup> generation or 4<sup>th</sup> generation** is a wireless network technology used mainly with mobile phones for connecting to the Internet when no Wi-Fi connection is available.
- **Address:** Every web page has a unique address. This means you can link to it from a browser anywhere in the world. The Address is also called the URL.
- **Android:** Android is an operating system (OS) for smartphones developed by Google, similar to the way in which Windows is an OS for PCs.
- **Apps:** Smartphones have the ability to run applications, known as 'apps' – think of an App as a computer program that runs on your phone.
- **Blogs/Blogging:** A modern online writer's column. Anyone can start a blog with topics ranging from someone's hobby to advice and tips on particular subjects.
- **Broadband:** A high-speed connection to the Internet. Fibre broadband can deliver significantly faster download broadband speeds than conventional broadband services. For more information on Fibre broadband <https://www.homeandbusiness.openreach.co.uk/fibre-broadband/when-can-i-get-fibre>
- **Browser (or Web Browser):** The computer program you use to access the Web. Most people use a browser called Google Chrome, or Firefox, Safari, Internet Explorer, (or Edge, on new Windows 10 PCs).
- **Download:** When you are downloading a file (such as a picture, a document, or a song), you are copying it from the Web to your device.
- **eBay:** Is an online auction and shopping website through which people and businesses buy and sell a broad variety of goods and services worldwide.
- **Email (Electronic Mail):** A way of sending messages and files from one computer to another computer/computers. Also used to refer to the messages themselves, as in 'sending an email'.
- **eReader:** A device or computer program used for reading any kind of printed material on a screen.
- **Facebook:** Facebook is a social website that connects people with friends and others who work, study, and live around them (or even with friends or family on the other side of the world).
- **Firewall:** Hardware (box) or software (program) that protects your computer when you are connected to the Internet. Vital security if you are using the Internet.

- **Home page:** The ‘front page’ (or main page) of a website. Also the name given to the web page that shows each time you start your browser.
- **Hyperlink:** The links that connect web pages. When you put your mousepointer on a hyperlink and click the left mouse button, it displays the linked page.
- **Internet:** Telecommunications networks that connect billions of computers all over the world.
- **Internet Explorer:** The browser that is part of Microsoft Windows®. There are alternatives, eg, Chrome, Firefox, Safari, etc.
- **ISP (Internet Service Provider):** A company that hires out and manages the connections (for homes and businesses) to the Internet. Examples include TalkTalk, AOL, Sky, BT, and Plusnet.
- **iTunes:** A digital, online shop where music and movies can be purchased. It’s also a program for playing music and synchronising your iPhone.
- **Online:** Being connected to the Internet.
- **Pop-up:** A small box (window) that appears on the screen. May be used to provide a form into which you type information, but it is also used to display advertisements or other material.
- **Search Engine:** A website that you can use to search the Web. The best known is Google. Other major Search Engines include Yahoo! and Bing.
- **Selfie:** Photo taken of yourself – typically with a Smartphone or webcam, which is then posted on social media
- **Skype:** A way to make telephone and video calls via the Internet.
- **Social Media:** Online communities through which personal messages, photos and video content can be shared. These include Facebook, Twitter and Instagram.
- **Smartphone:** Smartphones are mobile phones that have multiple functions similar to those you might expect from a regular computer.
- **Tablet:** Tablets are small, flat computers with touchscreens that are between a book and a magazine in size. They’re like large versions of a smartphone.
- **Twitter:** Twitter is a social networking service that enables its users to send and read brief messages (known as ‘tweets’).
- **URL:** The unique address given to every web page.
- **Website (Site):** A set of web pages that is owned and managed by an individual, company, or organisation (often shortened to ‘site’).
- **Wi-Fi:** Wi-Fi is a popular technology that allows an electronic device to exchange data wirelessly (using radio waves) over a computer network.
- **World Wide Web (WWW or web):** An information system on the Internet that allows documents to be connected to other documents by hypertext links, enabling the user to search for information by moving from one document to another.
- **YouTube:** Is a video-sharing website on which users can upload, share, and view videos.

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# NOTES

**Business in the Community would like to thank its partner organisations:**

**Department of Finance, Libraries NI and all Business in the Community members who participate in volunteering their digital skills.**

For further information, visit [www.bitcni.org.uk](http://www.bitcni.org.uk)  
or call (028) 9046 0606