



The Digital Age Toolkit



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zenith
INFORMATION TECHNOLOGY SOLUTIONS

BJF
Beth Johnson
FOUNDATION

A partnership led by Linking Generations Northern Ireland



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Digital Age Toolkit introduction

It is with great pride that we, the Digital Age Partnership, present our Digital Age Toolkit which is produced as a legacy resource of our Digital Age Project.

This toolkit was developed by our partner, Learning and Work Institute. It takes learning from the Digital Age Project and combines this into a useful resource which can be used beyond our project's lifetime. The Digital Age Project was kindly supported by the Big Lottery Fund for Northern Ireland's Reaching Out - Connecting Older People programme with a focus on promoting digital inclusion amongst residents in sheltered accommodation and connecting them with young people in their communities. The partnership is led by Linking Generations NI (part of the Beth Johnson Foundation) and includes Ignite IT, Learning and Work Institute, Northern Ireland Federation of Housing Associations (NIFHA), Zenith IT Solutions and Go ON NI.

We hope that The Digital Age Toolkit will be used in a variety of settings and by a variety of people. The sections of the toolkit include a section aimed at supporting those wanting to set up a digital literacy programme, Digital Champions (who could be anyone who works or volunteers with people wanting to

improve their digital literacy) and various sets of learning cards which can be used by Digital Champions or as ongoing learning tools. From setting up an email account, to accessing information about hobbies and buying online, the toolkit has a wide range of information aimed at helping. Linking Generations NI see the potential use of this toolkit by school pupils to assist older learners and copies of toolkits have also been left in sheltered accommodation settings to enable residents to keep up their digital activity and maybe even support one another, the opportunities are endless! This toolkit is a resource which we urge you to use and adapt, whether teaching or learning.

This resource has been printed to enable it to reach those who are not yet digitally included and to act as a legacy document to promote digital inclusion. It is also available as a download from www.digital-age.org.uk

Please note that The Digital Age Toolkit is licensed and shared under Creative Commons. These resources may be adapted as long as the author 'Digital Age Project/Learning and Work Institute' is acknowledged, no commercial use is made of these resources and they are shared under the same conditions.

This resource can be used by all kinds of people to help others with digital skills.

What are digital skills?

Digital skills are the skills required to use electronic and online resources in a safe, responsible and effective way.

This may mean skills for using technology, processing information, responding to errors or understanding the implications. Someone who is able to do these things might be said to be 'digitally literate'.

If you're looking at setting up a digital literacy programme, start with the **'Planner's Toolkit'**

PAGE 7

General Resources

PAGE 31

If you're someone who wants to support someone with digital literacy but you're not a formal tutor, start with the **'Champion's Toolkit'**

PAGE 16

Glossary for Digital Literacy

PAGE 37

If you're teaching digital literacy as part of a formal course, start with the **'Tutor's Toolkit'**

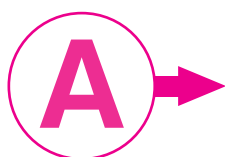
PAGE 19

If you want to improve your **own digital literacy**, turn to the next card.

PAGE 44

If you are looking for a card to help you improve digital literacy, you'll need to look at the "Learner Cards".

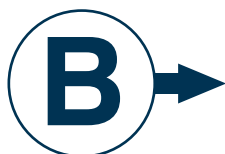
Pick whichever activity you're interested in:



Keeping In Touch (Cards A)

PAGE 46

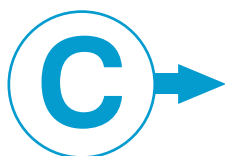
If you want to use the internet to keep in touch with friends and family, look here.



Safe & Responsible (Cards B)

PAGE 57

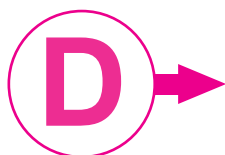
If you're worried about the internet and want to know how to use it safely, look here.



Sharing (Cards C)

PAGE 64

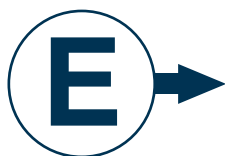
If you want to share photos, thoughts or ideas with friends and family, look here.



Taking Part (Cards D)

PAGE 76

If you're looking to use the internet for buying, selling, researching or accessing your benefits, look here.



Using Your Technology (Cards E)

PAGE 90

If you need to know about devices, connecting them or using them, look here.



Delivery Toolkits

These help you plan and deliver a digital literacy programme in any community situation. They support you in making use of the Learner Cards in the final section.



Planner's Toolkit

For people creating a digital literacy programme

Quick Index

Introduction	(Planner 1)	Page 8
What & Where	(Planner 2)	Page 9
How & Why	(Planner 3)	Page 10
Using this course	(Planner 4)	Page 11
Choosing a device	(Planner 5)	Page 12
Managing connectivity	(Planner 6)	Page 13

This part of the toolkit will be of help to those who are thinking of setting up a digital literacy project. It includes:

Checklist

Before starting a digital literacy course you need to ask:

- ✓ How will people be learning? A formal course, informal / volunteer support, self directed learning?
- ✓ Where will people be learning? Online, in a classroom / community room, in their own flats? What resources will people be using?
- ✓ What do they need to provide and what do you need to provide?
- ✓ Why are people going to want to engage with digital literacy? What's the hook to get them started?

The Startup Cards will help you think about some of these things, while the tutor cards will show you how a tutor might go forward to setup the course.



How you plan to deliver your digital literacy programme will depend on both where you need to host it, and how you will need to resource it.

Here are some basic cost considerations:

- ✓ Tutor Time
- ✓ Room Hire
- ✓ Handouts & Resources
- ✓ Connectivity
- ✓ Technology

Outside of staff time, the biggest cost will be technology & connectivity.

You may need to:

- ✓ Buy communal technology (e.g. computers set up in a room, tablets or laptops for hire)
- ✓ Buy technology kit (e.g. laptops or tablets for tutors to take with them)
- ✓ Buy online solutions (e.g. webspace / sites to put courses online)
- ✓ Install WiFi or wired internet (see connectivity card)
- ✓ Buy mobile connectivity solutions (see connectivity card)
- ✓ Boost / enhance connectivity speeds (see connectivity card)
- ✓ Handouts & Resources
- ✓ Connectivity
- ✓ Technology

Connectivity or access to communal facilities may also influence the room / learning space you decide to use. How you deliver may also influence whether you want to produce additional resources. This toolkit provides resources for working with learners, but you might want to produce more comprehensive notes.

Why?

Before you can start to develop your digital literacy programme you need to think **WHY** people are likely to want to engage. Your priorities might be:

- ✓ To help people engage in digital systems related to your services
- ✓ To help people with aspects of their day-to-day lives
- ✓ To help people engage with government systems (e.g. online benefits)

Of course, these may not be the same priorities the people have. They may want:

- ✓ To contact friends and families
- ✓ To engage with clubs, societies or organisations
- ✓ To buy or do financial transactions online

This might inform your decision about how you move forward.

How?

There are several options you might want to consider. Any combination may work:

- ✓ A formal course in digital skills
- ✓ Resources available for self-directed learning
- ✓ Drop-in session(s) on digital skills
- ✓ Volunteers supporting learners on an 'as needed' basis

These all have different costs attached, but have different advantages based on what people may want to learn.

This course can be used in the following ways depending on your approach:

- ✓ The cards can be used by tutors as part of a structured course (see the possible routes in the Tutor Toolkit)
- ✓ The cards can be used by digital champions (e.g. volunteers or non-teaching staff who want to support people with digital literacy). This could either be through drop-in / semi-formal sessions or ad-hoc to respond to learner needs. To this end they are divided into themes associated with the type of activity they support:
 - » Using Technology (basics around using technology)
 - » Keeping In Touch (social media, VOIP etc.)
 - » E-Safety
 - » Sharing Content (photos / video etc.)
 - » Taking Part (finance, hobbies and civic participation)
- ✓ The cards can be used by learners to direct their own learning. Please note that the cards are not designed for entirely self directed learning so may require some alteration

Preparing and Adapting

You can print out the cards or host them electronically (either online or on some media like a CD or Memory Stick. All the cards are available both as PDF files for use and as Word (*.docx) files so they can be adapted, customised or more created to suit your needs. They can be accessed at www.digital-age.org.uk

Training

Ask your tutors or champions to read through the tutor toolkit or design a method of structuring the card distribution to learners.

Choosing the technology is always a challenge. The approach you are using and budget available will all take their toll. You also need to think about what devices will suit your learners' experience more (i.e. will they learn on a laptop, but have tablets at home?)

Static Devices

Device	Pros	Cons	Approx Cost
Desktop Computer	Powerful and can do almost anything; a technician can 'upgrade', rather than replacing, when it becomes old; easy to connect to printers, cameras etc.	Bulky; only works in one place and requires a number of power sockets; you need to be able to use a mouse or track-pad.	£500 - £2000

Mobile Devices

Device	Pros	Cons	Approx Cost
Tablet	Extremely portable; touchscreen is easy to use; un-intrusive, apps designed for simple mobile use.	Smaller screens than laptops; harder to customise	£100 - £700
Smartphone	Very portable; has full phone functionality.	Very small screen; hard to customise; doesn't work on some websites; hard to type.	Free on some contracts £300+
Laptop Computer	Powerful and can do almost anything; portable; big screen.	Unlike its desktop cousins it can't easily be upgraded; portable but often heavy; you need to be able to use a mouse or track-pad.	£300 - £2000
Netbook Computer	Small and portable, but keeps most of the power of the laptop.	Not as good for complex tasks like data or video editing; smaller screen, worse sound than laptops.	£150 - £350

B.Y.O.D

Bring Your Own Device is now common in work and education, so you can be certain that some learners will bring, or will want to bring, their own devices. Having said that, you can also be certain some learners will not have access to their own devices. This may fit in with or go against your preferred method of delivery, so it is worth considering how to approach both cases beforehand. The learner cards in these toolkits are designed to work on as many devices as possible.

Introduction

Connectivity in housing and community buildings is often awkward. WiFi may not be available and, when it is, restrictions could be in place. This card suggests different options for connectivity, some quick tips and a checklist before you start.

Connectivity Options

WiFi

The best option for connecting a tablet or laptop is WiFi, but it's important to check that it will work well.



MiFi / Dongle

The best option for connecting a tablet or laptop is WiFi, but it's important to check that it will work well.



WiBe / Satellite

If you have a weak mobile signal or lots of devices to connect a WiBe can enhance the signal to broadband type speeds. A WiBe can connect to 3 – 10 devices, and is available from companies supporting rural broadband.



If you have no signal at all, you can use a satellite link, but this is expensive and not normally portable without a vehicle.

Checking Your Speed

Whatever connection you are using, you need to have the right speed. Speed is measured in the number of megabytes (MB) that can be downloaded in a second (MBps).

If you're using a laptop, you can use either:

<http://www.broadbandspeedchecker.co.uk/> or the industry standard <http://speedtest.btwholesale.com> to quickly check your speed.

If you're using a mobile device, follow QR code 1 for an Android app to test speeds. A guide to speeds is below:

This table assumes you are connecting to a website and not streaming video or sound.

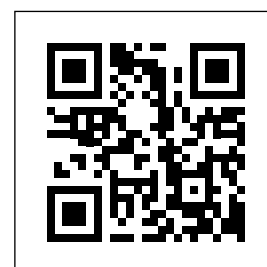
Speed	Options
< 1 MBps	This is probably unusable
1 – 2 MBps	Suitable for one device
2 – 5 MBps	Suitable for 2 devices streaming media or 6 browsing web pages
5 – 10 MBps	Suitable for 3 or 4 devices streaming media or multiple devices browsing web pages
10 MBps +	Suitable for multiple devices



CODE 1

Connecting Mobile Devices quickly

Typing in the WiFi password on every device can be time consuming. If you follow QR Code 2, select WiFi Connection and enter the login details, you will be able to scan a code to connect each WiFi device (Android only).



CODE 2

Making sure you've found out:

- ✓ Will there be WiFi in the building you are using and will it work in the room you're using?
- ✓ Will there be WiFi for people who want to take their own devices/borrowed devices back to their room?.
- ✓ Are there any restrictions on the WiFi (for example YouTube being blocked) that could interfere with your teaching?
- ✓ Are there data restrictions on the WiFi (if everyone downloads a video, will the provider be charged extra for the data?).
- ✓ Are there restrictions on who can connect? (if learners bring their own devices, will they be allowed to connect?).
- ✓ Will the WiFi cope with all the devices you are using at once? This will depend on:
 - » What you're doing (e.g. if everyone is loading YouTube videos it will go much slower).
 - » The type of router and connection (a home connection at home speeds might not work).

Make sure you have prepared:

- ✓ Do you know the WiFi connection details and password?
- ✓ All devices are registered with the WiFi network prior to the course
- ✓ You have a back-up plan for if the WiFi fails (handouts, screenshots etc.)



Digital Champions Toolkit

For people wanting to informally champion digital literacy

Quick Index

Checklist	(Champion 1)	Page 17
Course Guide	(Champion 2)	Page 18

This part of the pack is for digital champions. They might be outreach workers, housing staff or volunteers who need to support people with their digital literacy.

This pack includes:

- ✓ Champion's Checklist (below)
- ✓ Champion's Course Guide

Checklist

It may be that you are undertaking this work because the role has been assigned to you by a manager or director. It may also be that you have taken it upon yourself to be a digital champion. If the latter is the case, you may want to visit the Tutor's Toolkit as well. The idea of this toolkit is that you will not be delivering as part of a formal course. If you are, the Tutor's Toolkit will be ideal (and you should read that after this anyway).

If you're delivering informally, you need to ask yourself:

- ✓ Why are people going to want to engage with digital literacy? What's the hook to get them started? Will they be asking you about activities (e.g. 'How do I keep in touch?') or about tasks (e.g. 'How do I use Facebook?')
- ✓ How will I be delivering digital literacy? Will it be a structured drop-in, an ongoing drop in, or ad-hoc? Will people book to see you or just come and find you? Will learners bring their own devices or use yours?
- ✓ Where will I be delivering it and how do I need to prepare? Will you need to book rooms or computers?

This course can be used in the following ways depending on your approach:

- ✓ The cards can be used by tutors as part of a structured course (see the possible routes in the Tutor Toolkit).
- ✓ The cards can be used by digital champions (e.g. volunteers or non teaching staff who want to support a resident with digital literacy) could either be through drop-in / semi-formal sessions or ad respond to learner needs. To this end they are divided into themes associated with the type of activity they support:
 - » Using Technology (basics around using technology)
 - » Keeping In Touch (social media, VoIP etc)
 - » E-Safety
 - » Sharing Content (photos / video etc.)
 - » Taking Part (finance, hobbies and civic participation)



Presenting & Adapting

You can print out the cards or host them electronically (either online or on some media like a CD or Memory Stick). All the cards are available as PDF files for use but as Word (*.docx) files so they can be adapted, customised your needs.

Training

Ask your tutors or champions to read through the Tutor Toolkit or design a method of structuring the card distribution to learners.



Tutors Toolkit

For formal delivery using the cards

Quick Index

Introduction	(Teach 1)	Page 20
Course Guide	(Teach 2)	Page 22
Possible Routes	(Teach 3)	Page 24
Social media & online safety	(Teach 4)	Page 25
Helping people take part	(Teach 5)	Page 28
Intergenerational	(Teach 6)	Page 30

Introduction

How you choose to teach digital literacy is a matter for you. However, it's always useful to have some support. This may be support for you to increase your subject knowledge or it may be support when delivering with learners.

The problem with developing a course for digital literacy is that everything changes. We could make a guide on how to use Facebook, but it would have changed before we got it published. The second problem is that technology almost always goes wrong in a way you don't expect. Digital Literacy has to be about resilience and learning how to find solutions for yourself.

That's why, for this course, we've used **Learner Cards**. The cards take the form of short activities. Rather than providing step-by-step instructions, they provide some basic information and then links to videos or websites that can support the learners further.

The links are presented as **QR Codes**. At first, this may look confusing. But there are sound reasons for doing it this way.

- Intimidating as a QR Code might look, it's not as intimidating as a very long link
- QR Codes mean that people learning on mobile devices can access the links without having to type in long URLs
- QR Codes can be used to send other information too (such as contact details, WiFi passwords etc.)

These cards are not workbooks. They are designed to be completed with a tutor present.

Delivering Using Cards

There are two ways you can deliver using these cards:

1. As part of a structured course
2. As part of a 'menu' option

For the first option, you simply take the subject cards as a group (e.g. social media) and use those cards during your session on social media.

The second option works like a menu. You find out what the person wants to do (for example, communicate with family). Use the tutor sheet to work out what tasks would help them, then put together learner cards that will be of use (e.g. Skype, sharing photos and a safety card).

Neither of these methods are fixed. You could use a hybrid method of creating a menu for each of your structured sessions, or you could create a new way of using the cards altogether.

What's key is that learners are able to learn to help themselves, learn that they can discover digital literacy without breaking the technology and learn about things that will help them to become more active digital citizens.

Introduction

Delivering a course like this is different from a structured learning course. That said, it can be used **as part** of a structured learning course. Here are some ideas:

Engaging Learners:

Learners don't always want to know about digital literacy. Many of the learners who come to courses are not the ones who would benefit the most, but rather the ones who already know something about technology.

One way to overcome this is to use digital champions (see later) to help learners learn. The other is to put IT into other learning or social settings (for example as part of a social evening people learn something fun on a tablet). However, structured courses are always popular, so make sure that you publicise them with the right message – you can meet new people, re-kindle old skills and embrace new ideas from using technology.

Delivering Learning:

There are many different ways to deliver learning, many of which you will know already. This course is designed to work with all of them.

Informal Learning

You could use these cards informally. You may be chatting to a learner who expresses an interest in one specific element of digital literacy, so you work through a card with them and then engage them in other forms of digital literacy or adult learning.

Formal Courses

You can use these cards within formal courses - either as handouts, as activities or using an 'action stations' model, where learners move between different tables, each containing their own activity.

Drop In Sessions

These cards are ideal in drop-in sessions, where learners can come and ask how to complete something 'off the cuff'. Just grab a card to guide them through it.

Digital Champions:

A digital champion is someone who can help a learner with their digital skills. They may be a teacher, they may be another learner or they may be someone with a professional or voluntary interest in the learner (for example a librarian or housing scheme manager). They are ideally suited to use these cards for informal learning sessions. If they want to know more about the subject matter themselves, they can also use the tutor sheets in the tutor toolkit.

Delivery Checklist

Make sure you've found out:

- ✓ What connectivity is available (see connectivity checklist).
- ✓ What the room setup will be.
- ✓ Whether learners will be using your or their own devices.
- ✓ Whether you need a projector and will need to project your tablet through it (see projecting tablet sheet).
- ✓ What delivery style the learners are expecting.

Make sure you have:

- ✓ Appropriate tablets, charged up and ready to use.
- ✓ Appropriate cards, printed out or online.
- ✓ Any additional handouts you may need.

Make sure you have prepared:

- ✓ The background on the subject you're guiding them through.
- ✓ An understanding of the learner's level.

You could consider:

- ✓ Creative ways of delivery such as;
 - » QR Code treasure hunts.
 - » Activity Tables/Action Stations.
 - » Passing a tablet between learners while projecting it to complete activities.
 - » Getting learners to complete digital work (e.g. blogs) outside the session.

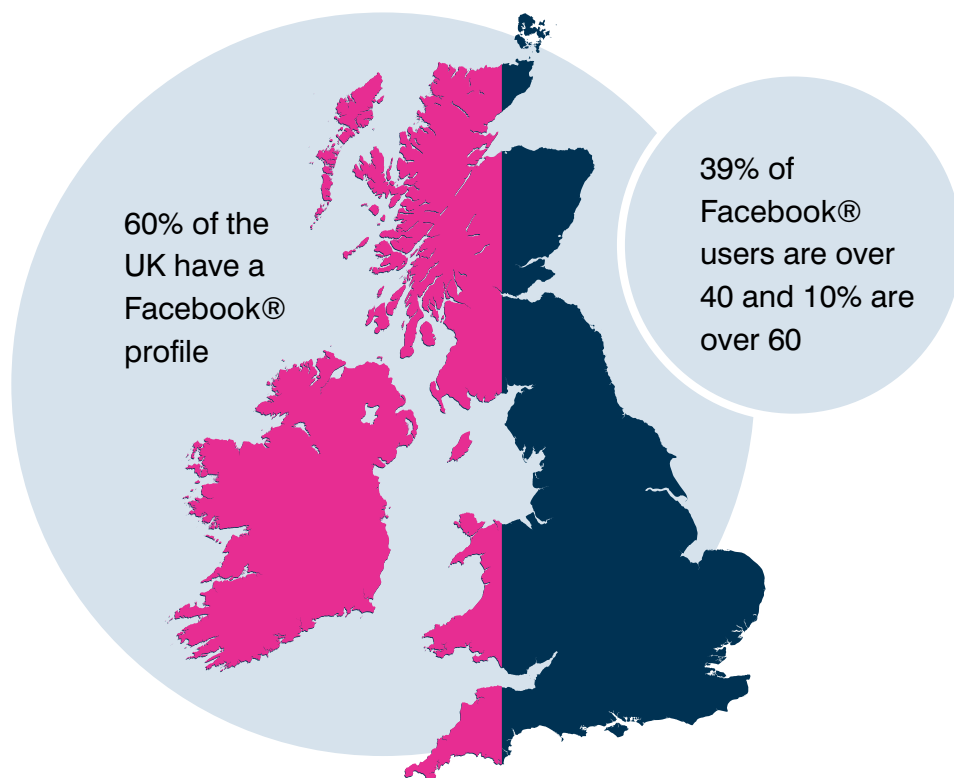
There are many ways you could deliver a structured course using these cards. You may want to adapt or add cards if you're going to use it for that purpose.

This card gives you one possible option for a 10 session course:

Session	Theme	Areas Covered	Cards
1	Induction	Induction Thoughts on digital literacy Exploring the device	E2, E3
2	The Device	Using the device (recap) Types of device Using keyboard Apps and functions	E1, E2, E3, E4
3	Preparing for online	Connectivity E-Safety Web Browsing	Planner 6, E5, B1
4	Keeping in Touch - email and VoIP	Setting up an online account (Gmail or Outlook) Using Email Using Skype / Hangouts Using WhatsApp	A1, A2, A3, A4, A5, A Handout, B4
5	Keeping in Touch - Social Media	Setting up a social media account Sharing using a social media account	C1, C2, C3, C4, B5, B2
6	Sharing Content	Sharing on social media Sharing using cloud sites Sharing using blogs	C2, C4, C5, C6, C8
7	Money	Buying and Selling Online Banking	D3, D4, D5, D6, D7, B3
8	Hobbies	Music Crafts	D1, D2
9	Everything else	Employability	Teach 4
10	Next steps	Buying your own device Connecting to the internet Course Progression	E1, Planner 6

Introduction

Social media has become a major part of the life of many people in the UK over the past decade. In 2016:



While social media is often thought to refer to Facebook and Twitter, it can be any website, app or platform that lets you interact socially. This sheet helps you explore some of the sites and how people might use them. It also helps you think about how you might explain social media to someone.

What is social media?

Follow the QR codes to watch two videos about social media and networking. What do you think the difference is between social networking and social media? Does this correspond with how you think of social media? If you were making a video, would you have thought the same things were important?



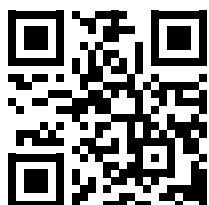
Social Media 1



Social Media 2

Some networks to explore

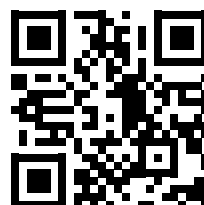
What networks are good for:



Twitter

Twitter®

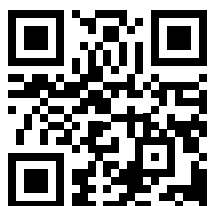
Good for: Networking, sharing ideas or opinions widely (i.e. not just with friends).



Facebook

Facebook®

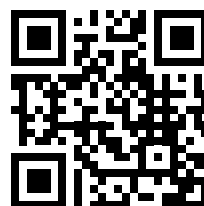
Good for: Sharing photos, thoughts, links with friends.



YouTube

YouTube®

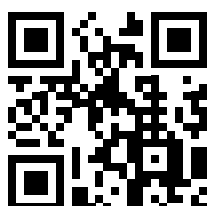
Good for: Sharing videos you've made or found with friends. Film buffs may enjoy finding old clips and movie trailers and musicians / music fans may enjoy finding music videos.



Pinterest

Pinterest®

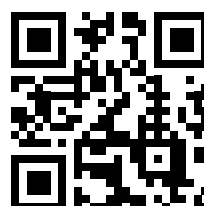
Good for: Sharing videos you've made or found with friends. Film buffs may enjoy finding old clips and movie trailers and musicians / music fans may enjoy finding music videos.



Flickr

Flickr®

Good for: Sharing videos you've made or found with friends. Film buffs may enjoy finding old clips and movie trailers and musicians / music fans may enjoy finding music videos.



Instagram

Instagram®

Good for: Sharing photos from your phone which are enhanced using very basic and easy to use editing. Can work with your other social networks.

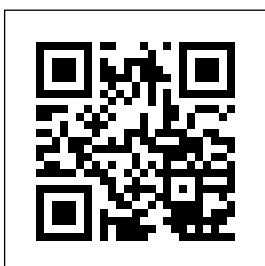
Employability

Social media can be crucial in finding work, but it can also cause issues for people who are looking for work who have negative information about themselves online.

Follow QR Code 1 for a video about the risks of posting negative content on social media. After this, think about what could happen if an employer searched for you and found nothing at all...what could you post online that would make you look good? How could you use social networks to make the right contacts? QR Code 2 links to LinkedIn, a professional social network that can help with this.



Code 1



Code 2

Social Media Safety

Using social media safely can be a challenge. Use the links below to explore this in more depth:

Adjusting your Facebook security settings:

http://www.youtube.com/watch?feature=player_embedded&v=cERsasYHRJA

What to do if employers ask you for your social media password:

<http://networkingforwork.org.uk/2012/05/17/employers-requestingfacebook-and-other-social-media-account-passwords/>

Professional Vs Personal social media use:

<http://networkingforwork.org.uk/2012/12/14/should-professional-andpersonal-social-media-be-kept-separate/>

Clean up your digital footprint infographic:

<http://www.aplatformforgood.org/pages/clean-up-your-digital-footprint>

What the internet says about you infographic:

<https://s3.amazonaws.com/infographics/Google-Yourself-Challenge-800.png>

Google's 5 ways to stay safe on the web:

http://www.youtube.com/watch?v=SszDZb-Jeuw&feature=player_embedded

Introduction

As long as there has been an internet, it has been used by those wishing to campaign and find a voice, as well as by those wishing to make a profit.

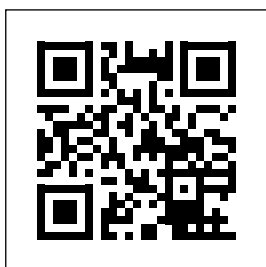
Teaching Loans & Finance

Teaching people about financial matters is always a tricky affair. Many loans (such as Pay Day Loans) or matters around gambling are potentially very dangerous to get online.

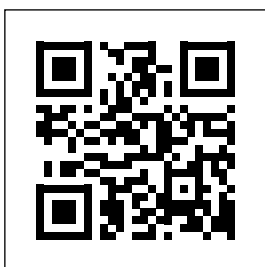
The cards are designed to help people inform themselves about loans and finance, by linking to independent sites that support and advise people.

Some of the best sites for independent advice are:

<http://www.moneysavingexpert.com> and
<http://www.which.co.uk/>



Money Saving



Which?

Campaigning

Campaigning online is a growth area. Social media has changed the face of campaigning, as has the massive rise in “collective action” sites. Explore some of these sites to see examples and ideas of campaigns using online tools.

Political Campaigns How Obama used social media	http://www.huffingtonpost.com/tag/obamacampaignsocial-media/	 Political Campaigns
Change.Org online petition site that has hosted most of the high-profile petitions of recent years	http://www.change.org/en-GB	 Change.Org
38Degrees The UK’s most effective social action site	http://www.38degrees.org.uk/	 38Degrees
My Society Makers of FixMyStreet and TheyWorkForYou, they have created some useful tools to hold public bodies to account	https://www.mysociety.org/	 My Society



Government Services

Engaging in government services is increasingly an important area. The UK Government are currently implementing “digital by default”, which will see all services eventually move online. Their service standard (QR Code) outlines how this would work. All the services are available at www.gov.uk

Introduction

Technology is a great tool for linking up generations. Young people can support older learners to develop their digital and on-line skills in an informal way on a one to one basis. This can help build positive intergenerational relationships by valuing each other's life experiences, noting commonalities and celebrating differences. By working with others, young people develop the skills and satisfaction of teaching an older age group. This can also prove to be empowering and confidence building – for ALL ages!



Activity Ideas:

Work together to use digital photography/ video to record and edit photos and memories of the local community and present in a meaningful way. Research online or visit local area and compare past and present, recording what discovered in variety of ways.

'Interview' each other about individual life stories. This can then be recorded using a variety of mediums i.e. hard copies of books, blogs, produce DVD etc.

Young people can work with older learners on an individual (supervised) basis teaching them how to get on-line. An activity card relevant to what they want to learn can be chosen to follow at their own pace.

Tips: LGNi would recommend the following good practice:

- Each age group should meet separately before first joint age session, to discuss their views and experiences of the other age group, address any concerns and make plans for project.
- 'Do's and don'ts' should be covered in single age, joint age and each subsequent session i.e. not sharing personal contact details with each other.
- Participants to work in one room, visible at all times with computer tutor, teaching representative/youth worker, older persons worker supervising at all times.
- Include refreshments during each session to encourage interaction and communication.
- Take photos of ongoing activities (with permission).
- Complete an evaluation at end of project, have a celebration event to invite the wider community, showcase what has been created and share your learning journey.
- A planning session involving representatives from all organisations involved to discuss aims and practical delivery of project. A schedule that will include organisations' contact details should be drawn up to share amongst everyone.
- Child protection/ vulnerable adults guidelines should be discussed, a risk assessment prepared and clear reporting procedures noted.

For further information please see Linking Generations Northern Ireland (LGNi) website: www.linkinggenerationsni.com



General Resources

To support tutors and champions

Quick Index

Making QR Codes	(Resource 1)	Page 32
Projecting your Tablet	(Resource 2)	Page 33
Connectivity	(Resource 3)	Page 34
Glossary		Page 37

Types of QR Codes

QR Codes can hold all kinds of information including:

- ✓ Links / URLs
- ✓ Contact Details (to store on your device)
- ✓ Events (to add to your device calendar)
- ✓ Information messages
- ✓ Locations (to view on your devices mapping software)
- ✓ WiFi Passwords
- ✓ Emails and Phone Numbers

Making QR Codes

- ✓ On a computer go to <http://www.goqr.me> (or search for another QR maker)
- ✓ Choose the type of QR Code you want
- ✓ Enter in the information required
- ✓ Click 'Download' and select the colour you want
- ✓ Right click over the QR code and click "copy"
- ✓ Paste it onto your card, slide, handout etc.

Installing a QR Code reader

- ✓ On a computer, log into Google Playstore using the tablet/devices Google Account
- ✓ Go to: <https://play.google.com/store/apps/details?id=com.threegvision.products.inigma.Android>
- ✓ Click 'Install'
- ✓ Select the first device
- ✓ Click install again, select the next device and continue until all devices have it installed
- ✓ Ensure tablets / devices are on and connected so app can install

Introduction

Sometimes when teaching, it is useful to show learners the tablet as you use it. Traditionally, on a laptop you could do this through the projector, but that's harder to do on a tablet. This method works for any Android device, including a mobile phone. Please note that this is only for non-commercial use.

Installing the App

- ✓ Follow the QR Code on the device you want to project.
Install 'Quick Support'
- ✓ On the computer connected to the projector, go to <http://www.teamviewer.com>
- ✓ Click 'Download for Private Use'



Code 1

Running the projection

- ✓ Run the downloaded EXE file
- ✓ Run the Quick Support App on the tablet / device
- ✓ Enter the credentials from the app on the computer
- ✓ Click 'Allow' on the device
- ✓ Select 'Remote Control' on the computer
- ✓ The computer now has access to the device and will show it through the projector!



Introduction

Connectivity in community buildings is often awkward. WiFi may not be available and, when it is, restrictions could be in place. This card suggests different options for connectivity, some quick tips and a checklist before you start.

Connectivity Options

WiFi

The best option for connecting a tablet or laptop is WiFi, but it's important to check that it will work well.



MiFi / Dongle

The best option for connecting a tablet or laptop is WiFi, but it's important to check that it will work well.



WiBe / Satellite

If you have a weak mobile signal or lots of devices to connect a WiBe can enhance the signal to broadband type speeds. A WiBe can connect to 3 – 10 devices, and is available from companies supporting rural broadband.



If you have no signal at all, you can use a satellite link, but this is expensive and not normally portable without a vehicle.

Checking Your Speed

Whatever connection you are using, you need to have the right speed. Speed is measured in the number of megabytes (MB) that can be downloaded in a second (MBps).

If you're using a laptop, you can use either:

<http://www.broadbandspeedchecker.co.uk/> or the industry standard <http://speedtest.btwholesale.com> to quickly check your speed.

If you're using a mobile device, follow QR code 1 for an android app to test speeds. A guide to speeds is below:

This table assumes you are connecting to a website and not streaming video or sound.

Speed	Options
< 1 MBps	This is probably unusable
1 – 2 MBps	Suitable for one device
2 – 5 MBps	Suitable for 2 devices streaming media or 6 browsing web pages
5 – 10 MBps	Suitable for 3 or 4 devices streaming media or multiple devices browsing web pages
10 MBps +	Suitable for multiple devices



Code 1

Connecting Mobile Devices quickly

Typing in the WiFi password on every device can be time consuming. If you follow QR Code 2, select WiFi Connection and enter the login details, you will be able to scan a code to connect each WiFi device (Android only).



Code 2

Connectivity Checklist

Making sure you've found out:

- ✓ Will there be WiFi in the building you are using and will it work in the room you're using?
- ✓ Will there be WiFi for residents who want to take their own devices/ borrowed devices back to their room?
- ✓ Are there any restrictions on the WiFi (for example YouTube being blocked) that could interfere with your teaching?
- ✓ Are there data restrictions on the WiFi (if everyone downloads a video, will the provider be charged extra for the data?)
- ✓ Are there restrictions on who can connect? (if learners bring their own devices, will they be allowed to connect?)
- ✓ Will the WiFi cope with all the devices you are using at once? This will depend on:
 - » What you're doing (e.g. if everyone is loading YouTube videos it will go much slower)
 - » The type of router and connection (a home connection at home speeds might not work)

Make sure you have prepared:

- ✓ Do you know the WiFi connection details and password?
- ✓ All devices are registered with the WiFi network prior to the course
- ✓ You have a back-up plan for if the WiFi fails (handouts, screenshots etc.)

A

Address Bar	An area in a web browser that shows the current URL and allows the user to type in the URL of a web page they wish to go to.
Android	Android is an operating system invented by Google. In short, it is the software that makes the mobile device work the way it does. Many phones use an Android system, for example most Samsung, Sony, Nexus and HTC products.
Ant-Virus Software	Software which helps to protect your computer from viruses.
App	An app is a programme that runs on a mobile device. It might be free, or you might have to pay for it.
Apple App store	The Apple AppStore is the place where iPad and iPhone users can purchase and download apps.
Augmented Reality	Augmented reality (AR) is a way of mixing real life content with content on your phone, by superimposing computer images or data onto a picture seen through your mobile device's camera. See QR Codes & Augmented Reality for details.

B

Backup	A copy of your files kept for safe keeping
Blog	A blog (from the words web-log) is a website that is updated periodically in chronological order, often like a diary or newspaper column. A Vlog is a video based blog.
Browser	Software used to search and retrieve information from the internet. Examples of browsers are Microsoft®, Internet Explorer®, Mozilla Firefox, Safari and Chrome.

C

Cache	Short-term storage which is used to speed up certain computer operations by temporarily placing data, or a copy of it, in a location where it can be accessed more quickly than normal.
Click	To 'click' is to move the mouse over a link and press the left mouse button. It might also be used to mean tapping your finger on a given point on a touchscreen device.
Clipboard	Temporary storage area for an item during its transfer from one part of a document to another, or from one document to another, e.g. when cutting, copying and pasting.
Cloud	The Cloud is the name given to a computer connected to the internet where many different users save their information. See the worksheets around working with the cloud for more details.

Connectivity	Connectivity is the ability to connect to the internet. Barriers to connectivity could be physical connections (e.g. wires and plugs that don't fit), low internet speed, lack of WiFi or security restrictions put in place.
Cookie	A small file which websites place on your hard drive so they can recognise you the next time you visit their website.
Creative Commons	Creative Commons is a copyright system developed to allow people to share their copyrighted content with other people. Our resources all use Creative Commons 2.0, which means that you can change them in any way you like as long as you don't sell or make money from the final product, you acknowledge on the final product that it was developed from a NIACE original and you share your final product under the same conditions.
Cursor	Onscreen representation of a pointer, which responds to mouse or keyboard movements.

D

Data	Data is digital information
Device	A device, in the context of these resources, means anything that might be used to connect to the internet.
Digital Champions	A digital champion is anyone who is supporting someone with their digital literacy. See the document ' <i>What is a digital champion?</i> ' for more information.
Digital Literacy	The concept of someone having a full and rounded understanding of digital use.
Download	To copy a file from the internet on to your computer
Drag	To use a mouse or similar device to move material appearing on one part of the screen to another position.

E

E-Mail	Electronic Mail
Embed	To insert information stored in one format into information in another format, for example inserting a video file into a text file.

F

File	A collection of data held on a computer as one item with one name.
File Transfer	To copy or move a file from one computer to another.
Firewall	A program which protects your computer by watching for and blocking, hacking, viruses or unapproved data transfer from the internet.
Forum	An online place for discussion.
Freeware	Software that can be used and copied without having to pay the creator of it.

G

Google	An internet 'search engine'.
Google Play Store	The place where Android users can purchase and download their apps.
Google search	A search using the Google search engine.

H

Hardware	The physical components of a computer including both mechanical and electronic parts, such as the processor, hard drive, keyboard, screen, cables, mouse and printer.
Home page	The opening or main page of a web site.
Hyperlink	A link which takes you from one file or web page to another file or web page.

I

Icon	A small symbol or picture on the computer screen, which can be clicked on using a mouse to start a programme / open a file.
Install	To copy all the files of a software package on to a computer so that the software then works on that computer.
Internet	A worldwide system of inter- communicating, inter-connecting computer networks.
Internet Browser	See 'browser'.
iPhone / iPad	Both mobile devices manufactured by Apple that use the iOS operating system.

L

Laptop	A small computer.
Link	See "Hyperlink"

M

Malware	'Malicious software'. Software designed specifically to damage or disrupt a system. Viruses are a type of malware.
Megabyte	Unit of measurement of computer storage capacity equal to 1024 kilobytes.
Memory Stick	A small device that plugs into a computer and allows you to save content to it. This can be used to transfer between computers. It is normally roughly the size of a thumb, though shapes and sizes can vary considerably.
Menu	List of options which a user can choose from.
Mobile Device	In the context of these resources, a device that can connect to the internet without a wire, usually a tablet or smart phone.
Monitor	A screen which is used with a computer.
MP3	An MP3 is an audio file format, based on MPEG (Moving Picture Expert Group) technology. It creates very small files suitable for streaming or downloading over the internet.
MP3 Player	An MP3 player is a device which is able to play MP3 files. An example is the iPod.
Multimedia	A combination of moving images, graphics, text and sound.

N

Netiquette	Etiquette on the internet, for example in discussion forums and chat rooms.
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O

Online	Anything that is 'on the internet'.
Open Source	Computer software for which the source code is freely available. Open source software can be used by anyone for free, and can also be adapted by people who have the technical skills to do so.

P

PDF	'Portable Document Format'. PDF files will print exactly as they appear on the screen. You need the free <i>Acrobat Reader</i> program to open a PDF file.
Pen drive	See "Memory Stick"

Platform	A complex website that does something specific. For example, Facebook might be seen as a 'communications platform'.
Plug in	Optional additional features which can be added to a software package.
Predictive Text	While typing on a mobile device, this works out what it thinks you are going to write and fills in the word for you.
Podcast	A podcast is a series of digital media files (either audio or video) that are released regularly and can be downloaded.
Print	To create an offline document using a printer.
Printouts	A printed version of a learner card or similar.

Q

QR Code (Scanning)	A Quick Response (QR) Code is a barcode that can be scanned by a mobile device with a camera. Unlike a conventional barcode, which only contains a number, a QR code can contain many different types of information. See the learner and tutor sheets on working with QR codes for details.
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R

Resource	Anything on or offline that could be used to support someone with their digital literacy.
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S

Scanner	A device which scans images or printed material and converts them into a digital format, which the computer can then process.
Screen Reader	Software that reads aloud information from a computer display (particularly useful for users with impaired vision).
Search Engine	A search engine is a website that searches files across the internet for specific keywords or phrases defined by the user.
Settings	Parts of a programme or website you can alter to make it behave differently. For example, you can change privacy settings on Facebook so that people can or cannot see certain things that you post.
Site	A place on the internet containing text and / or pictures, video etc.
Smartphone	A phone that has many more functions than a "traditional" mobile phone. Most smartphones have a large screen and can connect to the internet and run apps.
Social Network	A social network is a website, or network of websites, specifically established to allow end users to communicate directly with each other on topics of mutual interest.

Software	Computer programmes (for example word processors, internet browsers, desk top publishers).
Spreadsheet	Software that displays multiple cells that together make up a grid consisting of rows and columns, with each cell containing either text or numeric values.
Spyware	Computer software that obtains information from a user's computer without the user's knowledge or consent.

T

Tablet	A device for connecting to the internet which is larger than a smartphone but smaller than a laptop. It is normally flat and has a touchscreen.
Tag	A keyword.
Touchscreen	A device that is controlled by finger contact to the screen.

U

Upload	To transfer a file or software from a computer or other digital device to a server or another device.
URL	'Uniform Resource Locator'. The address of a web page on the internet.
URL Bar	See 'address bar'.
USB	'Universal Serial Bus'. A type of connection for peripherals (e.g. scanner, digital camera, portable memory devices).
USB Drive	See 'memory stick'.

V

Virus	A software program which can copy itself and cause harm to files or other programs on the computer which it has infected.
VLE	'Virtual Learning Environment'. This can mean many things to many people, but it is normally a place where learning courses or online resources are stored. Many providers use 'Moodle' or 'Blackboard' as a VLE, though many more exist.

W

Web address	The address of a web page on the internet.
Web page	A document connected to the world wide web and viewable by anyone connected to the internet that has a web browser.
Web site	A collection of web pages which are usually accessible from the same URL.
WiFi	'Wireless Fidelity' is a method of connecting to the internet without a wire. WiFi enabled devices connect to a WiFi router, which is normally connected to the internet via a wire.
Wiki	From the Hawaiian word for 'quick', a Wiki is a website that can be easily edited and updated by anyone using it.
Word processor	Software that provides the user with the tools needed to write, edit and format text and to send it to a printer.



Learner Support Cards

These cards can be used with learners to help guide them through digital literacy issues. They are designed to be given to learners to work through individually but with some support from champions or tutors.

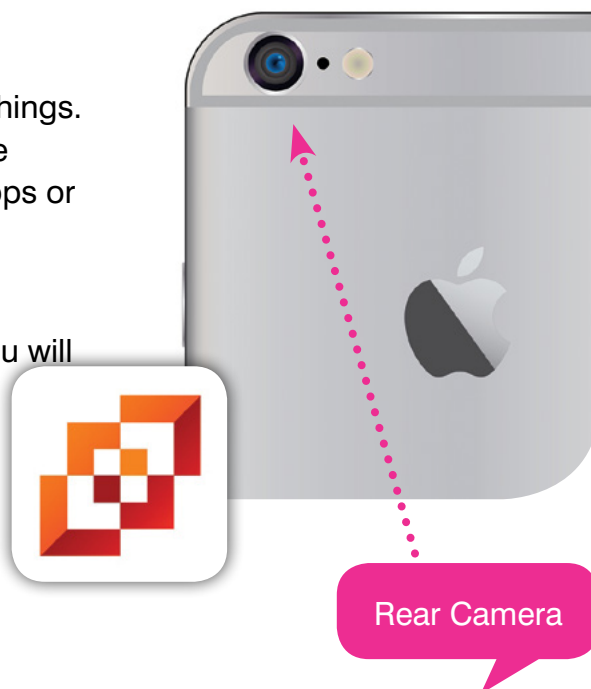
From a mobile device

These cards use 'QR Codes' to help you connect to things. QR Codes are like barcodes that your tablet or mobile device can read. They contain links to websites, to apps or sometimes just contain information.

To use them, you need to have a 'QR Reader'.

If your tutor has already installed it on your device, you will see a button that looks like this.

- ✓ Click on it to open the app
- ✓ Point the rear camera at QR Code 1 (below)
- ✓ Read the message
- ✓ Point the rear camera at QR Code 2 (below)
- ✓ When it displays the link for the website, click 'go online'



From a Computer

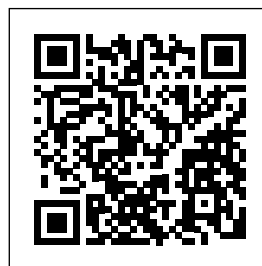
Most of our QR codes are "clickable" from a computer. That means, if you're viewing this on your computer you can

- ✓ Move your mouse over QR Code 2
- ✓ Click once, normally with the left mouse button
- ✓ If you are asked if it's OK to follow an external link, click on OK.

QR Codes that only work on mobile devices are not clickable.

From a paper copy

At the start of each section, the links for each QR code are listed. You can type the links in and use them that way too!



Code 1



Code 2



Keeping in touch cards

For those wishing to email, share and interact

Quick Index

Summary Card.....	(A1)	Page 48
Setting Up Web-based email using Outlook.....	(A2)	Page 49
using Gmail	(A3)	Page 50
Setting up Skype.....	(A4)	Page 53
Setting up WhatsApp	(A5)	Page 54
Summary Handout		

Links

A1 <https://www.youtube.com/watch?v=hzPEPfJHfKU>
https://www.youtube.com/watch?v=_NpXlfdKi58
<https://www.youtube.com/watch?v=ABqVF3kZlpk>

A2G <https://myaccount.google.com/>

A2O: <https://login.live.com/>
<http://www.outlook.com/>

A3G <http://mail.google.com>

A3O <https://login.live.com/>

A4 <https://www.skype.com/login>

A5 <http://www.whatsapp.com/>

There are lots of ways of keeping in touch with friends and family over the internet. Use the QR Codes to see which ways might work for you and decide what you want to learn more about, then use the learner card for that particular task.

Social Media

What it is:

A website where you share all sorts of content with people who subscribe to your page (called 'friends' or 'followers').

Best For:

Sharing photos, sharing small day-to-day details with relatives, sharing thoughts and opinions.

Less useful for:

Face-to-Face communication. Examples: Facebook, Twitter, Instagram.



Social Media

Email

What it is:

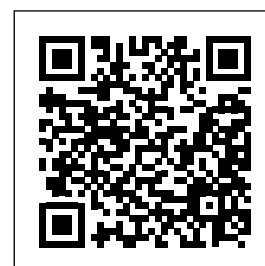
A way of sending letters (which can include photos) online.

Best For:

Sharing intimate or secure details with one person at a time.

Less useful for:

Sharing day-to-day thoughts or activities, sharing with a wide group of people. Examples: Gmail, Outlook, HushMail.



email

VOiP & Video

What it is:

A way to make telephone or video calls over the internet.

Best For:

Seeing and speaking to one or more people face to face.

Less useful for:

Sharing photos, sharing with a large group
Examples: Skype, Google Hangouts, Facetime.



VOiP / Video





This card shows you how to use Outlook. The process is similar for the other accounts.

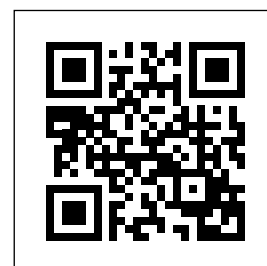
Online Email is email that is stored on the internet so you can read it on any computer or mobile device that's connected to the internet.

To start, follow QR Code 1.

- ✓ If you have previously set up an outlook or live account (for example for Skype), click login. Otherwise, click 'Sign Up Now'.
- ✓ Fill in the required details to sign up. You will need to scroll down if you are using a tablet or mobile device. You should pick an email address you will be able to remember and give to others (e.g. digitalage2015@outlook.com).
- ✓ Pick a password and remember it.
- ✓ You will be asked for an alternative email or telephone number to verify that you are who you say you are.
- ✓ Click on 'create account'.
- ✓ Follow QR code 2 to get to your inbox.



Code 1



Code 2

This is now where you will see email whenever it is sent to the email address you selected. Next time, you can follow either of the QR codes to log in.

Suggested Next Step
Using online
email (A3o)



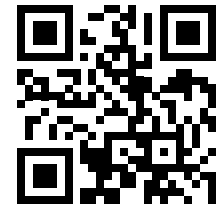
There are many different online email accounts you can choose, all of which are fairly similar.

This card shows you how to use Gmail. The process is similar for the other accounts.

Web-based email is email that is stored on the internet so you can read it on any computer or mobile device that's connected to the internet.

To start, follow the QR Code.

- ✓ At the top left of the main Google page, click on '**More**'
- ✓ From the dropdown list, select '**Gmail**'.



Web mail

You'll now be in the '**Sign in**' section. If you've not done this before, you'll need to create a Google account. Click '**Create an account**' at the top right of the page.

To set up an email account with Gmail, you'll need to be happy to share some personal information with Google. If you're not, then investigate another email company where you are happy to share this information.

- ✓ Fill in the required information.
Note that you don't need to answer all the questions.
- ✓ Clicking on '**Continue to Gmail**' will take you to your inbox, ready to start emailing.

Suggested Next Step
Using Email (A3G)



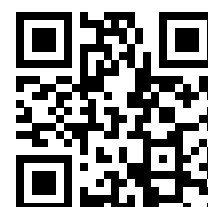
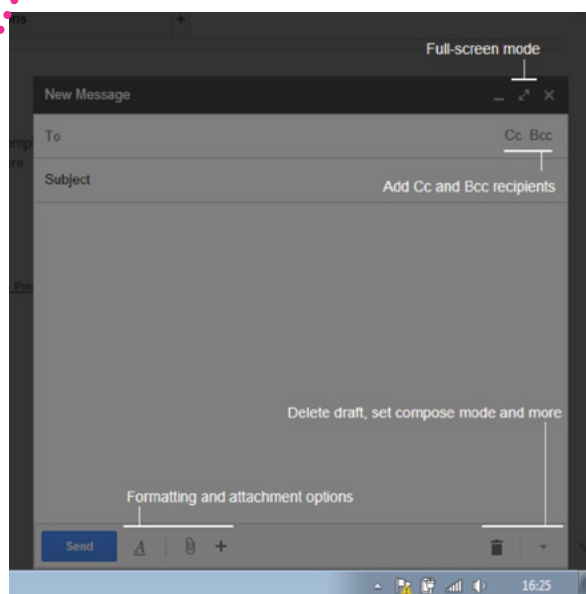
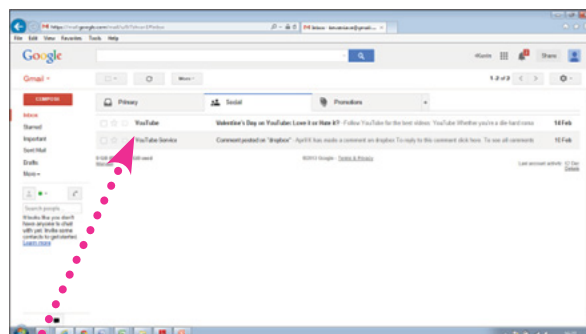
Before You Start: You need a Gmail Account – See Card “Setting Up Online Email (A2G)”

There are many different online email accounts you can choose, all of which are fairly similar.

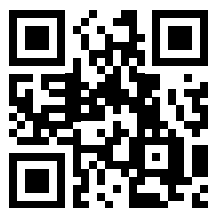
This card shows you how to use Gmail. The process is similar for accounts from other providers. Follow the QR Code and log in to your Gmail account.

The screen (shown on the right) will look similar to this. Your emails are listed in the middle, the darker ones being the ones you’ve not read yet.

- ✓ Try reading one of the emails by clicking on its subject title.
- ✓ Next, think about how you might **Compose** an email (use the arrow as a hint).
- ✓ Try sending an email to yourself. If you can’t remember your email address, you can see it by clicking on the face in the top right corner.
- ✓ Explore what you can do when sending an email (see guide to the right)
- ✓ Once you’ve done this, read your own email by clicking on the subject title after it appears in your inbox. See if you can work out how you could reply, or send it on to someone else.



mail.google.com

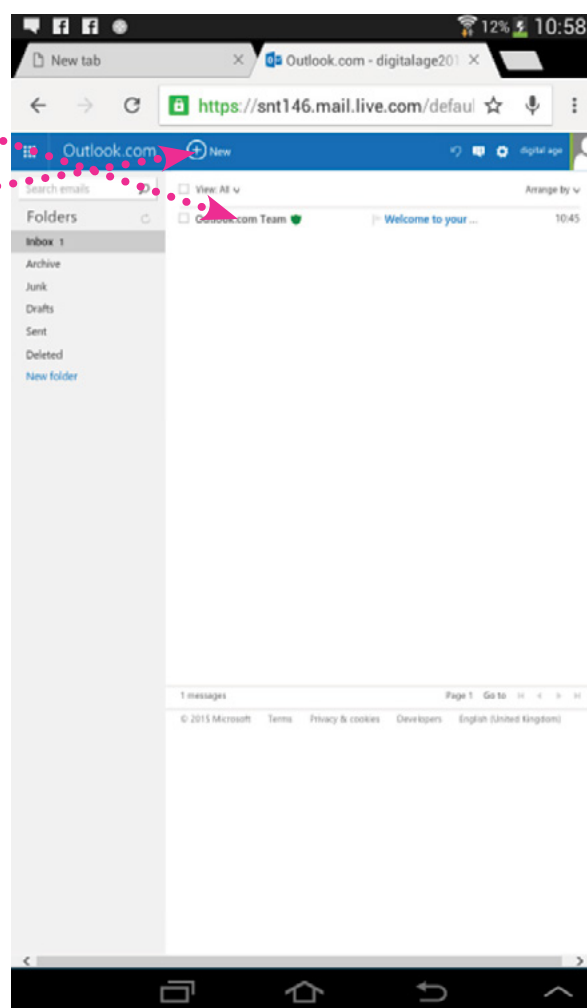


login.live.com

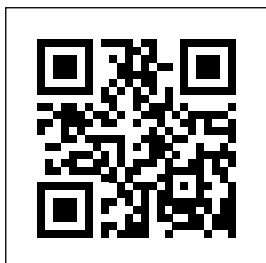
This card shows you how to use Outlook. The process is similar for accounts from other providers. Follow the QR Code and log in to your outlook account. This may be the same account you have previously set up for Skype.

The screen (shown on the right) will look similar to this. Your emails are listed in the middle, the darker ones being the ones you've not read yet.

- ✓ Try reading one of the emails by clicking on its subject line
- ✓ Next, think about how you might create a **New** email (use the arrow as a hint)
- ✓ Try sending an email to yourself
- ✓ Explore what you can do when sending an email. For example, can you reply to several people at once?
- ✓ Once you've done this, read your own email. See if you can work out how you could reply, or send it on to someone else



Skype lets you communicate using video and sound, like a telephone but online.



skype.com

Getting an Account

Before you can use Skype, you need an account. You can get one from Skype.com Follow QR Code 1 to find it. If you are using a mobile device, you will be asked if you want to download the app.

Once you have downloaded the app (or accessed the site from your computer) you need to 'Sign Up' and enter the required information. ***If you have set up an Outlook account (see previous card) you can use the same details to log in.***

Adding a profile

You can set up a profile so that people on Skype know who you are and can add you to their contacts list.

- ✓ Go to 'Profile' and see what information you want to add. ***Note that anything you put in will be publically available.***
- ✓ Search for people you know, using their name, email address or (if you know it) their Skype name. If you have a mobile device with a front-facing camera or a computer with a webcam, you could try video calling them



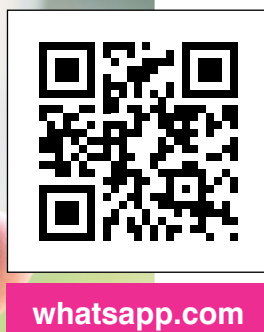
Trying out Skype®

Once you've completed the above steps, log in to Skype (using the name and password you just set up / outlook account). If you're not using a mobile device, check you have a microphone and speakers (and use headphones if you don't want to be disturbed) and find 'Skype Call Test' in your contacts. Call it and follow the instructions.



WhatsApp

WhatsApp is a simple, free application that lets you send text messages, chat or share files with your contacts via the internet. Unlike Skype, this only works on a mobile device (tablet or smartphone) but still needs access to the internet. Because video and sound use a lot of internet data, you'd normally only use it for calls if you were connected to the internet via WiFi or had a mobile data package that allowed you to use a lot of data.



Getting an Account

Follow the QR Code to download WhatsApp on whatever device you are using. Once you have downloaded it, follow the instructions to sign up and register an account.

Adding contacts

Once you are in WhatsApp, add your contacts by clicking on the "Contacts" tab. WhatsApp can get contacts from your email address or from Facebook and other networks. If you can't find them there, you can search for contacts by clicking on the magnifying glass and typing their name or email.

Contacting people

There are two ways to contact people:

- ✓ By text – click on **CHATS** and then click on the speech bubble at the top. Select your contact and send them a message. If you want to send a file, click on the paperclip at the top and select the file (normally a photo) you would like to send.
- ✓ With sound – click on **CALLS** and then select a contact by clicking on the picture of the phone with a + at the top. You can add more than one person to your call.

Summary Handout

This section looks at three different ways of keeping in touch with friends and family:

- ✓ Web Mail (Gmail or Outlook)
- ✓ Skype / VOIP
- ✓ Social Media

Because social media is included in more detail in other sections, this handout concentrates on email and Skype.



Skype

Skype allows you to call people. To use it you will need to:

- ✓ Set up a Skype or Outlook profile.
- ✓ Run the Skype App or install Skype on your laptop.
- ✓ Have headphones and a microphone attached (or use the built in ones if available).
- ✓ In most cases you will need WiFi as you cannot connect using a mobile phone data signal.

Next (this is correct for most devices):

- ✓ Click "People" to find which of your friends are online or select your contacts list (Click the '+' button to search for / add new friends).

- ✓ Select the person you want to call.
- ✓  Click the blue or green "Call" button (It normally has a telephone icon in a circle).
- ✓ The call starts – during the call you can
 - »  Press the red telephone to hang up
 - »  Press the microphone button to toggle whether your microphone is muted or not.
- ✓ After the call, if you leave Skype running in the background, it will ring if someone calls you and you can press the green button to answer (on some devices you may need to swipe the green button).

WhatsApp

- Download WhatsApp to your phone and set up an account.
- Click on “Chats” and then the speech bubble and chosen contact(s) to send a text message.
- Click on “Calls” and then the telephone and chosen contact(s) to make a phone call.

Webmail

Webmail is email you can access from any computer connected to the internet.

To access it: Go to www.gmail.com or www.outlook.com depending on where you set up your webmail account

- Enter your login details (Your username is normally your email address. Only you know your password).

Once in the email account you can see a list of emails. How this looks will be different on different devices.

- Click on the subject of an email to read it.
- When reading an email look for the following arrows:  reply  forward to some else.
- Click the “+” or “Compose” button to begin writing an email to someone.



Safety Cards

Quick Index

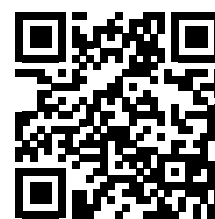
Responsible Online use.....	(B1)	Page 59
Digital Footprint.....	(B2)	Page 60
Shopping Online Safely	(B3)	Page 61
Using email Safely	(B4)	Page 62
Using Social Media Safely	(B5)	Page 63

Links

- B1
1. <http://www.bbc.co.uk/news/magazine-17530450>
 2. <https://www.iwf.org.uk/>
 3. <http://www.ceop.police.uk/>
 4. <https://www.gov.uk/report-terrorism>
- B2
1. <http://www.google.com/>
- B3
1. <http://www.passwordmeter.com/>
 2. <https://www.youtube.com/watch?v=so9ulkFKCnc&app=desktop>

A bit of banter with your friends is always fun and that's the same on and offline.

However, online it's often public and a record remains of everything you say, so it's worth thinking a little bit more about it. Follow the QR Code 1 for a brief BBC guide on what might get you into trouble.

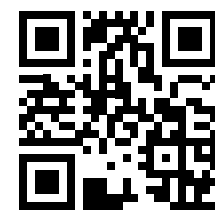


Code 1

Webmail

Content you should avoid or report includes:

- ✓ Hate speech (racist, homophobic).
- ✓ Threats or violent language.
- ✓ Incitement to commit crimes (including terrorism).
- ✓ Indecent images (images of child or adult abuse).



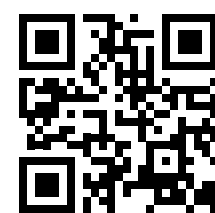
Code 2

Content that harms a person or organisations reputation without good cause.

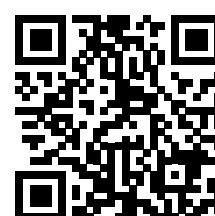
Doing something about it

If you come across this content then you can help get rid of it. You can sometimes report it on the site it came from (e.g. Facebook) or see the following:

- ✓ QR code 2 for IWF (reporting illegal images)
- ✓ QR Code 3 for CEOP (reporting suspected abusers)
- ✓ QR code 4 for (reporting terrorist or extremist material)



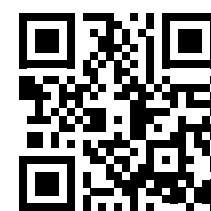
Code 3



Code 4

The great thing about being online is that there is so much to do! However, when you share your details on any public forum, others can find them, creating a 'digital footprint' for others to find.

Even if you're not online you may well have a digital footprint. For example, sites like 192.com use the electoral register to provide details about people who haven't ticked the privacy box when they register to vote. Follow QR Code 1 to Google, then type your name in quotation marks (e.g. 'Joe Bloggs'). See what comes up.



Code 1

Things to include and avoid

- ✓ **DO** put information online that will present you in a good light if people are searching for you (e.g. if you're on a residents panel, a local councillor or if you're looking for work).
- ✓ **DO** share the things you like doing, your achievements and the things you find fun.
- ✓ **DON'T** put your address, date-of-birth, mother's maiden name or other security information in the public domain.
- ✓ **DON'T** put anything that compromises your integrity (inappropriate photos, outrageous opinions you might not want known) and report anything of this type others post about you.

Big Data

Lots of organisations store information about you (e.g. store cards, smart electricity metres). Even if you think it's anonymous, be very careful what data you give and what permissions you give for this data to be used, so people you don't want to give access to can't use your data to build a profile of you that you wouldn't want.

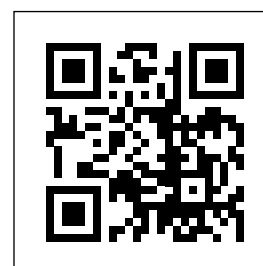
One of the biggest concerns about using the internet for shopping is around the safety of using cards (e.g. credit, debit or bank cards) online. Many people avoid internet banking because they are worried about security. But, just like day-to-day shopping, it's safer if you take precautions.

Using secure connections

A secure connection means that information passing through other computers on the way from your device to the shop's is encrypted, so it can't be stolen en route. You can tell a site is secure if it starts 'https' and has a padlock on the web address bar. If you see the padlock, you're safe to send card details. If you don't, don't send them!

Choosing a secure password

Having a password that is hard to guess is important. Use the tool from QR code 1 to test how secure your passwords are and see if they could be more secure. Never give your password to anyone. Your bank will never ask you for it either.



Code 1

Credit cards and PayPal

If you use a Credit Card online you are normally protected against any identity theft. The other option is to use online payment methods, such as PayPal. PayPal keep your card details safe and you then pay through them, protecting you from identity fraud. Follow QR code 2 to see a promotional video explaining PayPal.



Code 2

We all know about junk mail, pyramid schemes and other annoyances that come through our door. Our email inbox is, sadly, no different. To keep yourself safe with email, here are some suspicious things to look out for.

Email Security

Like letters, emails go through many computer 'sorting offices', some of which might not be secure. Because of this, you should never send passwords or bank details by normal email.

Spams, Phishing & Viruses

Unwanted email is called spam. GMail and most other email sites try to filter out the junk for you and put it in a separate folder called 'Junk' or 'Spam'.

- ✓ Go to your online email and see if you can find the junk folder. Look how you could 'allow' email or delete forever.

Sometimes emails try to get you to give money. These are called scams.

- ✓ **Never give money or contact details to people you don't know online.**

Sometimes emails try and get you to give away secret information. These are called **phishing** emails. They may pretend to be from your bank or send you to a website that looks like your banks.

- ✓ **Never follow links from emails unless you are CERTAIN who they are from. If you're not sure, ring the sender and ask them.**

Sometimes emails try and get you to give away secret information. These are called **phishing** emails. They may pretend to be from your bank or send you to a website that looks like your banks.

- ✓ **Never follow links from emails unless you are CERTAIN who they are from. If you're not sure, ring the sender and ask them.**



What not to share

Using social media can be a very rewarding experience. But there are some rules you need to think about before you join.

- ✓ Don't share anything you wouldn't want anyone to find.
- ✓ Don't share publically any details that could be used as security details (mother's maiden name, full date of birth etc.).
- ✓ Don't share photos or details of other people unless you know they are happy for you to do it.
- ✓ Don't say anything that might be illegal to say, including
 - » Anything about court cases that are running.
 - » Anything racist, violent or highly offensive.
- ✓ Don't say anything you might regret in years to come (you may change your opinion or not want your views known).

You are not anonymous

However well you might think you have covered your tracks, you have not. Police and Security Services have even managed to break some of the most encrypted parts of the internet, so do not rely on anonymity to protect you at any time.

Privacy Settings

Most social media sites have privacy settings. It's worth looking carefully at what is shown publically and what you can protect. If you have a protected account, you might choose to share more things. Be aware, however, that everything is stored and could be found by someone malicious or by the security services.



Sharing with Family & Friends Cards

Quick Index

Setting up Facebook.....	(C1)	Page 66
Sharing with Facebook.....	(C2)	Page 67
Setting up Twitter	(C3)	Page 68
Sharing with Twitter.....	(C4)	Page 69
Sharing Photos	(C5)	Page 70
Online Photo Fun	(C6)	Page 71
Using Pinterest.....	(C7)	Page 72
Setting up a blog.....	(C8)	Page 73
Using Social Video.....	(C9)	Page 74

Links

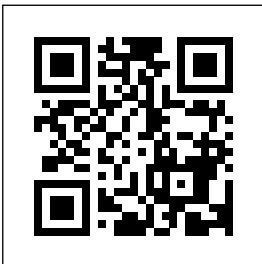
- C1
1. <https://itunes.apple.com/gb/app/facebook/id284882215?mt=8>
 2. https://play.google.com/store/apps/details?id=com.facebook.katana&hl=en_GB
- C3
1. <https://itunes.apple.com/gb/app/twitter/id333903271?mt=8>
 2. https://play.google.com/store/apps/details?id=com.twitter.android&hl=en_GB
- C5
1. <https://www.commoncraft.com/video/online-photo-sharing>
 2. <http://www.flickr.com/>
- C6
1. <http://www.google.co.uk/search?nord=1&q=photo+gifts&cad=h>
 2. <http://www.jibjab.com/>
- C7
1. <http://www.pinterest.com/>
- C8
1. <http://www.wordpress.com>
 2. <http://www.mumsnet.com/bloggers-network>
 3. <http://www.wordpress.com/>
 4. <http://www.blogger.com/>
- C9
1. <http://www.youtube.com>
 2. <http://www.periscope.tv/>

Introduction

Facebook is the world's most popular 'social network'. It allows you to share photos, personal interests, opinions, events and many other things with groups of people. You can also play games with other users. Facebook is free to use (though some games charge), but they make their money based on adverts based on your data. So, before you set up a Facebook account, you need to consider the following points:



- ✓ Facebook will make the information you supply public *unless you tell them otherwise.*
- ✓ Read the other terms and conditions.



Code 1

Setting up Facebook's App

How you set up Facebook is different between different devices. This tells you how to do it from a mobile device. The privacy settings are a lot more detailed on a computer. On a computer go to www.facebook.com

On a mobile device

- ✓ Follow QR Code 1 if using an Apple Device or QR Code 2 for an Android device.
- ✓ Follow the instructions to set up an account.



Code 2

Next activities

- ✓ Find some people you know and add them as friends (search for them and then click 'Add as Friend').
- ✓ Read the sheet on privacy settings.

Introduction

Facebook allows you to share all sorts of things with ‘friends’ (a friend is someone you wish to share content with). Content includes:

- ✓ Links to other websites.
- ✓ Photos & Videos.
- ✓ ‘Status’ updates (short pieces of text about what you’re doing or thinking).
- ✓ Events.
- ✓ Other things you do on social media (for example music you are listening to on music websites).
- ✓ Where you are.
- ✓ Businesses, causes or opinions that you like.

You can put your own content on Facebook, or you can share something that your friends have already shared.

Uploading your own content

- ✓ Other things you do on social media (for example music you are listening to on music websites).
- ✓ Where you are.
- ✓ Businesses, causes or opinions that you like.



Sharing other peoples content

Find something a friend has shared

- ✓ Click “Share” just below it to share it with your friends.

Introduction

Twitter is a 'microblog'. This means you can share short amounts (140 characters) of information. Most people use Twitter to:

- ✓ Share links to sites they are interested in.
- ✓ Comment on events or TV programmes.
- ✓ Network with people with similar interests.
- ✓ See what celebrities are up to.

But you can use it for anything you like!

Before you set up a Twitter account, you need to consider the following points:

- ✓ Everything you write on twitter is public (unless you change the settings), but you don't need to use your real name.
- ✓ Twitter content is searchable. So if you type 'reading war and peace' (Code 1) and someone searches for 'war and peace' they will find your tweet.

Setting up the Twitter App

How you set up Twitter will be different between different devices. This tells you how to do it from a mobile device. To try it on a computer go to: www.twitter.com

- ✓ Follow QR code 2 to download Twitter on an Android device or QR Code 1 for an Apple device.
- ✓ Follow the instructions to set up an account.



Code 1

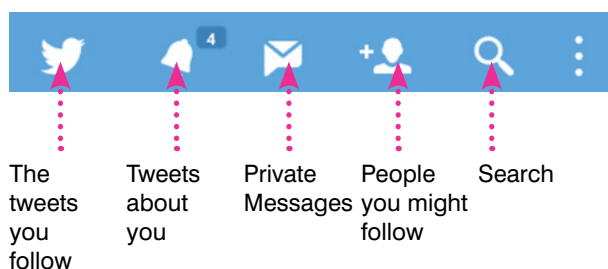


Code 2



Introduction

- ✓ Before you use this card, make sure you've set up a Twitter Account.



Once you've set up a Twitter account, there are three things you might want to do:

- ✓ Follow people
- ✓ Read Tweets
- ✓ Tweet Yourself



Tweeting

When you've read some tweets, you may decide you want to tweet something of your own. If you type **@TheirName**, that user will know you've tweeted about them. You can also send them private, non-public messages, as long as they are following you. **Hashtags** help you group tweets together (e.g. If you are commenting on BBC 1's Question time, use **#bbcqt**).

If you search for **#bbcqt** you will then see what everyone else is saying about the programme).

Following people

Search (click on the magnifying glass) for keywords that you are interested in, or people you think might be interesting. These could be celebrities, politicians, friends, community leaders or companies you have dealings with.

When you find them, you can 'follow' them by clicking on the 'follow' box on their page. You will then see everything that they Tweet. You can also see this by going to their page. If they follow you back, they will see everything you Tweet.

There are many reasons you might want to share photos online. Here are some of them.

- ✓ Follow QR Code 1 to see a video about why you might want to share them online
- ✓ Follow QR Code 2 to access Flickr. Unless you already have an account with Yahoo! and know the password, you'll need to set one up
- ✓ When you have an account, you can search for a picture. Click on the search
- ✓ Type in a key word (e.g. **Music**)
- ✓ Browse the photos to find what you want
- ✓ If you're confident doing searches, you can also add exact phrases to your search by putting them in quotes (e.g. "**Folk Music**") or exclude words from the search by putting a hyphen/dash first (e.g. **-Jazz**)

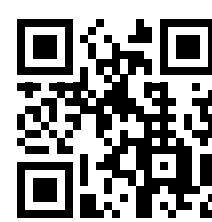
Next, you can upload your own photo. You'll need to take a photo and have it on your computer or device for this to work.

Before you set up a Twitter account, you need to consider the following points:

- ✓  Click "Upload" or the (or similar) symbol.
- ✓ Locate the photo to upload.
- ✓ Add some "tags" (key words) associated with the photo.
- ✓ Decide if you want it to be private or public.



Code 1



Code 2

You may also like:
More Online Photo Fun

Before you start: Have you read the Shopping Learner Card?

Sometimes it's nice to share photos among friends and family online.

However, sometimes it's nice to buy photo gifts (e.g. a mug, t-shirt or book with photos printed on it).

- ✓ Follow QR Code 1 to see a list of photo gift sites. Explore some of them and see what gifts can be ordered **but don't enter any payment details unless you trust the site and actually want to buy something.**



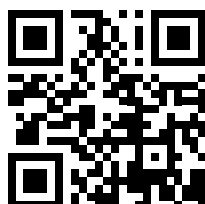
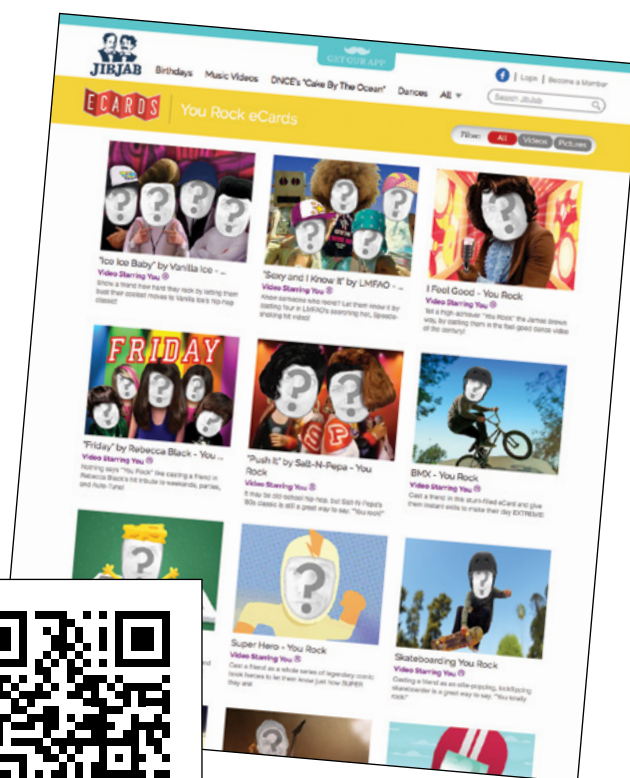
Code 1



There are other things you can do with photos online. For example, you can put a photo of your face into a video to make a fun online card to send to friends.

Before you set up a twitter account, you need to consider the following points:

- ✓ Follow QR Code 2 to 'JibJab'. You will need a 'head and shoulders' photo of yourself to try this. Pick a card you would like to send and upload the picture of yourself to make card. **Remember not to enter any payment information so that you only use the free cards.**



Code 2

Introduction

Pinterest is a different kind of social network. It lets you share items which have pictures in them. A lot of people use it to:

- ✓ Share recipes.
- ✓ Arts and crafts they have made or are selling.
- ✓ Funny pictures or graphics.

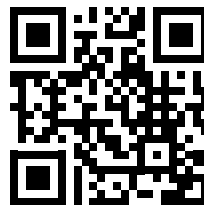
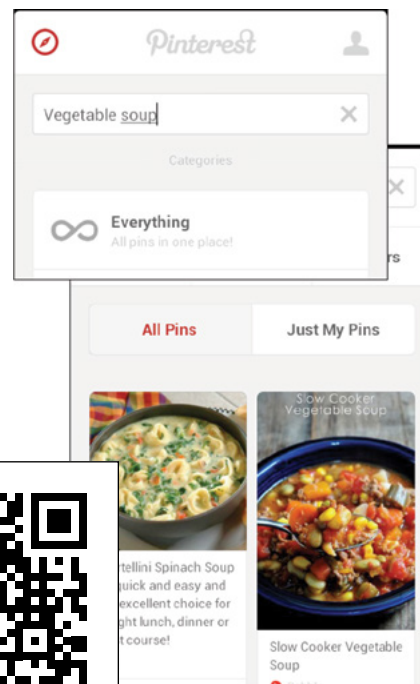
How it works

Unlike other social media, it's entirely picture based.

- ✓ Pictures are displayed on a 'pinboard'.
- ✓ When you see what you like, you click on it and get taken to the website the picture comes from.
- ✓ If you like it you can 're-pin' it, so your friends can see it as well.

Using Pinterest

- ✓ Follow the QR Code to get to Pinterest. You may want to download the app when prompted.
- ✓ Type your favourite food into the search box.
- ✓ Click on a picture that you like the look of. If you see the word 'website' above it, you can see the website it came from.
- ✓ Find boards you want to follow or pin your own links.



Code 1

Introduction

Ever since people started using the internet, they have been keeping logs or diaries about what they do or think. Today, weblogs (or blogs) are used by millions of people in a personal and professional capacity.

How it works

Unlike other social media, it's entirely picture based.

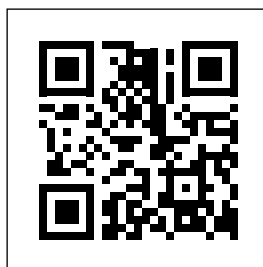
- ✓ **Blog:** written, usually chronological, entries on thoughts, opinions, guides to doing things, recipes, diaries, etc.
- ✓ **MicroBlog:** Very short posts on any of the above, often linking to a full blog. Twitter is the biggest example.
- ✓ **PhotoBlog:** Photos used to tell a story, chronicle what someone is doing, or show the stages in developing or building something (e.g. classic car restoration).
- ✓ **Vlog:** A relatively new phenomenon where people record themselves speaking to camera on an issue that interests them.

Blogging communities

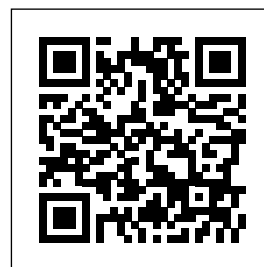
Many people blog on a particular subject. Sometimes they become such experts in it that they get paid to blog by others or by companies that want them to review a product. Some examples of this are craft blogs, so-called mummy-blogs (parenting) and political blogs. Follow QR Codes 1 & 2 to see examples of this.

Setting up your blog

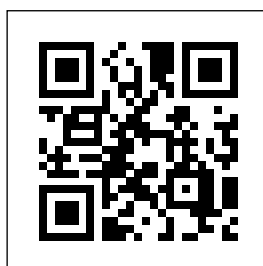
There are many ways to blog, but the two biggest are WordPress (QR code 3) and Blogger (QR Code 4). Follow the codes and follow instructions to set one up.



Code 1



Code 2



Code 3



Code 4



Introduction

Video is one of the most powerful tools on the internet. It allows people to share their thoughts, music and precious moments with small groups or the whole world.

YouTube®

YouTube is the biggest and most well known video sharing site.

You can use it to:

✓ **Produce Videos:** Many people produce their own videos, sometimes by talking about their life (Vlogs) or small films they've made.

✓ **Share Videos:** Many people use

YouTube to share videos of their favourite music. *Please be aware that you can only upload music or film clips if you have the copyright authorisation to do so.*

To set up a YouTube account, take a look at card A2(G) to set up a Google account, then follow QR Code 1 to set up a YouTube account. You can then upload an existing video, record your own, or search for videos that are already on YouTube.



Code 1



Code 2

Quick Video

Recently, a number of sites have opened their own channels for sharing live video (in other words, sending video to the internet as it happens). These services include Vine, Instagram and Periscope. To use Periscope, first complete

card C3 and then follow QR Code 2 will take you to Periscope. *Please be careful when sharing live video that you don't share anything you shouldn't – you can't cut it out later!*

Sharing photos you have taken on a mobile device

To do this you will need:

- ✓ To have downloaded the app for the network you want to share on (e.g. Facebook) and logged into it at least once.
- ✓ Have taken a photo using the camera or have downloaded one into your album.

Click on the “Share” button, which will look something like this: 

- ✓ Choose the network you want to share it with (Facebook, Twitter, Email)
- ✓ Select that network and add any comments you need to
- ✓ Click ‘Share’ or ‘Send’

Sharing other people’s content on social media

When looking through your ‘feed’ on Twitter or Facebook you may well see something you want to share with other people. To share this content, you will need to do one of the following:

- ✓ Click on a share button (see above)
- ✓ Click the Word ‘Share’ (if applicable)
- ✓ If using Twitter press the ‘Retweet’ button
- ✓ If using Pinterest press the ‘Re-Pin’ button.

Sharing thoughts and ideas

Facebook and Twitter

In your Facebook or Twitter app, at the bottom of the page is a box for entering in your Tweet / Facebook update. Type it in. If using Twitter, you are limited to 140 characters (this is shown next to the message). If you type in a long URL, twitter will shorten it, normally to around 17 characters.

Blogging

You will need to go to the blogging platform you set up (maybe using QR codes from the blogging card).

- ✓ Log into your blog.
- ✓ Click ‘New Post’ on the menu (this differs between platforms, but normally is shown this way).
- ✓ Type your post.
- ✓ Click ‘Publish’.



Taking Part Cards

Quick Index

Listening to Music	(D1)	Page 79
Arts & Crafts	(D2)	Page 80
Loans & Finance Online	(D3)	Page 81
Banking Online	(D4)	Page 82
Buying Online.....	(D5)	Page 83
Buying Used Goods.....	(D6)	Page 84
Booking a Holiday.....	(D7)	Page 85
Finding a voice/campaigning	(D8)	Page 86
Government Services	(D9)	Page 87
Family History	(D10)	Page 88
Communities & Advice	(D11)	Page 89

Links

- D1
1. <http://tunein.com/>
 2. <https://www.spotify.com/uk/>
 3. <http://findanopenmic.com/>
 4. <http://www.bandsintwon.com/>
- D2
1. <http://www.craftsy.com>
 2. <http://www.pinterest.com>
 3. <http://www.etsy.com>
- D3
1. [http://www.moneysupermarket.com/c/news/what s-the-best-mobile-banking-app/0026486/](http://www.moneysupermarket.com/c/news/what-s-the-best-mobile-banking-app/0026486/)
 2. [http://www.moneysavingexpert.com/savings/savi ngs-accounts-best-interest](http://www.moneysavingexpert.com/savings/savings-accounts-best-interest)
 3. <http://www.moneysavingexpert.com/credit-cards/>
- D4
1. [http://digitalunite.com/guides/shopping- banking/online-banking/how-bank-online](http://digitalunite.com/guides/shopping-banking/online-banking/how-bank-online)
 2. [http://www.moneysupermarket.com/c/news/what s-the-best-mobile-banking-app/0026486/](http://www.moneysupermarket.com/c/news/what-s-the-best-mobile-banking-app/0026486/)
 3. <http://www.nidirect.gov.uk/index/information-and-services/leisure-home-and-community/technology-and-online-services/go-on-ni/discover-the-internet/be-secure-online.htm>
- D5
1. [https://www.google.co.uk search?hl=en&tbm=shop&q=tablet+computer&oq=tablet+computer&gs_l=products- cc.3..0l10.3822.6459.0.6818.15.9.0.6.6.0.63.375.9.9.0...0.0...1ac.1.LzfpXvMYXLU](https://www.google.co.uk/search?hl=en&tbm=shop&q=tablet+computer&oq=tablet+computer&gs_l=products-cc.3..0l10.3822.6459.0.6818.15.9.0.6.6.0.63.375.9.9.0...0.0...1ac.1.LzfpXvMYXLU)
 2. [http://www.mysupermarket.co.uk/shelf/savvy_bu ys](http://www.mysupermarket.co.uk/shelf/savvy_buys)
 3. <http://www.bandsintwon.com/>
 4. <http://www.moneysavingexpert.com/deals>

Links (continued)

- D6
1. <http://www.ebay.co.uk/>
 2. <http://www.gumtree.co.uk>
 3. <http://www.freecycle.org.uk/>
- D7
1. <http://www.travelsupermarket.com>
 2. <http://www.expedia.co.uk/>
 3. <http://www.booking.com/>
 4. <http://www.tripadvisor.co.uk>
- D8
1. <http://www.theyworkforyou.com/ni/>
 2. <http://xtlearn.net/L/1405>
 3. <https://petition.parliament.uk/>
 4. <http://www.change.org/petition/>
 5. <http://twibbon.com/>
- D9
1. <http://www.nidirect.gov.uk/index.htm>
 2. <http://www.hscni.net/>
- D10
1. www.proni.gov.uk/index/family_history
 2. <https://familysearch.org/>
 3. <http://www.bbc.co.uk/history/0/23605029>
 4. http://boards.rootsweb.com/?o_iid=33216&o_lid=33216&o_sch=Web+Property
- D11
1. <http://www.nidirect.gov.uk/index.htm>
 2. <http://www.hscni.net/>

Everyone likes some kind of music. The internet gives us lots of different ways to enjoy music. Be careful: It is illegal to download “pirate” music that has been copyright protected.

Listening to the radio

You can get any radio station in the UK, including most local ones, by installing the **TuneIn** app. Try finding your favourite station or looking at a music genre you like.

YouTube®

YouTube has many music videos and music recordings. Open your YouTube app and search for the band/singer/musician you like best.

Music Streaming

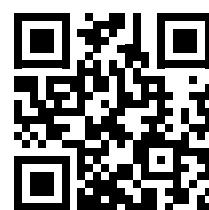
There are several services available for streaming music. The most popular are Spotify (QR Code 2) and LastFm. They allow you to build playlists. To get all the advantages of the services, you have to pay a subscription fee.

Buying Tickets

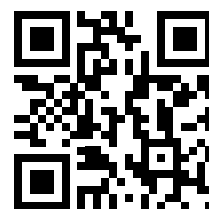
You can find bands’ gigs and ‘open mic’ sessions on various websites and on social media. QR Code 3 takes you to a directory of open mic sessions, QR Code 4 to a director of online commercial concerts.



Code 1



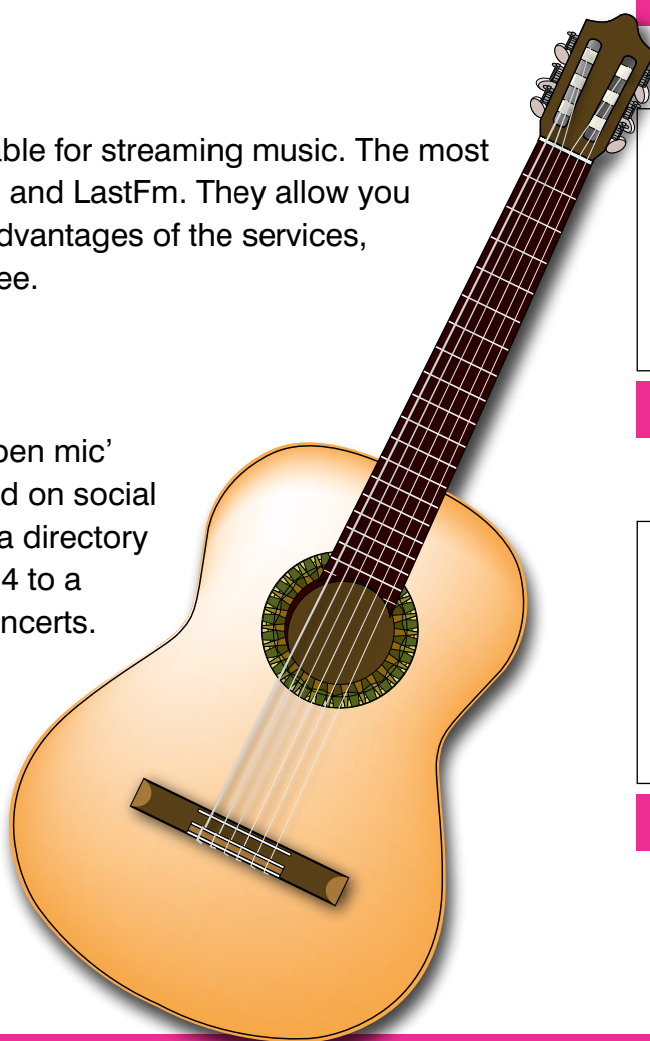
Code 2

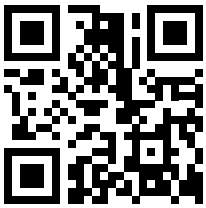


Code 3



Code 4





Code 1

Arts and crafts are a great way to keep ourselves occupied, but online they are also the basis for large online communities and industries.

Communities

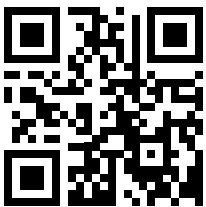
For most crafts there are specialist communities. Some use forums to discuss ideas, others blog and share the latest crafts they've created. There are normally competitions, sometimes with very good prizes for the best craft. QR Code 1 links you to Craftsby, an online hub that brings together communities around many different crafts.



Code 2

Sharing via Social Media

Many craft communities also use social media for sharing. Pinterest is a great way of sharing craft items, because it lets you share pictures of craft items you've found, made or are selling.



Code 3

Buying and Selling

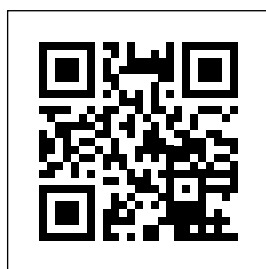
Most of the big online shops like Amazon and Ebay cater for craft makers. However, there are also some that are very specific. QR Code 3 links to Etsy, a site for selling handmade crafts.



Money makes the world go round and the online world is no different. Now you can manage your money online too. **Be careful: loans, gambling and investment carry risks – always read the small print and use sites that you trust.**



Code 1



Code 2



Code 3

Online Banking

Many people naturally worry about banking online. However, large high street banks now implement security measures that make it a relatively safe experience. You can do it from a computer or, in many cases, from a mobile device. QR Code 1 takes you to a review of different banks and their mobile apps – which might suit you?

Online Savings

Follow QR Code 2 to see some of the savings accounts currently listed online.

Online Loans

Taking out a loan is something that, from time to time, many people feel they need to do. It is very easy to take out a loan online, without considering it fully. Take a look at MoneySavingExpert's advice on loans via QR Code 3.

Other Online Money Matters

There are many ways to lose money online. Before you give money to anyone online, it's important to get qualified advice to ensure you know what you're doing and that it's safe to do so.

Many people are nervous about banking online. However, it has some real benefits: you can use it 24 hours a day from a mobile device, and can even open new accounts (in some situations) without having to set foot outside of the house.



Code 1

Learn how to online bank

QR Code 1 takes you to a 'Digital Unite' course about online banking. Take a look and see what you can learn from it.



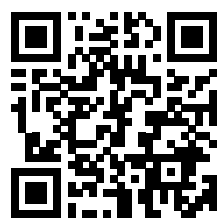
Code 2

Mobile devices

Many banks now let you do some banking from your mobile device. QR Code 2 takes you to MoneySupermarket's review of online banking apps. Take a look and think whether it would be convenient if you could pay bills and transfer money from your smartphone or tablet.

Online banking safely

It's natural to feel nervous about online banking because it's new and we don't experience the routine safety checks that we do when getting money from a traditional bank. Go On NI have prepared a useful page about identity safety, including internet banking. Follow QR Code 3 to see it.



Code 3

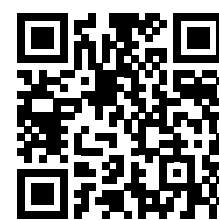
Buying and shopping online is a very popular way to shop. Most high street stores and many small outlets have online shops and some companies only trade online.

Finding a Bargain

There are many search engines you can use to find a bargain however Google Product is the biggest. Follow QR Code 1 to find a Google search for tablet computers. Try refining this search by price and other factors.



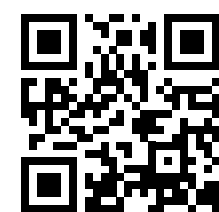
Code 1



Code 2

Comparing Prices

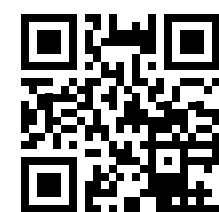
There are many price comparison websites for everything from insurance to grocery shopping. QR Code 2 links to one that takes information from all the major online supermarkets and works out which one will cost the least for the shop you want, then allows you to order online.



Code 3

Buying Tickets

If you like music or theatre there are all kinds of sites online that let you buy tickets. QR Code 3 links to 'Bands In Town'. Search this for music you're interested in and see if there are any concerts at venues near you.



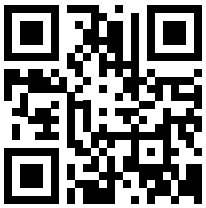
Code 4

Vouchers & Deals

Many sites offer you daily deals or vouchers. QR Code 4 links to an independent site listing current online deals.

As well as buying from new, you can also get used things online.

Be aware that quality and reliability varies, so always be careful.



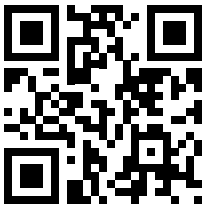
Code 1



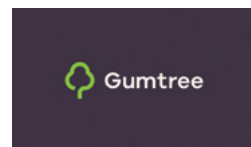
Ebay started as an auction site, but now works as a way for small mail-order businesses, including private individuals, to buy and sell. It works in two different ways:

1. You bid an amount on the item and, if the reserve (the minimum price the seller is willing to sell it for) is met and no one bids higher than you, you get the item
2. You can “buy it now” and pay a fixed amount to not bother with the auction and bidding process

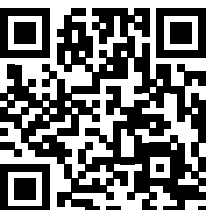
Follow QR code 1 to get to Ebay and explore it.



Code 2



Gumtree works like the classified section of a newspaper. Have a think about the benefits of using this site, but also the dangers that could be involved. Check out what’s listed near you via QR code 2



Code 3



Freecycle allows you to share items you no longer need that would otherwise be sent to a tip. You can post things you want, or things you want to get rid of, to a group based around your local area. Follow QR code 3 to find what’s being offered near you.



Code 1

One of the most exciting things to do online is book a holiday. You can either find all the bits yourself or find a package.

Comparing Holidays

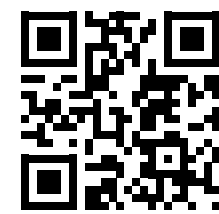
There are many sites that compare different holiday prices. Travel Supermarket (Code 1) and Expedia (Code 2) are two famous ones. If you do a search on Google, you can find many more!

Book Directly

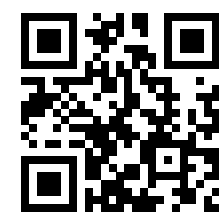
If you can find the website of the hotel or airplane company you wish to book with, you can probably book directly with them. However, there are also sites that allow you to find and book hotels. Code 3 links to Booking. Com, the biggest of these sites.

Leaving Feedback

Many travel agents, venues and resorts encourage you to leave feedback after your visit. You can also check out TripAdvisor (Code 4), an independent site. But be aware, some people have specific tastes or leave malicious feedback. So check several reviews and see what other reviews the person giving the feedback has left elsewhere.



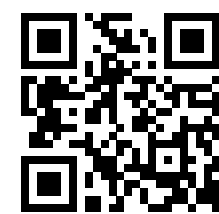
Code 2



Code 3

Safety First

Remember that many companies sell holidays and not all of them are safe. Check they are ATOL protected, as well as the feedback and security of the site before you buy.

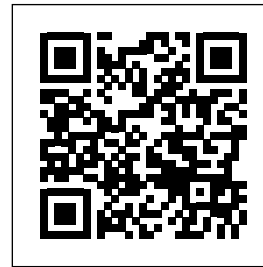


Code 4

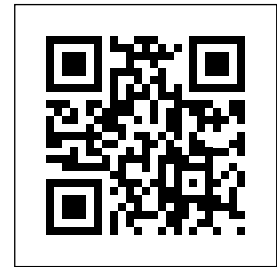
The internet is a great place for ensuring your voice is heard. Whether through engagement with politics or running your own campaigns, there are tools to help online.

Engaging Politically

The first step to engaging politically is finding your elected representative. QR Code 1 takes you to 'TheyWorkForYou' which allows you to find out about your assembly member (or Westminster MP). QR Code 2 takes you to a collection of resources around politics, including sites about voting and election leaflets.



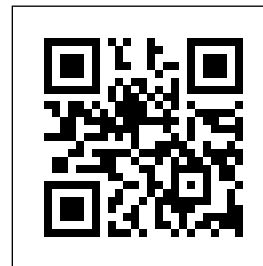
Code 1



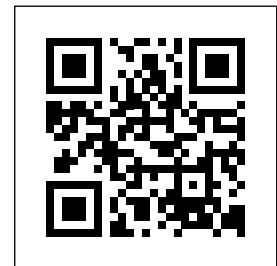
Code 2

Starting Petitions

There are lots of sites for creating petitions. However, the largest are the government's own petition site (where petitions with enough signatures get debated in parliament, QR Code 3) and Change.Org, an internationally acclaimed petition site (QR Code 4). Why not see if there's any you want to sign, or set one up on an issue you feel strongly about.



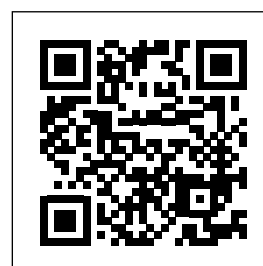
Code 3



Code 4

Using Social Media

There are many different ways you can use social media to become an activist. You can set up Twitter campaigns or Facebook pages to support your cause. Many campaigns use 'Twibbon', which places a campaign logo over your profile photo. QR code 5 links to Twibbon – take a look.



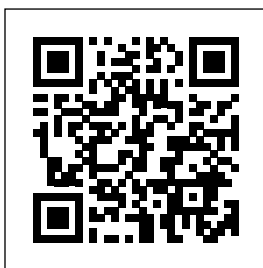
Code 5

Many of the government's services are now online and there are plans to move many more online soon. Government services include benefits, car tax and driving licenses, passports and fishing permits.



NI Direct

In Northern Ireland, most of the government's services can be found at NI Direct (Follow QR Code 1). When you get there, the site is divided into different government services that you can interact with online. Some of the services include:



Code 1

- ✓ Booking an MOT test
- ✓ Finding a school
- ✓ Paying your rates
- ✓ Finding out if you are eligible for, and applying for, benefits

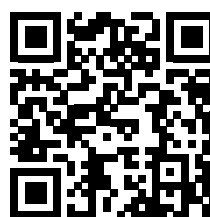
HSC Online & NHS Choices

HSC Online (QR Code 2) provides you with access to healthcare services in Northern Ireland. You can search for services near you or link from there to NHS Choices, which allows you to check symptoms and get health advice online. There are many sites that give health advice on the internet, but a lot of them are sponsored by drugs companies, follow a particular medical model or are incorrect. As a government service, NHS Choices is probably the most reliable.

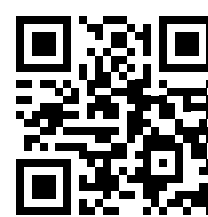


Code 2

Many people enjoy finding out about their family history and their ancestors. The internet can help with that, because it has a lot of information about people alive today, but also census records dating back centuries. If you live in Northern Ireland, you can access the Public Record Office family history pages by clicking QR Code 1.



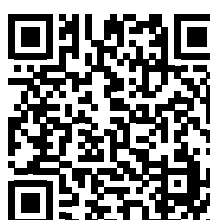
Code 1



Code 2

Getting Started

- ✓ Note the names and locations of any ancestors you know about.
- ✓ Follow QR Code 1 to search the largest family history database in the world.
- ✓ Search for your ancestors and, if you want, start building a family tree.



Code 3



Code 4

Finding out more

The BBC have made a great guide to getting started with family history. Follow QR Code 3 to see it.

Social Web

Many genealogists use social media, for example:

- ✓ Groups on Facebook.
- ✓ Hashtags on Twitter.
- ✓ Discussion pages (Forums).

Follow QR Code 4 to see a forum



Whether it's for work, for support or just for meeting new people, many like to get involved in online communities. There are some, on social media, but others that you can manually sign up to. Follow QR Code 1 will take you to **POP NI**, an advice community for older people in Northern Ireland.

Click "Sign Up" and follow the instructions.

You will need an email address before you can do this (see card A2).

After you have signed up, follow QR Code 2, log in if it asks you to and you'll see that you are in a group called "Advice NI". Advice NI is a group to help Northern Ireland citizens get advice on important topics. Groups are communities within a community. Click **Join Group** and post an introductory message to the administrators about who you are.

After that, return to the main page (you can follow the links or use QR Code 1 again).

Take a look around the site and see if you can find

- ✓ Upcoming events near you.
- ✓ Information about how to budget.
- ✓ Information about your consumer rights.
- ✓ Other groups you want to join (there's one for many local libraries)



Code 1



Code 2



Using Your Technology Cards

Quick Index

Choosing a device	(E1)	Page 92
Introducing the tablet.....	(E2)	Page 93
Using QR Codes	(E3)	Page 94
Understanding different devices..	(E4)	Page 95
Searching the internet (Google & Bing)	(E5)	Page 96
Typing and Pointing	(E6)	Page 97
Advanced typing	(E7)	Page 98

Links

- E5
1. <http://www.google.co.uk/>
 2. https://www.google.com/advanced_search

E6 / E7 These codes only work on a mobile device

It's hard to say exactly which device would work best for you; it depends on so much. In recent years, the number and type of devices available have changed dramatically. The table below is correct at time of going to print...but may well change! Take a look and see what you think would best suit your needs.

Static Devices

Device	Pros	Cons	Approx Cost
Desktop Computer	Powerful and can do almost anything; a technician can 'upgrade', rather than replacing, when it becomes old; easy to connect to printers, cameras etc.	Bulky; only works in one place and requires a number of power sockets; you need to be able to use a mouse or track-pad.	£500 - £2000
Games Console	You get all the benefits of gaming while having access to the internet; you get to use the internet through your TV	Often requires an additional subscription to be able to access the internet; not often practical for typing, etc. without additional accessories; limited programmes / apps available	£150 - £600
Smart TV	You get internet through your TV on a large screen	Often requires an additional subscription to be able to access the internet; not often practical for typing, etc. without additional accessories; limited apps available	£300 - £5,000

Mobile Devices

Device	Pros	Cons	Approx Cost
Tablet	Extremely portable; touchscreen is easy to use; un-intrusive, apps designed for simple mobile use.	Smaller screens than laptops; harder to customise	£100 - £700
Smart phone	Very portable; has full phone functionality.	Very small screen; hard to customise; doesn't work on some websites; hard to type.	Free on some contracts £300+
Laptop Computer	Powerful and can do almost anything; portable; big screen.	Unlike its desktop cousins it can't easily be upgraded; portable but often heavy; you need to be able to use a mouse or track-pad.	£300 - £2000
Netbook Computer	Small and portable, but keeps most of the power of the laptop.	Not as good for complex tasks like data or video editing; smaller screen, worse sound than laptops.	£150 - £350



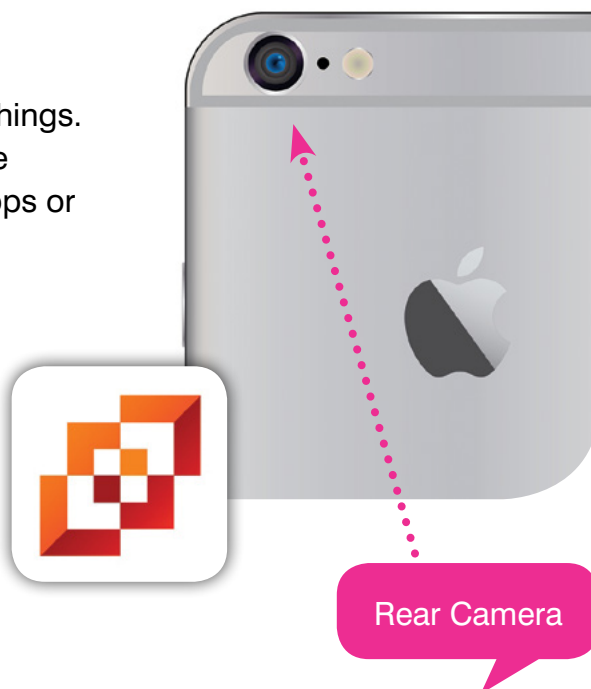
From a mobile device

These cards use 'QR Codes' to help you connect to things. QR Codes are like barcodes that your tablet or mobile device can read. They contain links to websites, to apps or sometimes just contain information.

To use them, you need to have a 'QR Reader'.

If your tutor has already installed it on your device, you will see a button that looks like this.

- ✓ Click on it to open the app
- ✓ Point the rear camera at QR Code 1 (below)
- ✓ Read the message
- ✓ Point the rear camera at QR Code 2 (below)
- ✓ When it displays the link for the website, click 'go online'



From a Computer

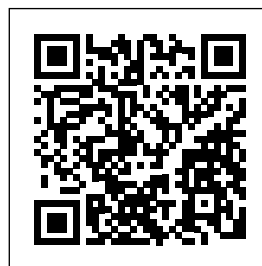
Most of our QR codes are "clickable" from a computer. That means, if you're viewing this on your computer you can

- ✓ Move your mouse over QR Code 2
- ✓ Click once, normally with the left mouse button
- ✓ If you are asked if it's OK to follow an external link, click on OK.

QR Codes that only work on mobile devices are not clickable.

From a paper copy

At the start of each section, the links for each QR code are listed. You can type the links in and use them that way too!



Code 1



Code 2

In order to use this course, it's useful to know what sort of device you are using.
If you can't be sure from this list, ask a tutor or volunteer to help you.

Mobile

Apple Devices

(iOS) (iPads, iPhone, iPodTouch)



Android Devices

(Android) Many Samsung, htc, Nexus & Sony items



Other Mobile

(many NOKIA & htc mobiles use WindowsPhone and BlackBerrys use BBOS)



 Windows

 BlackBerry

NOKIA

Computer

Laptop, Netbook or MacBook (normally using Windows (PC) or Mac OS (Apple))



Desktop Computers

(normally using Windows (PC) or Mac OS (Apple))



How can you find what you want online? There are over 600 million websites. You need to use a **‘search engine.’**

The Big Two

There are lots of search engines and they all work differently. The two biggest free search engines are:

- ✓ Bing, a search engine owned by Microsoft.
- ✓ Google, a search engine that has made its founders into some of the richest men in the world.

Using a simple search

- ✓ Follow QR code 1
- ✓ Type something you’re interested in (e.g. a sports team or a city)
- ✓ Have a look through the results. There are pages and pages of them. Take a quick look through the first few pages and see what you can find.

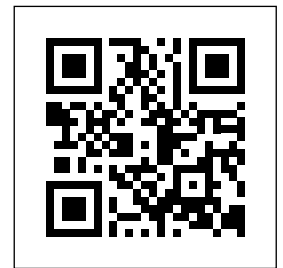
Using an advanced search

Advanced search lets you narrow down your search so you can find exactly what you want.

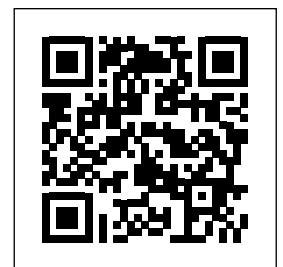
- ✓ Follow QR code 2
- ✓ Type your full name into ‘Exact phrase’
- ✓ Type some words about yourself (for example the town you live in) into ‘any of these words’

Specialist search

Using Google you can also search for specific things like images and video. See what else you can find by clicking on ‘more’ button.



Code 1



Code 2



Being able to type on and control your device is vital for using it. The only way to learn and to improve these skills is to practice them.

What sort of device are you using?



For the mouse:

<http://www.seniornet.org/howto/mouseexercises/>

For Typing:

<http://www.powertyping.com/qwerty/>

<http://www.typingweb.com/tutor/>

(requires registration)



Code 1



Code 2



For Typing:

Follow QR Code 1 for a free version of one of the many typing tutors available for mobile devices.

For Pointing:

It is useful to practice drawing to get the hang of using your devices touch screen. Use QR Code 2 to find a free drawing app on an Android device.

Even when you get used to typing on a mobile device, it's complicated and can be cumbersome. If you have an Android device, there are a number of other keyboards you can download as apps. Some are free and others cost.

To find the best ones, search for 'best Android keyboards' and you'll find lots of blogs that outline which ones different people prefer. Some of the most popular are 'swype' (QR Code 1) and 'swiftkey' (QR Code 2).



Swype allows you to run your finger between letters making a word. Once they get used to it, many people prefer this way of typing.

SwiftKey uses advanced predictive text, which guesses what you're going to type. It learns the sort of words you type and then guesses what you might be trying to say, as well as what you type.



Code 1



Code 2



FIND OUT MORE AT
www.digital-age.org.uk



www.digital-age.org.uk



An LGNI project kindly sponsored by

