

Get online



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DIGITAL

Digital learning guide

Issue 1

Helping you get online

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PRESENTS

Get online 

Digital learning guide

Issue 1 Helping you get online

Dear Croydon resident,

As part of our ongoing commitment to help you stay connected, we have produced a series of three user friendly guides designed to help you get online. These free digital learning guides cover step by step internet basics such as connecting to the internet, understanding Wi-Fi, searching the web, creating social media accounts and how to download apps.

Technology has never before played such a vital role in human connection and these guides are designed to help you confidently use the internet and online tools in your day-to-day digital activities, whether it's reaching out to friends and loved ones through social media, paying a bill or online shopping. We are relying on digital solutions more than we ever have before and we hope that you can benefit from these guides.

We are delighted to be working with a number of partners including Age UK Croydon, Croydon libraries, CALAT, Croydon Works and Clear Community Web, who are here to help if you need any further advice or support. Our Digital Resident Engagement Team are also available by phone or email. Please don't hesitate to get in touch.



Opama Khan

Head of Digital Place - Croydon Digital Service

Helping you get online

This guide is to help and support you get online. There are lots of benefits to being online. You can keep in touch with people, do your shopping, banking and much more.

What online means

Online means being connected to the internet. If someone says they are going online, it means they are going to use the internet.

The internet is a large library of digital information. It's made up of websites with web pages. Websites can be virtual shops, services and entertainment you can access from anywhere.

Channel 4 website



Things you need to get online

To get started online you need a **digital device** and **internet access**.

A digital device is a:

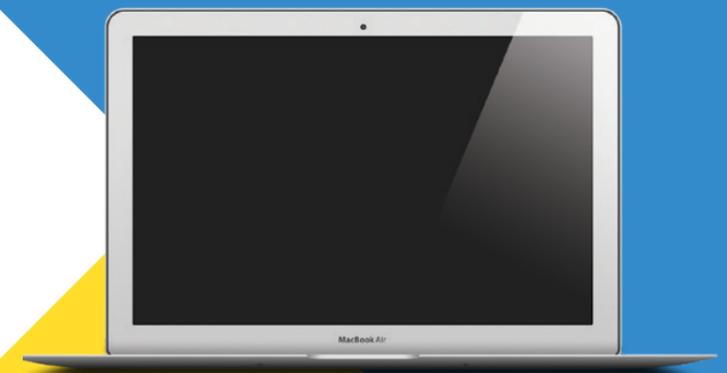
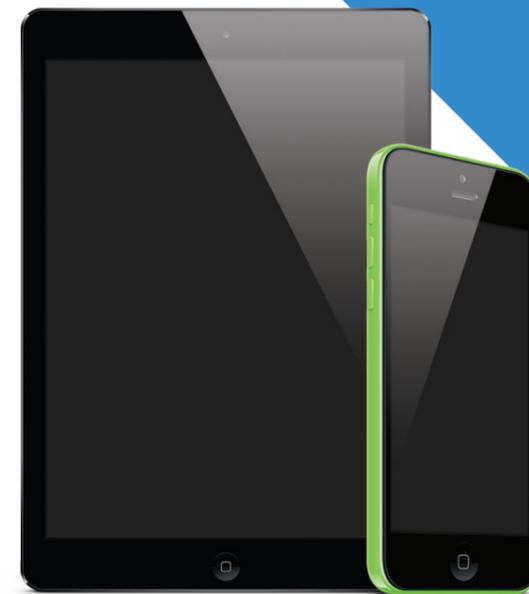
- ◆ smartphone
- ◆ tablet
- ◆ laptop
- ◆ desktop computer

You can take phones and tablets around with you. Laptops are bigger, but you can take them with you in a laptop bag. Desktop computers are for homes and offices.

Internet access

- ◆ lets you use the internet

▲ Digital device
Desktop computer



▼ Digital devices
Tablet and smartphone

▼ Digital device
Laptop

How to get internet access

Free internet access

You can get free internet access in public places called free Wi-Fi. Most local libraries have free Wi-Fi. Some shops, cafes and restaurants have it as well.

Buying internet access

There are different ways to buy internet access. You can buy it:

- ◆ for your home
- ◆ for phones and tablets

For your home, you can buy internet access from media companies like BT, TalkTalk, Virgin Media and others. You can pay for this monthly, but it's important to only get what you can afford.

You will get equipment called a router or a hub, and a password to use. Routers and hubs connect to the internet and create a Wi-Fi signal in your home. Using this Wi-Fi signal, all your digital devices can access the internet wirelessly.



Internet access Router



Internet access Hub



Internet access The Wi-Fi symbol

For phones and tablets, you can buy mobile data from media companies like EE, Vodafone, O2 and others. This will give you mobile internet access via a small chip in your device called a SIM card. You may have heard of 3G or 4G, this is the name for mobile internet.

You can pay for mobile data monthly, or pay as you go. Please note, not all tablets can use mobile data. The media company you use can tell you what tablets work with mobile data.



Mobile data providers for phone and tablets

Wi-Fi signal

A Wi-Fi signal can give you strong or weak internet access. Wi-Fi icons show you how strong a Wi-Fi signal is.



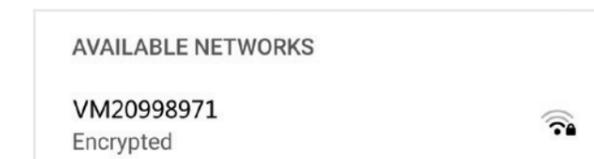
The number of bars tell you if a Wi-Fi signal is strong or weak:

- ◆ more bars mean the signal is strong
- ◆ less bars mean the signal is weak

A strong Wi-Fi signal is best.

Wi-Fi name and password

▲ A Wi-Fi signal will have a Wi-Fi name next to it that looks like a code.



A Wi-Fi icon with a padlock means you will need to enter a password. Once you enter this your device will remember it.



For Wi-Fi in your home, the media company will give you a Wi-Fi name and password to use.

For free Wi-Fi in a public place, you'll need to ask someone for the Wi-Fi name and password. Not all free Wi-Fi needs a password.

Connecting to Wi-Fi

Your device will know that Wi-Fi signals are available. How you connect to Wi-Fi depends on what system your device uses. You can learn more about 'device systems' in Issue 3 of this guide.

There are three main systems for phones and tablets:

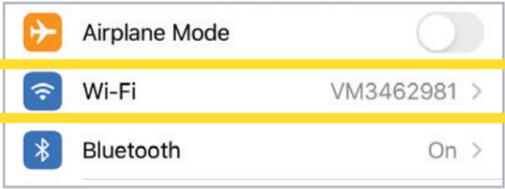
- ◆ iOS (by Apple)
- ◆ Android (by Google)
- ◆ Windows (by Microsoft)

! The example below is for an Apple phone or tablet. It may be different for other devices.

To connect a phone or tablet to Wi-Fi

- 1 Tap on the settings icon.




▼ Apple ▼ Other devices
- 2 Tap on the Wi-Fi icon.
 
- 3 Make sure the Wi-Fi is turned on.
 
- 4 Tap on the Wi-Fi name you want to use.

Enter the Wi-Fi password if you are asked for one. (See the information about Wi-Fi passwords in this guide.)



Please note when your phone is not connected to Wi-Fi it will use your internet data if you have it.

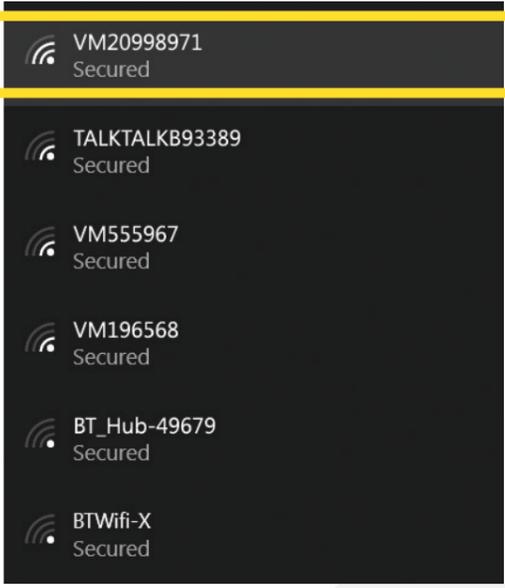
! The example below is for Windows (by Microsoft). It may be different for other devices.

To connect a laptop or computer to Wi-Fi

There are two main systems for computers and laptops:

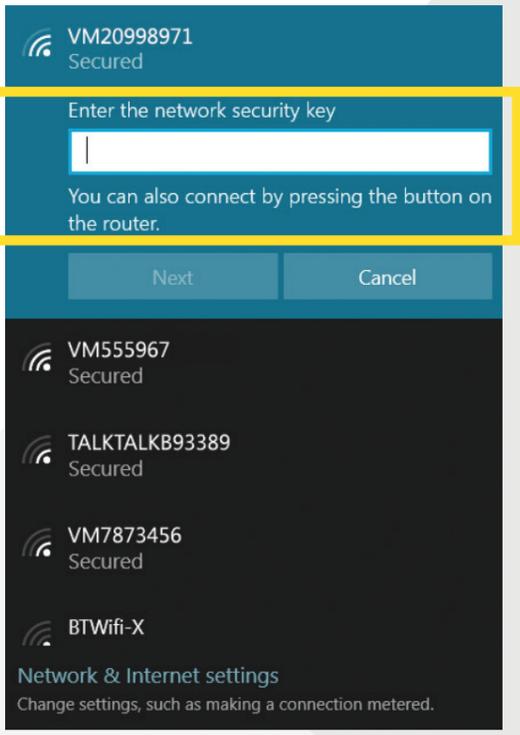
- ◆ Windows (by Microsoft)
- ◆ macOS (by Apple)

- 1 Click on the Wi-Fi icon. It will be at the bottom right of the screen.
 

▼ Wi-Fi icon
- 2 Click on the Wi-Fi network name you want to use.
 
- 3 Enter the Wi-Fi password if you are asked for one.

If you see the word 'secured' it means you will be asked for a password.

See the information about Wi-Fi passwords on page 7.



Stay charged

Battery life

Devices have a battery that needs to be charged. If the battery runs out, you will not be able to use your device.

If this happens to your phone, you cannot make phone calls. So it's important to always check how much battery life your device has.

How to check the battery life

The battery icon will show you how much battery life is left. See the picture of a battery icon below.



- ▼ This means the device has full battery life.



- ▼ This means the device does not have much battery life, and you will need to charge it.

Charging the battery

To charge the battery, you will need a charging cable and plug. This comes with your device.

For most phones and tablets, charging cables have one end to go into the device, and a USB connector at the other end. The USB connector goes into the plug.



- ▼ Charging cable and USB connector

For laptops, one end of the charging cable goes into the device and the other end has a plug.



- ▼ The battery icon will tell you the battery is charging. It will show a symbol that looks like a lightning bolt.

The battery icon on some devices may show a plug symbol when charging.

Let us know if you have questions

After reading this you may have questions. If you do have any questions, do not be afraid to ask. You can contact the Digital Engagement Team who will be happy to help and support you.

Telephone number:

07742 405244

Email address:

digital@croydon.gov.uk

Test yourself

- 1 What does online mean?
- 2 What do routers and hubs do?
- 3 What does a Wi-Fi icon with a padlock mean?

Read back over the information to see if you can answer the questions.

There are also other digital learning guides available called:

- ◆ Using the internet and communicating online
- ◆ Software, systems and apps

You can pick these up at Age UK offices in Croydon, your local library, Croydon Adult Learning and Training (CALAT) or Croydon Works.

