CROYDON
DIGITAL

Digital learning guide

Issue 2

Using the internet and communicating online

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Get online

Digital learning guide

Issue 2 Using the internet and communicating 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

Using the internet

This guide is to help you use the internet and look at websites.

Internet browsers

To use the internet you need an internet browser. An internet browser lets you look at websites and web pages.

There are different types of internet browsers.

The three main internet browsers are:

- **Internet Explorer** (Microsoft)
- **Safari** (Apple)
- **Google Chrome** (Google)

See the pictures of internet browser icons below.

Internet Explorer
(Microsoft)

Safari
(Apple)

Google Chrome
(Google)
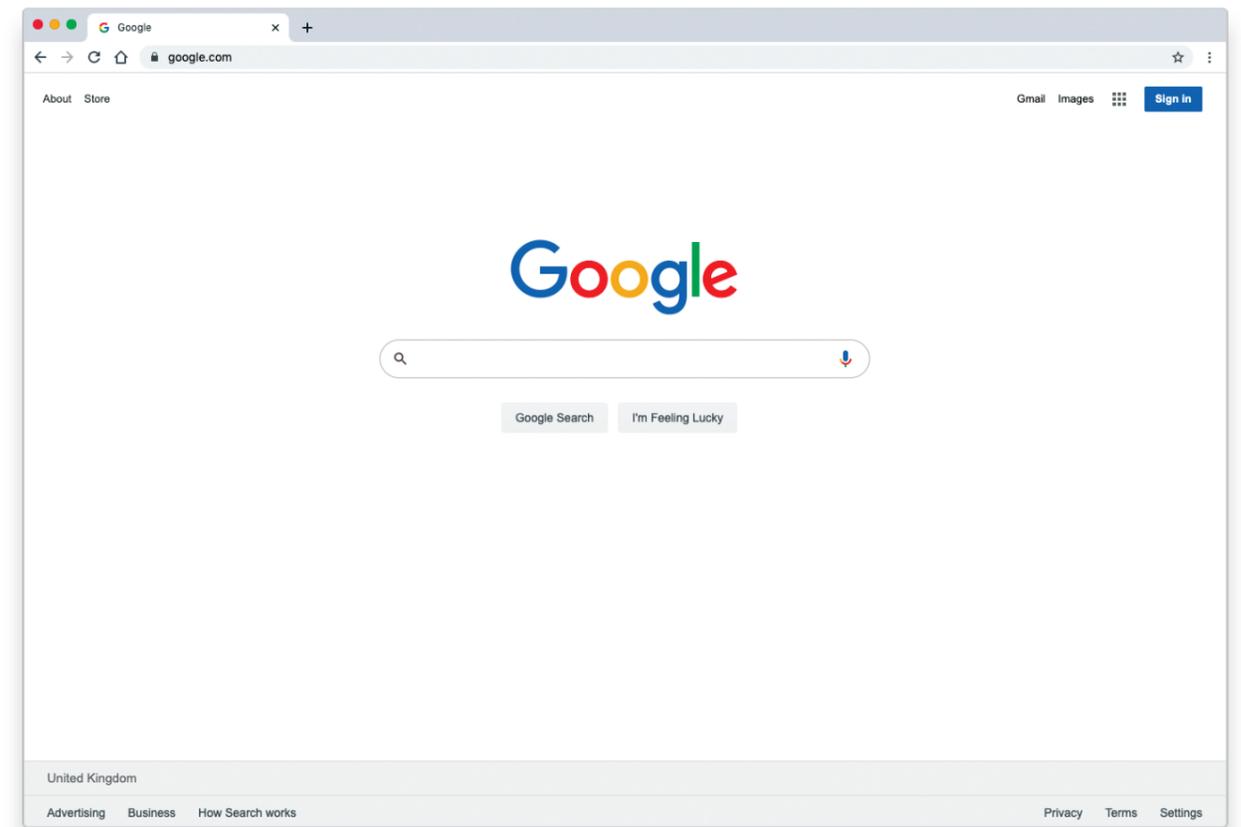
Opening the browser

On phones and tablets, to open an internet browser tap on the icon.

On laptops and computers, to open an internet browser click on the icon.

The browser window

When you open an internet browser, it will open a browser window. This will let you look at websites.

See the picture of a browser window below.

A browser window showing google.com

Getting to know websites

There are billions of websites on the internet. Websites are for many different things.

There are websites with online services that let you do banking, pay bills and much more. You can keep up to date with the news. If you like sport, there are websites with sports information. Websites and online services can help you in lots of ways with your daily life.

Web addresses

Each website and web page has a web address.

A web address starts with **www**. This stands for World Wide Web.

A web address can end in different ways.
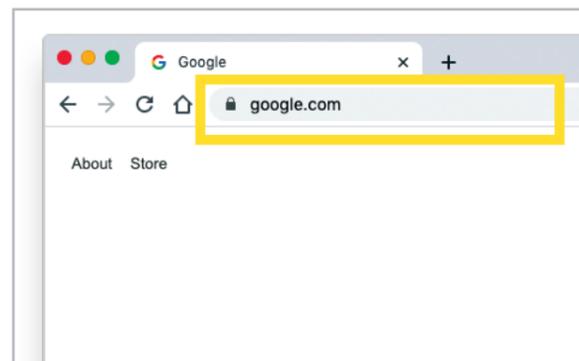
For example:

.co.uk   .com

.org   .gov.uk

A web address will be in an address bar, at the top of a browser window.

See the picture of an address bar below.

Browser window address bar

You can type a web address into the address bar like; **www.google.co.uk** or **www.croydon.gov.uk**.

www.google.com

Links

Web addresses can be used as links on a web page. Links use a web address as text you can click on. When you click on links, they help you to get to other web pages and websites. Links are a different colour and underlined.
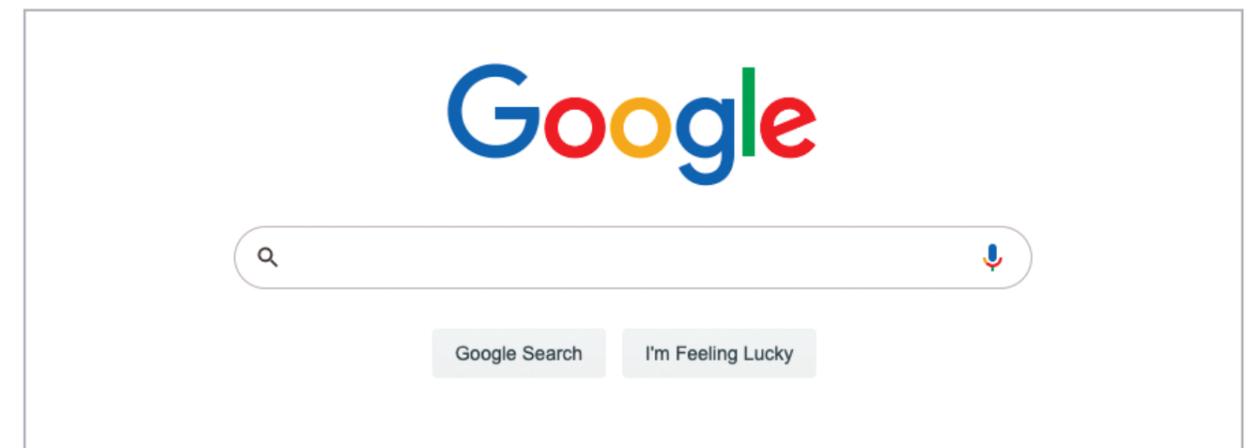
www.bbc.co.uk   Look at the BBC website

Examples of links

How to search the internet

To find information on the internet, you need to use a search engine. You type in what you are looking for, then it will search for the information. The most popular search engine is Google.

The search icon

The search icon looks like a magnifying glass. When you see the search icon, it means you can search for something.

The search icon is on the Google search engine. It's also on websites and devices.

Communicating with people online

Communicating online can help you keep in touch with friends and family. If you live on your own, or you don't have friends and family nearby, this can help you feel less alone.

Email

A popular way to communicate with people online is by email. Email lets you write and send messages to people. You can also receive messages from people. You can use email on all devices.

To send and receive emails you will need an email account. You can get free email accounts from Google, Microsoft and Apple. Their email accounts are called:

- Gmail (Google)
- Hotmail and Outlook (Microsoft)
- Apple Mail (Apple)

To get a free email account, you will need to create a username and a password. These must be kept safe because you cannot use your email account without them.

If you need support to get an email account, you can contact your Digital Engagement Team who will be happy to help. The contact details are at the end of this guide.

Social media

Social media means websites and apps that let you communicate with people online quickly. You can send and receive messages, share pictures, videos. Some social media lets you make phone calls and video calls.

WhatsApp

WhatsApp lets you send and receive messages, pictures and videos.

You can make free phone calls and video calls too. You can call people in the UK or in other countries. Please note you need to be connected to Wi-Fi or mobile internet to use WhatsApp. Also, when apps use mobile internet it uses your mobile data too, which costs.

Facebook

Facebook lets you create an online page with information about yourself. This is called a profile page. You can add messages, pictures or videos to your profile page. These are called 'posts'. You can also invite people to view your profile page and posts. The people you invite are called 'Facebook friends'.

Facebook also has an app called 'Messenger'. This is like WhatsApp.

Video meeting apps

Video meeting apps lets groups of people have face to face meetings online. To use a video meeting app, you need a device with a built-in camera and microphone.

Popular video meeting apps are:

- ZOOM
- GoToMeeting
- Microsoft Teams
- WhatsApp
- FaceTime

Read our Zoom quick guide on the next page.

zoom quick guide

Using Zoom is a great way to keep in touch with friends and family face to face from your own home.

If you have a device with a camera and microphone you can join a Zoom meeting. Zoom is very similar to MS Teams which the council use to get in touch with residents. You don't have to download any software if you are invited to a Zoom meeting. If you receive an invitation by email, you can just click on the link in the email.

You can sign up for Zoom at: **www.zoom.us** by clicking on the orange button which reads: '**Sign up for Free**'.

Once you have entered your details you will be able to choose whether to '**Schedule a meeting**', '**Host a meeting**' or '**Join a meeting**.' These options are all at the top of the home page.

If you are scheduling a meeting you will need to enter the details such as the time and date. Once you save the details of the meeting you then receive a code which you can share with those invited via email.

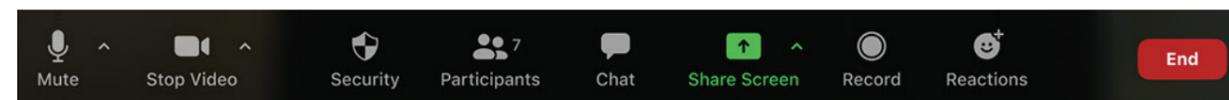You save the meeting details by clicking on the blue button at the bottom of the screen.

When you access a meeting a video screen appears like the one below. This will show who is in the meeting. The screen will be divided by the number of people present.

▼ Zoom video screen

In the image below you can see a Zoom toolbar. This appears at the bottom of the screen when you move your mouse around. It allows you to turn off your camera, mute your sound and show others your desktop, which means you can show documents or presentations to others. There are a number of additional settings available to you here to help your meeting run smoothly.

◢ Zoom toolbar

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 is an internet browser?**
2. **What does a search icon look like?**
3. **What do web addresses start with?**

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

There are also other digital learning guides available called:

◆ **Helping you get 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.