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Digital learning guide

Issue 3

Software, systems
and apps



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Issue 3 Software, systems and apps

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

Software, systems and apps

This guide is to help you learn about software and hardware, the systems that make devices work, and what apps are.

Software and hardware

You may have heard the words software and hardware before.

Software is the programs on devices. You cannot touch software.

Hardware is a device or equipment for a device. You can touch hardware.

Examples of hardware are:

- ◆ phone and tablets
- ◆ laptops and computers
- ◆ keyboards and printer



Device systems

All devices use systems to make them work. This is called an operating system. Your device comes with an operating system on it. Apple, Google, and Microsoft all have their own operating systems.

For **phones** and **tablets** the three main operating systems are:

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



For **laptops** and **computers** the two main operating systems are:

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

Apps

Apps is short for applications. Some apps are on your device when you get it. You can put more apps onto your device.

Downloading apps to phones or tablet

Downloading apps means getting apps from the internet and putting them onto your device.

Please note not all apps will work on all devices.

To download apps onto an:

- ◆ Apple phone or tablet, you will need to use the App Store
- ◆ Android phone or tablet, you will need to use Google Play

The App Store and Google Play will already be on your device.

See the picture below of the App Store and Google Play icons.



Apple App Store icon



Google Google Play icon

Types of apps

There so many useful apps you can download onto your phone or tablet. For example there are apps to:

- ◆ check bus times and bus routes
- ◆ listen to music
- ◆ help you keep fit
- ◆ play games

Most apps are free, but there are some you need to pay for. A lot of free apps have adverts. The apps you need to pay for do not have adverts.

Some apps need the internet when you use them, some apps do not. For apps that need the internet, you will need to use Wi-Fi or internet data. (See Issue 1 of this guide for information on Wi-Fi and internet data.)

Please note when apps use internet data, this costs money.



Handy apps

Free apps in the Apple App or Google Play stores.

Love Clean Streets

Love Clean Streets is the UK's leading environmental reporting app, allowing you to alert local services to flytipping, graffiti, dog mess and other issues.



City Mapper

Plan trips in a simple way across all modes of public transport. Get real time information on which train and tube stations are closed or have planned closures.



7 Cups

Sometimes you might find it difficult to speak to someone you know about your wellbeing. 7 Cups allows you to have anonymous and confidential conversations with trained listeners to support you.



Stress and anxiety companion

Guided breathing exercises, relaxing music and games made to help calm the mind, and handle stress and anxiety on the go.



Whatsapp

A simple and secure messaging app that lets you share messages, pictures, videos and more. Chat one on one or with a whole group.



Skype

Stay in touch with your friends and family with free online calls, video chats or messaging. Dial numbers internationally with Skype's low cost rates.



Patient Access

Patient Access connects you to local health services, lets you book GP appointments and order repeat prescriptions.



Amazon

Amazon is the world's largest online store. You can buy just about anything and have it delivered to your door.



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 software and hardware?
- 2 What is app short for?
- 3 Do all apps work on all devices?

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
- ◆ Using the internet and communicating online

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

