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# Staying digitally connected **HELPING YOUR LOVED ONES GET ONLINE**



**Now more than ever we are turning to technology to keep us connected with the people we love.**

To help families and friends keep in touch we've created this quick guide to getting online.

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## **Are they connected?**

The first step to get your loved one online is to make sure they have access to the internet. Check if they pay a monthly bill to an internet provider (BT, Sky, Virgin Media etc.) or if they have a router box installed in their home.

If they don't, there are lots of providers to compare. Try Plusnet, Talk Talk, or you could search on a comparison website to find the best deal for them.

If they're unsure about committing to a contract, perhaps they could try using the internet on a device connected to 4G to see how they feel being online.



**Top tip** – If the person you're helping already has a mobile phone contract, they may be able to get a bargain broadband from the same provider!

## Digital devices

Once they have an internet connection, your loved one will need something to browse the web on!

The best way to decide on what type of digital device to buy is to see what type of activities they want to do online. If they want to browse web pages and watch videos, a tablet may be the best option, but if they'd like to write and chat to family and friends, a laptop may be the way to go.



**Top tip** – If your loved one is elderly, then holding a tablet for long periods of time may be tiring and uncomfortable. Make sure to buy a stand so they can use it with ease.

When you're considering buying a digital device, always make sure you buy one from a reputable source. Trusted places like Currys, Argos and AO usually have several deals on laptops and tablets, so make sure to do some research first.



**Top tip** – Keep your loved one as safe as possible whilst they're online, make sure you buy online security software. Most trusted places will offer this at a discount as part of the package.

## Getting started

Setting up a digital device can be a challenge, especially for someone who has never used technology before.

It may be helpful to set up their laptop or tablet for them, or talk them through it on the phone.

If you need an extra helping hand, check out our 'getting started on the internet' guide, where you can learn how to connect to the internet and how to use an internet browser.

## Setting up accounts

From chatting with friends, to learning new skills for most online activities, your friend or family member will need different accounts.

Help them to set up an email account or social media profiles, so they can stay up to date with their loved ones. If they need a bit of added support, take a look at our getting started on social media guides.

Why not set up an online calendar for them and sync it with your own to help them keep track of appointments and special occasions? Microsoft and Google offer a free calendar that can be shared, which you can bookmark in your browser.

## Searching online

Finding information online when you don't know where to look for it can be frustrating.

We've put together a step-by-step guide on how to use the search function in an internet browser, plus some activities your loved one can do online. This is in our 'getting started on the internet' guide

You could also take some time to research into things they may like online. Do they have a hobby they really enjoy, a skill they'd like to learn, or a general topic of interest? Invest a few hours in finding websites they'd like, and share the browser links with them.

## Practise makes perfect

Learning something new can be a challenge, but we all know that practise makes perfect! Encourage your loved one to use the internet for a short amount of time every day until it becomes familiar.

You'll soon find that they will become a pro at surfing the web in no time!

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**We're always on hand to support you and your loved ones with your wellbeing and are here to help you, your friends and family stay digitally connected. If you need support or advice please get in contact with us today.**



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