creative SUPPORT

2022

GUIDE TO GOING DIGITAL

opportunity, choice and wellbeing

INTRODUCTION

Lots of us have had to use digital technology to connect with loved ones over the pandemic, but some have found it easier to get to grips with than others. To help those who have found using smartphones, laptops, or tablets a bit confusing, we've updated our handy 'Going Digital' guide, filled with information we hope you'll find useful!

If you have any questions, please contact the Marketing team:
marketing@creativesupport.co.uk

We would also love to hear about any of the fun things you've been up to online, so please let us know and get in touch!

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REMEMBER, IF YOU FEEL UNSURE ABOUT STAYING SAFE ONLINE, ASK FOR HELP!

The **internet** is a communications system that connects computers and databases all around the world.

Websites are on the internet. You can access them from any device that has an internet/Wi-Fi connection.

Online is a term people sometimes use for being on the internet.

A **search engine** is a type of website. It finds other websites that have the words you searched for on their pages.

Email is a method of sending digital messages from one person to another person or a group of people.

A **smartphone** is like a small computer. Besides making phone calls, they can be used for email, browsing the internet, playing music and games, and many other functions that computers can perform.

Apps is short for application. Apps are the programmes that you use on a smart phone or a tablet.

Social media is a site you join to share information and photos with other people.

Notifications are the pings and sounds from phones, tablets and computers. They tell you when something has happened on an app or website.

Download means to transfer files or data stored on the internet onto your smartphone, tablet or computer.

Did you know that people started using the internet in 1989, and that it is now used by over 2 billion people across the world!

The internet is a great place to access information and to stay in touch with family and friends, but it can often seem complicated to get started.

HOW DO I ACCESS THE INTERNET?

You can access the internet through your computer, tablet, or even your smart phone if you have one. All you need to do to use the internet is to be signed into the Wi-Fi or use mobile internet (shown by a 3G or 4G icon in the top left of your phone or tablet screen) to get you logged on. Your staff team will be able to advise you on the best way for you to get online.

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HOW DO I SEARCH FOR WEBSITES/INFORMATION?

Once you have connected to the internet/Wi-Fi, you can then visit a search engine and enter "search words" for example: games, email account.

The most popular search engines are:

• Google

• Firefox

• Microsoft Edge

• Safari
(If you have an iPhone or an Apple computer such as a Macbook)

On the search engines, you will see a long white box for you to write your search words in.

Type in your search words and click 'search'. You will then get a list of results. Click on the blue writing that is underlined to go to the result you want.

You can also type a website name into the search as well, so if you want to visit Creative Support's website for example, type in 'Creative Support', and the search engine will bring up our website in the list of results.

DO I NEED AN EMAIL ADDRESS AND HOW DO I SET ONE UP?

You will need an email address if you would like to join any social media websites, shop online, or to send emails to friends and family.

How to set up an email

A popular email is Gmail.

1. First search for **gmail.com** in your search engine. Then click the link

2. Click "Create an account"

3. Enter your name and enter what you would like your email to be. Sometimes you have to add in more words or numbers as someone else already has that email address.

PASSWORDS

Creating a strong password is important as it means that it's hard for someone else to guess.

Choose a word that you can easily remember. Use a mixture of numbers, letters and special characters in your passwords. **Never give out your password!**

For example:
• Your favourite kind of animal
• Your favourite TV show
• A funny word that makes you laugh

Add in a number and a special character such as any of these symbols **! * ? #**

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There are lots of apps and websites available that can help us keep connected with friends and family. Most of them can send you a smart phone or tablet notification when people have messaged you so you can respond quickly, or act as a reminder to reply later. If you prefer not to have these notifications on your phone or tablet, you can switch them off in the 'settings' and 'notifications' bit of your phone if it's an app you have downloaded.

MESSAGING APPS

WhatsApp

This app allows you to message individuals or groups instantly as long as they also have a WhatsApp account. It is also a great way to share photographs and you can also make video calls with it too.

Facebook Messenger

This app can be attached to your Facebook page or downloaded onto your phone. It allows you to message people on your friends list, or make groups with your friends so you can all talk together.

Instagram, Twitter and TikTok Direct Messaging

If you have an Instagram, Twitter, or TikTok social media account, you can also keep in contact with people you know through the platforms by sending them a direct message. Some people keep their accounts private, which means you have to follow each other before you can send each other messages. Make sure you know the person before messaging them, otherwise they may block you if they think you're a stranger, which means you won't be able to see their account anymore and will stop you from following them in the future.

All of these apps are best used on smart phones or tablets, and can be downloaded from the App Store on your devices. We have included some advice on staying safe on these social media apps on page 17.

Email

Along with the newer apps, don't forget about the classic email. If you want to write something longer, add in pictures, or attach other files like a piece of writing you've been working on, then email might be the one for you. This may not be 'instant messenger', but just like the humble letter, some things don't need to be rushed.

Zoom

Zoom is a great way of staying in touch and seeing family and friends over a video. As well as catching up, lots of activities are now taking place over Zoom, from dancing and cooking, to exercise and wellbeing sessions. Zoom is an app that you download onto your computer, tablet, or smart phone, and you need to set up an account with your email address.

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There are lots of fun and educational things that you can do on the internet, and we've listed just a few of them below.

E-LEARNING

Learn a New Skill

Have you ever wanted to learn a new skill but weren't sure how to get started? If you want to try a new hobby like knitting or dancing, then YouTube has millions of videos with step-by-step tutorials to get you going! You don't need a YouTube account to look at the videos. If you want to see what you've watched before and have videos recommended to you, then we advise setting up a YouTube account. If you have already set up a email account (on page 7) then you can sign up with most of your details already filled in for you!

Learn a Language

If you've fancied learning a new language then a great app is Duolingo. The app can be downloaded onto your smart phone or tablet, or if you're using a computer then you can go to **duolingo.com** and sign into your account there.

You set up an account with an email address, and then you choose a language you would like to learn. They have over 19 languages to choose from, and the app makes learning feel more like a game! Good luck, bon chance, and buena suerta!

ONLINE GAMES

There are plenty of online games you can play for free. You can find chess on **Chess.com** where you can play against a computer, famous chess players, or strangers.

If you like Sudoku, then **Sudoku.com** has thousands of games for you to play for free.

Games.co.uk is a good place to play free games online including football games, arcade games and much more.

Chess.com also has an app if you prefer to play chess on your phone instead!'

MENTAL HEALTH AND WELLBEING

There are quite a few websites and apps that can help you to improve or manage your mental health and wellbeing.

- **Headspace** is a free app that offers guided meditation, help with getting better quality sleep, and exercises.

- **Exhale** is an emotional wellbeing app that is free and is made for, and by, Black and Indigenous people of colour. The app offers meditation, coaching tips, and breathing tips along with much more.

- **Done** is a free app that tracks habits that you either want to keep up, such as reading for ten minutes a day, or habits you want to break such as smoking. It sends gentle reminders and can help you keep track of how well you're doing!

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Chloé from our Communications Team, spoke to Paul in Calderdale and Kirklees about his experiences of Going Digital, and advice for people who might find using technology a bit confusing.

Chloé: Hi Paul, I believe that you've been 'getting digital' for a while now?

Paul: *Yes, I have a tablet that the team helped set up for me last year and I use the computer. I prefer to use the computer as I'm not as used to using the tablet as I'm with this.*
I set myself a goal to improve my skills online, which I'm keeping up with.

Chloé: What do you like to use the internet for?

Paul: *I like to check my emails, play solitaire, use Facebook and Twitter, watching films, and looking at pictures of people like John Wayne as I really like his movies. I also use YouTube and send messages and write comments on videos. Debra, a Support Worker at the service, said that "technology has been a godsend to Paul as he's been able to communicate with his friends and family throughout the pandemic. He also met his girlfriend online on a website which people from different services use, which was so lovely."*

Chloé: It's really important we stay safe online. When you have used the internet is there anything you have identified as a risk? If so, how have you stayed safe?

Paul: *I've always been worried about using Facebook and thought I would try to get more advice before using it. I attended a "Tea and Tech" where I found out about going into the privacy settings, which are really important to understand I think with social media.*

Chloé: What words of encouragement would you have for someone who is unsure about getting online or worried about using the internet?

Paul: *There are courses out there for people who are not confident at using it. Or ask a friend who may be able to show you.*

Chloé: Thank you so much for your advice and for speaking with us Paul!

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Chloé spoke to Jamie in Cumbria who is a keen YouTuber and makes videos of his travels, which he shares online.

YouTube

Chloé: What do you like about YouTube videos Jamie?

Jamie: *I enjoy exploring whilst out and about taking the videos. I also enjoy editing my videos before uploading them.*

Chloé: How long have you been making YouTube videos?

Jamie: *It's been nine years- I started making them in June 2012.*

Chloé: What other things do you like to get online for?

Jamie: *I like watching other people's videos as it gives me inspiration.*

Chloé: Do you have any tips for people who have just started to get online?

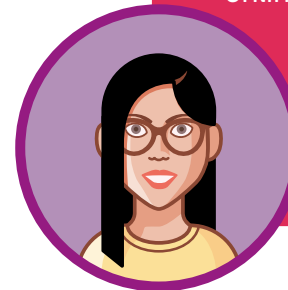**Jamie:** *Just be confident and keep at it. I now have 11,900 subscribers to my channel.*

Chloé: Thank you so much for your time Jamie!

Chloé wanted to remind everyone that if there are any service users who would like to join the Creative Support online activities and events and are unsure about getting online, please get in touch with us as we can help you with this!

Please email marketing@creativesupport.co.uk to get in touch.

REMEMBER, IF YOU FEEL UNSURE ABOUT STAYING SAFE ONLINE, ASK FOR HELP!

The internet is a great place where we can find information, keep in contact with people we can't see in person, do our shopping, have meetings, join social events, and more. Because there is so much to do on the internet, it is important we are aware of any security and safety issues which can crop up.

Online scams, privacy issues, cyberbullying and trolling all take place on the internet, and we have put together some tips to help keep you, and others, safe online.

KEY ONLINE SAFETY TERMS

A **virus** is a program that "infects" your computer.

Anti-virus software is a program that will detect, protect and fix your computer if it has viruses.

Cyberbullying is when someone repeatedly sends you messages online that are hurtful, embarrassing or threatening.

Trolling is when someone leaves an insulting message on the internet in order to annoy someone.

Cyber Criminal is a person who engages in criminal activity using computers or the internet.

Spam is unwanted comments or emails selling or saying things that aren't of any interest to you.

An **update** is new, improved, or fixed software, which replaces older versions of the same software.

Internet fraud means trying to trick or scam someone else using the Internet. Internet fraud can take place on computer programs such as chat rooms, e-mail, message boards, or websites.

SAFETY AND PRIVACY

- Install up-to-date anti-virus software on your computer. Most computers come with this software installed and will remind you when it needs updating. Find out more here:

  www.ncsc.gov.uk/guidance/what-is-an-antivirus-product

- Create a password that includes both capital and lowercase letters, numbers and special characters such as question marks, exclamation marks and asterisks. Make sure you choose something only you will know and try to not use the same password for everything.

- Never give out your password and avoid writing it down.

- When shopping or banking online, make sure the web address starts with 'https' instead of just 'http'. The 'S' indicates the website is secure and your data will be protected.

- Add a screen lock onto your smartphone or tablet. This means that if someone gets hold of your device, they can't access the data on it without entering your password. You can do this in your settings. Some phones now have face recognition or fingerprint access, which is even easier!

- Make sure you update the apps on your phone or tablet whenever a new version is released. Your device will notify you of this in the App Store. App updates contain vital security to help protect your devices from cyber criminals.

- Put the highest security settings on your social media accounts, see pages 22 and 23 on how to do this. This will stop unwanted or spam messages coming through and keep you protected.

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EMAILS

- If you are unsure who an email is from, don't open it. It may contain a virus which will infect your computer, tablet, or smart phone.

- Be careful about where you log in to your emails. If you are on a public computer such as in a library, make sure you log out correctly before leaving and click 'no' if a website asks if you want to save your details. This stops other people who use the computer from logging into your accounts.

- Block and delete any unwanted emails. You can report the sender to **report@phishing.gov.uk** if you think it looks suspicious.

- The 'junk' section of your emails is what your email provider (like Gmail) considers spam and isn't sure if it's completely safe. Most junk emails are from websites you may have subscribed to, such as newsletters, or companies trying to sell you things. Junk deletes itself after a certain amount of time to save you the hassle of going through lots of 'spam' emails every week.

VIDEO CALLING

Video calling is a great way to chat to friends and family if you are unable to see them in person. If you are using apps such as Zoom or Houseparty, here are three tips on staying safe:

- Only share your chat link to friends or family – don't share it on social media.

- Create a password for your chat and only give it to friends or family who you want to join the call.

- Leave the chat if you feel uncomfortable or if a stranger joins.

- Other great ways to communicate with friends or family, is to use the video call function on your phone or tablet such as FaceTime or WhatsApp video chat. This way, you know that the call is secure and there is no chance of a stranger joining!

ONLINE BULLYING

Unfortunately because of how big the internet is, and how many people use it, there can be some nasty people out there.

Some people will send mean messages for no reason, and others will send rude or cruel pictures hoping that you respond. If you get a message from someone you don't know on Facebook and your privacy settings are really high, they will go into an 'others' folder which you can ignore or delete when you feel ready. This is the same for Instagram.

Make sure you keep your privacy high on all of your accounts. Go to page 22 and 23 to find out how to change your privacy settings.

Useful Resources for Online Bullying

www.bullying.co.uk – Click on Advice Section on the website for advice and information about staying safe and how to deal with cyber bullying.

www.nationalbullyinghelpline.co.uk – Has a page dedicated to cyber bullying and they have a free **National Bullying Helpine you** can call Monday – Friday on 0300 323 0169.

www.report-it.org.uk – Advice on how to report a Hate Crime.

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Social media, or social networks, are online communities where you can connect with friends, family and other people who share your interests. It has quickly become a daily part of our lives and is a great way to stay connected with others, but we do need to be careful about what we are posting and who has access to this.

- ✓ Only add or accept friend requests from people you know or have met in person
- ✓ Be wary of messages from strangers and don't send photos or personal information to people you don't know
- ✓ Ensure you have high security privacy settings on all social media platforms
- ✓ If you feel uneasy about posts or messages from someone then report and block them (see next page for more information).
- ✓ Regularly review your contacts, think about removing anyone who spreads negative content or doesn't make you feel good about yourself
- ✓ Protect your identity. Never share your personal details over social media such as phone number, address, bank details, etc.
- ✓ Turn off your location. Make sure only people you trust are able to see where you are, if anyone at all. If you are posting on social media, there is an option to 'tag' where you are so others can see it. Make sure you don't mind people seeing the places you have visited before tagging a place.
- ✓ Turn off automatic tagging. Some sites let you turn off or receive approval notifications if you are tagged in any photos

HOW TO BLOCK SOMEONE ON SOCIAL MEDIA

Blocking someone on social media means they virtually do not exist anymore. You cannot see their profiles or search their names. Their photos, videos, and statuses no longer appear in your feeds. You can no longer tag them in things, and vice versa.

Facebook
1. Log into your Facebook
2. Go to the profile page of the person you are trying to block
3. Click on the 'three dots' on the top right-hand corner of their profile, next to "follow" and "message"
4. Scroll down and click "block"
5. Confirm thatyou would like to block them

Twitter
1. Go to the Twitter profile of the person you are trying to block
2. Click on the "settings" symbol at the top of their profile (this symbol looks like a small gear)
3. Select "block" from this list
4. Confirm that you would like to block them

Tag (in photos)

HOW TO REPORT SOMEONE ON SOCIAL MEDIA

- Tell the website that you are using. You might be able to do this on their site or there might be an email address you can write to.
- Save the message from the person bullying you.
- Avoid writing back to the person bullying you.

If you don't know how to block or report someone, turn off your location or if you are unsure on anything mentioned in this booklet, ask someone you trust to help you.

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THINK BEFORE YOU SHARE

Although social media is a fantastic way to share memories and contact friends, think before you share! Your posts, photos, comments, and any other shared material can create a picture of yourself to others. Once you have shared something it is there for all to see! This is the case even on apps such as Snapchat or Instagram Stories where messages and images disappear after a certain amount of time. Someone can screenshot your posts without your consent - avoid sharing anything personal or potentially embarrassing!
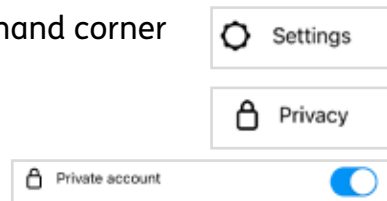
SOCIAL MEDIA SAFTEY SETTINGS

Facebook

1. Find 'Settings & Privacy' and select 'Privacy Shortcuts'
2. Select 'Review a few important privacy settings'
3. Select 'Who can see what you share'
4. Ensure that all are set to 'Friends'

Instagram

1. Go to your profile page
2. Select the cog in the top left hand corner
3. Select 'Privacy'
4. Tick 'Private Account'

Snapchat

1. Go to your profile
2. Click the cog button to open up your settings
3. Click 'Who Can' and then 'Contact Me' from the dropdown menu
4. Change the setting to 'My Friends'

TikTok

1. Go to your profile page and select the three-dot icon in the top-right corner.
2. Select 'Privacy'. Then, click the switch for 'Private Account.'
3. You can also select who can send you comments and direct messages, who can do a duet (video) with you and who can view your account
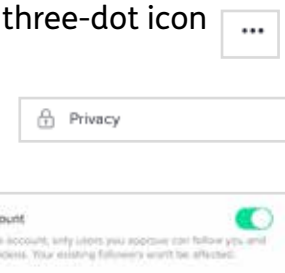
Twitter

1. Select 'Settings' and then 'Settings and Privacy'
2. Then go into 'Privacy and Safety' and select 'Audience and tagging'
3. You can select the box on the right so that your Tweets and other account information are only visible to people who follow you. Tick the 'Protect your Tweets' box Select 'Photo Tagging' and tick 'only people you follow can tag you'

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DIGITAL CRIME

The internet is a great place which can be used for good, but some people out there use it for their own benefit and can hurt others in the process.

Some people will try to scam you to steal your identity, your personal details, or even your money. It's good to be aware of the ways someone could try and scam you so you can spot the warning signs and put a stop to it before it happens.

Here are some of the ways someone may try and scam you:

PHISHING

This is when someone will send you an email pretending to be from someone or some company you know. They may ask you to click a link in the email which will take you to a fake website and ask you to share your personal details or your bank details. They could also try to 'phish' you through email attachments, which will then download bad software

(also called 'Malware', which you can read more on below) to your computer which is very hard to get rid of.

Make sure you trust the person who has sent you an email, and only click links and email attachments when you know for sure that they're real. If you worry they might not be, ask someone at your service to check as they can check on your behalf and give you advice.

SMISHING

This stands for 'SMS phishing' and is when someone sends you a text message and pretend to be from someone you know, or a company you know. They will ask you for personal details, or details about your banking, pretending it's for securing your account or checking something, and then use these details to steal your information or your money. Like with Phishing, it's good to always double check that the text message is real and you trust who has sent it to you just to keep yourself as safe as possible.

MALWARE

This is short for 'malicious software' and is something that a scammer will try and make you download to your computer so they can mine it for details about you. A computer virus is a common type of malware, and sometimes it can stop you from using your computer or digital device. We included more information on 'anti virus software' on page 17 of this guide, which you can download to your computer to protect it from malware. Make sure to only click links and attachments from websites and emails you trust to stay safe from malware.

NOTES

Make a list of your favourite websites and apps here, or jot down any tips you've learned while getting online so you'll always have a handy place to refer back to!

PLEASE NOTE:
NEVER SHARE YOUR PASSWORDS, USERNAMES AND IMPORTANT INFORMATION WITH OTHERS OR WRITE THEM DOWN.

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IF YOU HAVE ANY QUESTIONS OR NEED HELP 'GOING DIGITAL', ASK FOR HELP!

Friends, family or support workers will be more than happy to help you learn how to stay safe online.

CONTACT US

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