

Helping you

ONLINE



Whatever your starting point, this guide helps you build digital confidence, grow your skills and unlock what's possible online.



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If you think computers and technology are not for you, you're not alone – countless people feel the same way!

Digital devices and the internet have become a part of everyday life, and can be really beneficial if you know how to use them.

This booklet is designed to help you online by providing step-by-step guidance, resources and support on how to make the most of the digital world.

It covers everything from getting started with your device, to using online services and saving money online. Each section will help build your confidence through easy to understand information and useful tips.

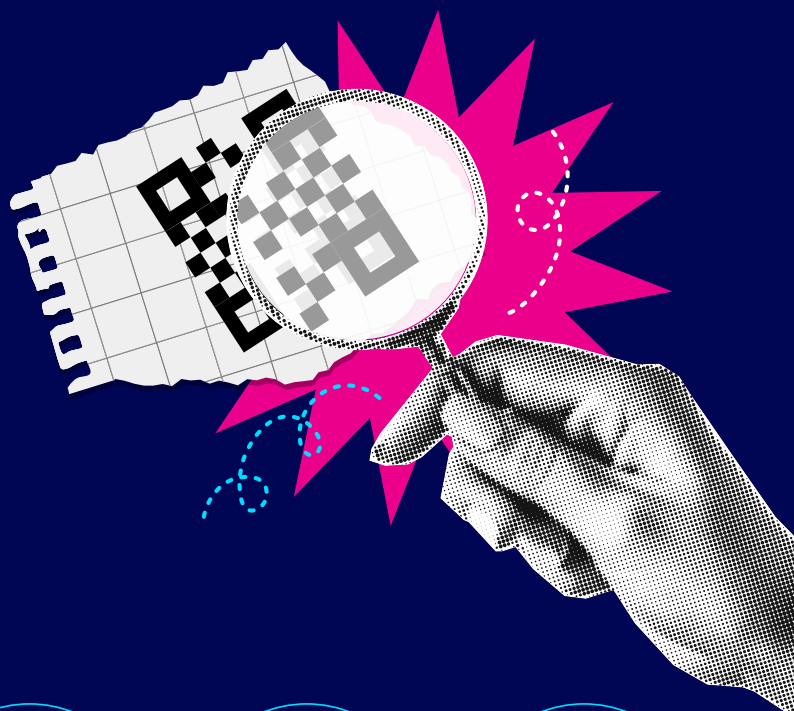
We may provide links to websites owned and operated by other organisations – we do not endorse any organisation or product, and please be aware that you will be subject to their respective terms and conditions.

Seen one of these barcodes before?

They're called QR Codes! They save you time by taking you straight to a particular website using your device's camera.

Find out more about QR codes in Section 19.

Each section will include ways to explore even more information through the use of websites – so keep an eye out!



How to use a QR Code:

1. Open Your Camera App.
2. Point the Camera at the QR Code.
3. Tap the Notification.



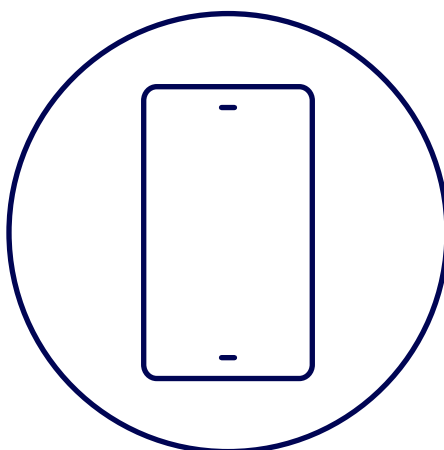
1: Getting started with your device



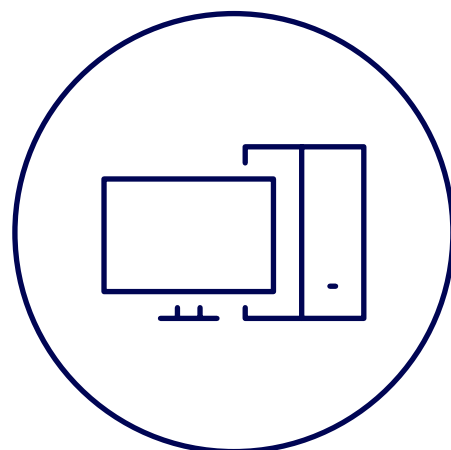
So you've got your new digital device, it may look like one of the following:



Laptop

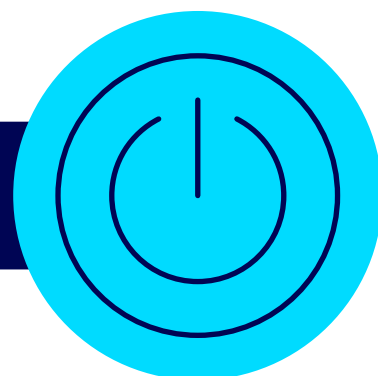


Smartphone



Tablet or Computer

Most of these have a button which looks like this. This turns the device ON and OFF.



**Each device will have its own setup process,
but nearly all will ask you to:**

- Connect to the internet (see Section 4).
- Create or use an email address (see Section 5).
- Set up a password or passcode (see Section 6).

The device will typically guide you through the process, but if you get stuck – don't be afraid to ask a friend, family member or find some support in Section 17.

Don't have your own device?

There are still ways to get online. Find local support in Section 17.

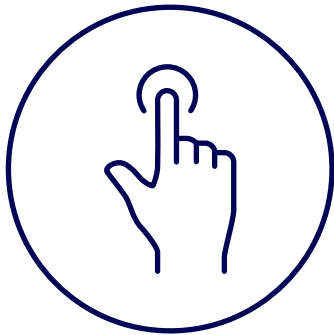
2: Using your device



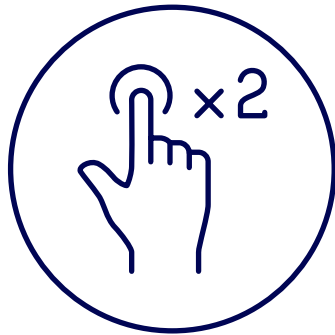
Touch Screen Devices

If you have a smartphone or tablet (such as an iPad), you will use your finger to navigate.

When you need to type on your touchscreen device, a small keyboard will appear on the screen. Tap each letter on the screen to type as you would on a physical one!



Tap



Double Tap



Tap & Hold



Tap & Drag

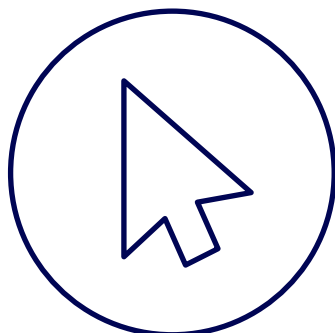
Computers and Laptops

Most computers have a keyboard, mouse or trackpad. These allow you to both type and move what is known as a cursor or an arrow.

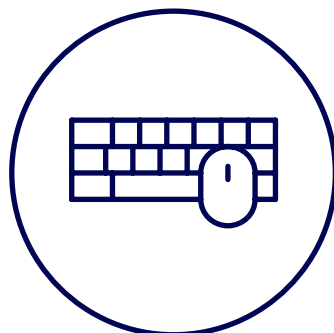
Move your finger on a trackpad, or your hand on the mouse, to move the cursor / arrow. Most mouse or trackpads have a 'left click' and a 'right click' to perform different actions.



Trackpad

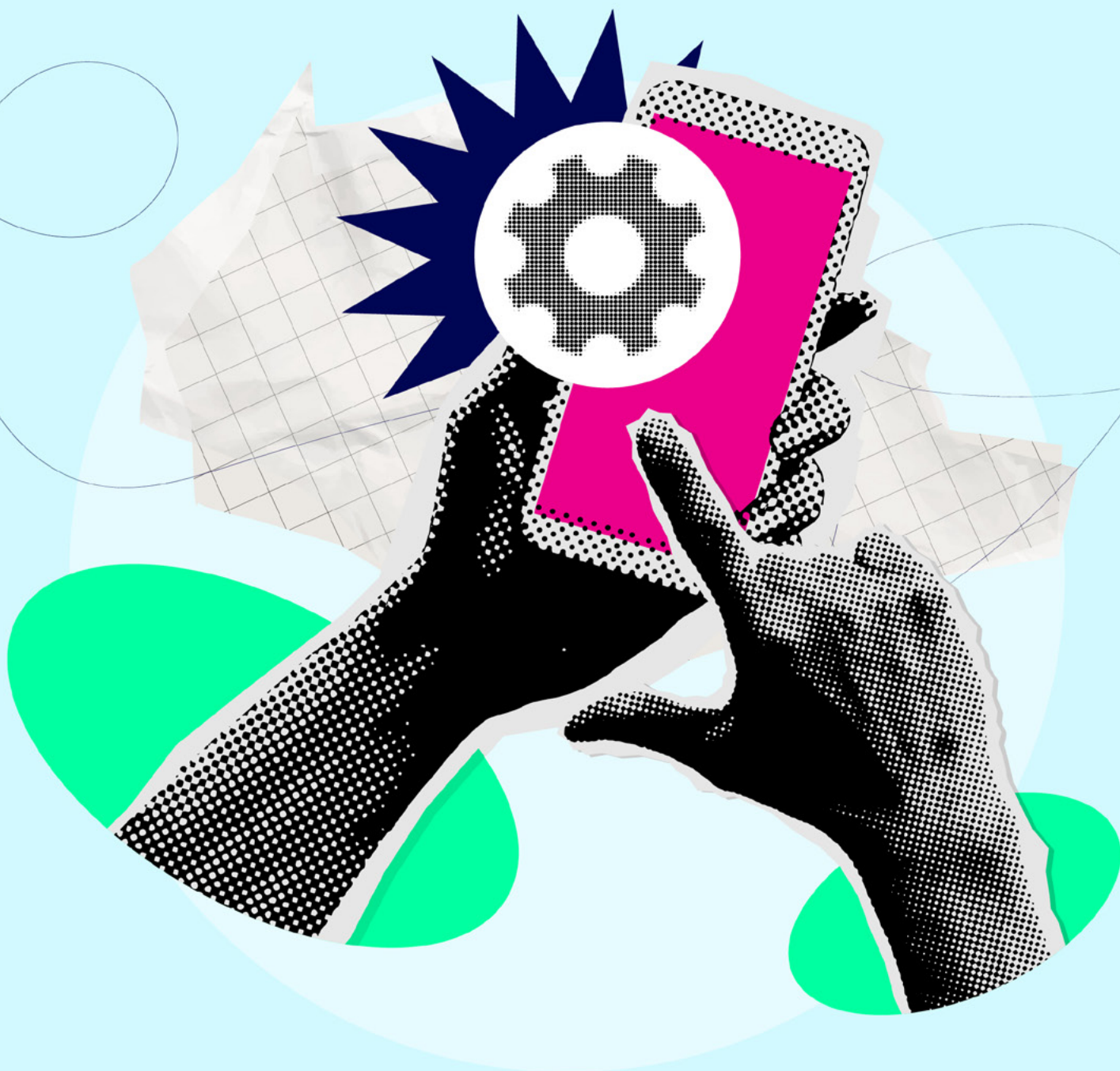


Cursor



**Keyboard
& Mouse**

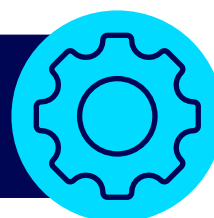
3: Changing settings to meet your needs



You can change the settings on your device to make things easier to read, easier to hear and tailored to you!

Look for the **SETTINGS** icon on your device. It typically looks like this:

If you're on a computer, you can search for **SETTINGS** or **CONTROL PANEL**.



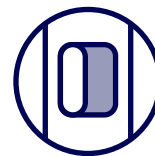
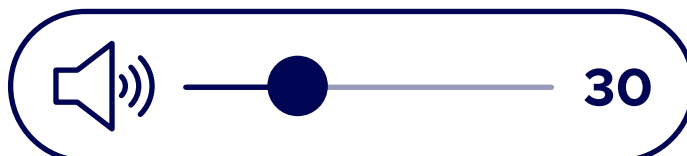
Display

- You can adjust the size of text on your device by dragging the slider to suit your needs.
- You can also change how long the screen stays on!



Volume

- Not got any sound? Your device might be muted.
Look for the icons below and you can change the volume slider.



Ring Mode

Silent Mode

- Most smartphones also have a 'Silent' mode, which stops your phone from ringing out loud. You can often turn this on/off by toggling a switch on your device.

Personalisation

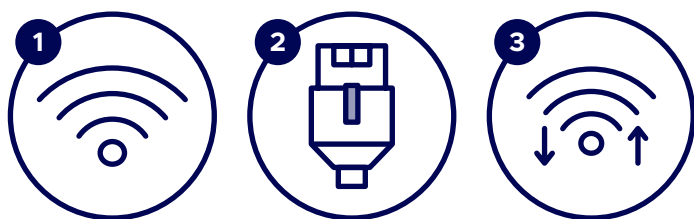
- You can swap out the photo on your screen by changing your **WALLPAPER** to a picture or photo of your choice.

Want to change other settings?

You can change things like brightness, icons and turn other advanced features on or off.
Find out more at: www.helpingyouonline.co.uk

4: Connecting to the internet





There are typically three main ways to connect to the internet.

- 1 Wi-Fi is a way to connect to the internet without using wires.
- 2 Wired internet is a way to connect to the internet using physical cables.
- 3 Mobile data is the internet connection you use on your phone when you're not connected to Wi-Fi.

Internet Data

Internet data is the information your device uses to do things online, like watching videos or browsing websites.

You might have heard terms like kilobytes (KB), megabytes (MB), and gigabytes (GB) – these are just units which represent the amount of information transferred – a bit like how much electricity you use!

If you are using mobile data, you might be limited on how much you have access to every month. You can check this with your provider, and you can usually track how much you've used so far by visiting the settings page on your device.

The handy table on the right, shows how much data some standard online activities use.

Activity	Data consumption (estimated)
One hour web browsing	10 - 25MB
Download a document	2MB
One hour of Facebook	20MB
Download a music track	4MB
Stream 30 minutes of YouTube	175MB
Download an HD film	4GB
Stream one hour of HD video	2GB
Stream one hour of music or radio	150MB

Struggling to afford the internet?

You can find out more about accessing cheaper internet and support in **Section 14**.

Want to change other settings?

The contract you are on with your internet or mobile provider will determine how fast your internet is, alongside coverage and signal.

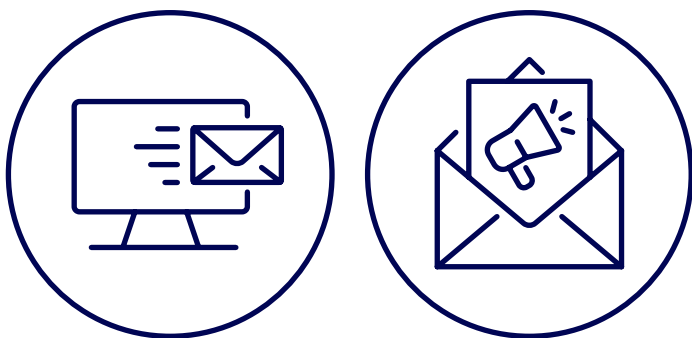
5: Create or use email



What is Email?

Electronic Mail (Email) is a service which allows you to send electronic messages, such as words, photos and documents to other users all over the world.

It is the most common form of online communication. Emails are essential for carrying out many online tasks, including shopping, banking, healthcare services and social media.



Keeping Your Emails Safe

Staying safe with your emails is really important. Your email address is personal to you and is often linked to other services across the internet.

Enjoy all the benefits it brings but be mindful of any suspicious emails – and think twice before clicking on any link or attachment!

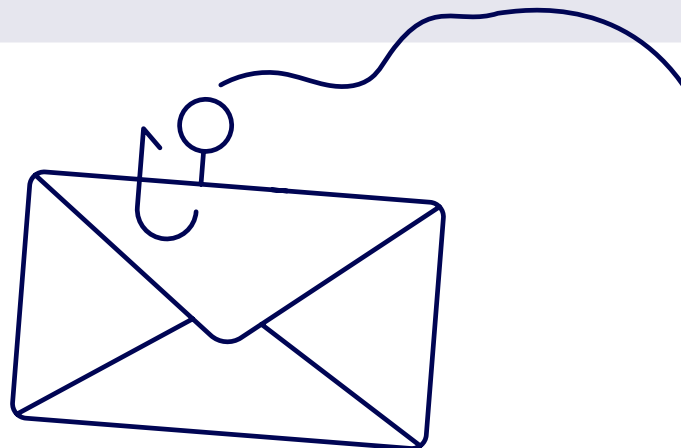
For more advice on staying safe online, see Section 7.

How do I setup an email account?

- There are a range of email providers – you can create one as part of your device setup, or you may get one as part of your internet package.
- With all of these, you will have an inbox, where you find new emails, and folders for sent emails, drafts and junk.

Setup Guide

- **Choose an email provider:** Popular options include Gmail, Yahoo Mail, and Outlook.
- **Visit the provider's website, or follow steps during device setup:** For example, go to Gmail, Yahoo Mail, or Outlook.
- **Sign up:** Look for a “Sign Up” or “Create Account” button and click on it.
- **Fill in your information:** You'll need to provide some basic information like your name, desired email address, and a password.
- **Verify your account:** Some providers might ask you to verify your account via a phone number or another email address.
- **Complete the setup:** Follow any additional instructions to finish setting up your account.



6: Set up a PIN, PASSWORD or PASSCODE



So, you've got your digital device and it's asking you to set up a PIN, PASSWORD or PASSCODE.

Setting up these passcodes helps protect your device and keeps your information secure – a bit like locking your door when you leave the house! Some devices may also ask you to use your fingerprint or facial recognition to help make things even more secure.



Stage 1

Most pins or codes on devices are between four and six numbers. Whilst you can use one you might remember easily, try to keep it different to any other codes you might use – such as your bank.



Stage 2

Your device or website will often tell you how strong a password is and may ask you to include capital letters or symbols like !@.



Stage 3

Some passwords, like those used on logins or websites, may prompt you to change the password from time-to-time. Many security features are constantly being updated, ask someone you trust if you are unsure of anything.

7: Staying safe online



The internet is an incredible resource, offering endless opportunities for learning, connecting, and entertainment.

How to spot a phishing or SPAM email

One of the easiest ways to identify a phishing or SPAM email is by checking the sender's email address. While the display name might say something like "Your Bank", clicking on it will reveal the actual email address it was sent from. If the address looks suspicious—such as **yourbank0286489120@outlook.com** — it's almost certainly not legitimate. Genuine emails from Your Bank will come from their official domain, such as **@yourbank.com**. Always verify the sender's domain before clicking on any links or sharing personal information.

Secure websites

A padlock icon and "https" at the beginning of a website address indicates that the site is secure and your data is encrypted. This means your information is protected from unauthorised access.



Preventing fraud and online theft

- Avoid messages that ask for personal information, create a sense of urgency or contain suspicious links.
- Use strong passwords and enable two-factor authentication.
- Regularly monitor your accounts and activity.
- **Report any suspicious messages or activity by calling 159** – This will take you directly to your bank's fraud department.

Most banks have information on their website and dedicated teams to help you – always ask if you're unsure or suspicious!

Two-factor authentication and biometric logins

Two-factor authentication (2FA): Adds an extra security layer by asking for a second verification method, like a code sent to your phone.

Biometric logins: Recognises your fingerprint or face for even more secure access.

Additional security measures

Most devices have built-in security features, but you can install or buy additional programs that go even further.

You may across terms such as Virtual Private Network (VPNs), Anti-Virus or Firewalls – if you want to learn more about these, seek out support locally.

Protect your personal information

Criminals are experts at impersonating people, organisations and the police. Make sure you stop and think as it could protect you and your money.

STOP

Take a moment to stop and think before parting with your money or information.

CHALLENGE

Ask yourself, 'could it be fake?' Reject, refuse or ignore any requests.

PROTECT

Contact your bank immediately if you think you have been scammed.



8: Scam awareness



What is a Scam?

A scam is a dishonest plan designed to trick people into giving away their money, personal information, or both.

Scammers use various tactics to deceive and manipulate their victims both online and offline and can be difficult to spot. It is important to look out for scams when using digital devices and the internet - and never send money or give out your private details without double checking first.

Personal information a scammer might ask for includes:

 Your name

 Date of birth

 Address

 Bank account details

 Card details

 Your email address

 Passwords

 Passcodes

Common Types of Scams

Always be mindful of the information you share and who you share it with.

Phishing Scams:

Scammers can pretend to be someone you trust – anything from a family member to an organisation. They may contact you across digital methods – phone, email, text or social media and ask for your information or to send money in an emergency.

Online Shopping Scams:

Fake websites or ads may offer products at very low prices, but once you pay, you may never receive the item.

Investment or Inheritance Scams:

Scammers may contact you promising high returns on investments that don't exist, to try and convince you to part with your money.

Romance Scams:

Romance scams usually take place on social media, when someone tries to get you to fall in love with them or pretends they are in love with you, so they can try and take your money.

How to protect yourself

DO

- Be cautious of unexpected calls, emails, texts and messages on social media.
- Avoid clicking on links in unsolicited emails or messages.
- Verify the caller/sender by looking up the company's official website or calling their customer service directly. Always leave time (at least 10 – 15 minutes) between receiving a suspicious phone call and attempting to call the company back.
- Hang up or ignore messages if you feel rushed.
- Regularly check your bank and credit card statements.
- Discuss suspicious messages with someone you trust.

DON'T

- Don't share your bank details unless you are absolutely sure who you're dealing with.
- Don't send money to anyone if you have never met them in person, or without checking that they are who they say they are.
- Don't give out your passwords or leave them where others can find them.
- Don't accept 'friend requests' on social media from people who you do not know or trust.
- Don't download software or apps from unknown sources.
- Don't respond to suspicious emails, texts, calls or messages on social media.
- Don't feel embarrassed if you have been scammed, make sure you ask for help and advice if you need it – scammers are clever, and it can happen to anyone!



9: Keeping children safe online



ABC online safety checklist to go through with your child



Activate

Turn on broadband filters and SafeSearch.

Use parental controls on devices and app stores.

Set up child profiles and limit chat/data sharing on games and platforms.



Balance

Model healthy screen habits.

Create screen-free zones and routines (e.g. no devices at bedtime).

Use screen time tools (e.g. Google Family Link, Apple Screen Time).

Encourage breaks and diverse media use.



Check

Review age-appropriateness of apps and games.

Discuss online risks like scams, cyberbullying, and privacy.

Talk regularly about their online experiences.

Teach how to report/block inappropriate content.

Age-specific guidance

Ages 0–5

- **Controls and Boundaries:** Use parental controls and safe search engines (e.g. YouTube Kids). Keep devices in shared spaces and out of bedrooms.
- **Exploration:** Set homepages to child-friendly sites (e.g. CBeebies). Use child accounts with limited access.
- **Learning:** Choose educational games and apps. Play together to understand their digital environment.
- **Safety Habits:** Introduce basic internet safety concepts early. Use passwords to prevent unsupervised access.

Ages 6–10 (Primary School Children)

- **Boundaries:** Set clear rules for device use, screen time, and online behaviour. Introduce tech-free meals and bedtime routines.
- **Supervision:** Encourage use in shared spaces. Talk to older siblings about being responsible digital role models.
- **Safe Searching:** Use child-friendly search engines and activate SafeSearch and YouTube restricted mode.
- **Suitability:** Check age ratings for apps and games. Use platforms designed for kids (e.g. CBBC, Sky Kids).
- **Digital Literacy:** Teach them to question online content and avoid fake news. Discuss privacy and respectful behaviour.
- **Support:** Encourage open conversations. Stay calm and supportive if they encounter issues.



Ages 11–13 (Pre-teens)

- **Conversations:** Ask about their favourite sites and online experiences. Use news stories to spark discussions.
- **Boundaries:** Set screen time rules and encourage tech-free zones. Use parental controls and SafeSearch.
- **Social Media:** Discuss risks and benefits. Help them set up private profiles and understand permanence of online posts.
- **Privacy:** Teach them not to share personal information. Use privacy settings and avoid public Wi-Fi without filters.
- **Critical Thinking:** Encourage scepticism about online content and teach them to verify sources.
- **Support:** Let them know they can come to you with problems. Promote empathy and respectful behaviour.

Ages 14+ (Teenagers)

- **Conversations:** Discuss cyberbullying, sexting, and online manipulation. Encourage critical thinking and resilience.
- **Reputation:** Remind them that online content can be permanent. Use real-life examples to highlight consequences.
- **Privacy and Security:** Promote strong privacy settings, password hygiene, and cautious sharing of personal information.
- **Mobile Safety:** Switch on safety and privacy settings. Use strong passwords and screen locks. Avoid public Wi-Fi for banking or logging in. Be mindful of what's shared in apps, texts or on social media when out and about.
- **Respect and Reporting:** Teach them to block/report harmful content and to think before posting.
- **Digital Piracy and Viruses:** Use legal, trusted sites for content. Be cautious with downloads — they can expose devices to viruses or malware.
- **Time Management:** Help them balance screen time with other activities. Use screen time tools and discuss healthy habits.



For more information visit
www.internetmatters.org/advice/
or scan the **QR code** on the left.

internet
matters.org

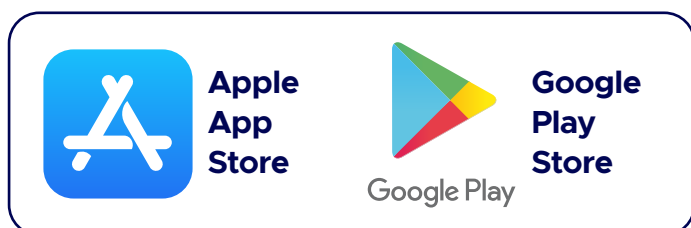
10: Applications and websites



What is an App?

A phone or tablet app, short for application, is a type of software specifically designed to run on mobile devices like smartphones and tablets.

These apps can perform a wide range of functions, from social networking and gaming, to productivity and navigation. They are typically downloaded from app stores such as the Apple App Store or Google Play Store and can be either free or paid.



Built-in applications, also known as pre-installed or native apps, are software programs that come already installed on a device when you purchase it. These apps are designed to perform essential functions and enhance the user experience. Examples include the phone dialler, messaging app, camera, and web browser.

Opening Apps

Icons are the small representations of these apps that you see on your device's home screen or app drawer. They help you quickly identify and access the apps with a simple tap.



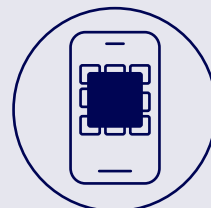
Step 1

Open your homescreen.



Step 2

Tap the icon of the app you want to open.



Step 3

On release the app will open.

Deleting Apps

To delete an app, you hold down on it, then you will be prompted to click 'delete' or 'uninstall'. You can also categorise them into folders and ensure those which you use the most are on your front page.



Step 1

Open your homescreen.



Step 2

Press and hold the icon of the app you want to delete.



Step 3

On release the option to uninstall will appear.

To remove all data associated with an app, you sometimes need to restart your device.

What is a website?

A website is a collection of different pages on the internet which link to each other and include a range of text, images, videos and other content. Websites can meet the needs of different themes, such as the news, movies, recipes and more.

Below is a list of useful apps and websites. The pink icon represents a website. Websites are accessed via a web browser on your smartphone, tablet, laptop or computer. The blue icon represents an app. To download, visit the Google Play store or Apple App Store and search for the application titles listed below.

Whilst most apps may be listed as free, some require you to purchase additional content, or 'in-app' purchases to unlock additional content. Please make sure you review the guidance and conditions for each application.

To use a link or website address, look for the address bar like this. Click the bar and then type the link or web address. Once complete, press the arrow or enter button on your keyboard.



This icon indicates a website.



This icon indicates an application.

Digital Support & Public Services

-  www.helpingyouonline.co.uk
-  www.library.haltonbc.info/digital
-  www.knowsley.gov.uk/digital-support
-  www.liverpool.gov.uk/schools-and-learning/adult-learning/our-courses/ict-and-digital-courses
-  www.sefton.gov.uk/seftonline
-  www.sthelens.gov.uk/article/2924/Digital-skills
-  www.wirral.gov.uk
-  www.gov.uk

The Combined Authority and its partners do not endorse any application, product or company mentioned. Always ensure apps are downloaded from trusted sources, keep your software updated, and review permissions carefully. We do not endorse any specific app or company. Use at your own discretion.

Libraries

-  Libby
-  BorrowBox – Your library in one app
-  Comic Plus Home - Comics Plus® — Powered by LibraryPass™
-  Press Reader
-  ULibrary

Healthcare

-  NHS App
-  Couch to 5K
-  BetterMind
-  Hub of Hope
-  www.samaritans.org

Education & Employment

-  www.lcrbemore.co.uk
-  www.nationalcareers.service.gov.uk
-  www.gov.uk/find-a-job
-  Translation Apps [Such as Google Translate]

Social Media & Entertainment

 BBC iPlayer

 BBC Sounds

 Spotify

 Youtube

 Netflix

 Facebook

Finance & Banking

Every bank will have its own application or website – search for this using their name. Many offer services and support online. Some people find this more convenient and benefit from the extra functions and features that digital banking offers.

 www.gov.uk/debt-advice

 www.moneysavingexpert.com

 www.stepchange.org

 www.which.co.uk

 Citizens Advice:

- www.haltoncab.org.uk
- www.citizensadviceknowsley.org.uk
- www.citizensadviceLiverpool.org.uk
- www.seftoncab.org.uk
- www.sthelenscab.org.uk
- www.citizensadviceWirral.org.uk

The Combined Authority and its partners do not endorse any application, product or company mentioned. Always ensure apps are downloaded from trusted sources, keep your software updated, and review permissions carefully. We do not endorse any specific app or company. Use at your own discretion.

Social Media & Entertainment

 Microsoft Teams

 Google Meet

 Zoom

 Whatsapp

 Facetime

Travel

 Merseytravel

 Stagecoach

 Arriva

 National Express

 Trainline

Games

 Wordle

 Fruit Ninja

 Among Us

 Sudoku

11: Employment support online



Online Benefits

Using the web to support and apply for benefits like Universal Credit, Pension Credit or Income Support offers a convenient and efficient way to manage your application and account.



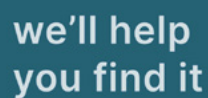
LCR Be More

The Liverpool City Region Be More portal is an award-winning apprenticeship and careers platform designed to remove barriers to training and apprenticeships. It serves as a one-stop shop for skills and career options, supporting both local employers and individuals seeking learning opportunities.



Gov.UK

Gov.UK is the UK government's official website, offering public services and information. You can use it for taxes, passports, driving licenses, benefits, legal guidance, and accessing government departments.



Job Help

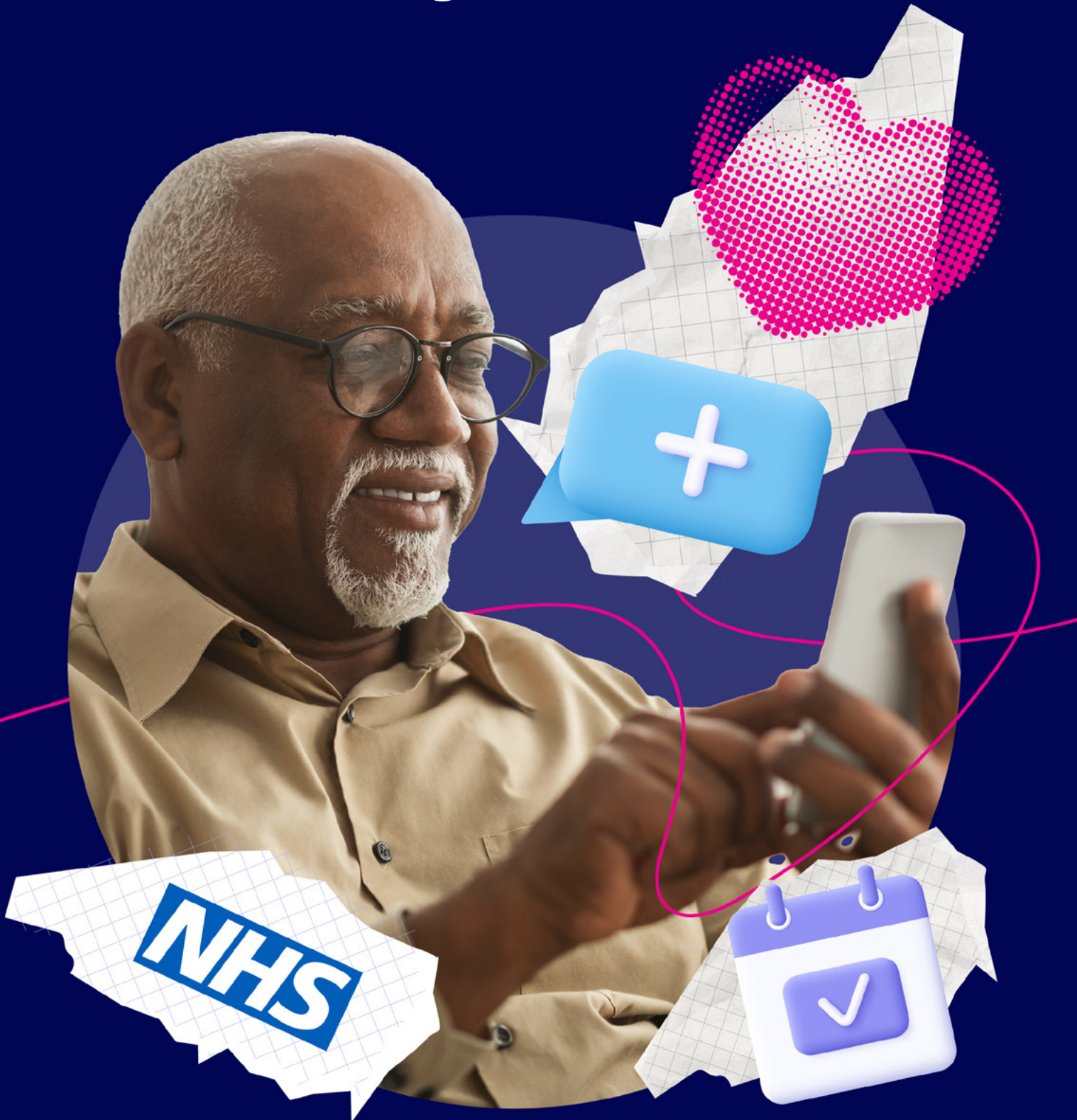
JobHelp is a UK government site offering job search support, CV and interview tips, training, and advice. It helps people of all ages and circumstances find work or improve their job prospects.



Careers Hub

The Liverpool City Region Careers Hub works with schools, special schools, colleges and employers to ensure every young person receives outstanding, relevant careers education.

12: Accessing healthcare



You can access NHS healthcare online easily. Use the NHS App to book appointments, order prescriptions, and view your medical records. You can also have online consultations with doctors, saving you a trip to the clinic. This makes getting healthcare simpler and more convenient.

Although most of these services are available, it will depend on your individual GP Practice and NHS Trust.

The application is constantly being updated – so look out for new functions and features!

STEP 1 Installing the app

To download the NHS App, scan the QR Code or visit the Google Play/Apple App Stores and search for 'NHS App.'



STEP 3 Proving who you are

- You can prove your identity by using the app to take a photo of your face or use the video feature to scan your face.
- You'll need your NHS number and postcode to complete this step.
- If you don't have photo ID, reach out to your local GP surgery who will be able to support you.

You may be asked about a PIN or 'Linkage Key' – these are tied to your GP surgery to protect your account – just ask your GP reception to find out more.

STEP 2 Registering your account

- If you have an existing NHS login, use your current email and password.
- To create a new NHS login, you must be aged over 13.
- Enter your email and select continue.

Not got an email address? See Section 5!

- Choose a password.
- Accept the terms and conditions.
- Enter the security code sent to your email.
- Enter your mobile number, and select 'Continue'.
- Enter the security code sent via text.

STEP 4 Logging in

- Enter your email address and password you created when setting up the NHS App.
- Click continue or 'next'.

Don't know your NHS number?

You can find this on any document you have had from the NHS, including any prescriptions, test results or referrals!

GETTING STARTED ON THE **NHS** APP

This is a full guide on what you need to do to use the NHS App.

Email from NHS login

You will receive an email from NHS Login to confirm you have passed the checks and you can now start using the NHS app.

It can take up to 24 hours or longer in busier times to receive the email.

To login click on

NHS Continue with the NHS login

You will be asked to enter your email and password to login.

 NHS login

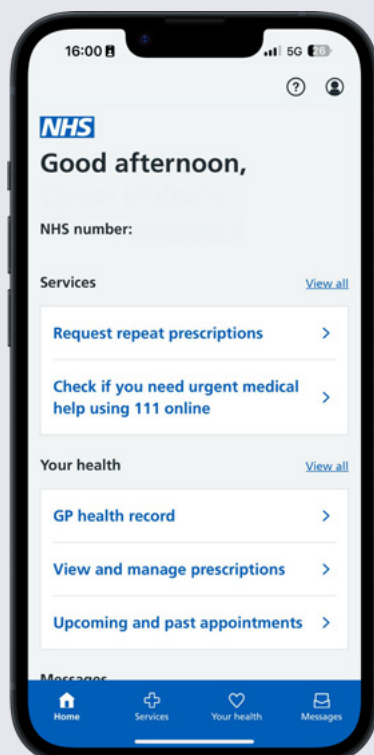
You passed our checks

NHS

The information, photo and video you sent us passed our checks.

You can now use your NHS login to access NHS App.

The NHS App is linked to your email address so NHS App users can log in on any device.



Some pages allow you to go back a page

This is the home page where you can click the links on the page

or use the navigation bar at the bottom.



use profile icon to update your settings including login preferences.

Your NHS App is linked to your GP practice. Some services may be different as they are provided by your GP practice.

Using Services:

Repeat prescriptions

- 1. Log in:** Open the NHS App and log in with your NHS login details.
- 2. Go to services:** Tap on the “Services” tab at the bottom of the screen.
- 3. Request prescriptions:** Select “Request repeat prescriptions.”
- 4. Choose medication:** Pick the medication you need from the list.
- 5. Submit request:** Follow the prompts to submit your request.

Booking appointments

- 1. Log in:** Open the NHS App and log in with your NHS login details.
- 2. Go to services:** Tap on the “Services” tab at the bottom of the screen.
- 3. Find appointments:** Select “Appointments” from the list of services.
- 4. Check availability:** Tap “Check for available GP appointments.”
- 5. Book appointment:** Choose the type of appointment you need and follow the prompts to book it.

That’s it! You’re all set.

Advice and information

- 1. Log in:** Open the NHS App and log in with your NHS login details.
- 2. Go to services:** Tap on the “Services” tab at the bottom of the screen.
- 3. Find advice:** Select “Health A-Z” for medical advice and information.
- 4. Browse topics:** Browse or search for health topics to get detailed information and advice.

That’s it! You can now access a wealth of health information and advice.

Checking your medical record

- 1. Log in:** Open the NHS App and log in with your NHS login details.
- 2. Go to services:** Tap on the “Services” tab at the bottom of the screen.
- 3. View health record:** Select “Your health” from the list of services.
- 4. Access GP health record:** Tap “GP health record” to view your medical history.

13: Improving your digital skills



The way you develop and build your digital skills will depend on how you like to learn. Everyone is different. You may prefer to just have a go by searching online, watching an online video or by seeking out some in-person support. (See section 17).

If you would like to try some online courses or factsheets, that you can go through at your own pace, we have selected 10 websites that offer free courses to help build your digital skills.

Some are aimed at building basic digital skills, whilst others will help you develop modern digital workplace or business skills. Each one is delivered in a slightly different way, so choose the style that suits you, as each cover similar content.

Some of these sites may require you to register for an account.



Ability Net factsheets

Access a range of factsheets and advice on how to set up your digital devices to suit any health conditions or accessible needs you may have.



Age UK

Get advice, guidance and information on how to develop a range of digital skills – regardless of your age!



BBC WebWise

Access a series of short films introducing you to topics such as using email, using the internet, using mobiles and keeping safe online.



Barclays Digital Wings

Digital Wings, by Barclays allows you to choose which skills you want to learn – and you don't need to be a customer!



Find out more about how to use QR codes in Section 19

Table continued on next page.

**Google**

Learn more advanced digital skills to grow your career or your business. Gain a 'Google Career Certificate' in certain subjects that may help support your job applications.

**Hi Digital (Vodafone Foundation)**

Developed by the Vodafone Foundation. Bite-sized courses. Images are aimed at an older audience, but it is accessible to all.

iDEA**iDEA (Inspiring Digital Enterprise Award)**

iDEA provide free mini courses in all things digital. It's a bit like a Duke of Edinburgh Award but for digital skills. Aimed at younger age groups, but accessible to all.

Learn
My Way**Learn My Way**

Bitesize courses help you build your digital skills and make the most of the online world. All the modules have audio available.

**Lloyds Bank Academy**

Learn a range of digital skills on-demand with the Lloyds Bank Academy – and you don't need to be a Lloyds customer!

**Microsoft**

Learn more advanced skills suitable for a modern digital workplace.



Find out more about how to use QR codes in Section 19



14: Saving money online



Many retailers, service providers and banks will often provide offers online that are not available elsewhere. These may include more significant discounts on items, bills or higher interest rates on savings accounts.



DID YOU KNOW?

The average digitally confident individual saves up to **£1,100** a year online!

Here are some common terms and sites that you may come across when looking to save money online:

Price Comparison Sites

Websites that compare the price of a particular product or service in different stores or different companies.

Supermarket Loyalty Cards and Apps

Many major retailers now offer loyalty cards and apps that offer their customers shopping discounts and coupons. These discounts can be useful for saving money. Check out your chosen retailer's website or ask in-store for details.

Consumer Advice Sites

May contain similar information to price comparison sites but go further by offering hints and tips on how to save money on a variety of products and services. This may be suggesting changing utility supplier, applying for certain grants or how to avoid accruing avoidable charges. They also give information on the latest scams to be aware of.

Social Tariffs

Social tariffs are cheaper broadband and phone packages for people claiming Universal Credit, Pension Credit and some other benefits. Contact your internet provider for more information.

Paperless billing

Also known as electronic billing or e-billing for short. Paperless billing means receiving an electronic version of a bill instead of a paper bill and can sometimes come with a small financial incentive. Check with your service provider if they offer this option.

Digital Banking

It's now common for banks to offer online access to their services usually through a website or app, in addition to having branches that customers can access for face-to-face support. Digital and app-based banks (also known as online banks, mobile banks or challenger banks) do not have branches but offer their services and support online.

Although we're here to help you save money, we're not providing you with financial advice. You should always seek specific support from qualified financial professionals. We may provide links to websites owned and operated by other organisations – we do not endorse any organisation or product, and please be aware that you will be subject to their respective terms and conditions.

15: Misinformation



Whilst the online world is a great resource for research, news, and finding out what is going on around you, it is important to be aware of potential misinformation or ‘fake news’ in both traditional and social media.

The news that we consume can help shape our opinions, views and attitudes, so being able to trust what you read and make informed judgements is vital.

A lot of these terms can be quite confusing – here’s what they mean:

Misinformation is false or inaccurate information, which is not necessarily spread with bad intent. It is often created or shared by accident, but can cause harm if interpreted incorrectly.

Disinformation is false information which is deliberately created and spread with an intent to deceive and mislead audiences or individuals. This includes conspiracy theories or rumours.

Malinformation refers to true, or partially true information which is taken out of context in a deliberately misleading way to support false interpretations, such as leaks of information provided without context.

Fake news is information distributed via a platform, often for the benefit of certain people, that proves unverifiable or incorrect.

Hate speech is any kind of communication in speech, writing or behaviour, that attacks or uses discriminatory language with reference to a person or group based on religion, ethnicity, nationality, race, colour, gender or identity factor.

Spotting Mis/Disinformation

Mis/Dis-Information is often spread on social media and messaging apps.

It’s not new but new tech makes it quicker and easier to spread to larger audiences.

What to look out for?

THINK F.I.R.S.T

F **Fabrication** is there any manipulated content?

I **Identity** does anything point to a misleading source?

R **Rhetoric** any use of an aggravating tone or false arguments?

S **Symbolism** are data, issues or events exploited to achieve an unrelated communicative goal?

T **Technology** do the communicative techniques exploit technology to trick or mislead?

10 TYPES OF MIS- AND DISINFORMATION



False Connection

When headlines, visuals or captions don't support the content.



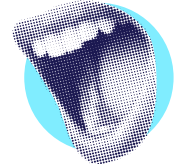
False Context

When genuine content is shared with false contextual information.



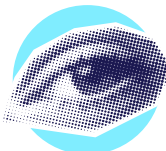
Manipulated Content

When genuine information or imagery is manipulated to deceive.



Satire or Parody

No intention to cause harm but has potential to fool.



Misleading Content

Misleading use of information to frame an issue or individual.



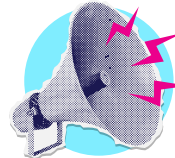
Imposter Content

When genuine sources are impersonated.



Fabricated Content

Content that is 100% false, designed to deceive and do harm.



Propaganda

When content is used to manage attitudes, values and knowledge.



Sponsored Content

Advertising or PR disguised as editorial content.



Error

When established news organisations make mistakes while reporting.

STOP THE SPREAD OF MISINFORMATION.
THINK BEFORE YOU SHARE, REACT OR RESPOND.

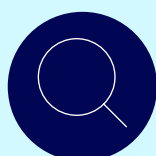
HOW TO SPOT **FAKE NEWS**



Check other reliable sources



Determine if it is a joke/parody



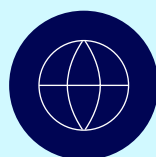
Check where the information has come from



Watch for sponsored content



Look at the author



Use a fact checking website



Search the profile picture



Watch for AI generated fakes



Read beyond the headline – Does it seem too good to be true?



Don't let personal belief cloud judgement

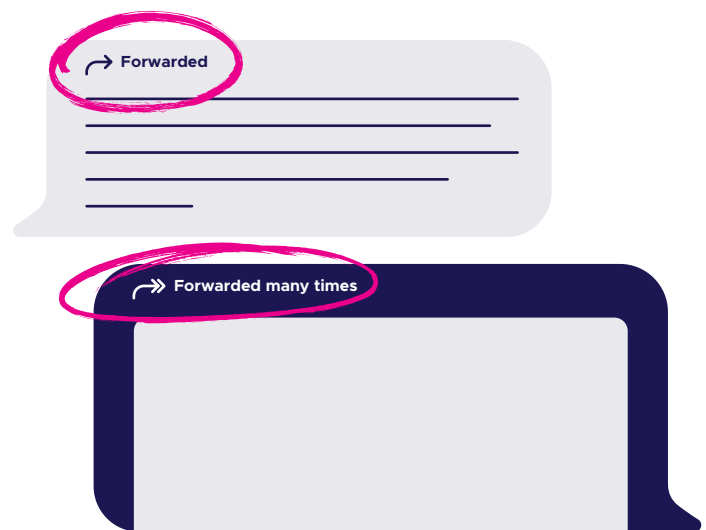


HOW TO REPORT MISINFORMATION



Forwarding Messages

- WhatsApp messages can be forwarded to up to five people or groups at a time.
- If a message has been forwarded through a chain of five or more chats it will be labelled as 'forwarded many times'.
- When you see this notification, be aware that the message may not have been created by someone you know. Fact check or think about the message before forwarding it on again.



Report [redacted] ?

The last 5 messages from this contact will be forwarded to WhatsApp. The contact will be notified.

If you report and block your chat with this contact, it will be deleted from this device only.

Report and block



Report



If you are worried about a potential scam/spam message, you can report it through WhatsApp

1. Open the chat with the sender you want to report.
2. Tap the contact name or unknown phone number to see the chat information.
3. Scroll to the bottom of the screen and tap 'Report' or 'Report and block'.

More information can be found at faq.whatsapp.com

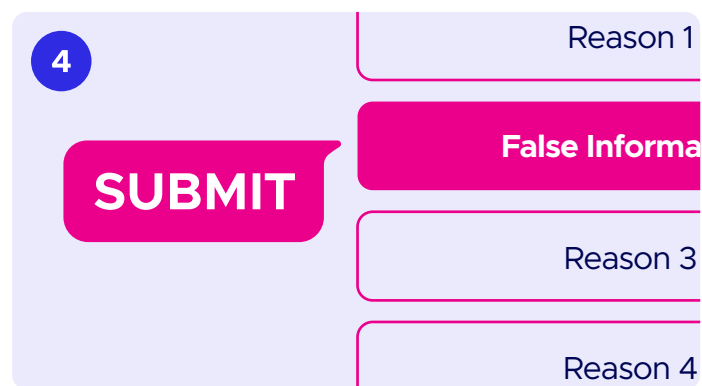
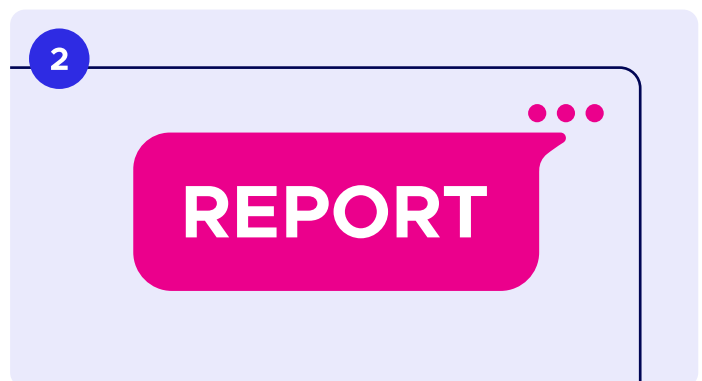
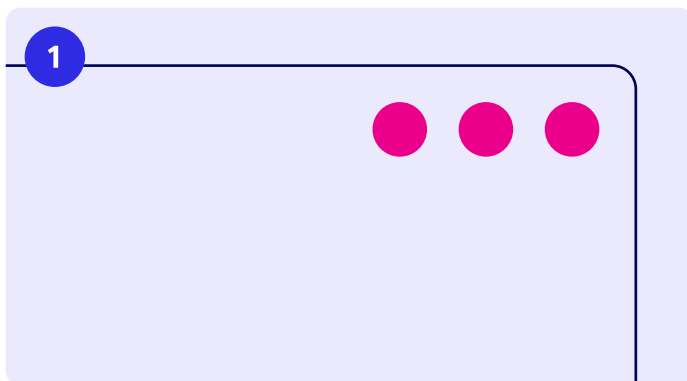
HOW TO REPORT MISINFORMATION



Instagram and Facebook

Instagram and Facebook (Meta)

- To report false information on Instagram or Facebook:
 1. Tap the 'options' (●●●) in the top right corner of a post.
 2. Tap 'report'.
 3. When prompted to select a reason, scroll down and select 'false information'.
 4. Select an option, then submit.

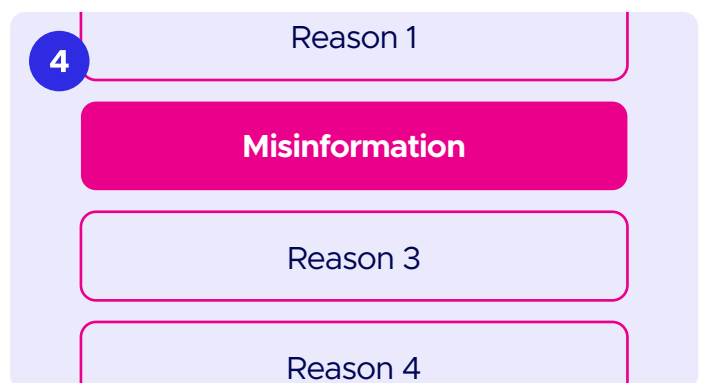


HOW TO REPORT MISINFORMATION



TikTok

- To report false information on TikTok.
 1. Select the post or profile you need to report.
 2. Click the arrow to share.
 3. Click report.
 4. Choose 'misinformation' when prompted to give a reason.



Reporting Misinformation

Stop Hate UK

Hate Crime reporting app and phone line.



Report Harmful Content



Internet Matters

How to report online harms and issues.



Action Fraud



Ofcom



Reporting Misinformation

Full Fact



BBC Verify



Reuters Fact Check



Poynter Fact Check

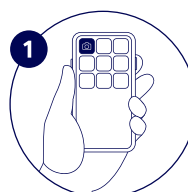


Google Fact Check

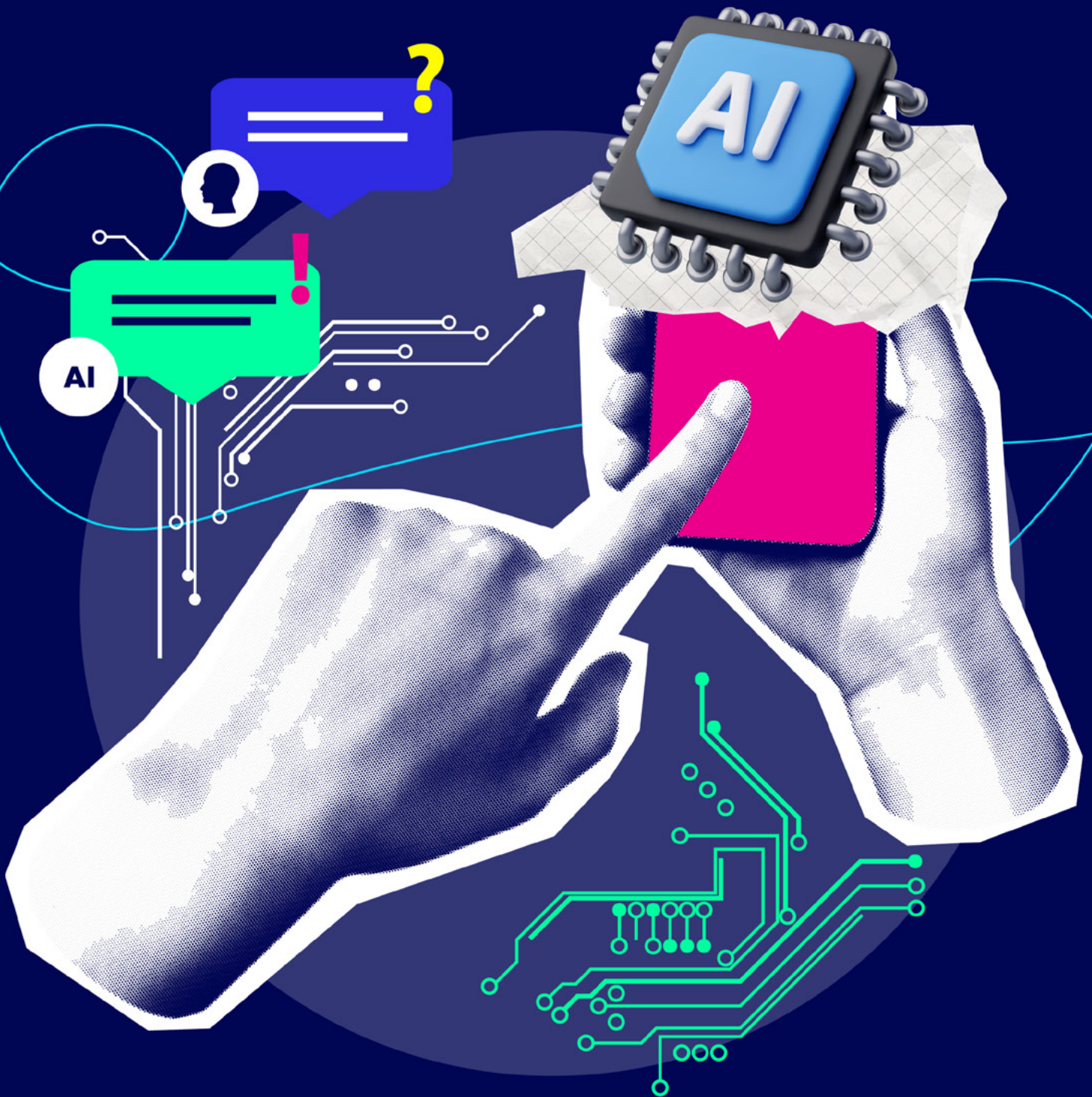


How to Use a QR Code:

1. Open your camera app.
2. Point the camera at the QR code.
3. Tap the notification.



16: Artificial intelligence

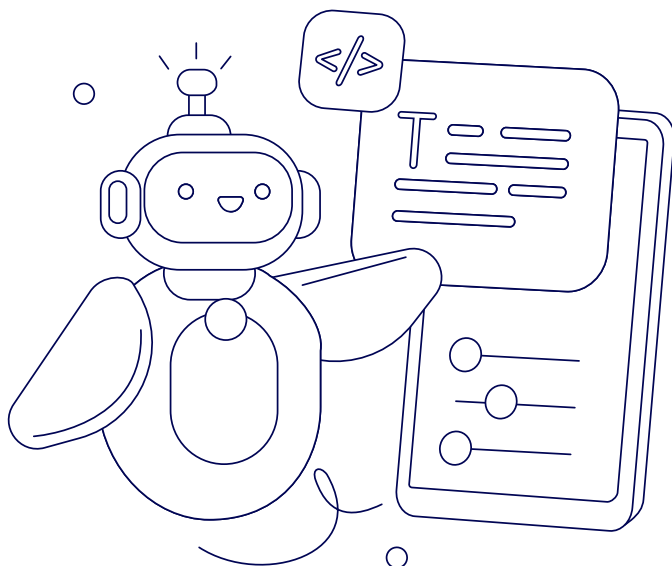
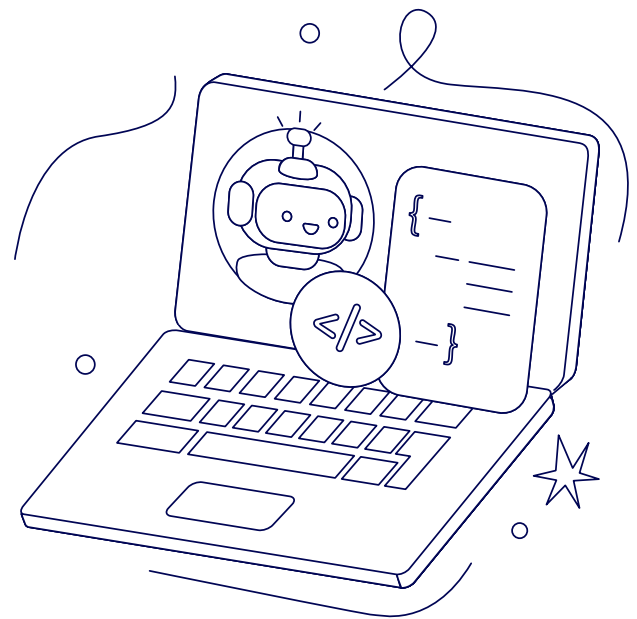


AI stands for Artificial Intelligence

It is a type of technology that allows computers to “think” and make decisions, a bit like a brain - but much simpler. Instead of relying only on instructions from a person, AI learns patterns from data and uses them to solve problems. It is designed to make life simpler and more convenient, even if you’re not a computer expert.

How Does AI Work?

Imagine that you’re teaching someone how to sort their laundry. First you might explain that light clothes go in one pile and dark clothes in another. After a few rounds of practise, they can start doing it on their own by spotting the differences between light and dark colours.



AI learns in a similar way:

- 1. It looks at lots of examples:** For example, it might be shown thousands of items of light and dark clothing.
- 2. It identifies patterns:** It figures out what makes something “light” or “dark.”
- 3. It applies what it has learned:** AI can then sort new clothes into the right pile without needing step-by-step instructions.

How Can AI Help You?

AI is already helping people in the Liverpool City Region in many ways, even if you haven't realised it yet! Here are a couple of examples of how AI might be impacting your day-to-day life:



Public Transport and Travel

Apps like Merseytravel's journey planners use AI to show the best bus or train routes, and many people use Satnavs in their cars to help direct them to their destination.



Healthcare

Some doctors and hospitals use AI to assist in spotting problems sooner, diagnosing conditions more accurately, booking appointments, or even for sending you reminders to take your medication.



Customer Service

Many businesses across Liverpool City Region use AI to help with common issues over the phone or through chat systems on their websites, hopefully meaning that you get answers to your questions faster!



Accessibility

AI can help to make life easier for people with disabilities or additional needs. For example, apps like Seeing AI can help people with visual impairments by describing their surroundings or reading out text from signs in public spaces.



Smart Speakers

Some people use smart speakers at home to answer questions, play music, suggest recipes or even control their lights!



Smart Traffic Lights

AI is being used to manage busy roads by adjusting traffic lights in real-time to reduce congestion and improve travel times.



Translation

Apps like Google Translate use AI to help people communicate across different languages, which is great for learning, meeting new people and holidays.



Home Assistance

AI devices can detect falls or unusual activity and can automatically alert family or emergency services.

How Can You Learn More?

See **section 17** of this booklet for more information on digital training and support available in your local area.

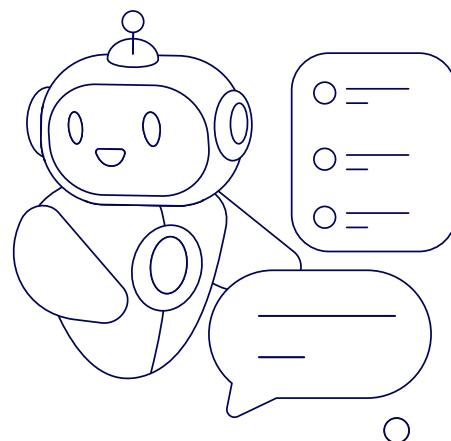
If you have access to the internet, visit

www.abilitynet.org.uk/factsheets/what-ai-and-how-do-i-use-it



Or watch this short video

www.goodthingsfoundation.org/discover/digital-inclusion-resources/learning-and-skills/introduction-to-ai



Concerns About AI?

Jobs

Some jobs may change as AI automates some processes, similarly to how they changed with the introduction of the internet.

Human Connection

People are concerned that AI may try to replace human relationships, however it is hoped that it can be used to strengthen them, and to reduce loneliness.

Privacy

As AI systems gather information, we need to be careful about what we share and make sure that any data is handled safely.

Ethical and Environmental

AI should be developed responsibly so that it does not negatively impact the environment, and so that it benefits everyone in our community.

Accuracy

While AI can make life easier, it's still important to stay cautious online. AI tools are only as good as the information they're given, and it can make mistakes, so always double check important advice or instructions they provide.

17: Finding digital support near you



If you prefer a person-centred approach to building your digital skills or would like some in-person support, below is a list of services in your area.

Alternatively, you can find a list of online resources that will help build your digital skills in Section 13 – ‘Improving Your Digital Skills.’

The information related to organisations listed below is accurate at the time of print, however each provider will have its own criteria, opening times and services. To find out more about the latest provision, please contact the organisation using contact details below.

Key Terms Guide

- **I.T help:** A range of Information Technology (I.T) support is available at various locations throughout Liverpool City Region.
- **Internet/Wi-Fi connection:** Access free internet connectivity in this location.
- **One to one support:** Staff at this location will be able to help you online.
- **Online resources:** Access further information and resources on this organisation’s website.
- **National Databank:** Part of the Good Things Foundation National Databank Programme, the organisation distributes free SIM cards to local people facing digital exclusion.

Individuals qualifying for support must:

- Be aged over 18.
- Be from a low-income household.
- Have no or insufficient access to the internet at home.
- Have no or insufficient access to the internet away from home.

Local Authority

Digital Access, Training and Support

Halton



Name & Address	Contact Details	Services
Ditton Library Queens Avenue, Widnes, WA8 8HR	 0151 511 7744  hlelib@halton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank
Halton Adult Learning Kingsway Learning Centre, Victoria Square, Widnes, WA8 7QY	 0151 511 7788  adult.learning@halton.gov.uk	IT help, online resources
Halton Lea Library Halton Lea, Runcorn, WA7 2PF	 0151 511 7744  hlelib@halton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank
Runcorn Library No.6 Church St, WA7 1LT (*temporary location until 2026)	 0151 511 7744  hlelib@halton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank
Widnes Library Victoria Square, Widnes, WA8 7QY	 0151 511 7744  hlelib@halton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support

Local Authority

Digital Access, Training and Support

Knowsley



Name & Address	Contact Details	Services
Halewood Library The Halewood Centre, Roseheath Drive, L26 9UH	 0151 443 3734  yourlibrary@knowsley.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank, digital volunteers
Huyton Library Civic Way, Huyton, Knowsley, L36 9GD	 0151 443 3734  yourlibrary@knowsley.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank, digital volunteers
Kirkby Library Norwich Way, Kirkby, Knowsley, L32 8XY	 0151 443 3734  yourlibrary@knowsley.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank, digital volunteers
Prescot Library The Prescot Centre, Prescot Shopping Centre, Aspinall Street, Prescot, L34 5GA	 0151 443 3734  yourlibrary@knowsley.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank, digital volunteers
Stockbridge Library The Withens, Stockbridge Village, L28 1AB	 0151 443 3734  yourlibrary@knowsley.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank, digital volunteers

Local Authority

Digital Access, Training and Support

Liverpool



Name & Address	Contact Details	Services
Allerton Library Allerton Road, L18 6HG	 0151 233 3331  allerton.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Breck Road Community Library 8-10 The Mall Breck Road, L5 6PX	 0151 233 3069  brecklibrary@altvalley.co.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Central Library William Brown Street, Liverpool, L3 8EW	 0151 233 5835  libraries.enquiries@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Childwall Library Childwall Road, L15 6UT	 0151 722 3214  childwall.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Croxteth Library The Communiversity, Altcross House, Altcross Rd, Liverpool, L11 OBS	 0151 546 5514  croxteth.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Dovecot Library Back Dovecot Place, L14 9BA	 0151 228 6446  dovecotlibrary@altvalley.co.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Fazakerley Community Library Formosa Drive, L10 7LQ	 0151 792 0958  fazlibrary@hotmail.com	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank
Garston Library Bowdon Road, L19 1QN	 0151 233 3069  garston.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support

Local Authority

Digital Access, Training and Support

Liverpool



Name & Address	Contact Details	Services
Kensington Library Kensington, L7 2RJ	 0151 233 4047  kensington.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Lee Valley Library Childwall Valley Road, L25 2RF	 0151 233 3000  leevalley.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Norris Green Library Townsend Avenue, L11 5AF	 0151 233 1096  norrisgreen.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Old Swan Library Prescot Road, Old Swan, L13 5XG	 0151 233 1979  oldswan.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Sefton Park Library Aigburth Road, L17 4JS	 0151 233 3996  seftonpark.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Speke Parklands Library Conleach Road, Speke, L24 0TY	 0151 486 2227  parklands.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Spellow Library County Road, L4 3QF	 0151 293 8351  spellow.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Toxteth Library Windsor Street, L8 1XF	 0151 233 2367  toxteth.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support

Local Authority

Digital Access, Training and Support

Liverpool



Name & Address	Contact Details	Services
Walton Library (Life Rooms) Evered Avenue L9 2AF	 0151 478 6556  liferooms@merseycare.nhs.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Wavertree Library Picton Rd, L15 4LP	 0151 233 2125  wavertree.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
West Derby Library West Derby Rd, Tuebrook, L13 7HQ	 0151 233 3069  westderby.library@liverpool.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Liverpool Adult Learning Service  0151 233 3026 / 0151 233 2400  www.liverpool.gov.uk/schools-and-learning/adult-learning/our-courses		
Granby Adult Learning Centre Eversley Street, L8 2TU		IT help, online resources, internet/Wi-Fi connection, one to one support
Newsham Adult Learning Centre 83 Newsham Drive, L6 7UH		IT help, online resources, internet/Wi-Fi connection, one to one support
Norris Green Adult Learning Centre Clubmoor Children's Centre, Utting Avenue East, L11 1DQ		IT help, online resources, internet/Wi-Fi connection, one to one support
Park Road Adult Learning Centre 155-163 Park Rd, Liverpool, L8 6SE		IT help, online resources, internet/Wi-Fi connection, one to one support



Local Authority

Digital Access, Training and Support

Sefton



Name & Address	Contact Details	Services
Bootle Library 220 Stanley Road Bootle, L20 3EN	 0151 934 5781  bootle.library@sefton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank
Crosby Library Crosby Road North Waterloo, L22 0LQ	 0151 257 6400  crosby.library@sefton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank
Formby Library Duke Street, Formby, L37 4AN	 01704 874 177  formby.library@sefton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Hugh Baird College Balliol Road Bootle Liverpool L20 7EW	 Call 0151 353 4444  enquiries@hughbaird.ac.uk  www.hughbaird.ac.uk	Entry and Level 1 digital skills courses open to residents of the Liverpool City Region (Liverpool, Halton, Knowsley, St Helens, Sefton and Wirral)
Meadows (Maghull) Library Hall Lane, Maghull, L31 7BB	 0151 288 6731  maghull.library@sefton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Netherton Library Glover's Lane, Netherton, L30 3TL	 0151 525 0607  netherton.library@sefton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank
Sefton Community Learning Service 53 Cambridge Road, Seaforth, L21 1EZ	 0151 934 4546  communitylearningservice@sefton.gov.uk  www.sefton.gov.uk/community-learning	Basic introductory IT training and qualifications
Southport Library Lord Street, Southport, PR8 1DJ	 0151 934 2118  southport.library@sefton.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support

Local Authority

Digital Access, Training and Support

St Helens



Name & Address	Contact Details	Services
Chester Lane Library Four Acre Lane, WA9 4DE	 01744 677081  chesterlanelibrary@sthelens.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Eccleston Library Broadway, WA10 5PJ	 01744 677575  ecclestonlibrary@sthelens.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Haydock Library Church Road, WA11 0LY	 01744 677801  haydocklibrary@sthelens.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Moss Bank Library Bowness Avenue, WA11 7EQ	 01744 677988  mossbanklibrary@sthelens.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Newton-le-Willows Library Crow Lane East, WA12 9TU	 01744 677885  newtonlewillowslibrary@sthelens.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
St Helens Adult & Community Learning Park Road Centre, St Helens, WA9 1HE	 01744 676671  adultlearning@sthelens.gov.uk  www.sthelens.gov.uk/adultlearning	Free digital skills courses open to adults aged 19+ living in the Liverpool City Region (St Helens, Liverpool, Halton, Knowsley, Sefton and Wirral).
St Helens Library The World of Glass, Chalon Way East, WA10 1BX	 01744 676954  sthelenslibrary@sthelens.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support
Thatto Heath Library Thatto Heath Road WA10 3QX	 01744 677842  thattoheathlibrary@sthelens.gov.uk	IT help, online resources, internet/Wi-Fi connection, one to one support

Local Authority

Digital Access, Training and Support

Wirral



Name & Address	Contact Details	Services
Bebington Central Library Civic Way, Bebington, Wirral, CH63 7PN	 0151 666 4192	IT help, online resources, internet/Wi-Fi connection, one to one support
Birkenhead Central Library Borough Road, Birkenhead, Wirral, CH41 2XB	 0151 606 2114	IT help, online resources, internet/Wi-Fi connection, one to one support, National Databank
Eastham Library Mill Park Drive, Eastham, Wirral, CH62 9AN	 0151 666 5283	IT help, online resources, internet/Wi-Fi connection, one to one support
Greasby Library Greasby Road, Greasby, CH49 3AT	 0151 606 2601	IT help, online resources, internet/Wi-Fi connection, one to one support
Heswall Library, Telegraph Road, Heswall, CH60 0AF	 0151 606 2253	IT help, online resources, internet/Wi-Fi connection, one to one support
Moreton Library Pasture Road, Moreton, CH46 8SA	 0151 666 4884	IT help, online resources, internet/Wi-Fi connection, one to one support
Rock Ferry Library 259 Old Chester Road, Rock Ferry, CH42 3TD	 0151 606 2858	IT help, online resources, internet/Wi-Fi connection, one to one support
Upton Library Ford Road, Upton, CH49 0TB	 0151 677 5677	IT help, online resources, internet/Wi-Fi connection, one to one support

Local Authority

Digital Access, Training and Support

Wirral



Name & Address	Contact Details	Services
Wallasey Central Library Earlston Road, Wallasey, CH45 5DX	 0151 639 2334	IT help, online resources, internet/Wi-Fi connection, one to one support
Wirral Lifelong Learning Service Lauries Birkenhead, CH41 6EY Royal Standard House, 330- 334 New Chester Rd, CH42 1LE Byrne Ave Baths, CH42 4PQ Bebington Road, CH637NX	 0151 666 3330  lifelonglearning@wirral.gov.uk	Lifelong Learning Service, provided by Wirral Council's Adult Learning Service, offers range of courses for adults aged 19+ including IT and digital related courses.
West Kirby Library The Concourse, Grange Road, West Kirby, CH48 4HX	 0151 929 7724	IT help, online resources, internet/Wi-Fi connection, one to one support



Digital Inclusion Network Provision

The Liverpool City Region Digital Inclusion Network brings together hundreds of different organisations helping to tackle the digital divide.

The organisations listed in this section are Network members who provide face-to-face digital services to their clients and/or local communities.

This information is correct at time of print.



If you're an organisation which has role to play in supporting others online which delivers face-to-face services and you would like to be included in future versions of this booklet please join our free network at: **www.liverpoolcityregion-ca.gov.uk/digital-inclusion-network**

Digital Inclusion Network Provision

Halton

Name & Address	Contact Details	Services
Age UK - Mid Mersey Runcorn Office, 44 Church St, WA7 1LR	 0300 003 1992  enquiries @aukmm.org.uk	Free digital support service for anyone 50+, accessible in Halton, Knowsley and St. Helens. Digital Coffee and Chat service.
Digital Arts Box CIC Grangeway Community Centre, WA7 5HA	 0151 433 2206  info @digitalartsbox.org	Basic introductory IT training, vocational training and industry digital arts and tech skills.
O2 Store - Widnes Unit 16 The Green Oaks Shopping Centre, Widnes WA8 6UB	 0151 257 9922	National Databank.
Open 360 Various locations throughout Halton	 www.open360.co.uk  info@open360.co.uk  01928 592 742	Digital access, training and support. National Databank.
WEA (Workers Educational Association) CGL Widnes, Constance Way, Widnes, WA8 0QR	 0300 303 3464  digital@wea.org.uk  www.wea.org.uk	Basic digital skills courses.

Digital Inclusion Network Provision

Knowsley

Name & Address	Contact Details	Services
Activate CES Bracknell Centre Bracknell Avenue Kirkby, L32 9PW	 0151 545 1279  www.activateces.org.uk	Deliver personalised educational and vocational digital programmes for young adults with learning difficulties and disabilities.
Age UK	 0300 0031 992  enquiries @aukmm.org.uk	Free digital support service for anyone 50+, accessible in Knowsley, Halton and St Helens. Digital Coffee & Chat service.
Centre 63 Old Hall Lane, Kirkby, L32 5TH	 0151 549 1494  www.centre63.org.uk	Range of support and advice services. National Databank.
Knowsley College Huyton Liverpool L36 3SD	 0151 477 5850  info@knowsleycollege.ac.uk  www.knowsleycollege.ac.uk	Offer several free or low-cost digital courses to help build up IT Skills.
Knowsley Disability Concern 263A Tarbock Road, Huyton, L36 OSD	 0151 480 4090  www.kdc.org.uk  info@kdc.org.uk	Providing support and services that enable people to have choice, control and independence. Signposting to digital services and skills support.
Knowsley Family & Community Education (Knowsley FACE) St John's Info Zone, Huyton, L36 0U	 0151 443 2026 /2052/2067  www.knowsleyface.co.uk	Offer digital support to anyone looking to search for or apply for jobs online. Services to help residents build skills and qualifications.

Digital Inclusion Network Provision

Knowsley

Name & Address	Contact Details	Services
KPAC The Old Schoolhouse St. John's Road, Huyton, Knowsley, L36 0UX	 0151 481 0047  www.kpac.org.uk	Provides services for the community such as education and training some with a digital focus.
Torrington Drive Community Association New Hutte Neighbourhood Centre, Lichfield Road, L26 1TT	 0151 443 2168  tdcaonline.co.uk	Provide access to IT devices and digital support. National Databank.
Women and Digital Inclusion CIC (WODIN) Maggie O'Neill Business Centre, 433 Liverpool Road, L36 8HT	 07879 053346  wodin.org.uk  hello@wodin.org.uk	Specialist digital skills programmes for BAME women. National Databank.

Digital Inclusion Network Provision

Liverpool

Name & Address	Contact Details	Services
Age Concern Liverpool & Sefton	 0151 330 5678  www.ageconcernliverpoolandsefton.org.uk  mail@ageconcernliverpoolandsefton.org.uk	Digital skills workshop teaching the basics of digital technologies.
Alt Valley Community Trust Dovecot Multi Activity Centre, L14 9BA	 0151 546 5514  enquiries@altvalley.co.uk	National Databank.
Bridge Community Centre 2 Daneville Road, Walton, Liverpool, L4 9RG	 0151 792 8711  bridgecentre1@outlook.com	National Databank.
City of Liverpool College Roscoe St, Liverpool, L1 9DW	 0151 252 3000  enquiry@liv-coll.ac.uk	Range of IT and computing courses.
Crawford House Enterprise Centre 2 Gwent Street, Off Upper Warwick Street, L8 8DN	 0151 966 8211  info@crawfordhousepartnership.org.uk	National Databank.
Everton Development Trust (EDT) 96 - 98 Great Homer Street, L5 3LF	 0151 482 278  info@edt.org.uk	Digital skills training.
O2 Store - Liverpool One 39 South John Street Paradise Complex Liverpool L1 8BJ	 0151 707 9996	National Databank.
O2 Store - New Mersey Pod 2 New Mersey Retail Park Speke, Liverpool, L24 8QB	 0151 494 1070	National Databank.

Digital Inclusion Network Provision

Liverpool

Name & Address	Contact Details	Services
Everton in the Community The Peoples Hub, 46 Spellow Lane, Liverpool, L4 4DF	 0151 319 4018  digitalskills@evertonfc.com	Digital drop in sessions. National Databank.
Granby Toxteth Development 129d Lodge Lane, Toxteth, L8 0QF	 0151 734 4925  info@gtdt.co.uk  www.gtdt.co.uk	Digital drop in services, digital skills courses and I.T. help. National Databank.
Greenbank College Greenbank Lane, Liverpool, L17 1AG	 01517 337 255  info@greenbank.org.uk  www.greenbankcollege.org.uk	Personalised programmes and specialist support for SEND students including digital courses.
Liverpool Irish Centre 151 Dale Street, L2 2AH	 0151 237 3987  admin@irishcc.net	Digital drop in services, digital literacy support.
Rotunda Ltd 109 Great Mersey Street, Liverpool, L5 2PL	 0151 207 2176  learn@therotunda.org.uk	Basic digital skills courses. National Databank.
Speke Training & Education Centre Unit House, Evans Road, Liverpool, L24 9HZ	 0151 486 4933  speketraining@gmail.com	Basic digital skills courses.
The Life Rooms Evered Avenue, Walton, L9 2AF	 0151 478 6556  liferooms@merseycare.nhs.uk	Digital Drop In services, basic digital skills courses. National Databank.

Digital Inclusion Network Provision

Liverpool

Name & Address	Contact Details	Services
Kensington Fields Community Centre (KFCA) 24 Hall Lane, Liverpool, L7 8TQ	 0151 708 9101  hello@kfca.co.uk	National Databank.
Vauxhall Neighbourhood Council Silvester Street, L5 8SE	 0151 207 5668  enquiries@vnc.org.uk	National Databank.
Women and Digital Inclusion CIC (WODIN)	 07879 053 346  hello@wodin.org.uk  www.wodin.org.uk	Specialist digital skills programmes for BAME women. National Databank.

Digital Inclusion Network Provision

Sefton

Name & Address	Contact Details	Services
Age Concern Liverpool & Sefton	 0151 330 5678  www.ageconcernliverpoolandsefton.org.uk  mail@ageconcernliverpoolandsefton.org.uk	Digital skills workshop teaching the basics of digital technologies.
O2 Store – Southport 58 Chapel St, Southport, PR8 1BZ	 01704 538 889	National Databank.
The Life Rooms The Life Rooms Southport, 23-25 Scarisbrick Avenue, Southport, PR8 1NW	 01704 383 198  www.liferooms.org	Basic introductory IT training.

Digital Inclusion Network Provision

St Helens

Name & Address	Contact Details	Services
Age UK	 0300 003 1992  enquiries@aukmm.org.uk	Free digital support service for anyone 50+, accessible in St. Helens, Halton and Knowsley. Digital Coffee and Chat service.
Impetro CIC 2 Dunedin St, Thatto Heath, St Helens, Saint Helens, WA9 5QX, UK	 07944 606 258  impetrocommunity@gmail.com	Digital skills classes, financial advice and guidance. National Databank.
O2 Store – St Helens 20 Church St St Helens, WA10 1BA	 01744 736636	National Databank.
St Helens College St Helens College Water St, Saint Helens WA10 1PP	 0800 996 699  www.sthelens.ac.uk/courses/computing	Range of IT and computing courses.
Torus Foundation	 0300 123 5809 (option 2)  info@torusfoundation.org.uk	Provide a range of digital support and advice services and access to computers for Torus tenants. National Databank.



Digital Inclusion Network Provision

Wirral

Name & Address	Contact Details	Services
Amber Button Community CIC 3 Kelvinside, CH44 7JY	 0151 440 2660  www.amberbuttoncic.org  info@amberbuttoncic.co.uk	Adult learning courses and employability support including digital.
Involve Northwest Community Village, 330-334 Chester Road, Rock Ferry, CH42 1LE	 0151 644 4500  www.involve-northwest.org.uk	Free professional, advice and support across a range of community - based projects including digital.
O2 Store – Birkenhead 7-9 St John's Pavement, Grange Precinct, Birkenhead CH41 2YB	 0151 666 1060	National Databank.
One Wirral 2 Oxtan Rd, Birkenhead, CH41 2QJ	 0151 294 4470  www.onewirral.co.uk  onewirral.cic@nhs.net	Promote health literacy with focus on digital inclusion.
Resilient NW (CIC) 188 Liscard Rd, Wallasey, Wirral, CH44 5TN	 07878 907 591  www.resilientnw.org  louise@resilientnw.org	Digital skills course for young people 11 -25 and families.
Seetec 2 Europa Boulevard, Birkenhead, CH41 4PE	 0151 318 5656  www.seetec.co.uk	Employment and community related support including digital.
Wirral Met College Conway Park Campus, Conway Park, Europa Boulevard, Birkenhead, Merseyside, CH41 4NT	 0151 551 7777  www.wmc.ac.uk	Range of IT and computing courses



18: Jargon buster glossary

Accessibility: Ways you can make your device more suitable and tailored to your individual needs.

Android: An operating system for smartphones and tablet computers.

Anti-virus: Software you can download to help protect your computer from viruses.

Apple / iOS: An operating system used on Apple products like iPhone, iPad, iMac.

App: Short for application, a shortcut that can be downloaded as an icon to a phone or tablet.

Attachment: A computer file such as a document that can be sent along with an email or message.

Bluetooth: Short range wireless interconnection of mobile phones, computers and other electronic devices. It can allow you to connect headphones or speakers to your device without the need for a wire or physical connection.

Broadband: A high-speed internet connection that is always on – Wi-Fi is a form of this.

Browser: A computer programme for accessing websites.

Bug: Errors in a piece of software or web page that can make it break or work strangely.

Cloud: Network or remote servers hosted on the internet to store, manage and process data. Saving files or images to a cloud means you can access them from several devices and locations, rather than storing them on one single device (iCloud = Apple's version of this).

Cookies: A packet of data sent by a web server to a browser, which is returned by the browser each time it accesses the same server. You may often be asked if you would like to accept cookies. By doing this, the website knows you have accessed the website previously.

Crash: When your device temporarily stops working – it may freeze, or the screen may switch off. Often switching the device off and on can fix this.

Data (mobile data): The internet connectivity delivered to your mobile devices using wireless cellular data.

Desktop: Computer screen suitable for use at an ordinary desk.

Device: A handheld device such as a mobile phone or tablet.

Disinformation: Verifiably false information which is created and spread deliberately, with an intention to deceive and mislead. E.g. intentionally created conspiracy theories or rumours.

Download: Copying data from one computer to another, typically over the internet. You can download apps onto your mobile device, or download software or attachments from emails.

E-mail: 'Electronic mail' a communication method using electronic devices to deliver messages across computer networks.

Encryption: A way of scrambling data so that only authorised parties can understand this information. This protects sensitive or personal information online.

File: Data stored on a disk or device. This could be a document, image or video.

Gigabyte: Describes the amount of stored data or the capacity of a storage device. Equal to 1024 megabytes.

Google: Automated search engine which allows users to search for information on the web by entering key words and phrases.

Hack: When someone gains unauthorised access to data within a system or computer.

Http/s: Https is a secure version of http, which is the primary protocol used to send data between a web browser and a website. HTTPS is encrypted, increasing the security of data transfer.

Inbox: Electronic folder where emails received by an individual are held.

Internet: Global computer network providing a variety of information and communication facilities, consisting of interconnected networks using standardised communication protocols.

Link (hyperlink): Digital reference to data that a user can follow or be guided to by clicking.

Log in: Procedure that enables you to access a secure system such as an operating system, application or website. You will often need a username or email, and a password to log in.

Malinformation: True or partially true information which is twisted or taken out of context in a deliberately misleading way to support false interpretations. E.g. leaks of true information like personal identifiable information, deliberate change of context.

Memory: The storage and thinking parts of your computer – more storage means you can save more files.

Misinformation: Inaccurate, incomplete or false information, often shared online or on social media.

Notification: An alert generated by an application to notify the user of a new message, update or post.

One-time Passcode: When registered for a new online account, the store or company might send a 'one-time passcode' by text or email to verify who you are. This is to increase security and ensure it is you trying to login.

Online: Connected to a computer on the internet.

Password: A series of letters, numbers and characters that you enter to login to a website or social media platform.

Phishing: This is when criminals use scam emails, text messages or phone calls to trick victims. The aim often is to make you visit a website which downloads a virus onto your computer

Pixel: Small dot or squares which come together to make up the image of a computer screen or tablet.

Pop up: An unrequested browser window, often generated for the purpose of advertising.

Processor: The part of the computer where operations are controlled and executed.

QR code: 'Quick response' code which, when scanned with a camera, allows the user to access information instantly.

Router: A device which forwards data packets to the appropriate parts of a computer network. It often provides Wi-Fi for your home without the need for physical cables.

Social media: Collective term for websites and applications that focus on communication, interaction and collaboration. Allows individuals to network with friends and family online.

Software: Set of instructions, data or programs used to operate computers and execute specific tasks. You can download software like Internet Explorer or Microsoft Office to your device.

Streaming: Transmitting video material over a computer network as a steady continuous flow on wireless internet connection. Popular examples of streaming include Netflix, Spotify, YouTube or Amazon Prime.

Tab: A document or page that can be opened or returned to. You can have several open at a time.

Two Factor Authentication: A security system which usually requires 2 separate, distinct forms of identification in order to access an account. This tends to be a password, followed by a code or notification sent to your smartphone.

Upload: Transferring data or files from one computer to another.

URL: (Uniform Resource Locator), a unique identifier to locate a resource on the internet. They tell the web browsers how and where to retrieve a resource.

Virus: A piece of code that can copy itself and typically has a detrimental effect on a device or software.

Web browser: A computer programme for accessing websites.

Website: A set of related web pages (WWW pages) located under a single domain name, typically produced by a single person or organisation.

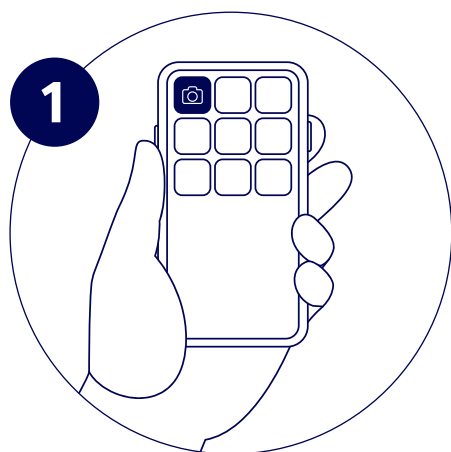
Wi-Fi: Wireless networking technology that uses radio waves to provide wireless internet access.

4G/5G: Versions of mobile data. 4G is the 4th generation of wireless cellular technology and 5G is the 5th.

Understanding how to use QR Codes

You'll see QR codes throughout this booklet—they're handy shortcuts that you can scan with your smartphone or tablet to quickly access websites, videos, or other information online. It's a fast and easy way to find resources without typing anything in.

How to Use a QR Code:



Open your camera app: Most smartphones can scan QR codes directly through the camera app.



Point the camera at the QR code: Hold your device steady so the QR code fits inside the frame on your screen.



Tap the notification: A link will appear on your screen. Tap it to open the website or resource.

This image shows a single sheet of white paper with horizontal blue ruling lines. The lines are evenly spaced and run across the width of the page. There are no vertical margin lines or other markings present. The paper appears to be a standard sheet of notebook paper.

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