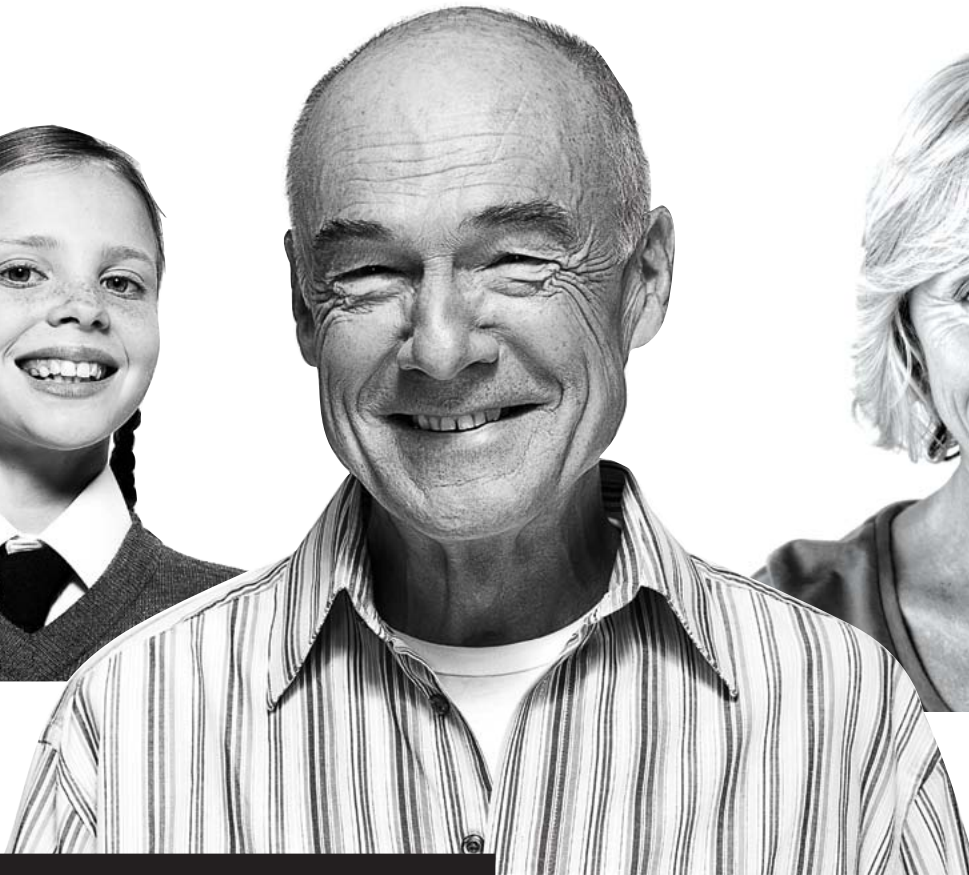


BBC  
**First  
Click**  
friends

# Help someone get online

one click at a time



Pass **IT** on...  
help someone get more  
out of life online

# Introduction



Helping somebody you know to use computers to get on the internet is easier than you think. The internet is a great way to stay in touch with family and friends, explore interests and hobbies, book holidays, shop for bargains and find useful information.



The internet is so much a part of everyday life that we often take it for granted. The benefits of being online are enormous but did you know that an estimated 9.2 million people in the UK have never used it?

For many older people, the idea of using computers and the internet can be scary. It's an unknown world full of jargon and technology they simply don't understand – what if they press the 'wrong' button and break something? You probably know someone just like this.

Helping them to overcome their lack of confidence and fears by simply taking some time to share your own knowledge and skills will allow them to experience and enjoy a whole new, exciting world the internet has to offer.

**Remember, you don't have to be an expert to show someone how to get more out of life online.**



# Top tips

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Follow our 5 simple tips to help you get started:

- 1 Be patient.**

Remember that it can be difficult and frustrating when learning new skills so take it slow and be prepared to repeat things. You need to be sure to listen carefully to what they are saying. Answer their questions clearly and make sure that they understand and spend more time on whatever it is that interests them most.
- 2 Find out more about their fears.**

It's important that the person has a chance to talk about their concerns. This will help you to reassure them and address any worries in the process. For some it's a fear about internet safety. They've probably heard horror stories about identity theft and computer viruses. It is worth reminding the person you are helping that, with some common sense and a few simple precautions, the risks can be minimal.
- 3 Start with the basics.**

Never assume that the person has an existing knowledge of computers. You may need to start at the very beginning – how to switch on a computer, holding a mouse, using a keyboard. It's important to remember that computer 'jargon' can be very confusing. Explain things as simply as possible using plain English.
- 4 Take it one step at a time.**

Trying to learn too much in one go can leave the person feeling overwhelmed. Keep sessions short and most importantly keep them fun! A great way to make the internet feel less daunting and more relevant is to focus on something local. For example checking the weather forecast and finding local news and events. If the person gets tired or frustrated, move on to something new or take a break.
- 5 What are their interests and hobbies?**

Ask them to think about what they would like to be able to do using the internet. For example, catch up on favourite TV and radio programmes, research their family tree or find gardening tips and advice. This will allow you to demonstrate how easy it is to find the information online. First Click has created a range of guides and videos to help people explore their interests online.  
**Visit [www.bbc.co.uk/firstclickfriends](http://www.bbc.co.uk/firstclickfriends)**

# BBC First Click tools and downloads



**BBC First Click**  
[www.bbc.co.uk/firstclick](http://www.bbc.co.uk/firstclick)

First Click aims to help people who have never used computers and the internet before. The First Click website uses the best of online BBC content, like BBC WebWise, to help people take their first steps to getting started.

Download the **First Click beginner's guide to using computers and the internet**. It takes beginners step by step through the basics like using a mouse and a keyboard, to searching the internet and sending emails. It includes links to a number of practice activities on the BBC WebWise website to help build skills and confidence.

[www.bbc.co.uk/connect/campaigns/firstclick\\_guides.shtml](http://www.bbc.co.uk/connect/campaigns/firstclick_guides.shtml)

First Click has created a range of new resources to entice people to explore and extend their hobbies and interests using the internet. They are designed to support recent beginners to grow in confidence and build on their new-found computer and internet skills. Themes include exploring nature and wildlife using the BBC Nature website, searching for recipe ideas and cooking techniques using the BBC Food website, and using the BBC Gardening website to find information on plants, seeds and growing techniques.



**First Click Friends**  
[www.bbc.co.uk/firstclickfriends](http://www.bbc.co.uk/firstclickfriends)

The First Click Friends website is jam-packed with inspiring videos, top tips, printable guides, and links to useful websites. It has everything you need to help someone take their first click.

## Other useful websites...

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The BBC is working with a range of partners including Race Online 2012, UK online centres, Age UK, Digital Unite and Libraries to help get more people online.

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**[www.go-on.co.uk](http://www.go-on.co.uk)**

Provided by UK online centres, Go ON **[www.go-on.co.uk](http://www.go-on.co.uk)** is a website that makes getting online easy.

Go ON caters for people who are new to computers and the internet or those who know a little but want to learn more so, if you're helping someone to get online, it's a great place for them to start.

From getting started with the keyboard and mouse to setting up a email account, the Go ON website offers a wide range of short courses, guides and resources to make getting to grips with computers and the internet easy for all. The Go ON website is also the home of Online basics, a free, short course for beginners that covers using a mouse and keyboard, how to email, search and stay safe online.

Visit **[www.go-on.co.uk](http://www.go-on.co.uk)** to find out more.

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**Pass IT on...**  
help someone get more  
out of life online

**[www.helppassiton.co.uk](http://www.helppassiton.co.uk)**

First Click Friends can join forces with other digital champions at **[www.helppassiton.co.uk](http://www.helppassiton.co.uk)**

The Pass IT on website is full of a wide range of resources and tools to help Digital Champions inspire people to get online, show them what the internet has to offer and even how to donate spare IT equipment to help others get online.



## Other useful websites continued

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### Digital Unite

[www.digitalunite.com](http://www.digitalunite.com)

Digital Unite specialise in supporting older people to use digital technologies. Their website offers a growing selection of easy-to-follow guides and advice on a huge range of technology, from the first steps in choosing a computer through to setting up a firewall, browsing the internet and beyond.

[www.learning.digitalunite.com/category/beginners-help](http://www.learning.digitalunite.com/category/beginners-help)

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### Age UK

[www.ageuk.org.uk](http://www.ageuk.org.uk)

The Age UK website has lots of invaluable tips and practical training guides using jargon-free terms which aim to get beginners enjoying the advantages of computers and the internet.

[www.ageuk.org.uk/work-and-learning/technology-and-internet](http://www.ageuk.org.uk/work-and-learning/technology-and-internet)

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### NIACE and Adult Learners' Week

[www.alw.org.uk](http://www.alw.org.uk)

The Adult Learners' Week initiative celebrates learning and learners in all their diversity, inspiring thousands of people each May to try something new through free events and taster sessions across the country.

Offering adults and their families the chance to find out how fun, flexible and interesting learning can be, Adult Learners' Week provides the opportunity for individuals to discover the benefits of all kinds of learning, whether a hobby or leading to a qualification.

Adult Learners' Week is coordinated by the National Institute of Adult Continuing Education (NIACE) [www.niace.org.uk](http://www.niace.org.uk) which aims to encourage all adults to engage in learning of all kinds.



# Get involved

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## Help a friend or family member find a beginner's computer course near them.

There are lots of places people can go such as a local library, community project or UK online centre to get started with using computers and the internet. If the person you've helped inspire wants to learn more and with other beginners, encourage them to call the BBC freephone advice line to find a local venue or course.

**Freephone: 08000 150 950**

**8am to 10pm, 7 days a week**

**People with hearing impairments can call:**

**Text Relay: 18001 0800 100 900**

**Minicom: 08000 568 865**

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## Feeling inspired?

If you've enjoyed helping someone get online and would like to find out more about volunteer opportunities, visit some of the recommended websites below.

[www.doit.org.uk](http://www.doit.org.uk)

[www.ageuk.org.uk/get-involved/volunteer](http://www.ageuk.org.uk/get-involved/volunteer)

[www.niace.org.uk/current-work/community-learning-champions](http://www.niace.org.uk/current-work/community-learning-champions)

[www.helppassITon.co.uk](http://www.helppassITon.co.uk)

[www.volunteering.org.uk/IWantToVolunteer](http://www.volunteering.org.uk/IWantToVolunteer)



Thanks to our partners Race Online 2012 and UK online centres for their support and assistance in creating this guide.

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