



Top Tips

Give an Hour and
share the Summer
of Sport



Give an
HOUR
Summer of Sport

BBC

In partnership with



Inspire someone you know to explore and enjoy this summer of sport online with the BBC, using this simple handbook packed full of tips and advice.

Using computers and the internet can be intimidating. Not everybody understands the jargon and technology. More than eight million people in the UK have never used the internet before, and there are millions more who can do some of the very basics, but are nervous of going further. A bit of help from someone like you – someone who they know and trust – could really open up the online world for them.

You probably know somebody like this. They might be a neighbour, a friend, or a relative.

This summer is truly the summer of sport: Wimbledon, the European Championships, and the Open Championship in golf, and of course the Olympics are coming to Britain. The BBC's coverage is its most ambitious ever, and is fully digital. You can see every sport event from every venue as it's happening, on every day of the London 2012 Olympic Games. You will be able to watch any event you want to see, when you want to see it, on your laptop, tablet or smartphone. You can also go online for background on all the events, athletes and teams, and find the latest results and medals. The BBC will keep you up to date online with the torch relay, and with arts festival events around the country too.

The Give an Hour: Summer of Sport guides will steer you, and the person you're helping, through the BBC's Olympic coverage online and highlight some of the fantastic gems that you'll find there. Sharing your knowledge and inspiring someone to give it a try and to do more online can be a rewarding experience. You don't have to be an expert to show someone what to do. All you need is a little patience and some basic computer and internet experience. You can find out more about becoming a digital champion at the Go ON UK digital champions site.

So go on. Give an Hour to help someone enjoy this Summer of Sport online with the BBC.



“Helping someone do more online is so much easier than you think.”

Chris Hollins



“And there's so much more to enjoy out there online.”

Fatima Whitbread

Top Tips

Be patient

Learning new skills can be difficult and frustrating for some people, so take it slowly and be prepared to repeat things. Be sure to listen carefully to what they're saying and asking.

Find out more about their fears

It's important that the person you're helping has a chance to talk about their concerns. They might be wary of downloading the software they need to watch video online, or that they might be bombarded with advertising, or become the target of a computer virus. You can help reassure them, and address any worries in the process.

Find out what they're most passionate about

Are they interested in a particular sport? They might want to watch particular events live, or learn how to watch them later on, after they've happened. Do they want to find out a bit more about a sport or an athlete, or follow the results of particular sports?

Perhaps they want to see some comedy, an exhibition or a show in the London 2012 Festival: there are 12,000 events and 10 million free tickets for events all around the UK. Or would they like to find out about the torch coming to their area and the local plans to celebrate it? Might they want to look at some of the amazing archive films made in 1948 when the Olympics last came to Britain? Take the lead from them.

Start with the basics and build from there

Don't assume that the person you're helping knows much about computers or mobile devices. You may need to start at the very beginning: how to switch it on, hold a mouse, use a keyboard or a touchscreen. There are links to useful websites, designed to help complete beginners, at the end of this guide.

If they can already do some of the basics online, but want to do more, start with what they can do already, and move on step by step. Make sure you show them how to follow links, find their way round new sites, or watch video.

Check if it would help to personalise some of the computer settings

It may be that the person you're helping can't see the screen clearly, or hear you well, and they may be unable to hold and move a mouse easily. It is worth familiarising yourself with some simple steps you can suggest to make access easier: like changing the screen resolution or adjusting the behaviour of the keyboard and mouse. You can find more information at bbc.co.uk/accessibility

Computer jargon can be confusing

Explain things as simply as possible, using plain English. Our jargon buster, on page 5, will help.

Take it one step at a time

Trying to cover too much in one go can be overwhelming. Keep the sessions short, and most importantly, try to keep them fun. If the person you're helping gets tired or frustrated, move on to something new or take a break. Don't rush. Make sure they're keeping up, and have understood each step.

Let them do it

The best way to learn is to 'do it yourself'. The person you're helping needs to be hands on, and you'll need to stay hands off. So try to avoid touching the computer or tablet yourself, and position yourself so that you won't be tempted to. Encourage them to make notes in their own words that they can refer to later. Recap if necessary.



Build their confidence

Even if they're already online, they may only be doing a limited range of activities, and may be nervous of trying new sites and doing more. Some people lack confidence in using the technology, others worry about internet safety. Whatever the reason, it's important to respect their fears and concerns, and address them to help build confidence.

Here are some common concerns that a new or inexperienced web user might have – and some possible responses you might like to use.

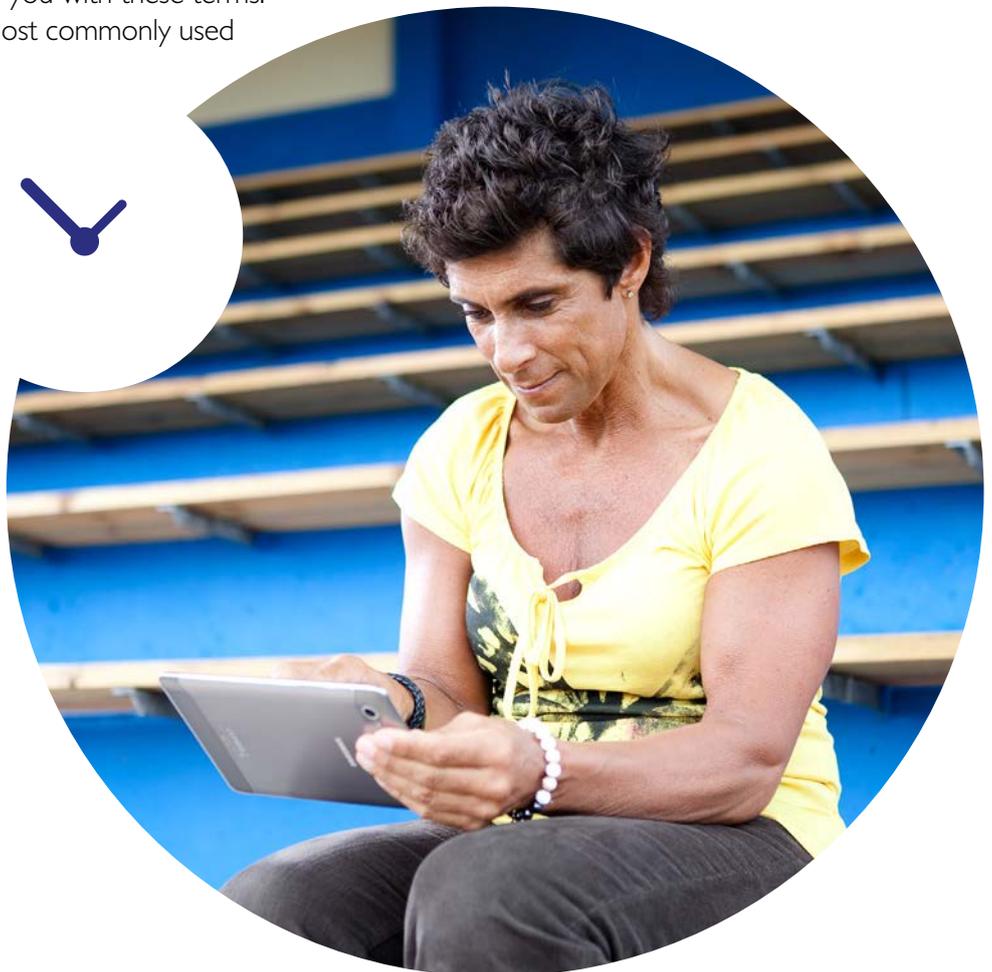
“It's not for me”... You can get by pretty well without being online, or by just doing some basics online. But there's so much more out there and it's worth a try... take the Olympics for example, if you're interested in sport, or the arts, or events near you, it's all on the BBC's London 2012 and sports sites.

“apps, streaming, downloads – it's another language”... It's easy to get stumped by technical terms. There are lots of strange words used in the world of computers and the internet. But don't worry. There are jargon-busting guides to help you with these terms. We've translated some of the most commonly used jargon on page 5.

“I might break it”... This is a common misconception. Don't worry. You can't break the internet. And fortunately it's quite difficult to break your own computer. People often hit the wrong button or accidentally shut down the computer. But it doesn't usually harm the computer. Often just switching the computer off and on again can fix the problem.

“I've heard it's not safe”... The BBC websites are very safe. They will never ask you for bank details and always make it clear how the information that you provide will be used. Using common sense, you can stay safe online and enjoy the web's fantastic benefits. You'll find a list of internet safety advice sites at the end of this guide.

“I will never be able to learn all this new stuff”... You're not alone. There are lots of people who feel exactly the same way. You can learn a few of the basics quite quickly. Lots of people have got to grips with being online and love it. Using the internet can be easier than you might think.



Jargon Buster

You may find that the person you're helping to get online has questions or concerns about computer and internet jargon. Here are a few common terms that might come up when you're finding your way around the internet:

Adobe Flash Player: To watch any BBC videos on a computer, you'll need to make sure that you have Javascript enabled and the correct version of Adobe Flash Player installed. If either of these are not in place, you will be prompted to make the relevant updates to your settings and / or programs. If you're using an iPad or iPhone, they don't work with Adobe Flash Player, so some video and audio won't play on these devices.

Antivirus protection: Whenever you visit a website, there is a slight chance that your computer will be at risk of attack. There are plenty of software programmes (some of them free) that you can install to protect your computer against viruses and other remote attacks. You can download antivirus protection programmes from the internet or buy them on CD. You can also set up a firewall - a piece of hardware or software that controls what information passes from your computer to the internet, and who or what can access your computer while you're connected.

App or application: Another word for almost any type of computer program, but app is mostly used to refer to programmes for smartphones and tablets. You download them (save them to your device), and they appear as an icon on the tablet or phone's screen. You can use them to do a wide range of things – from watching video to checking your bank account.

Blogs: Short for 'weblog'. A blog is an online journal, usually from an individual (or sometimes a small group) with personal stories, comment and opinions as well as links to other websites the author likes. Blogs often invite comments from others, and allow readers to message each other, so they can be interactive and function as a social networking site.

Bookmarks: (Firefox and Safari) or **Favorites** (Internet Explorer – which uses the American spelling): You will find these features on the toolbar of your web browser. They allow you to create a shortcut to web pages that you think you'll want to visit again in the future. Once you are on the page that you wish to make a shortcut for, select the Bookmarks or Favorites menu from your browser toolbar where you will be prompted to create a shortcut. Next time you wish

to visit the web page, go back to the Bookmarks or Favorites menu and you'll find the shortcut shown in a list or arranged in folders in the drop down menu.

Browser: A program that allows you to view web pages, PDFs, images, video and audio over the internet. Popular ones are Chrome, Internet Explorer, Firefox and Safari. All browsers have an 'address bar' at the top of the page (often carrying their logo too). This is where you can enter web addresses of sites you want to visit: the ones typically beginning http:// or https://. Usually to the right of the address bar there will be a smaller 'search bar' with a magnifying glass symbol next to it. This is where you can search using key words.

Buffering: This is what happens when video doesn't load into a media player as fast as you can view it. When this happens on the BBC iPlayer, you'll see a spiral (usually pink) in the centre of the screen which appears to spin while your video is paused. Once the video has loaded, the player will start again. It might happen because you have a slow internet connection, or because of how your computer is set up.

Cookies: A small file which websites place on your hard drive so they can recognise you the next time you come to their websites.

Cursor: Usually an arrow, line, or pointer that shows the position of your mouse on your computer screen.

Downloading and downloads: Downloading is the process of saving a file or application to your computer or device. This is often used for larger files such as PDFs, video, music or programmes. Sometimes these files themselves are referred to as 'downloads'. For the BBC iPlayer you need to be in the UK to download shows and have the BBC iPlayer Desktop program installed on your computer.

FAQ: Stands for 'Frequently Asked Questions' – a quick and handy list of answers to commonly-asked questions.

Homepage: The web page that your browser automatically displays when you start it up. Most browsers will allow you to change your homepage. Homepage can also refer to the 'front page', or index

of a website, where you're told what's on the site, how to get around it and how to search for things that will interest you.

Hyperlink: Usually called 'links'. These are text, or images which have been set up to take you to another web location. When you click on a link, it typically takes you to another web page (though it can take you to another place on the same web page). Text links often appear in a different colour and underlined, and may change appearance when you move the mouse over them.

Icon: A small linked picture which represents an action. The icons on your desktop represent what will happen if you click on them – so a text document might be represented as a piece of paper with words on it and an image might be represented by an icon showing a photo frame. Icons typically used on websites or in documents include a magnifying glass – which usually means there is a search facility.

Installing: Transferring software onto your computer and setting it up so that it can work properly.

iPlayer: The BBC website where you can see and hear a wide range of BBC TV and radio programmes. For the iPlayer to work you'll need a broadband internet connection speed of at least 1 megabyte per second. You'll also need some specific software on your computer (see Adobe Flash Player, above). If you give the iPlayer a go and you don't already have the right software, it will tell you what you need, and help you install the relevant programmes, which are all safe to put onto your computer. The BBC also have a new player which will allow you to watch all the Olympic events from every venue as they happen: up to 24 at any one time. See our guide to watching live action online during the Summer of Sport, to help you use this.

If you are using a tablet, you can get the BBC iPlayer by downloading the app from the Apple App Store or Google Play, by following the BBC iPlayer link on the BBC homepage or by typing **bbc.co.uk/iplayer** into your tablet's web browser. If your iPad or Android tablet is a fairly new version, it should have all the right software to run the iPlayer.

See below for links to more help with using the iPlayer, and see our guide 'How to watch live action online during the Summer of Sport' for more information.

Media player: You need to use one to watch video or listen to audio on your computer or tablet. Windows Media Player and Apple's Quicktime Player are popular ones, and the BBC iPlayer and the new player for watching Olympic events are designed to play BBC programmes.

Progress bar: A graphic that shows how far your download, file transfer or installation of a program or app has got. Typically, the bar fills up as a solid block or with dots as it progresses. When the bar is full, it's done.

Scrolling: This is when you slide text, images or video across, or up and down your computer or tablet screen. When you scroll you aren't altering the layout, you're just seeing different parts of what's available on that part of the page (which is larger than your computer screen).

Scroll bar: This is a graphic bar which allows you to move text or pictures. It is also used to help you watch video (where it's also referred to as a 'player bar'), and often contains a dot or square showing you where you are on the timeline of the video. You can drag this point backwards or forwards along the track of the bar to skip to a point earlier or later in the video.

Search engine: A tool that helps you find information on the web. The biggest ones are Google, Bing, Yahoo! and Ask. When you type in key words into the search bar, you're asking the search engine to find you results. Browsers often have a search engine already set up at the top right of the screen, so this is the easiest way to start your search.

Streaming: This describes how video is supplied when you view it on a website. A 'stream' of video is sent to your computer as you watch it. Streamed video, as played out by the BBC iPlayer, can either be on demand i.e. you can watch a programme after it's been on television, or live streamed or 'simulcast' as with most programmes on the BBC's main channels. The alternative to this is downloading video content (that is, when you save it to your computer or tablet).

Toolbar: A strip of menu options and buttons which you will find across the top of many software programmes. The bar across the top of your browser which contains the backwards, forwards, history and refresh icons is a toolbar.

The BBC WebWise site has a full glossary of common terms with helpful explanations.
bbc.co.uk/webwise/a-z

More ideas and resources

There are lots of useful websites that offer help, advice and resources that you can use to help someone continue their online journey. Here are just a few.

BBC WebWise

bbc.co.uk/webwise

WebWise has lots of useful video guides and activities to help people practice new skills – from searching the internet and sending email through to watching TV online.

bbc.co.uk/webwise/topics/using-the-web/

BBC iPlayer

The iPlayer help pages will take you through installing and using the player.

iplayerhelp.external.bbc.co.uk/help

Go ON UK

go-on.co.uk

This is a website that provides ideas and resources if you're helping someone to get online. From here you can access courses for internet beginners, find out where you can get local access to the web, and join other digital champions who are giving their time to help others.

UK online centres

ukonlinecentres.com

UK Online Centres help communities tackle digital and social exclusion through a network of 3,800 community based centres across England. They train individuals and organisations, and offer resources to support learners, digital champions and their organisations.

ukonlinecentres.com/resources-to-help.html

Age UK

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.

ageuk.org.uk/work-and-learning/technology-and-internet/

Digital Unite

digitalunite.com

Digital Unite specialise in supporting older people to use digital technologies.

digitalunite.com/guides/computer-basics

Finding a beginner's computer course

If your beginner feels inspired to do even more online, there are lots of places they can go to continue their discovery of computers and the internet. The BBC's free advice line can help someone find a local beginner's computer course. Call 08000 150 950

Open 8am to 10pm, 7 days a week. Calls are free from most land lines, however some networks and mobile operators may change.

People with hearing impairments can call:

Text phone and minicom 0800 0568865

Text relay: 18001 then 08000 150 950

Staying Safe online

Safety can be a major concern and barrier to people getting online. Fortunately, there are lots of websites with sound advice and tips for staying safe online that will reassure the people you're helping.

Useful websites and links

getsafeonline.org

thinkuknow.co.uk

connectsafely.org

childnet-int.org

digizen.org

getnetwise.org

See what the BBC has to offer during this Summer of Sport at bbc.co.uk/2012

So, why not Give an Hour and share this Summer of Sport online? To find out more, go to bbc.co.uk/giveanhour

Then look at our 'how to' written guides and films to help someone you know get the most out of the BBC'S online coverage during this Summer of Sport.