

## One to one support

Most of our digital champions provide support on a one-to-one basis, which means you can learn all the basics at your own pace. We're also very flexible about how this support is delivered, with many of our volunteers offering home visits, supporting you in your own home with your own equipment.

If you have a laptop or tablet, you also have the option of receiving support in any Wi-Fi enabled venue, whether that's your local library, a nearby pub or cafe. Even having no equipment is not a barrier to learning: you can receive help from us in any library in Wiltshire, where there are computers you can use free of charge.

## Computer clubs

Wiltshire Online also has a number of computer clubs across the county which are run by our volunteers. These clubs are all completely free and provide you with the opportunity to learn in a more social environment.

All our clubs work in a flexible way and you don't need to commit to a set number of lessons. Either bring along your own laptop, tablet or smart phone or use one of the computers provided. You can get support with whatever you need for as long as you need it.

If you would like to receive free, basic computer support, or you're interested in volunteering in your local community, please contact the Wiltshire Online team.



**You can contact Wiltshire Online in the following ways:**

**Telephone:** 01225 793349

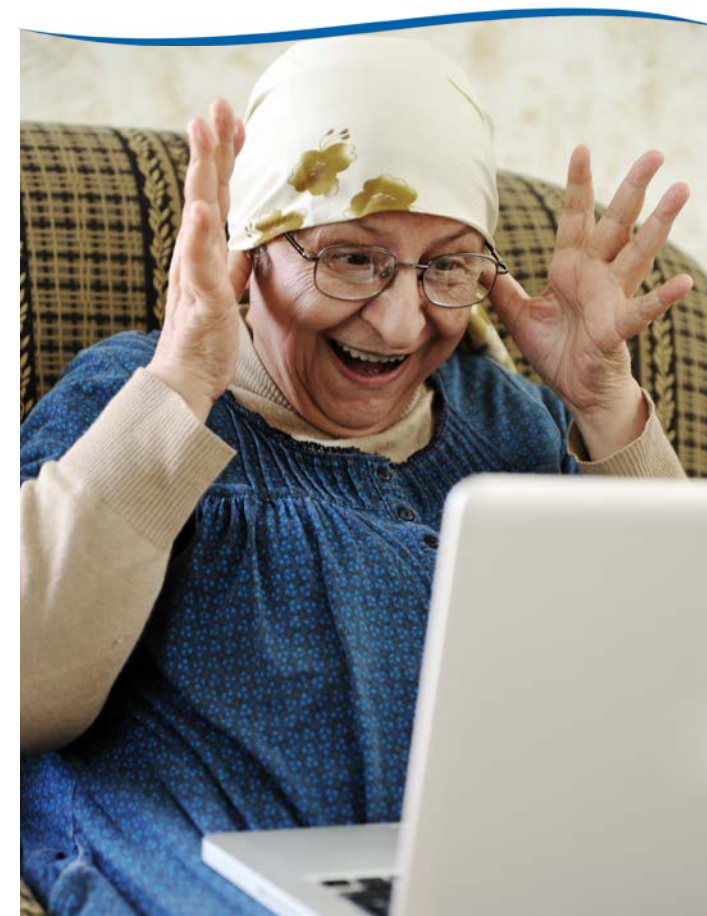
**Email:** [digitalinclusion@wiltshire.gov.uk](mailto:digitalinclusion@wiltshire.gov.uk)

**Web:** [www.wiltshireonline.org](http://www.wiltshireonline.org)

Information about Wiltshire Council services can be made available on request in other languages including BSL and formats such as large print and audio. Please contact the council by telephone 0300 456 0100, by textphone 01225 712500, or email [customerservices@wiltshire.gov.uk](mailto:customerservices@wiltshire.gov.uk)

# Wiltshire Online

Digital inclusion – supporting every adult to be confident with technology



## The service

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Wiltshire Council has made a commitment to help adults across Wiltshire get confident with the basics of computers and the web. It doesn't matter whether that's a laptop, desktop, tablet or smart phone - we want to make sure that everyone who wants to take that step into the digital age can access the support they need to do so - for FREE.



## The benefits

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Being online isn't a luxury - it's a necessity. If you're offline, you're missing out on a wealth of benefits. Shopping online can save you up to £560 per year, whilst around 92% of all job vacancies require applicants to have at least basic IT skills.

There are also benefits associated with health and well-being: email, Skype and Facebook are

not only fantastic communication tools; they also play a vital role in reducing feelings of loneliness and isolation. In short, having access to the internet is empowering, liberating and seriously good fun.

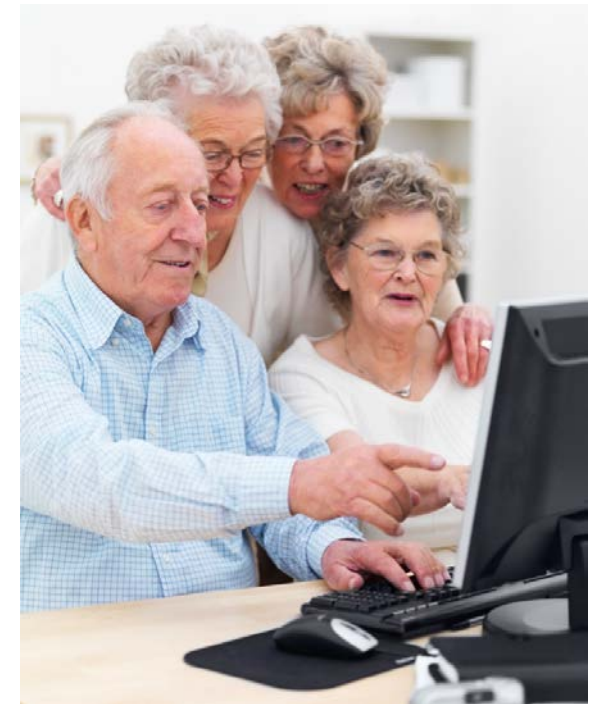


## What we offer

Wiltshire Council has a large team of volunteers called digital champions, who provide free, basic computer support to people in their local community. Our volunteers can help you learn all of the basics, including:

- Using a computer for the first time and understanding the mouse and keyboard
- Using email, Skype or Facebook to keep in touch with friends and family
- Ordering your groceries and having them delivered to your door
- Searching and applying for jobs online
- Researching your hobbies and interests
- Using price comparison websites to find the best deals on everything from car insurance, to utilities
- Booking appointments with your doctor or hospital online
- Looking up bus and train times and finding the cheapest fares, flights and hotel rooms

- Organising and storing your digital photos and other documents
- Writing letters and printing and scanning documents
- Getting the latest news, sport and weather forecasts, or catching up on your favourite TV or radio programmes
- Accessing government services, such as taxing your car, renewing your library books, checking your rubbish collection days and paying your Council Tax.



*"I never ever imagined myself on a computer doing what I've been doing. What I've learned is absolutely amazing."*

*Roz, 64, Warminster*