Welcome to our Digital Support Factsheet

We are committed to helping any tenant who wants to go online, but isn't sure how to get there, doesn't think they can afford the cost of getting online, or doesn't think they have the skills needed.

This factsheet has information on support available in East Lothian, and if after reading this factsheet you'd like to learn more or find out what works best for you, we'd love to hear from you. There's a Jargon Buster, checklist and how to get in touch on the back page.

Benefits to Getting Online

The internet can be an amazing source of entertainment and hobbies, but you can also access a lot of key services on the internet. Being online allows you to connect with loved ones wherever they are in the world, carry out your shopping and banking needs, and access information from your GP, or make an appointment to see them.

The online world can seem overwhelming, but you can choose what you'd like to use the internet for, and what's not for you.

Prepaid SIM Cards, with Data

We're working with Vodafone to help tenants to stay in touch. We have a number of prepaid Vodafone SIM cards, which come with 6 months of calls, texts and internet data. If you have a smartphone, and the cost of a data plan is outside your budget at the moment, we can help.

If you'd like one of these SIM cards, please get in touch. Our office is open from 9am to 4:30pm, except on Tuesday when we open at 10am and on Fridays when we close at 4pm. We can be called on 01620 825032.

If you have a smartphone, but have never used the internet options on it, we can arrange for some help to get started.

There are many training and support opportunities around East Lothian, and we can help you find the one that fits best for you.

Did you know, most modern smartphones can be used a 'mobile hotspot', which means it can act like a wi-fi box for computers and tablets.
So if you have a smartphone and a free prepaid SIM, you can even use it to get online with a tablet, laptop or PC.

Some of the main benefits of getting online

Finances

Being online can help you access online discounts, as most companies offer deals for online users, through sales, or email discounts. Comparison shopping online allows you to browse different sites for the best deals, getting detailed information about products at your convenience, 24 hours a day.

There's also online banking, which means you can control your finances from anywhere through your bank's website or app. You use this to check your balance transfer money, and contacting your bank at a time that suits you.

Most utility companies allow you to manage your accounts online. You can opt for paperless billing which means you'll get your bills over email, which not only saves paper but also means you know where your bills are stored.

News & Information

Local and national news is available online. You can subscribe to email newsletters to update you about things you're interested in – football clubs, celebrity gossip, international politics, woodcarving, science & health – the options are endless.

Government and Council websites are available with information on services and support. For example, all East Lothian Council's leaflets are available online – no need to travel to a Council office or library to pick one up.

Education

There is so much free educational content available online, there's too much to list, but here are a few popular options:

- YouTube – Would you like to learn how to knit or change the spark plugs in your car? There will be a video on YouTube showing you how.
- Duolingo – have you ever wanted to learn a new language?
- The Open University – The Open University offers nearly 1,000 free courses. History, Sciences, Health and more – all available online.

Digital Skills Training

We can help you access free or low-cost digital skills training, in a way that's most suitable for you.

For example:

For anyone born before the UK went decimal, **AbilityNet** offer one-to-one help to get started. All AbilityNet volunteers are all PVG checked, and can meet with you at home, in a nearby café with wi-fi access, or at a local library.
For more information call free on **0800 048 7642**

For anyone who is long-term unemployed, an adult learner, a young person just starting out, or ex armed forces, **East Lothian Works!** And Edinburgh College have a range of free learning opportunities.
For more information, call East Lothian Works! on **01620 827262**

The Pennypit Centre in Prestonpans has a computer club every Friday morning, which costs £3.
For more information call Angie at the centre on **01875 819635**.

Try Before You Buy

There are free public use computers available all over East Lothian. If you need or want to use a computer for something, you can call East Lothian Council on 01620 827827 to reserve a computer at:

East Lothian Works - Haddington

Wallyford Library - Wallyford Learning Centre

North Berwick Library - The Old School

Haddington Library - The John Gray Centre

Wallyford Community Centre - Albert Place*

Longniddry Library - Church Way

John Muir House - Haddington

Ormiston Library - 5A Meadowbank

Musselburgh Library - 10 Bridge Street

Aldhammer House - Prestonpans

Dunbar Library - Bleachingfield Centre

Brunton Hall - Musselburgh

The George Johnstone Centre - Tranent
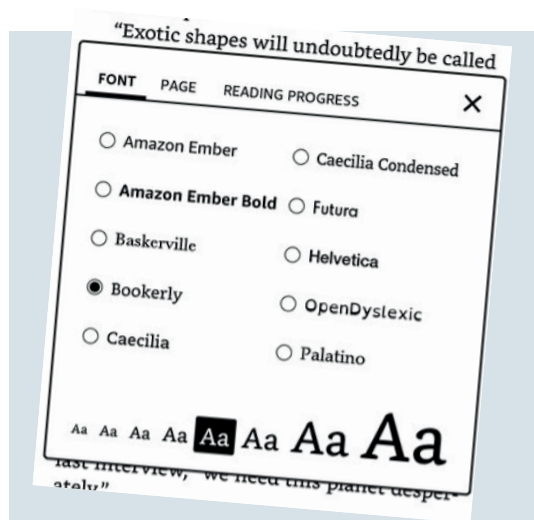
East Linton Library - 60A High Street

Musselburgh East Community Learning Centre

Whitecraig Community Centre

Gullane Library - East Links Road

Port Seton Library - Community Centre

Prestonpans Library - West Loan

"Exotic shapes will undoubtedly be called

| FONT | PAGE | READING PROGRESS | ✕ |

○ Amazon Ember   ○ Caecilia Condensed
○ **Amazon Ember Bold**   ○ Futura
○ Baskerville   ○ Helvetica
● Bookerly   ○ OpenDyslexic
○ Caecilia   ○ Palatino

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last interview, we need this planet desper-
ately."

Large Print?
No Problem!

One of the greatest benefits of eBooks is the ability to change the size of the text.

Did you know that a second hand e-Reader costs about as much as a hardback book, and are a great way to get started if you're not ready for the full internet experience? Or that Project Gutenberg has a library of over 70,000 free eBooks? From Anna Karenina to Winne the Pooh, all on a device that's lighter than a paperback and can fit in a pocket.

And did you know that if you have a library card and a smartphone/tablet, you can have free access to thousands of eBooks through Bolinda Borrowbox and CloudLibrary by Bibliotheca? If you have a smartphone or tablet, ask about eBooks the next time you visit the library.

Worried about the cost of Internet Access?

Currys, Digital Poverty Alliance (DPA) and Computer Recyclers have launched the **Get Online @ Home** broadband & discounted device scheme, offering special deals on broadband and discounted refurbished devices to the 11 million people across the UK who are experiencing digital exclusion.

Recent research shows that about 1 million homes have disconnected their broadband due to financial pressures in the past year. This initiative aims to ensure that cost doesn't hinder people from engaging with the internet, which is so vital for everyday life.

Computer Recyclers offers discounted computers to those in need and now, thanks to an enhanced partnership with Currys, customers who purchase broadband access through Computer Recyclers will unlock further savings on the hardware to go with it, with the lowest-cost computer costing as little as £49 including discount. What's more, if a Get Online @ Home customer is switching from a broadband package from another provider, Currys can help save them on average over £206 a year on their fibre broadband bill.

Additionally, for every package sold, the DPA, a UK registered charity, will receive a £40 donation which will be invested in nationwide digital inclusion schemes to provide laptops to underprivileged families, schools and teachers.

To access the broadband and discounted device offer, call on **0800 090 1297**, or, if you'd like some help and advice, call us on **01620 825032** and ask if your Housing Officer can help you get started.

getonline@home

Laptops Available

Our staff have been liaising with the Musselburgh CAB to provide laptops to digitally excluded tenants. If you think you may be interested, perhaps in combination with some digital skills training, please get in touch on 01620 825032 and choose the option for 'other tenancy matter' on our phone systems to arrange a chat with our Housing & Community Outreach Worker.

Availability is limited, but we will do our best to find solutions for any tenant who is interested in getting connected.

Device – while this can be used to describe any machine, it's typically used to mean some kind of internet capable machine you can carry around with you. So a 'mobile device' can mean a smartphone (which is just a mobile phone that can do other things too, like access the internet!), tablet, e-reader, or even a lightweight laptop.

Mobile data – this is typically how smartphones access the internet. There are mobile networks available all over the UK, and you can buy a data allowance along with almost any mobile phone plan.

SIM Card – a small plastic and metal card which slots into a mobile phone or some tablets so they can be used for phone calls and to access the internet without wi-fi. A prepaid SIM is one which comes with a certain amount of phone calls, text messages and mobile data all ready for use.

Wi-Fi – wireless access to the internet, usually found in a person's home, or in free wi-fi areas like libraries, Council offices, cafes, etc.

These are often free access, but can sometimes password protected and the password is only given to customers.

Application (usually referred to as an App) – software on a device that performs some function, like a magnification app that uses a smartphone's camera to make things bigger, or a bus timetable app which can tell you when the next bus is due and if it's running late (Lothian Buses have a handy app with a 'take me home' button which tells you how to get to the nearest bus stop and which bus to take to get home in the most efficient route if you're somewhere unfamiliar).

If you'd like to learn more or find out what works best for you, please use the checklist below, and call our office on **01620 825032** to arrange a support call or visit from your Housing Officer.

I would like to know more about:

- [ ] Receiving a prepaid SIM
  (already has a smartphone)

- [ ] Receiving a prepaid SIM
  (does not have a smartphone)

- [ ] Getting affordable home broadband

- [ ] Accessing/buying an internet device

  - [ ] Smartphone

  - [ ] Tablet

  - [ ] PC/Laptop

  - [ ] Other *(e.g. e-reader)*

- [ ] Digital skills training

  - [ ] Over 65

  - [ ] Under 65

  - [ ] Accessibility-related
    (e.g. support for dyslexia, poor vision, language support, etc)

- [ ] Local resources

  - [ ] Public computers

  - [ ] Free public wi-fi

- [ ] Other, please let us know