



Wandsworth
Carers' Centre

Get







Connected

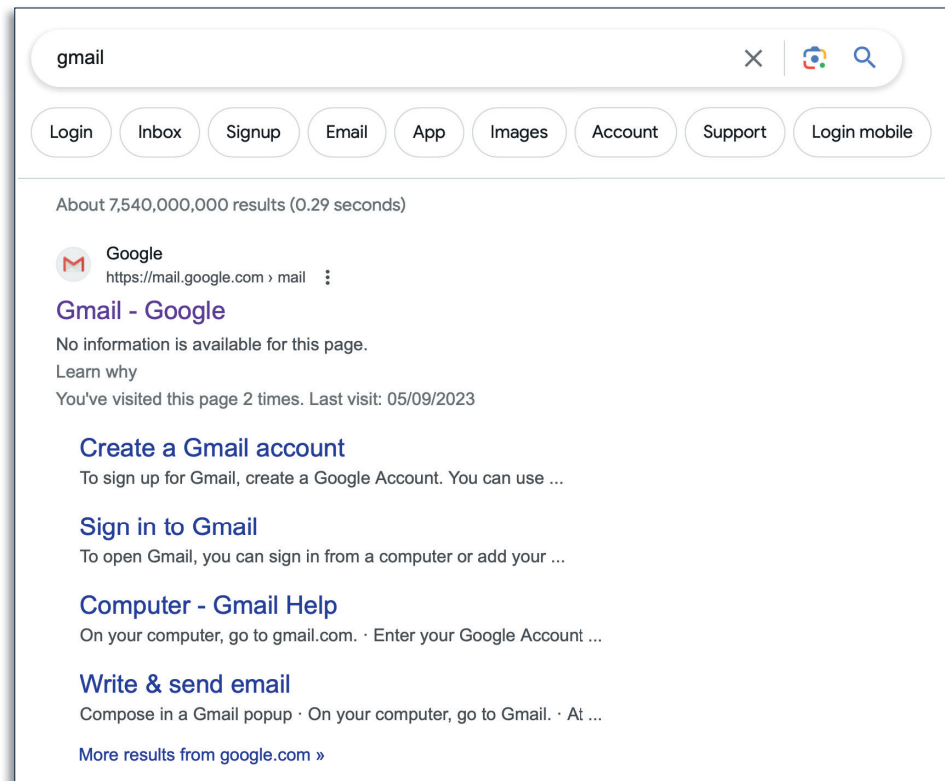


YOUR EASY GUIDE TO
USING YOUR DIGITAL
DEVICE

Emails

You need an email address for almost everything online; downloading games, messaging apps and social media sites all require an email address. If you do not have an email address already, follow this step by step guide.

Step 1: on your device, open your web browser (this could be Google  Safari  or Microsoft Edge ) type 'gmail' into the search bar (as below) and click on the search icon 



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Step 2: Click on the red 'Create an account' button

Create a Gmail account

To sign up for Gmail, create a Google Account. You can use the username and password to sign in to Gmail and other Google products such as YouTube, Google Play and Google Drive.

Sign up for a Gmail account

1. Go to the [Google Account creation page](#).
2. Follow the steps on the screen to set up your account.
3. Use the account you created to sign in to Gmail.

Create an account

The username that I want is taken

You won't be able to get a certain Gmail address if the username you requested is:

- Already in use.
- Very similar to an existing username (for example, if example@gmail.com already exists, you can't use examp1e@gmail.com).
- The same as a username that someone used in the past and then deleted.
- Reserved by Google to prevent spam or abuse.

Someone is impersonating me

If you believe that someone has created a Gmail address to try to impersonate your identity, you can:

- File a report with the [Internet Crime Complaint Centre](#).
- Contact your local consumer protection office.

Unfortunately, Gmail is unable to participate in mediation involving third parties regarding impersonation. [Learn more about Gmail Terms of Use](#).

Now follow the next steps, entering information as you go.

Tip: Use an email address of someone you trust for your recovery email.

3

Google

Create a Google Account

Enter your name

First name

Surname (optional)

Next

English (United Kingdom) Help Privacy Terms

Google

Basic information

Enter your birthday and gender

Day: 1, Month: January, Year: 1977

Gender: Female

Next

English (United Kingdom) Help Privacy Terms

Google

Review your account info

You can use this email address to sign in later

Jane Smith
janesmith111277@gmail.com

Next

English (United Kingdom) Help Privacy Terms

Google

Choose personalisation settings

Express personalisation (1 step)
Use personalisation settings that deliver tailored content and ads. We'll remind you in a couple of weeks to review your settings.

Manual personalisation (5 steps)
Configures your personalisation settings step by step. You decide which settings are on or off to get the content and ad experience that you want.

You can change your settings anytime at account.google.com

Next

English (United Kingdom) Help Privacy Terms

Google

How you'll sign in

Create a Gmail address for signing in to your Google Account

Username @gmail.com

You can use letters, numbers and full stops

Use your existing email

Next

English (United Kingdom) Help Privacy Terms

Google

Create a strong password

Create a strong password with a mixture of letters, numbers and symbols

Password

Confirm

Show password

Next

English (United Kingdom) Help Privacy Terms

Google

Confirm personalisation settings and cookies

These settings will use your data to give you a personalised experience across services and more control over the ads that you see

Web & App Activity
This setting will be turned on for things like faster searching, more relevant results and more helpful app and content recommendations. [Learn more about Web & App Activity](#)

YouTube History
Provides things like YouTube homepage recommendations and helps you remember where you left off. [Learn more about YouTube History](#)

Ad personalisation
This setting will be turned on to make the ads that you see more useful to you. [Learn more about ad personalisation](#)

Google Account

Home

Personal info

Data and privacy

Security

People and sharing

Payments and subscriptions

About

Welcome, Jane Smith

Manage your info, privacy and security to make Google work better for you. [Find out more](#)

Privacy & personalisation
See the data in your Google Account and choose what activity is saved, to personalise your Google experience.
[Manage your data and privacy](#)

You have security recommendations
Recommended actions found in the Security Check-Up.
[Protect your account](#)

Privacy suggestions available
Take the Privacy Check-Up and choose the settings that are right for you.
[Review suggestion \(1\)](#)

Looking for something else?

Search Google Account >

See help options >

Send feedback >

Only you can see your settings. You might also want to review your settings for Maps, Search or whatever Google service that you use the most. Google keeps your data private, safe and secure. [Find out more](#)

Google

Add phone number

Phone number

Google will use this number only for account security. Your number won't be visible to others. You can choose later whether to use it for other purposes.

Next Skip

English (United Kingdom) Help Privacy Terms

Google

Add recovery email

The address where Google can contact you if there's unusual activity in your account or if you get locked out.

Recovery email address

Next Skip

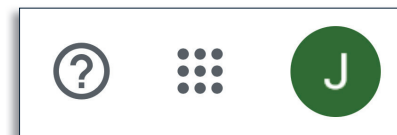
English (United Kingdom) Help Privacy Terms

Data and privacy

Key privacy options to help you choose the data saved in your account, the ads you see, info you share with others and more

Privacy Check-Up
Choose the privacy settings that are right for you with this step-by-step guide.

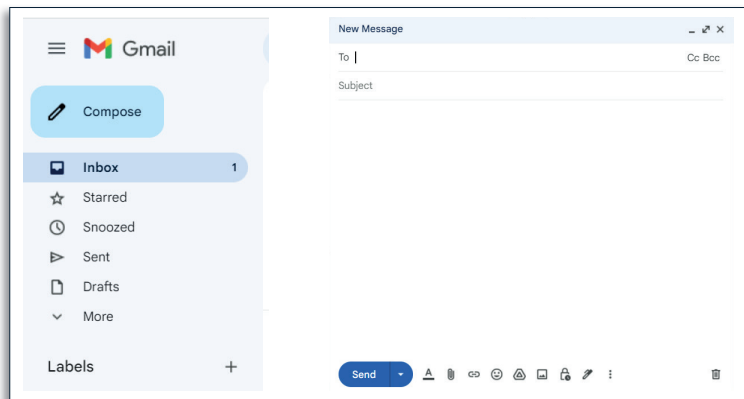
[Take Privacy Check-Up](#)



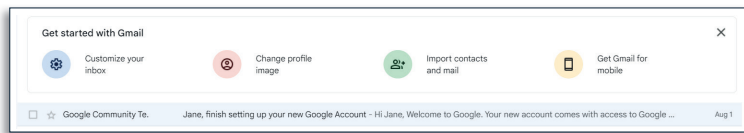
When you get to the welcome page (above) click on the grid of 9 dots in the top right corner (see left) and select 'Gmail'. You will be taken to your account. Be sure to keep your username and password safe.

Sending & Receiving Emails

Now that your email address is all set up, you can send and receive emails. To send an email, you need to access your account; you can do this by entering 'gmail' into your web browser or for quicker access you can download the app (more on that later!). Once you are in your account, you will see a 'compose' button; click on this and a box will open. Type the email address you are contacting in the 'To' box, your subject below and type out your email in the main box. When you are done, press 'send'.



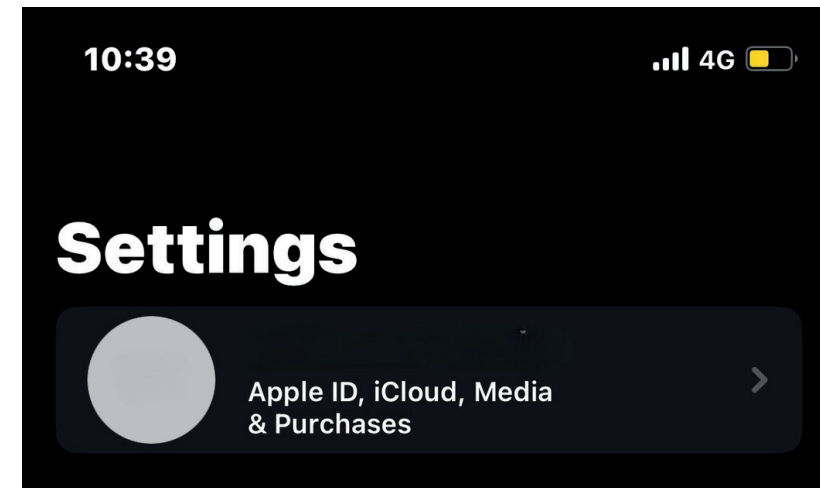
To read emails that have been sent to you, click on 'inbox' and your emails will appear on the screen; simply click on the email you want to read and it will open so that you can read the entire message. When you are done simply click on 'inbox' again to take you back to your home page.



iCloud Email for Apple Devices

To download apps from the Apple Store, you will need to use an iCloud email account.

You will usually set this account up when setting up your Apple device but if you are just setting up your device on your iPad or iPhone go to settings and tap on the arrow you see below; you will see this at the top of the screen.



Tap iCloud or Mail and then follow the onscreen instructions to create an iCloud Mail address.

Once you have set this up you will be able to use the Apple Store to download your apps.

Don't forget that many apps are free to download but some do cost money. Be sure to check this before you begin your download.

Downloading Apps

Downloading apps, especially for sites you want to use regularly is a really quick and easy way to get instant access. Whether you have a tablet or a mobile phone, you can download apps from Google Play, if you have an android device, or Apple store if you have an Apple device. You will find these already installed on your device.



**Google
Play**



**Apple
Store**

You will need your email details the first time you use your app store. At this point you may be asked to provide payment details as some apps cost money but we would recommend that you press 'skip' or 'none' whilst you get used to your device; you don't want to accidentally buy something you don't want!

To download all you need to do is click on the app you are using and it will open. At the top of your screen you will see a search bar; type in the app you are looking for and then click on 'install'. The app icon will then appear on the home screen of your device. Now click on the app and it will open. Depending on what app you are using you may need to sign up or log in; use your email address for this. When you sign up for some sites, you may need to go into your email to complete the process.

Social Media

Social media platforms are a great way to keep in touch with family and friends, keep up to date with what's happening in the world and for many people it provides a connection to others.

Some of the most popular sites are:



Twitter / x: Best for keeping up with current news and engaging with conversations about different topics.



Facebook: Best for keeping up with friends and family and connecting with people you know.



Instagram: Best for sharing photographs with people who follow you.

All of these platforms can be downloaded to your device on your app store as set out on page 5.

Signing up is easy, you just need to supply a few details and pick your username; you will need your email address handy.

Instant Messaging

Instant messaging apps are a great way to stay in touch with your friends and family.

Using these apps can also save on your mobile phone credit as they only require an internet connection and do not have limits to how many messages you can send.

Most apps also have a video messaging function too, so you can see someone on the other side of the world in seconds!

Download from your app store and start connecting!



WhatsApp: Popular platform with the ability to video call with multiple people and voice calls. Any call in this app will not use any phone credit or monthly phone allowances.



Messenger: This app performs in the same way as WhatsApp but to speak to people both you and they must have a Facebook account.

Zoom Video Calling

Zoom became popular during the pandemic and is still largely used; social groups and activities, meetings and appointments still regularly take place via zoom.

To start you will need to sign up to Zoom. For this you need a current email address. You will then receive an email, you need to open this email and click the 'Activate Account' in the email, that will verify your account.

You now have a Zoom account. The next step is to install the application onto your device. The application you require is either the Zoom app for iPhone or for android devices. If you are on a computer it is referred to as the Zoom Desktop Client.

Once your download is completed, you need to click on the tab in the bottom left hand corner of the page. This will take you on to the next screen. You need to click on the 'Run' button. If another screen pops up asking for access to run the program you can allow this. The Zoom application should now open on your computer.

You can now start to use Zoom. The below steps will guide you through starting your first meeting, and ensuring your audio and video where possible are set up correctly.

To join a meeting, click on the blue icon that says 'Join'.

If you are joining a meeting that WCC or one of our Partner Organisations has organised we will have sent you a meeting ID in advance.

If you have received an invitation for a Zoom meeting, you can also access the meeting using that link.

The invitation will come through to your emails. Open up the email and click on the link you have received.

This link will take you through to the meeting.

Once you have clicked 'Open Zoom', your computer will re-direct you and open your screen up in the application.

You will then be asked if you would like to access your audio through your computer. You should click 'yes' for this.

It will also ask for permission to access your microphone and camera if you have them. You need to click 'Allow'/'Yes' for both of these.

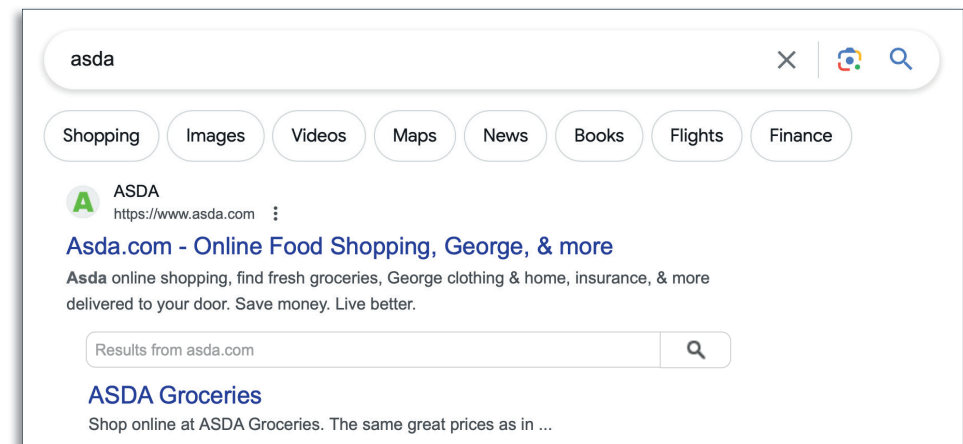
You have now successfully got yourself onto a Zoom meeting.

The symbols along the bottom of your screen allow you to change settings during the calls / workshops.

Online Shopping

Thousands of shops and businesses offer online shopping. It provides a convenient way of doing your shopping without having to leave the house, which can be helpful if you can't go out to the shops for some reason or if you struggle to get your food shopping home. You don't need an app to shop online but lots of places do have apps, which are worth downloading if you use them a lot – e.g., a supermarket.

You can find shop websites by carrying out an internet search, indeed, you can find almost any information via an internet search. You simply open your browser (see page 2) and type what you are looking for into the search bar. Click on the magnifying glass icon and you will see links to the website or information you are looking for. Simply click on the link you want to be taken to the site.





Internet Security

The internet is an amazing tool for all sorts of things; staying connected with friends and family, shopping, watching films and listening to music and looking up information are just a few of the possibilities. But it is important to stay safe online so follow our top tips to make sure that you do.

- Keep sensitive information private
- Keep your privacy settings on
- Practice safe browsing
- Make sure your internet connection is secure
- Be careful what you download / view
 - Don't open links from sources you don't know
- Choose strong passwords and never share your passwords. Companies such as your bank will **never** ask for your password
- Make online purchases from secure sites

Notes



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