

- Emails - easy steps to creating, sending and saving attachments, photos etc.
- Free Games to play online or to download to your computer - beware, they can be addictive!
- How to log onto your ComputerPal's website, there's lots of useful information there
- Windows 10 made easy - how to set up and use W10 on a new laptop
- Easy Computer Security:
  - Setting your laptop/pc to do automatic Computer updates for you.
  - Antivirus, Malware etc updates
  - Creating a backup of data, photos, etc,
  - and (for new equipment) how to create (OR ASK A VOLUNTEER to create) a Disk Image (for computer recovery in the event of a fatal crash or Virus).
- How to use free online (Cloud) storage eg for flight documents whilst on holiday
- Online shopping
  - Research a product to ensure you can buy exactly what you want.
  - Read reviews, good AND bad, and learn to 'read between the lines'
  - Check manufacturer's website and not just accept retailers recommendations.
  - Use supermarket price comparison website to get best weekly grocery deals.
- Using search engines, e.g. Google, Safari, to find exactly the information you want.
- Find and print Recipes
  - Search by ingredients
  - Search by recipe
  - explore websites e.g. Mary Berry, Delia Smith for inspiration
- Keep in touch with friends and family - How to use Skype, Facebook, Messenger, WhatsApp, Spotify (or other app of choice).
- Using YouTube (and Kids YouTube): watch videos of 'How to do' (anything); watch your favourite singer/band; watch children's educational programmes, cartoons, etc.

- Online banking - what precautions to take to ensure safe and easy online financial transactions.
- Using comparison websites such as 'gocompare.com' and 'comparethemarket.com' to get competitive quotes for house/car insurance etc.
- Look at local things and bargains; like Nextdoor, Streetwise and Freecycle
- Use Libre Office to:
  - Write a document
  - Make a spreadsheet
  - Make a 'complex document' / presentation
  - Use Mail merge to create labels eg friends addresses.
  - Create a calendar
  - Create an address book
- How to Research and Create a family tree.
- How to get the best out of your Apple iPad or iPhone:
  1. iPad iPhone - the basics.
  2. The use of Apple specific apps and programs including FaceTime, Pages, Numbers, Keynote and GarageBand, to name but a few.
  3. Using ebooks such as Kindle and iBooks.
- Research a glossary of computer terms e.g. What is a cookie?
- Check out the latest scams and urban legends
- Understand the differences between common 'computer' products such as:
  - Tower PC
  - Laptop
  - Tablet - Apple
  - Tablet - Android
  - iPhone
  - Android Phone
  - Kindle / Kindle Fire tablets

- Actually write a simple program
- Create a web page
- Check your broadband speed - eg with [broadbandspeedchecker.co.uk](https://broadbandspeedchecker.co.uk)
- **Where to find help...**(eg I dropped a book on my keyboard, managing to turn the screen upside down, and losing the £ sign.). Use <https://www.wikihow.com/Main-Page> for easy to follow instructions to sort out computer problems.

The following instructions need 'finessing' and should go onto a separate help sheet - to be given to clients when they choose the appropriate topic from the list above....

**Sugar Smart** allows you to scan items for their sugar or salt content. It needs to be downloaded onto a tablet or smartphone. The camera needs to scan the bar code to identify the item. Not all products are on their database yet, but more are being added.

## Shop Online:

There are many buying guides to help you decide which ones you really need, and which would be 'nice to have'.

A couple of useful sites for electrical goods are:

<https://www.currys.co.uk/gbuk/index.html>

<https://www.which.co.uk/>

As well as looking at the sites selling the product you're thinking of buying, don't forget to look at the manufacturers' website.

Read reviews of the product. Which? is a good site to use, the good and bad reviews, are easy to find. Unless you subscribe to Which? you have limited access, but I find it enough for my purpose.

<http://www.ciao.co.uk/> is a review site, which lists the price range, but some of their listed products are no longer available.

Learn a new language: join the free games site Playtopia, where you'll soon be using:

GL = Good Luck

GLNG = Good Luck Next Game

GNSW = Good Night Sweet Dreams

GG TY + Good Game Thank You

SS + So Sorry

TYVM = Thank You Very Much

WD = Well Done

TYVM, GL2Y2 (or GL2U2) = Thank You Very Much, Good Luck To You Too

## When in doubt – ask a Volunteer

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