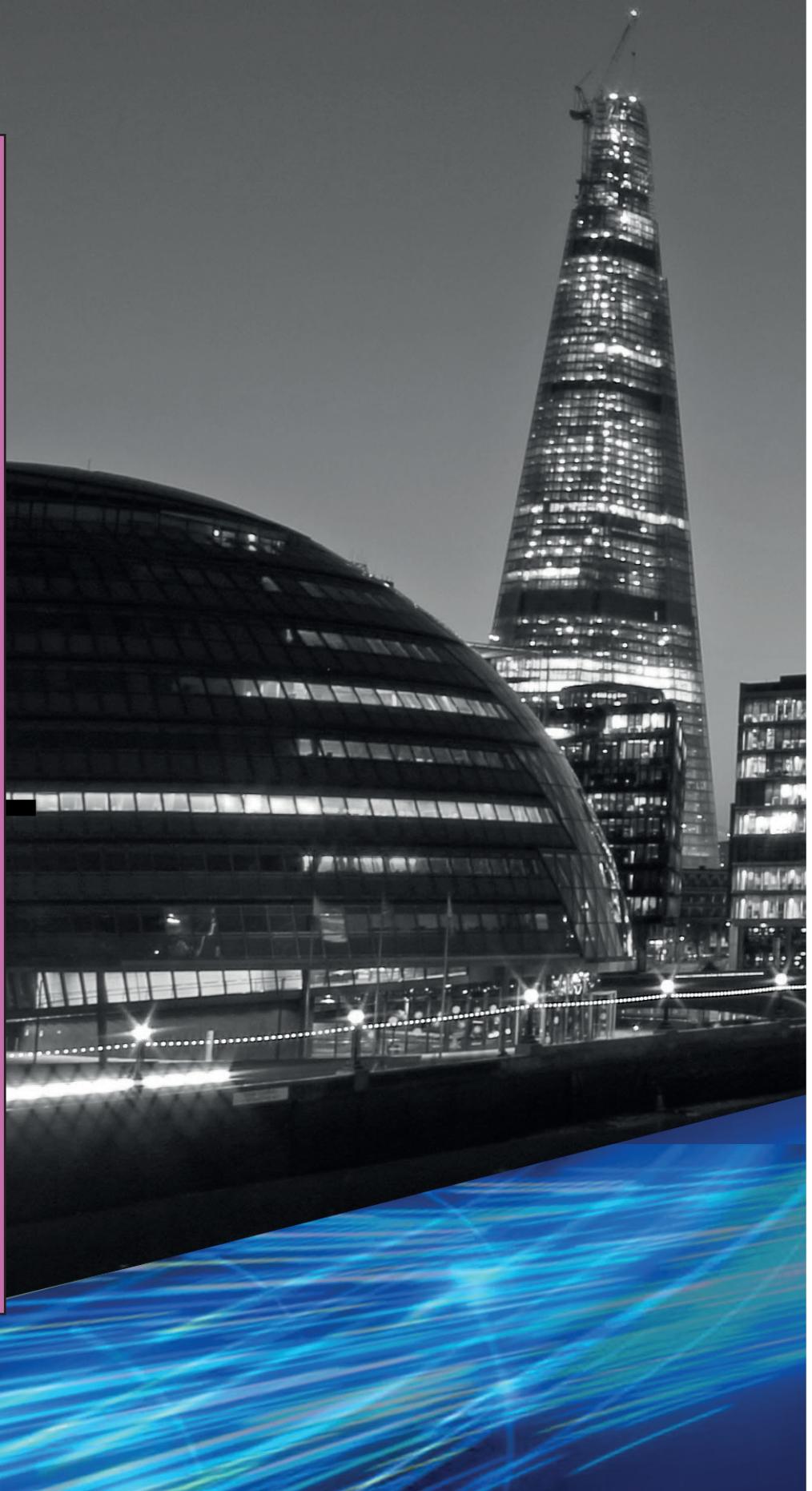


# Get ON with IT **DIGITAL GUIDE**

**LEARN BASIC  
INTERNET SKILLS  
WITH  
VIDEO TUTORIALS**



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**Southwark Council wants all residents to be able to benefit from the wide variety of online services accessible through digital technology. We realise that every resident has different needs and requires different forms of help whether through one-to-one teaching, short videos or college courses.**

**This free guide with video support is a simple first step towards getting online, providing a clear introduction to basic terms and technologies to build your confidence and understanding.**

**The digital inclusion team is here to support your progress in using digital devices, including advice on purchasing affordable broadband, connecting to Wi-fi, or setting up and using your devices.**

## WHAT IS ONLINE?

Online means being connected to the internet. If someone says they are online, it means they are using the internet.

The internet is like a huge library of information made up of web sites. Web sites are like the books of the library and, just like books, web sites have pages.

If you are working on your computer without being connected to the internet, it is called being offline.

There are several devices used to gain access to the internet.

- smartphone
- tablet
- laptop
- desktop computer

Note: Smart TVs also connect to the internet.

# HELP TO GET ONLINE

contact our digital inclusion team  
**07783 776066**  
email: [digital.inclusion@southwark.gov.uk](mailto:digital.inclusion@southwark.gov.uk)

## DIGITAL DEVICES

When choosing a device it is best to consider what you are going to use it for.

- A **desktop** computer, as the name suggests, is one designed for use at a desk. It is not portable.
- A **laptop** is a portable computer. Laptops come in different sizes and have a built-in screen and keyboard.
- A **tablet** is a screen and computer in one. It has no keyboard; instead a virtual keyboard appears on the screen when needed.
- A **smartphone** is a mobile phone with additional computer functions. It is very similar to a tablet but smaller.



Note: Devices such as laptops, keyboards and headphones are known as computer hardware.

## CHOOSING A DEVICE

Choosing the right device is important for you to be able to get the best from digital technology. You should consider what you would like to use it for and, if you're buying a device, how much you're willing or able to spend.

Smartphones are great if you're out and about and want to stay in touch with people. If you're mostly indoors, you may prefer something with a bigger screen and, if you want to use it for work, a keyboard.

If you are not sure, seek help or advice by contacting our team or going to your local library which has devices you can use for free.

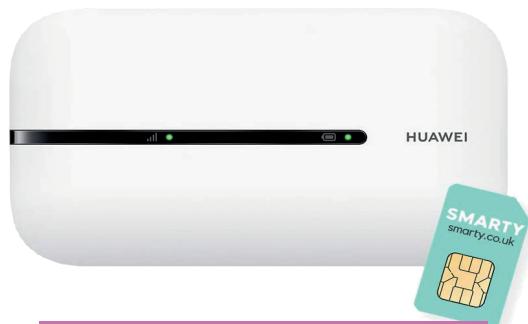
## GETTING CONNECTED

### MOBILE INTERNET ACCESS

Mobile broadband access is internet on your mobile phone or smartphone. Customers are able to buy internet 'data' from a variety of media companies such as **O2**, **Virgin Mobile**, **EE**, **Vodafone** and others. This is stored on a small chip in your phone called a **SIM card**. Media providers offer different deals at very different prices and it is important to choose what is right for you.

- Data: internet use
- Minutes: phone calls
- Texts: text messages

If you don't have a mobile phone but do have another device, you can still access the internet using a **dongle** or **mobile router**. These are pocket-sized devices which contain a SIM card and give out a Wi-fi signal.



4

mobile router and SIM card

### HOME INTERNET ACCESS

You can also buy internet for the home. This can be bought from companies such as **Virgin Media**, **Sky**, **BT**, **Hyperoptic** and **Community Fibre** who will install a hub or router into your home which gives out a Wi-fi signal.

This will enable you to connect all your devices including, if you have one, your phone and will mean that, when you are at home, you are not using data from your SIM card. This could save you money on mobile phone charges.

hub and router



Another way to connect devices to the internet is by using your smartphone like a dongle. All smartphones have a **hotspot** function which allows them to give out a Wi-fi signal.

You can activate your phone's hotspot in your phone's 'settings', which we look at in the next section.

### FREE INTERNET ACCESS

You can get free internet access in many public spaces and availability is increasing as local councils look to improve connectivity for residents. This will be described as free Wi-fi and is offered in all Southwark libraries as well as many shops, cafes and pubs. Southwark library members can now also borrow Wi-fi routers for use at home.



Wi-fi sign

# WI-FI: CONNECTING YOUR DEVICE

VIDEO  
1

When you have a device, it is important to know how to connect it to the internet, especially if you want to take advantage of free Wi-fi when out and about. If you have Wi-fi in your home you may want to allow guests to use it. You will also want to know that you have a strong connection.

## WI-FI STRENGTH

Devices will show you the strength of your Wi-fi signal. The more bars you have, the stronger the signal.



VERY WEAK



WEAK



MODERATE



STRONG

## WI-FI NETWORKS

If you have broadband installed in your home, your Wi-fi signal will have a code or name. This is known as your network. Your network code can be found on your hub or router. This will help you identify the correct network when you try to connect as there may be a number of signals in your area.

## WI-FI PASSWORDS

Most networks are password protected which means that people need a password to connect. This will also be on the hub or router but should not be confused with the network name as it will also be a code.



LOCKED

## CONNECTING TO A NETWORK (LAPTOP)

There are different ways of connecting to a Wi-fi network. If you see the Wi-fi symbol on your computer screen, you can click on it to reveal a list of available networks (see Image 1). It can also be done through your laptop's network settings.

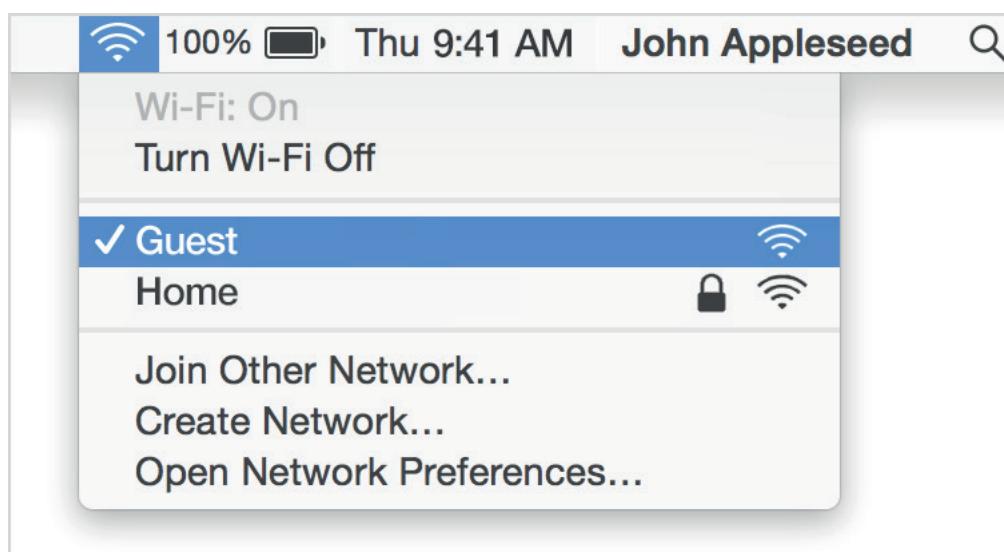
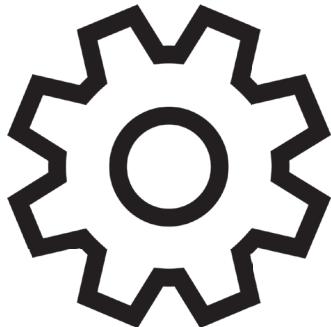


Image 1:  
By clicking the Wi-fi symbol on a laptop, available networks can be seen. In this case there are two, one called 'Home' and another named 'Guest.' The Guest network is not password protected as it has no padlock

## CONNECTING TO A NETWORK (PHONE/TABLET)

If you are using a smart phone or a tablet, you should use the settings app. This will appear slightly differently according to manufacturer but it will have the appearance of a cog or cogs.

### SETTINGS



android settings



apple settings

### APPS

Although smartphones use 'apps' and may look different to a laptop or PC, there is actually very little difference. App is short for software application. When you press an app icon, you are opening a software program on your phone just as you would on a computer. Devices made by different companies have different apps.

The settings app will give you access to your Wi-fi settings or network settings. The way it is named will appear slightly differently in different phones. Look for the Wi-fi symbol to access your network settings, ensure your Wi-fi is turned on and connect to the right network (see video 1).

Once you have selected the network you want to join and entered a password (if needed), your phone will connect. It will also remember the network and connect automatically in the future.

Knowing how to connect is important as it can save you money. Always use a free Wi-fi network where possible as using the internet data on your SIM card can be costly. Some people choose an 'unlimited' data package on their phone but, while it can be good value for some, for others it can work out more expensive than having a hub in the home.

## THE INTERNET

### WEBSITES

There are millions of websites on the internet and each has its own use. Every large organisation has a website whether it is a shop, a bank, a sports club or a political party.

While some websites are purely for information, like the online encyclopaedia **Wikipedia**, the interactive nature of technology provides many more possibilities.

If you have a smartphone, you may be using the internet without knowing. Most apps need online access in order to work and when using these you are still using internet data.

### INTERACTIVITY

Digital technology is interactive which means that, unlike books or traditional TV, it responds to the user's actions. If you have a digital or smart TV, you may already be interacting by pausing live programmes, watching catch up TV or choosing to watch a streaming service like Netflix. Computer games are also interactive.

This technology has changed the way we work and live. There are so many things that can be done online which previously had to be done in person. We can order shopping from home, book a holiday, rent a film to watch and even speak to someone face to face on the other side of the world.

## COMMUNICATION

One of the biggest changes the internet has made to our lives is to change the way we communicate. In addition to phone calls, we can now speak to others via video as well as type quick and easy messages to friends via texts. Many people now prefer using email (electronic mail) to traditional letters as they are quicker and cheaper.

## SOCIAL MEDIA

Another popular area of communication has been in social media. Sites such as **Facebook**, **WhatsApp**, **Twitter** and **Instagram** offer people opportunities to share interests, discuss activities and organise events. Due to their popularity, many businesses, celebrities and charities communicate with people through social media.

# THE INTERNET: GETTING STARTED

VIDEO  
2

As mentioned earlier, the internet is like a giant online library made up of websites. The 'door' to this library is known as a browser. It's called this because it lets you browse websites as if they were books on a shelf.

## INTERNET BROWSERS

There are a number of internet browsers. Apple's is called **Safari**; Google's **Chrome** and Microsoft's is called **Edge**. This is an example of how devices made by different companies are installed with different software. Microsoft make software known as the **Windows** package.

## POPULAR BROWSERS



Google Chrome



Apple Safari



Microsoft Edge



Internet Explorer

Two of the browsers above, Internet Explorer and Edge are made by Microsoft. This is a good example of how software is often updated or replaced. Early Microsoft computers had Explorer installed and many versions have been released as the software has been updated. Edge has now replaced Explorer on new Microsoft devices.

## GOING ONLINE

By clicking on or pressing the browser icon on your device, you are opening the software and it will take you to a webpage. By doing this you are going online (see video 2).

## WEB ADDRESSES & LINKS

As we saw above, each web page has its own web address. Web addresses start with **www**, which stands for **World Wide Web**. Addresses have different endings such as **.com**; **.co.uk**; **.org** and **.gov.uk**. When you see an address on a web page, it is often underlined. This means it is a link to another page. Clicking or pushing the link will take you to that page. This is another example of how the internet is interactive, as the page is responding to your actions.

## GOOGLE

It is important at this stage to be clear about Google as it can be confusing. Google is a software manufacturer which became famous for its search engine. The product is so famous that 'googling' has become a word in the English language but the company also manufactures other software such as the **Chrome** browser and **Gmail**, an email service. Google now also makes hardware such as computers and phones.

The web page in image 2 is the Google search engine as it would appear on a computer screen. Every web page has its own address. Google's is [www.google.com](http://www.google.com). You can see this in the address bar at the top of the page. If you know the address of a website, you can type it into this bar, press the 'return' button on your keyboard and it will go to the page you want.

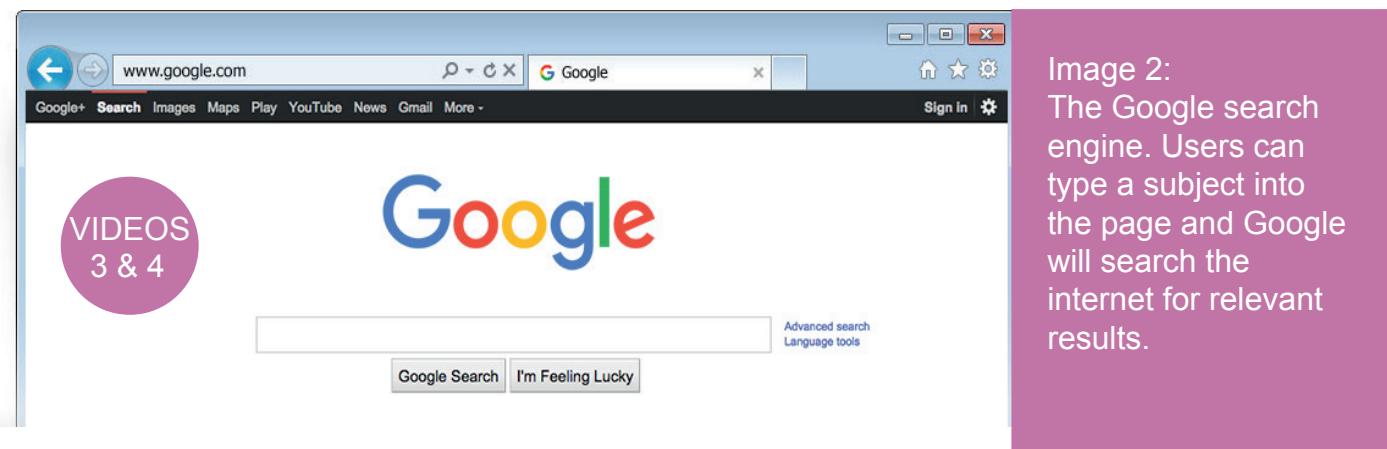


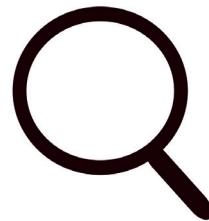
Image 2:  
The Google search engine. Users can type a subject into the page and Google will search the internet for relevant results.

If you don't know the name of a specific web page, you can still type a search using the address bar or use the main bar on the Google search page underneath the logo. Google will provide you with a list of results matching your search in the form of links.

The Google search engine is sometimes installed as part of the home screen of Android phones. This gives you an additional choice whether to use the browser on your device or access it in this way. Another option is to use the Google app as it will open the search engine directly.



Google search app



search icon

## OTHER SEARCH ENGINES

The Google search engine isn't the only one. There are other websites which search the internet such as **Bing** ([www.bing.com](http://www.bing.com)) or **DuckDuckGo** ([www.duckduckgo.com](http://www.duckduckgo.com)).

Websites will often have their own search engine to help you find items on their websites. This will often be identified by the search icon.

## SETTING YOUR BROWSER DEFAULT PAGE

You can set up your device to have any page automatically open from your browser. This is known as a default setting. Many software companies will make their own web page the default. Having a search engine on the default page can be useful when you start using the internet as you will need to search for the websites you want. The following is a link to a page which shows you how to make the Google search engine your default homepage: <https://support.google.com/websearch/answer/463?hl=en>.



Note: An 'Android' device is one that has apps made by the Google company

## POINT & CLICK OR TYPING

When you first start using a computer, you will notice the way the screen changes depending on your actions. This takes a bit of getting used to. An example of this is the way in which the cursor or pointer changes.

Generally, when using the internet, you can point at something on the page with the arrow or pointer, and click to select or activate it. Sometimes the cursor will change to a hand, such as when you are hovering over (pointing at) an internet link. It will change to a capital 'I' shape (known as an I-beam) when you are pointing at text or a box where you can type. When you click inside a box to type, it will change to a flashing, vertical line. When clicking with a mouse or trackpad, you usually click to the left to activate the item. This is referred to as a 'left click.'



## PREDICTIVE SEARCH

Computers often try to help the user by indicating what to do next. If you hold your cursor over an object, it may give you more information. Another way in which computers help is by providing 'drop-down' menus to select from.



Image 3:  
As you type into the Google search engine, it will try to predict what you are looking for. A drop-down menu will appear that updates as you type. If you see the option you want, click on it and Google will search the internet.

## SPEAKING TO DEVICES AND ACCESSIBILITY

Digital devices are made with accessibility in mind. For those that find typing difficult, devices come with voice and image recognition, which means it will respond to your voice and visual imagery. The Google search engine has a microphone icon and a camera icon (Google lens).

These enable the user to search the internet using their voice or their device's camera. Many devices also have a voice activation tool. Apple phones have **Siri** which, when activated, will respond to your voice and can even open software apps on your phone or device. Google devices have **Google Assistant**.

There are many more accessibility controls available in devices to help people with disabilities such as hearing, sight impairment or motor skills. These can be found in Settings.



Google microphone & lens



microphone on/off

# POPULAR WEBSITES & APPS

VIDEO  
6

There are so many popular websites with so many different purposes. Most organisations and businesses have websites so it is possible to do a range of activities online including shopping, banking, booking tickets or playing games. Many of these can save you time and money as well as providing entertainment.

## WWW.BBC.CO.UK

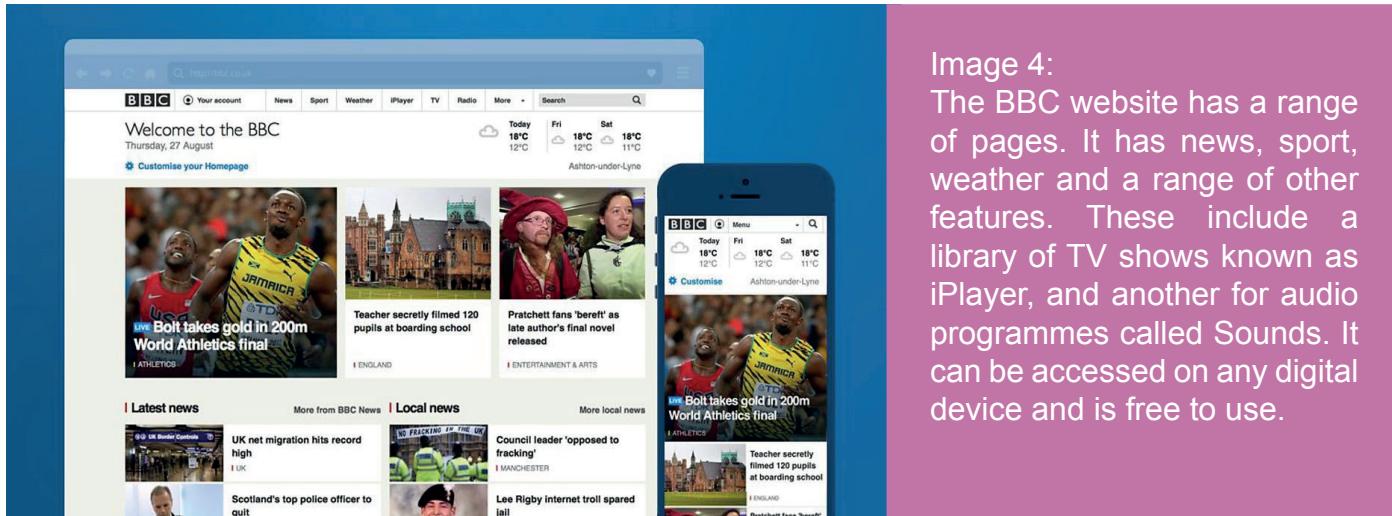


Image 4:  
The BBC website has a range of pages. It has news, sport, weather and a range of other features. These include a library of TV shows known as iPlayer, and another for audio programmes called Sounds. It can be accessed on any digital device and is free to use.

## COMMUNICATIONS

Many online activities are based around communication. It is quick and easy to communicate with people on the internet. Even if they are on the other side of the world it is possible to send a message or have a face to face chat with someone at little or no cost. Social media has become a popular past time for people wanting to share their experiences, thoughts and hobbies with friends or communities. You can learn more about how to use the following services on the [Learn My Way](http://www.learnmyway.com) website, see video 6 ([www.learnmyway.com](http://www.learnmyway.com)).

## EMAIL & TEXT

A popular way to communicate with people online is by email or text. Email (electronic mail) is like sending a letter. It is a little more formal than texts and often used by people to contact companies and organisations as well as friends. Texting is less formal and is a quick and easy way to send a message to a friend.

To send and receive emails, you will need to set up an email account. You can get free email accounts from all the main software companies. Google, Microsoft and Apple all have their own brands of email but there are many others such as Yahoo and Sky.



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Google Gmail



Microsoft Outlook



Apple Mail

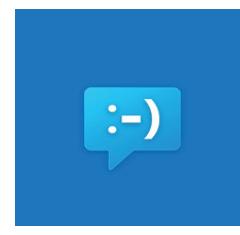
All smartphones have texting software pre-installed.



Apple iMessage



Google Messages



Microsoft Messaging



Facebook Messenger



WhatsApp

## VIDEO CALLS AND MEETINGS

Apps such as **Zoom**, **Google Meet**, **Microsoft Teams**, **WhatsApp**, **Skype** and **Facebook Messenger** enable you to send text messages and make phone and video calls too. You can call people in the UK or in other countries but please note you need to be connected to Wi-fi or mobile internet to use such software. Remember, when apps use mobile internet they use mobile data, which costs.

## SOCIAL MEDIA

Social Media apps also allow communication with others. Users share pictures, videos, messages and content with communities or followers. Once you have set up a profile on a social media site (or 'platform') you can communicate by sharing 'posts' on that platform. Popular sites include **Facebook**, **Instagram** and **Twitter** but there are many others.



Facebook



Instagram



Twitter



Google Play



Apple Store

## DOWNLOADING

If you want to add an app to your device you can do this by downloading it. Downloading means adding software to your device from the internet. This can be done via websites or an app store like **Google Play**, the **Apple Store**, or **Microsoft Store**. Be aware that not all apps are compatible with all devices.

## STAYING SAFE

Using the internet is safe as long as you take sensible precautions as you would with your own home. Passwords are like keys so keep them safe.

### REGISTERING ON WEBSITES

When you are registering on a website you will be asked for personal details. Some will only need an email address and/ or a user name (plus a password) while others will require more. If it is a paid service you are registering for, they will require payment details and, if a service includes delivery, your address will be requested.

Most organisations that offer online services have tight security. Most will ask you to set up a password that only you know to ensure your safety. As long as you know the organisation you are dealing with, this should not be a cause for concern. Always keep passwords secret. Never let other people have your passwords or give people you don't know details of your accounts.

### PASSWORDS

When setting up passwords, make sure you keep a record of these. To ensure safety, organisations will often ask for a combination of lower and upper case letters plus numbers and maybe symbols. It is important to know these and to type them correctly or they won't work.

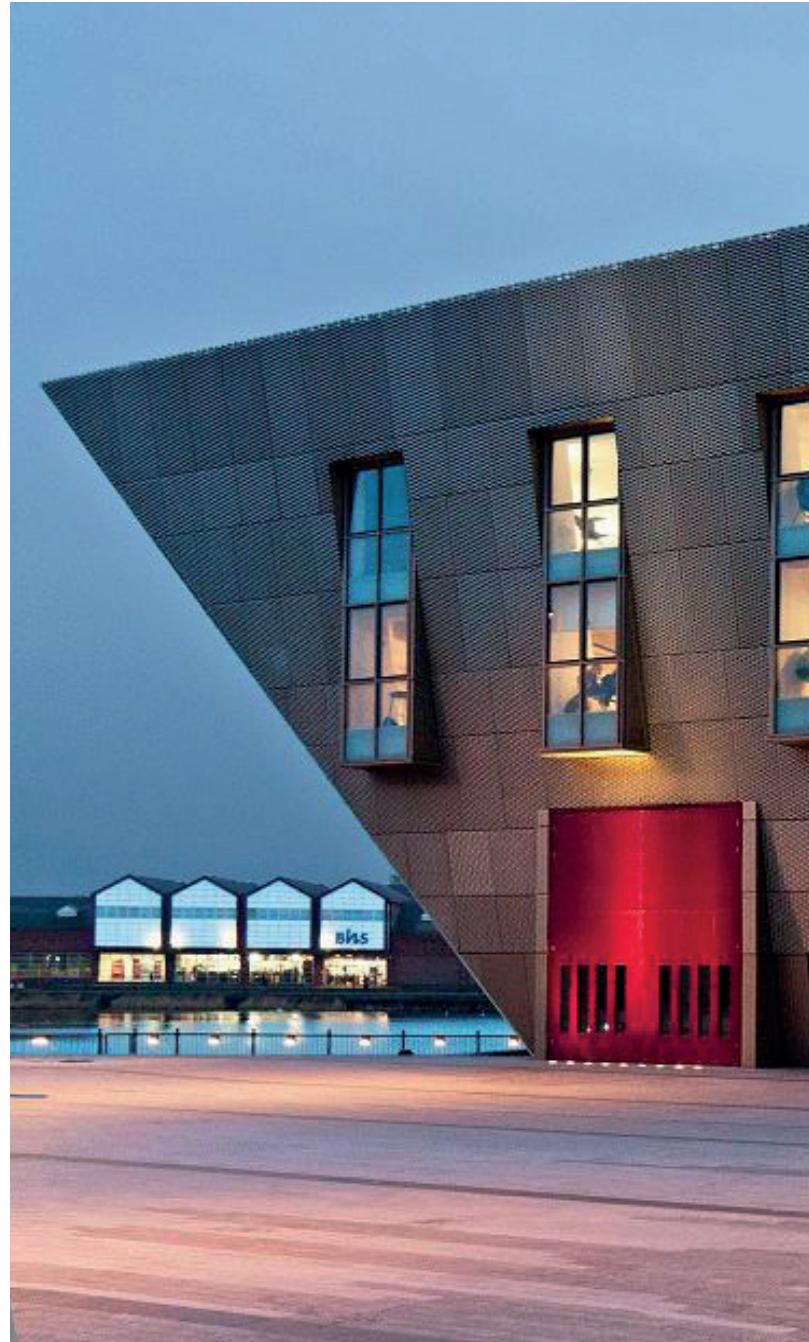
## NEXT STEPS

If you need more help with using the internet, there are many options available, from getting one-to-one training to working independently. We can help find what's best for you.

### ONLINE LEARNING

Once online, you will be able to access free online training through several websites. A full list can be found on the Southwark Council website, [www.southwark.gov.uk](http://www.southwark.gov.uk).

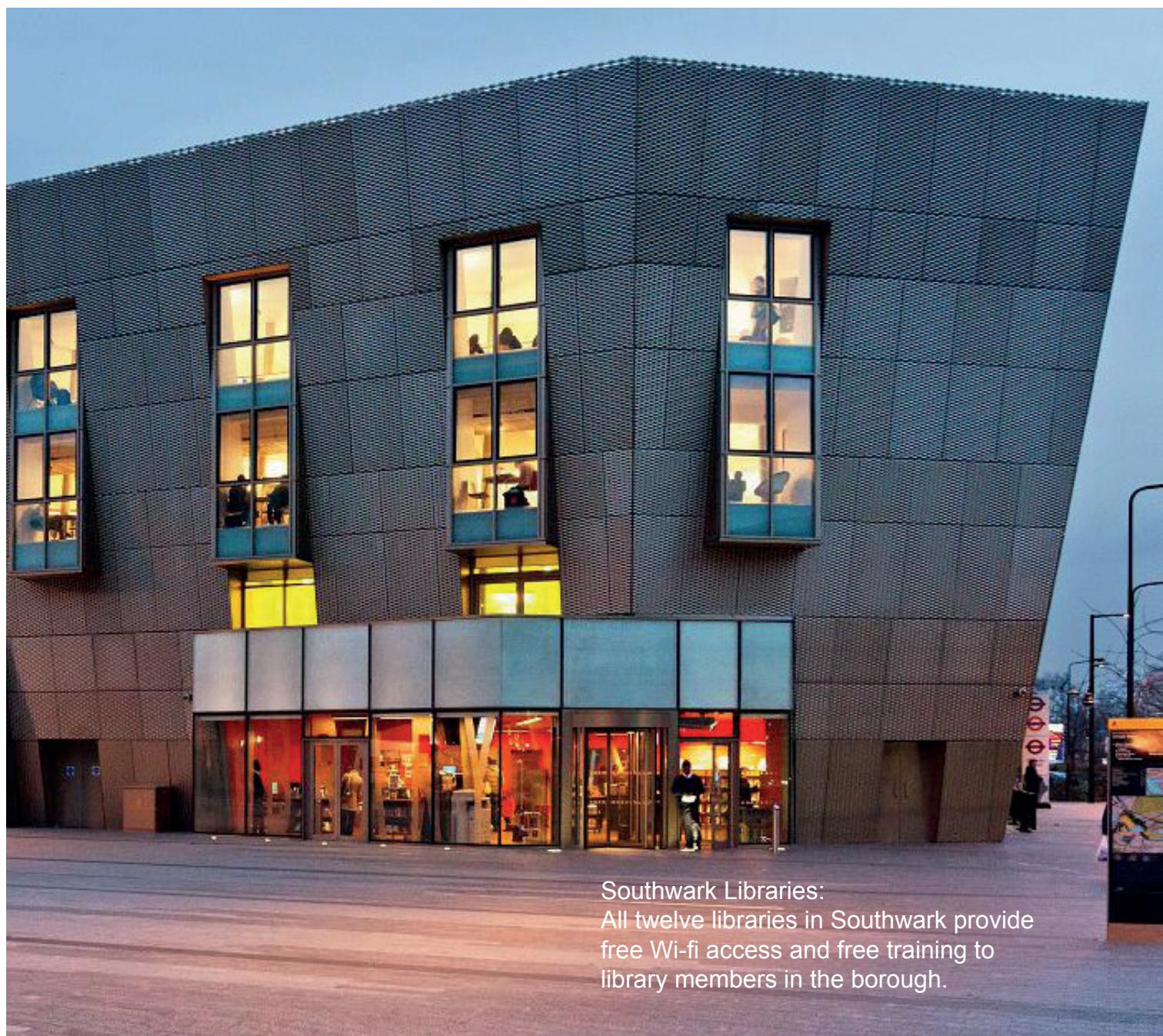
### Learn My Way



**Online Centres Network.** This means that all Southwark residents using the Learn My Way website can get support in their learning. Simply type in the Southwark centre code when registering on the site. The code is: **8008334**.

This website, produced by digital learning experts, the Good Things Foundation, provides thirty, interactive, basic skills lessons, which are fun and easy to follow. The training caters for people completely new to using a computer through to those who want to brush up on their skills. Lessons are interactive with video demonstrations and audio description.

[www.learnmyway.com](http://www.learnmyway.com)



**Southwark Libraries:**  
All twelve libraries in Southwark provide free Wi-fi access and free training to library members in the borough.

## LIBRARY LEARNING

If you prefer one-to-one support, the Southwark library service offers digital assistance and will be happy to help you develop your skills whether basic or more advanced. We offer courses that can:

- help you use a computer for the first time
- teach you how to use the internet and email
- help you job hunt online

### Learning in our libraries offers you:

- free tuition from trained library staff
- free impartial advice about courses

- free membership
- free homework help
- space to study
- free computer use

### Southwark e-library

VIDEO

7

Online users of the Southwark e-library can access a range of services from home including borrowing e-books, e-audiobooks, e-magazines and e-newspapers, all for free. This service also offers free access to resources such as **Kanopy**, a film streaming service; **Go Citizen**, a resource to prepare for the **British citizenship test** and **Theory Test Pro** for those learning to drive.

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# DIGITAL SUPPORT IN SOUTHWARK

In addition to the support offered in our libraries, Southwark is working in partnership with community organisations across the borough to provide digital support to residents close to home. Our network of digital hubs are locations where free internet connections, training, advice and access to devices are available.

## DIGITAL HUBS

We recognise that people's digital needs vary greatly and while some want training or advice, others just need help filling in a form or come advice about their device.

If you don't have an internet connection in your home, a hub is a place where it can be accessed for free and where you can meet with one of our champions to get support.

Formal courses and classroom learning are not for everyone so our hubs offer informal one-to-one training, peer learning or quick troubleshooting of problems.

Whether it's a quick fix or longer term learning, digital support in Southwark is there for anyone who needs it.

- St Faith's Community Centre, Red Post Hill, Dulwich, SE24 9JQ 020 7733 7896
- Inspire at St Peters, The Crypt at St Peters Church, Liverpool Grove, Walworth, SE17 2HH 020 7740 6868
- The Green, Nunhead Community Centre, 5 Nunhead Green, SE15 3QQ 020 7732 6543
- Blackfriars Settlement, 1 Rushworth St, Waterloo, SE1 0RB 020 7928 9521
- Docklands Settlements, 400 Salter Rd, Rotherhithe, SE16 5AA 020 7231 7108
- Time and Talents, The Old Mortuary/St Marychurch St, Rotherhithe SE16 4JE 020 7231 7845

- The Walworth Living Room, All Saints Hall, Surrey Square, SE17 2JU 020 7703 3803
- Southwark Group of Tenants Organisation, Bells Gardens Community Centre, 19 Buller Close, Peckham, SE15 6UJ 020 7639 6718
- The Albrighton Community Centre, Albrighton Road, Dog Kennel Hill Estate, SE22 8AH 020 77376186
- Southwark Pensioners Centre, 305-307 Camberwell Rd, SE5 0HQ 020 7708 4556
- St Jude's Centre, The Crypt, St George's Rd, SE1 6EZ 020 7928 0606
- The RJ4All Rotherhithe Community Centre 30 Plough Way, SE16 2LJ 07708 758600

## DIGITAL CHAMPIONS

Southwark's volunteer digital champions play a vital role in making sure that residents get the support that they need.

Recruited from the local community our volunteers deliver training in community hubs or where residents have health issues, they also provide help in the home.

Champions receive certified training through the Digital Unite platform, ensuring that all champions are prepared to deal with a wide range of digital needs.

If you are interested in joining our team of digital champions and helping your local community, get in touch on 07783 776 066 or fill in the online form to register your interest on our website.



Southwark adult education  
The Thomas Calton Centre, Peckham  
is just one option for adult learners in  
Southwark to improve their IT skills.

## ADULT EDUCATION CENTRES & COLLEGES

For those residents who want to take their computer skills to the next level and gain formal qualifications in IT there are some great colleges and centres where more specialist skills can be developed at low cost or even for free.

In addition to offering informal drop in sessions, the Thomas Calton Centre in Peckham offers a City and Guilds qualification in basic computer skills.

This course will help you build on your existing IT knowledge for home and the workplace. Basic digital skills are important in almost every area of life, whether you want to make an appointment, bank online, search for a job or keep in touch with friends and family. You will learn how to be safe and responsible online.

Southwark College in Waterloo offers a range of IT courses from a basic Digital Skills Level 1 course up to a Level 5 course in Web Application Development.

Whether you're interested in becoming an IT project leader, developing and maintaining websites, or providing customer support, the college's courses will give you the essential skills you need to pursue a career in your chosen field.

Morley College, also in Waterloo, has an essential

skills offer for students that includes a range of basic and beginners level IT courses to prepare students for the world of work as well as help improve maths and English.

WEA (Workers Educational Association) is a charity dedicated to bringing high-quality, professional education into the heart of communities. It offers free courses both in local venues as well as online at [wea.org.uk](http://wea.org.uk)

For more free, government funded courses online, check out the following website: [www.freecoursesinlambethandsouthwark.co.uk](http://www.freecoursesinlambethandsouthwark.co.uk) This website offers Level 1 and 2 digital skills courses plus Level 2 courses relating to care, business, logistics and engineering.

### Southwark Adult Education Centres:

- Thomas Calton Centre, Alpha St, Peckham, SE15 4NX 020 7358 2100  
[www.southwark.gov.uk](http://www.southwark.gov.uk)
- Southwark College, 25 The Cut, Waterloo, SE1 8LF 020 3757 4000  
[www.southwark.ac.uk](http://www.southwark.ac.uk)
- Morley College, 61 Westminster Bridge Rd, Waterloo, SE1 7HT 020 7450 1889  
[www.morleycollege.ac.uk](http://www.morleycollege.ac.uk)

# NHS DIGITAL SERVICES

The NHS provides important services for Southwark residents and you can now access many of these online, where you can book GP appointments, order repeat prescriptions and even have video consultations from your own home, which can help prevent infections and save you time.

## WWW.NHS.UK

Like most organisations the NHS now has a website that offers a range of advice and guidance. You can also create an account on the website to help you manage your health care needs. Your local surgery will also have a website.

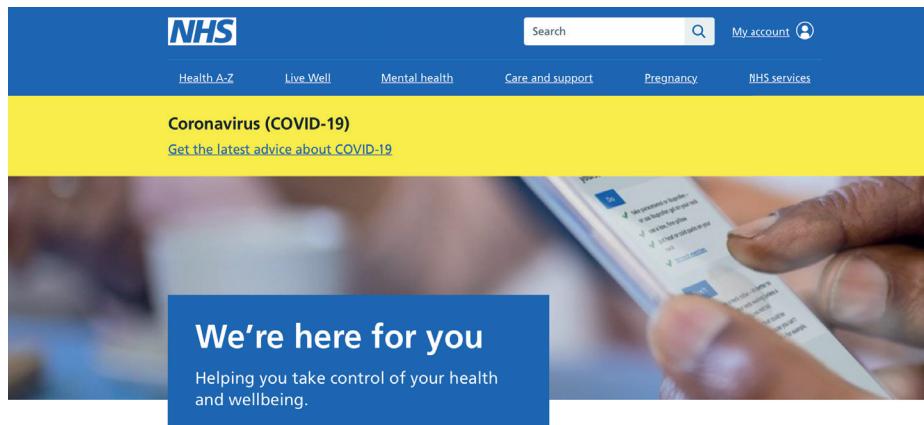


Image 5:

The NHS website is one of the online platforms which offers information, help and guidance related to health. It includes an A-Z of medical terms and advice on living healthily. You can sign up here for an NHS account.

## NHS ACCOUNT

On the NHS website you can create an account by setting up a 'login.' These are the details that will give you access to many health and care websites, apps and services.

To create a login you will first need:

- an email address
- a mobile phone number

If you don't have these then contact our digital inclusion team who will be happy to help.

Once you are set up with an account you can begin to use it straight away. It gives you the ability to manage a range of services including repeat prescriptions; booking GP appointments and online consultations.

## FURTHER INFORMATION

For some services you may need to supply some further information. This is so the NHS can connect you to your NHS record and protect your health information.

## NHS APP

The NHS app is an alternative to the NHS website. You can download the app to your smartphone and it also allows you to manage the services in your account.



## WHO CAN HAVE AN NHS ACCOUNT?

To have an NHS account and use the NHS App or NHS website to access NHS services, you must be aged 13 or over and registered with an NHS GP surgery in England or the Isle of Man.

If you're aged 13 to 15 years old you may need to ask your surgery for access to GP online services if you do not already have this.

## WHAT WILL I NEED TO GET THE APP?

- Smartphone
- Email address
- Photo ID

Photo ID: Passport (not Syrian); UK driving licence (full or provisional); European driving licence (full); European national identity card

(except paper Italian ID card or Greek ID card); UK residence card or biometric residence permit (BRP)

## WHAT CAN I DO WITH MY ACCOUNT?

Once you have provided ID you can use the NHS App or the NHS website to do the following:

- ask your GP for advice;
- book and manage appointments;
- get fit notes (sick notes) and GP letters;
- view and order repeat prescriptions and change nominated pharmacy;
- receive messages and respond to your GP practice securely;
- download your NHS covid pass for travel abroad;
- book or manage covid vaccination;
- search conditions and treatments;
- use NHS 111;
- view your health record securely;
- manage your organ donation decision;
- view your NHS number;
- manage your organ donation decision.

## PROXY ACCESS

As a parent, family member or carer, you may be able to access online services for someone else using linked profiles. This is called having proxy access. It needs to be set up by a GP surgery where you and the other person are both registered. You can then access the linked profile through your NHS account, using the NHS App or website.

Depending on the level of proxy access your surgery agrees to give you, you may be able to switch profiles to act on behalf of another person and:

- book and view appointments
- order and repeat medication
- view summary care records
- view detailed coded records
- view full record access

## CONTACTING YOUR GP

You can usually contact your GP surgery using a secure and confidential online form on their website and via the NHS App.

You can use the form to let a GP know about any symptoms you're having, ask a question

or follow up about something. This could be either about your own health or on behalf of someone you care for.

Your GP surgery will use the information you give them to make sure you get the right help.

If you find it difficult to complete the form or you do not want to use it, you can call or visit the surgery.

## HOW TO USE AN ONLINE FORM

Answer the questions and follow the online instructions. If you find it difficult to complete the form or you do not want to use it, you can call or visit the surgery. They'll usually then respond within two working days, but often much sooner.

Do not use an online form if your medical problem is urgent.

The GP surgery's medical team will use the information you've given them in the form to make sure you get the help that's right for you.

This could be:

- a face-to-face appointment
- a phone call or video consultation
- a text message, for example inviting you to visit the surgery for a blood test

## ONLINE CONSULTATIONS

If your GP surgery offers online consultations in your NHS account, you'll see the following options before you book an appointment:

- ask your GP for advice
- additional GP services

Select an option and follow the instructions on the screen.

Online consultations with GPs can now be done via a range of different software. To find out what your surgery uses please visit your surgery website or consult your GP via the NHS app.

You can now take free health check online using Southwark's new interactive health and wellbeing coach at:  
<https://southwark.health-coach.app>

## FINDING SERVICES ONLINE

Many people are uncertain as to what advantages digital technology offers. If you are not online its very difficult to know what benefits it brings. If you're not sure, you can book an appointment to meet a member of our team who will be happy to discuss this and show you how to use the internet. In the meantime, here are descriptions of some useful websites to help you get the best out of being online.

### THE SOUTHWARK WELL BEING HUB DIRECTORY

Southwark's wellbeing hub is a directory of over 800 services for residents based in and/or serve the borough of Southwark. It is a tool to help you find the support that best fits your needs. You can search the directory by entering keywords into the search bar, or explore categories such as 'Housing' or 'Mental Health'.

[www.together-uk.org/southwark-wellbeing-hub/directory/](http://www.together-uk.org/southwark-wellbeing-hub/directory/)

### SOUTHWARK COUNCIL

The council's website contains a wealth of information on all the services that the council offers and keeps residents up to date with the latest developments. If you sign up for a Southwark 'My Account' you can use it to make rent and parking payments and much more.

[www.southwark.gov.uk](http://www.southwark.gov.uk)

### THE UK GOVERNMENT

The government website provides information and advice for all UK citizens, from getting benefits to passport renewal. The government are responsible for so many of our everyday needs and this website provides essential information to all UK citizens.

[www.gov.uk](http://www.gov.uk)

### OFCOM

Ofcom is the regulator for the communications services. They make sure people get the best from their broadband, home phone and mobile services, as well as keeping an eye on TV and radio. Ofcom gives independent advice on phone and broadband packages and can tell you the best deal available. For those in receipt of Universal Credit, Pension Credit or other benefits there are a number of social tariffs. (<https://tinyurl.com/ofcomsocialtariffs>)

[www.ofcom.org.uk](http://www.ofcom.org.uk)

### SOUTHWARK WORKS

Southwark Works offer a free employment support service for anyone living in Southwark. They work with residents of all ages, experiences and backgrounds, offering high quality, one-to-one support to job seekers. The website allows the user to browse jobs; apprenticeships and training opportunities.

[www.southwarkworks.com](http://www.southwarkworks.com)

# HOW TO... VIDEO GUIDES

Want to learn more quickly? To accompany this guide, we have produced a series of short videos on basic online skills. The videos are designed to be short, simple and easy to access. They are all available on the Southwark Council YouTube page, [www.youtube.com/user/southwark](https://www.youtube.com/user/southwark) and on the Southwark Council website, [www.southwark.gov.uk/digital-inclusion](https://www.southwark.gov.uk/digital-inclusion).



1

## CONNECTING TO WI-FI AND CHECKING YOUR CONNECTION

Quickly and easily connect your device to available Wi-Fi connections. Check your connection is working and how strong your signal is.

<https://tinyurl.com/southwarkconnect>

2

## USING A BROWSER TO GET ONLINE

Find out how to access the internet using a browser. This video shows you how quick and easy it is to get online.

<https://tinyurl.com/southwarkgetonline>

3

## USING GOOGLE TO SEARCH THE INTERNET: PART ONE

This video explores the Google search engine web page and shows you how to search the internet using both typing and voice recognition.

<https://tinyurl.com/southwarksearch1>

4

## USING GOOGLE TO SEARCH THE INTERNET: PART TWO

Begin 'googling' to find what you want on the internet, using the Google search engine. Find out how to refine your searches to make them more effective.

<https://tinyurl.com/southwarksearch2>

5

## SETTING THE DEFAULT BROWSER PAGE

Find out how to set the page you want to appear every time you open your browser. This video shows you how with four different browsers.

<https://tinyurl.com/southwarksetbrowser>

6

## NAVIGATING A WEBSITE

Learn how to move around the pages of a website by following this video exploring the BBC, Southwark Council, and Learn My Way websites.

<https://tinyurl.com/southwarknavigate>

7

## SOUTHWARK'S E-LIBRARY

See what Southwark's online library has to offer. This video shows you how to join and borrow a range of free e-resources.

<https://tinyurl.com/southwarklibrary>



# **SOUTHWARK**

**[www.southwark.gov.uk/digital-inclusion](http://www.southwark.gov.uk/digital-inclusion)**

**07783 776 066**

**[digital.inclusion@southwark.gov.uk](mailto:digital.inclusion@southwark.gov.uk)**