



Buddy Guide

Purpose of the Buddy Guide

To help you navigate Hi Digital, we have created this Buddy or Mentor Guide to provide all the relevant background information to get started and guide the primary user through the website. As a Buddy, you are their helping hand and support through the learning process and can provide additional information and practical support as they navigate through the course. This guide will provide you with additional information whether you're providing support to one user or a group. It will give you additional context and information which may be useful and enhance the experience of this site for the user.

What Is a Hi Digital Buddy?

Although this site has been developed with our older audience in mind, we know that starting a journey into the online world can be daunting. We hope this guide will help friends, families, and loved ones support older people on their journey to improve their digital skills. It is specifically created for those helping older people to navigate through the Hi Digital site, acting as a "buddy" to add additional explanation to concepts and work through the real life examples provided throughout the lessons.

What do participants need before they get started?

When using this site, we would recommend that the user has the items below to hand:

- A laptop, tablet or desktop computer (with internet connection via Wi-Fi or data)
- A charger (if using a laptop or tablet)
- A pen and notepad (some users may like to take notes as they learn)

If the user would like to learn about using their smartphone, it is a good idea for them to have this device to hand as well.

Home Page - Icons, Additional Info

A number of icons can be seen on the Hi Digital Home Page and as a user progresses through the course. Below, we have highlighted each of these icons and what they do:



Click on the Save symbol to save your progress. When the user clicks on this symbol, they will be given a personal code (and the option of having the code sent to them by phone or email) – it's important they take note of this code, it will be needed the next time the user logs in. Saving your progress means that you can start right where you stopped the next time you access the course.



Click these symbols to adjust the font size. The user can use these symbols to make the font size bigger (zoom in) or smaller (zoom out).



Click on the speaker symbol to have the text read aloud.



Use the glossary symbol for explanations of new or difficult words and concepts.



The flashlight symbol is used to highlight additional tips and information that might be useful for the user.



The phone symbol indicates that an operation can only or also be done on a smartphone.



The Continue button will take the user to the next screen with a click or tap. If the user would like to go back to previous screens, they can always scroll back up. In some lessons the user will need to complete an exercise or task before being able to select the Continue button.



Use this symbol to log out or “exit” the course. It is important that the user saves their progress and makes note of their personal code before logging out.



The Help symbol details some of the Frequently Asked Questions (FAQs) around the Hi Digital course.

Signing up/Logging In

We have created the Hi Digital website to track the individual's learning journey, with your own personal log in. To create your own log in:

- Click “Start Course”. This will bring you to a new page where you can choose to either “Start New Course” or “Continue Course”.
- If this is the first time a user has accessed Hi Digital, click “Start New Course”.
- Click what device you (Buddy) or the user are using - the choices are tablet or laptop/desktop.
- Following selection, you will be brought to an optional survey. This is not required to proceed with the course, but it is helpful information for us to understand who is using the Hi Digital website, and what users want to learn. The survey has 7 questions.
- When you complete the survey, or choose to “Skip Survey”, you will be brought to 6 explanation screens. These give a brief overview of the features of the site.

- Once you have viewed each explanation, you will be provided with a personal code. This code will allow you to re-sign in to the website, and allows the site to track your individual progress through the modules and lessons.
- To keep this personal code safe, we recommend writing it down. Alternatively, we can send the user their code by text. Simply enter your phone number in the text box, and it will be sent almost immediately.

Overview of Modules

The Hi Digital course consists of 5 modules, with each module made up of a number of lessons. All modules and lessons vary in length so how much each user covers in a session will depend on the length of the session and the user's abilities. This course can be completed in any order, but we would recommend users begin with the Introduction. If a module or lesson is too basic for the user, they can skip this content by clicking continue or by selecting a different lesson. Below we have outlined all modules and lessons.

Module 1: Introduction

This module covers the basics of what the internet is and what you can do on the internet. There is also a lesson here where users can learn how to navigate the internet.

LESSONS

1. Welcome video

- Short introduction video about the Hi Digital course

2. Computers and the internet

- Explanation on what the internet is
- Using the internet on a smartphone or tablet
- Using the keyboard
- Searching for information on the internet

3. What can you do on the internet?

- Short introduction to what the user can do on the internet

4. Basics for navigating the internet.

- Essentials for using a browser
- Using tabs, favourites and other features in your browser
- Tips and tricks for searching on the internet

5. Module Summary

Module 2: Using my Smartphone

This module covers how to use your smartphone – from the basics of calling and texting to downloading and using apps.

LESSONS

1. Welcome video

- Identify a smartphone operating system
- Find help in a user guide or on the internet
- Connect to and use the internet on a smartphone or tablet
- Navigate a smartphone by tapping and swiping
- Protecting a smartphone so that nobody else can use it
- Personalise a smartphone's settings
- Identify when to use Wi-Fi and mobile networks (data)

2. Calling and Texting

- Making calls
- Sending text messages
- Saving phone numbers to contacts
- Setting up voicemail
- Making video calls

3. Introduction to apps

- Understand what an app is
- Identify default apps on your phone
- Find and download apps
- Difference between free and paid for apps
- Privacy when using apps

4. Useful tools

- Learn about useful tools and features on your smartphone
- Learn about location, weather and health apps
- Tips on staying safe when using your smartphone

5. Module Summary

Module 3: Connecting with Others

In this module the user can learn about email and social media, with a particular focus on Facebook and WhatsApp.

LESSONS

1. Email

- Setting up an email account
- Sending and receiving emails
- Email spam and how to avoid this
- Staying safe online

2. Social media and Facebook

- What is social media
- Popular social media sites
- About Facebook and setting up a Facebook account

3. Using What's App

- About WhatsApp
- How to download WhatsApp
- Using WhatsApp (for texting, calling and video calling)

5. Module Summary

Module 4: Entertainment and Shopping Online

This module covers how the internet can help the user in their daily life, from using the internet to keep up to date with news and entertainment to shopping and paying online.

LESSONS

1. News and Entertainment Online

- Using the internet to access the news and weather
- Using the internet to see what's on TV
- Using the internet to listen to the radio
- Watching programmes and videos online

2. Online shopping

- How to find online shops
- How to buy products in online shops
- How to keep yourself (and your wallet) safe when shopping online

3. Paying online

- The different payment options when online shopping
- How to keep your personal information safe
- Introduction to Online Banking

4. Module Summary

Module 5: Hobbies and Travel

In this module the participant can learn how to use the internet for their hobbies and interests as well as how to plan trips online.

LESSONS

1. Finding information on activities and interests

- Using search to find information online (about things to do)
- How to find and navigate safe websites
- Using the internet to get out and about

2. Out and about

- Using the internet to research destinations (home or abroad)
- Using the internet to plan your travel route
- Buying tickets for events and outings online
- Using the internet when booking a holiday or trip (home or abroad)

3. Module Summary

End Surveys

At the end of each module, the user is asked a number of questions as part of a short survey. The purpose of the survey is to gather information on the user's experience, and how we can improve the content and journey in the future. All information is recorded anonymously.

Hi Digital Progress Tracker and Notes Sheet

As a number of sessions will be required to get through all of the lessons in the Hi Digital Course, we have provided a tracker and notes sheets which can be printed for participants to log their progress and key points as they go.

Hi Digital Progress Tracker and Notes

This module covers how the internet can help the user in their daily life, from using the internet to keep up to date with news and entertainment to shopping and paying online.

Name:

INTRODUCTION			
Lesson	Complete	Date	Notes
Introduction video			
Computers and the internet			
What can you do on the internet?			
Basics for navigating the internet			

USING MY SMARTPHONE			
Lesson	Complete	Date	Notes
My smartphone			
Calling and texting			
Introduction to apps			
Useful tools			
Summary			

CONNECTING WITH OTHERS

Lesson	Complete	Date	Notes
Email			
Social media and Facebook			
Using WhatsApp			
Summary			

ENTERTAINMENT AND SHOPPING ONLINE

Lesson	Complete	Date	Notes
News and Entertainment Online			
Online Shopping			
Paying Online			
Summary			