

Helping your learner get started using the internet

Remember when you used the internet for the first time? What does this button do? What does that icon mean? So many questions...

This is what it'll be like for your learner. It can be overwhelming, but after taking those first few steps with your help, there'll be no stopping them; soon they'll be making the most of life in the digital world.

Everyone has to start somewhere: this sheet will give you a simple step-by-step guide on how to get them started on their online journey.

Remember, this might be completely new to your learner, so the key to building their confidence will be to start small and nail the basics.

*Instructions may vary according to your device model.

What you'll cover

1. Connecting to wi-fi

2. How to use web browsers

Remember: This is about helping your learner build confidence. Encourage them to carry out each step themselves and avoid doing it for them. If they do get stuck, feel free to show them, but make sure they watch and understand what you have done.

Connecting to the internet at home:

- Let's start from the top: help your learner to make a note of the wi-fi network name and password. Show them that this info can be found on a sticker on the wi-fi router, via a removable card or the box it arrived in.
- Have your learner ensure their device is switched on.
- Show your learner how to click on 'settings' on their device. It is useful to explain that this is normally shown as a cog icon on their device.

If you are on a computer you might need to use the search bar to find it.
- Ask your learner to select 'wi-fi' from the list of options shown. The symbol will look like this:

- Ask your learner to turn on the wi-fi (it may already be on). The device will start searching for available networks to connect with – this may take between 30 seconds and one minute.
- Help your learner select the network name they noted down in step 1.
- Ask your learner to enter the wi-fi password and select 'enter' or 'connect' – the password is likely to be case sensitive so will be an opportunity to demonstrate how to change case on the device keyboard. If there is an option to show password this can be very useful to ensure it's typed in correctly. It will look something like this: 
- The device will now be connected to the wi-fi. The next time they turn on their device (if they are near the same wi-fi router) they will be connected automatically.

Helping your learner get started using the internet continued

Get them using the internet

So, your learner is connected to the internet. Now it's time to get them using it.

To view a website they'll need to use a web browser. The main web browsers are:

Microsoft Edge



Google Chrome



Mozilla Firefox



Safari



One of these should already be installed on their device.

Searching online

1. Ask your learner to find the browser icon and click it. It will open and display a homepage.
2. Get them to select the search bar at the top of the page.
3. Now it's time to search: get your learner to type the question or webpage they'd like to visit in the search bar and then press enter/return – if it is your learner's first time using the internet it will be worth giving some search suggestions – weather today, best holiday locations, nearest supermarket etc or choose a topic that they have an interest in, a hobby perhaps, or a favourite music artist.

4. When the search has loaded, they'll need to select the result that looks most relevant from the list that appears – it is worth advising your learner to avoid results including 'sponsored' in the search title.

If your learner would like to keep this search open but start looking for something else at the same time, you can show them how to open a new tab using this button.



Alternatively, if they want to visit this page regularly, they can save the page as a favourite using the star icon.



5. Search complete, it's time for them to explore the internet.

To ensure the websites they are clicking on are safe, teach your learner to only spend time on websites with the padlock icon in the address bar.



And that's it! You can always print the accompanying learner guide so they can refer back to it.



Links to further learning

It might take your learner a few tries to get comfortable with this. But, once they are, it will open up all sorts of possibilities. You can find more handy guides at bt.com/seniorsskills. Your learner can click on this link or, if the sheet has been printed, they can type the address into their web browser's search bar.

Getting started using the internet

Want to get online but not sure where to start?

We know it might seem overwhelming and no doubt you've got plenty of questions: so we're here to help.

Getting online and building your internet skills could change your life: with just a few clicks, you can shop online, book appointments, listen to music and catch up on your favourite TV show. It also offers you the chance to discover all sorts of new opportunities.

What's more, it's not as scary or complicated as it might seem. This sheet will give you a simple step-by-step guide on how to start your online journey.

*Instructions may vary according to your device model.

What you'll learn

1. How to connect a device to the internet in your home
2. How to search for something on the internet

Connecting to the internet at home:

1. Make a note of your wi-fi network name and password. This can be found on a sticker on your wi-fi router and/or, via a removable card or the box it arrived in.
2. Turn on your device (smartphone, tablet or computer).
3. Select 'settings' on your device. This is normally shown as a cog icon.



If you are on a computer you might need to select the search bar in home menu first (ask your helper if you are not sure).

4. Select the wi-fi icon.



5. Turn on the wi-fi, If it isn't already on. (If on, the wi-fi icon will be in white). The device will start searching for available networks to connect to (this may take a minute or two).

6. Select the network name that you noted down in step 1.
7. Enter the wi-fi password you noted down in step 1.
8. Enter the password and select connect. Be aware of the difference between capital and lowercase letters: you can click on the 'show password' button (or icon that looks like this ) to double check what you have written.
9. The device will now connect to the wi-fi.

Next time you turn on your device, if you are near the same wi-fi router, you will be connected automatically. (Provided you have selected the automatically connect option).

Getting started using the internet continued

How to search for something on the internet

So, you're connected to the internet. Now what? Well, to view a website you will need to use an internet browser (a program that allows you to search the internet).

The most common web browsers are:

Microsoft Edge



Google Chrome



Mozilla Firefox



Safari



One of these should be installed on your device.

Searching online

1. Find the icon for the web browser and click to open it. Your device will then display a homepage.



2. Click on the search bar at the top of the page, sometimes called the 'address bar'.
3. Now type your query or the name of the webpage you'd like to visit in the search bar then press enter/return.
4. A list of options will now appear, select the result that looks most suitable for you.

If you would like to keep the page you have found on your search open but want to start looking for something else at the same time, you can open a new tab (web page) using this button.



Alternatively, if you want to visit this page regularly in the future, you can save the page as a favourite using the star icon.



And it's as simple as that. Time to explore the web!

To ensure the websites you are clicking on are safe, only spend time on websites with the padlock icon next to the website address.



Here are some handy search suggestions:

- Weather in your area
- Supermarket closing times
- The best last-minute holidays
- Your favourite music artist
- What's on in your local area

Hints and tips and further learning:

Once you've got to grips with the basics of the online world, there's no limit to what you will discover. You can find more handy guides at bt.com/seniorskills. Click on this link or, if the sheet has been printed, you can type the address into the web browser's search bar.