BBC RADIO 2

Get Connected.

Your easy guide to getting started online.

The internet can open up a world of possibilities for everyone.

There are many benefits to going online. For instance, you can connect with your friends and family, use it for shopping, find out more about your hobbies and interests, save money by paying your bills online and you can catch up on a radio or TV show that you may have missed.

Using a computer that is connected to the internet will give you access to all of this.

This guide aims to give an introduction to how you can get online. It will explain some of the terminology as well as a practical guide to the different services available and where you can get help to develop your skills and confidence.

How to get started.

There are various ways to get online. Whether it's taking the first steps, improving your skills or simply taking a refresher course, help is at hand!

Friends and family

One of the most effective ways to get started is with the help of friends or family. If you know someone who has computer skills and is able to pass them on, it can be a great way to learn.

It means you'll have someone at hand to ask about the set up and functions of a computer. They will also be able to answer questions and guide you through the basics such as sending an email and how to 'surf' the internet.

Libraries

Nearly all libraries have computers available to use and many offer free internet access. Most also offer online courses that you can register for.

BBC courses

The BBC provides courses to help develop your computer skills. **Webwise** and **RAW Computing** are training modules that you can complete online that will take you through the basics and improve your skills and confidence (details on page 09).

UK online centres

There are thousands of UK online centres in England plus the equivalent organisations in Scotland, Wales and Northern Ireland. They are usually found in libraries, further education centres, community learning locations or IT centres where you can register on **myguide** for free email and free courses, including **Online basics** (details on page 08).

Terry's top ten internet tips.

Helpful online hints from Sir Terry Wogan.

1. You can't break it!

2. If you need help, it's just a phone call away.

3. It can save you money on bills and purchases.

4. It's a great way to keep in touch with friends and family and find out what's going on.

5. If you missed Weekend Wogan you can listen to it online and watch video highlights!

6. It's a great way to learn more about your favourite interests and hobbies.

7. You can shop for almost anything online, from booking a cinema ticket to doing your weekly shop.

8. You can speak to relatives and friends who live in other countries for free over the internet.

9. There are lots of people like yourself out there. Ask my Togs, it's a great way to make new friends.

10. If at first you don't succeed, stick at it – you'll get there. Look, if I can do it, so can you!

The internet.

There are four main ways of using the internet: accessing the web, sending and receiving emails, online chat and streaming.

The Web

Or the World Wide Web to give it its full name. The internet is made up of different pages called websites. When you log-on to (start) the internet, you can look at websites from anywhere in the world.

You can search for a website by either typing in the address (for example for BBC Radio 2 – www.bbc.co.uk/radio2). Or if you don't know what the website address is, then you can use a 'search engine' such as Google, or Yahoo!, and search by using a generic term (for example, 'Gardening') to get a list of websites.

Every website will link to other pages and sites which may also be of interest to you; there is a lot to explore!

Email

Electronic mail (e-mail) is a way for one internet user to send a message to another user; the modern equivalent of a handwritten letter. E-mails can be short or long. You can send the e-mail to just one person or a group of people. You can also add documents to the e-mails, for example, a work document, a photo or even a video or music clip.

Chat

People 'chat' to one another over the internet, either individually or in groups. These groups are often made up of people who share popular pursuits and interests. They can do this through group discussions called messageboards, for example people discuss their favourite recipes on a cookery message board, or chat about the weekend's results on their football team's message board. People can also stay in touch with hundreds of friends through 'social networking' websites such as Facebook and Myspace, where you can not only share what's going on in your life, but you can also share photos and videos with them.

Streaming

The internet is a great place to listen to music or watch videos. Radio stations broadcast live over the internet so you can listen on your computer. Or, if you've missed your favourite TV or radio programme from the BBC and other broadcasters, you can watch or listen to it again on the internet.

Other ways to access the internet

You don't have to have a computer and home broadband connection these days to access the internet. There are other ways to get connected, including:

- **Mobile phone** – many phones have internet access.
- **At a library** – most libraries offer internet access.
- **Cyber or internet cafes** – these are often found on the high street. You can pay a fee to get internet access on a computer.
- **Wi-fi** – this is an access point where you can connect to the internet without a wired connection. If you have a laptop there are now many places such as cafes, public buildings and trains where you can connect to the internet.

Where and how to get help: useful phone numbers and links.

BBC advice line: phone 08000 150 950

If you need help to get online the BBC advice line will point you in the right direction. For instance, if you would like to arrange to go on a free computer course the helpline will be able to locate your closest library or online centre. From there, it's really simple. Just arrange a date and a time for a free course.

The helpline can also answer specific questions you have and will direct you to where you can get any additional help you need. Lines are open from 8am–10pm everyday and all calls are confidential. Calls are free from most landlines. Some networks and mobile operators will charge for these calls. Alternatively, if you would like to contact a UK online centre directly you can phone **0800 77 1234***. UK online centres will direct you to your nearest centre, who can help you get going online. You can register on **myguide** for a free email address and free courses, including the **Online basics** of using a keyboard and mouse, emailing, web searching and internet safety. If you have someone to help you, you can go directly to **www.myguide.gov.uk**

If you live in Scotland, Wales or Northern Ireland, UK online centres will direct you to the following organisations:

• **Scotland** – learndirect in Scotland on **0808 100 9000***.

• **Wales** – Careers Wales on **0800 100 900*** from a landline or **02920 906 801**** if calling on a mobile.

• **Northern Ireland** – pop into your nearest public or mobile library for help.

learndirect – if you're looking for IT courses and qualifications, learndirect will be able to help you on **0800 101 901***.

If you're already online and interested in helping friends or family to get connected, UK online centres can help you Pass IT on to others. Just visit **www.ukonlinecentres.com/passiton** to find out more.

*Calls are free from most landlines. Some networks and mobile operators will charge for these calls.
**Standard geographic charges apply and calls may be included in your telecom provider's call package. Calls from mobiles may be higher.

The BBC has its own website – **www.bbc.co.uk/medialiteracy** which is a central place to help you use and understand the internet as well as showing you how to create your own media.

If you have friends or family that can help you it's a great place to get started. You can watch film clips on lots of topics relating to getting online. There are also links to BBC guides to help you to get started, for example **Webwise** (as mentioned on page 03). These guides will teach you the basics such as using a mouse and a keyboard and will help you develop your computer skills and confidence. Why not do it together with a friend or relative?

These guides are also available using the following website addresses: **www.bbc.co.uk/webwise/broadbandguides** and **www.bbc.co.uk/raw/computers**

Useful weblinks.

learndirect England
www.learndirect-skills.co.uk

learndirect Cmyru/Wales
www.learndirect-skills.co.uk/wales-eng

learndirect Scotland
www.learndirectscotland.com

learndirect Northern Ireland
www.learndirect-skills.co.uk/northernireland

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programmes and presenters, music, or to listen again to
a show you may have missed, why not visit the Radio 2
website at **www.bbc.co.uk/radio2**

For more information on using and understanding media
literacy visit **www.bbc.co.uk/medialiteracy**

Notes.