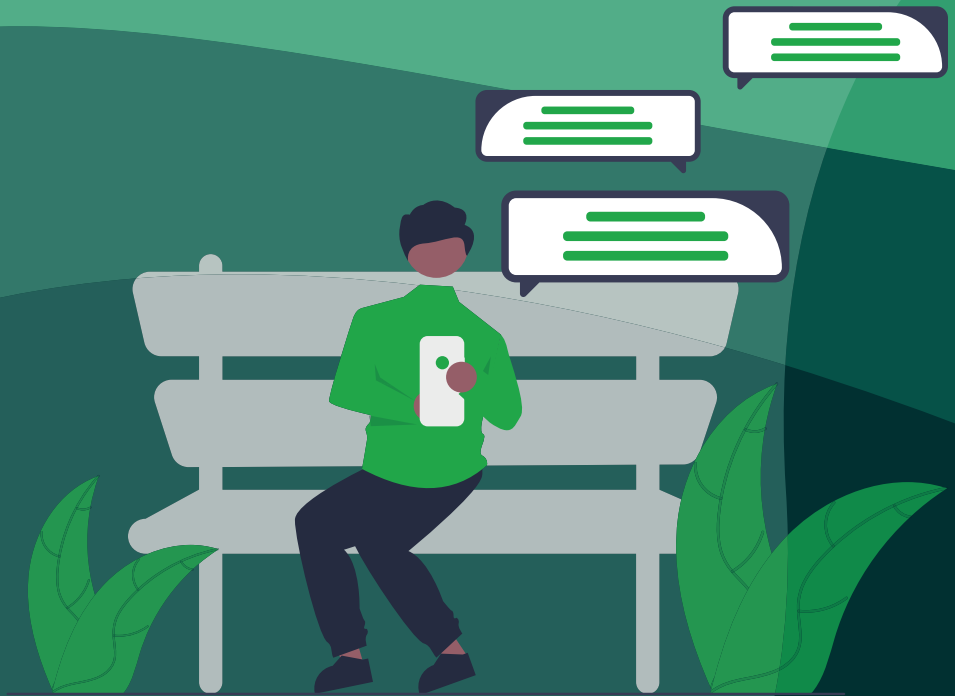


SPEAR

homelessness to independence

How do I get online?

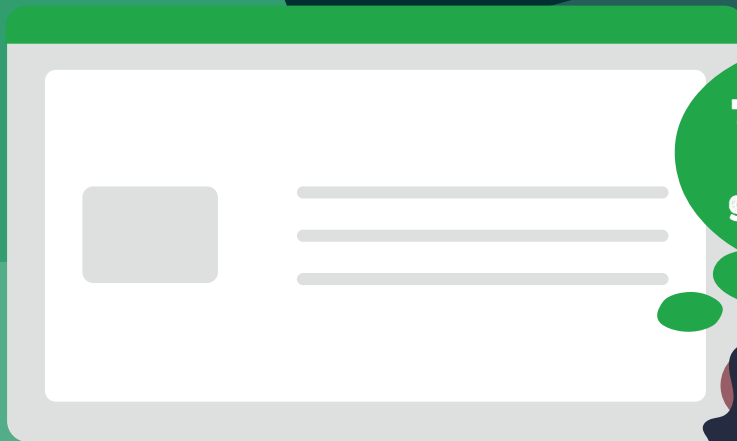


www.spearlondon.org

WHAT CAN THE Internet Do For Me?

If you can access the internet, then you can access a huge amount of useful information created to help and support you. You'll be able to find things out without waiting for services to open or indeed, find out the opening times of the services you need.

For example, on our SPEAR website we have lists of people who can help you with finance, benefits, addiction, food banks, immigration, and support with domestic abuse and mental health.



**There are lots
of benefits to
getting online**

This leaflet gives you a basic guide to:

- **How and where to access wi-fi**
- **Why have an email address**
- **What health information is available**
- **Why learn to make video calls**
- **How to stay safe online**



THERE ARE 3 WAYS TO WI-FI



1

FREE WI-FI

If you already have a mobile phone, tablet or laptop, you can usually access free wi-fi in libraries and community centres. Ask staff for the wi-fi address and password. Or sometimes you'll see it written on a notice board, poster or a sticker on the tables.

All of these libraries offer wi-fi:

Richmond Library

Little Green, Richmond TW9 1QL
Open Monday 9.30am – 7pm,
Tuesday 9.30am – 6pm,
Wednesday 10am – 7pm,
Thursday 9.30am – 6pm,
Friday 9.30am – 6pm,
Saturday 9.30am – 4pm.

Sutton Central Library

St Nicholas Way, Sutton SM1 1EA
Open Monday to Thursday: 9am – 8pm,
Friday and Saturday 9am – 5pm,
Sunday 1pm – 4.30pm.

Wandsworth Library

11 Garratt Lane, Wandsworth SW18 4AQ
Open Tuesday to Thursday 9am – 7pm,
Friday and Saturday 9am – 5pm.

Colliers Wood Library

105 High Street, Colliers Wood, SW19 2HR
Open Monday and Tuesday, 1pm – 7pm
Thursday and Friday 1pm – 7pm,
Saturday 9.30am – 5pm.

Morden Library

Merton Civic Centre, London Road,
Morden SM4 5DX
Monday to Friday 9.30am – 7pm,
Saturday 9.30am – 5pm.

Wimbledon Library

35 Wimbledon Hill Road, SW19 7NB
Open Monday to Friday 9.30am – 7pm,
Saturday 9.30am – 5pm.

Kingston Library

Fairfield Road,
Kingston Upon Thames, KT1 2PS
Monday and Tuesday 10am – 6pm,
Thursday 10am – 8pm,
Friday 10am – 6pm,
Saturday 10am – 5pm.

TOP TIP

Only ever use the exact wi-fi address and password you're given. Anything else may not be secure.



2

WI-FI ON THE GO

If you have your own smartphone (one that can access the internet), you can pay for a wi-fi package. This means you can get online wherever you are with pay-as-you-go, or a pay monthly contract, usually by direct debit.

Many of the high street providers offer special low-cost fees to people on benefits such as:

- Jobseeker's Allowance
- Disability allowance
- Personal Independent Payment
- Employment and Support Allowance
- Employment-based Universal Credit

When you pop into a shop make sure you tell the staff you're claiming benefits and ask what they can offer you.



3

WI-FI IN YOUR HOME

When you're in your own home, you can get a wi-fi box - a small plastic box that connects you to the internet. This is separate from your phone and means you can connect multiple devices to the wi-fi at the same time, like your phone, a laptop and a TV.

TOP TIP

To make sure your wi-fi box works best, keep some space around it and away from obstructions, like furniture. Don't hide it in a cupboard or behind the sofa.

You'll usually get faster internet than on your mobile phone, and it's usually cheaper than using your mobile phone. Again, many of the high street providers offer low-cost packages to people on benefits, so ask them what their deals are.

3 REASONS TO HAVE AN EMAIL ADDRESS

1

You can make appointments with doctors or other healthcare services. They can also send you follow-up information or appointments to your email.

2

You can keep in touch with people in your community, sign up for local newsletters and keep in contact with friends and family, including those who live outside of your area or abroad.

3

Got a non-urgent question for us at SPEAR? You can send us an email with your query, and we'll get back to you as soon as we can.









TOP TIP

Your support worker can help with setting up an email address, as can the job centre.

HEALTH

INFORMATION AT YOUR FINGERTIPS

There is a lot of health information on the internet. So being able to access wi-fi means you can look things up any time you like instead of waiting to ask someone in person. For example, our SPEAR website has a list of places who can help you with mental health and addiction. Our Health Link workers can also suggest other websites of local health and wellbeing organisations for you to look at.

How the NHS website can help you

The NHS website has lots of information about a broader range of health issues. It is the go-to website for health concerns and can be downloaded as an app on your phone. It is also a place where you can set up an online account (free) to check your appointments, look at your health records and find local services.



TOP TIP

You can translate any words or webpage by changing your language settings on your phone. If you're on a laptop, you can right-click and select 'translate'.

TOP TIP

If you see an offer online that is too good to be true, then it's probably a scam. If you buy things online, then make sure it's from a trusted brand or shop.

YOU CAN MAKE A VIDEO CALL WITH WI-FI

Making a video call is useful for many reasons. You can do some health appointments via video or even call your support worker at SPEAR using a video.

Many job interviews are now done on a video call instead of in person and a lot of skills training can only be accessed via a video call too. So it's a good thing to learn how to do and not too tricky once you've tried it. There are lots of 'How To' guides and videos on the internet to show you how.

TOP TIP

Try using a fixed wi-fi point (e.g. at a library) to make a video call, rather than use up your mobile data. This will help save your data allowance and avoid any extra unwanted additional costs.

3 WAYS TO STAY SAFE ONLINE

1

As a general rule don't share any personal information over the internet, such as your phone number, date of birth, bank details or address. There are certain exceptions, like registering with the NHS. Just be sure you trust the person or organisation who is asking.

2

If you use social media, make sure no private details are showing when someone looks at your account.

3

Be wary of emails from people you don't know or recognise. NEVER click on a link in an email or text message that is asking you to create an account or share details. This is a common method scammers use to trick people into sharing personal details.

**We have written this
guide to make sure you
know what the benefits
of using the internet are.**

**We also want you to
know a little bit about
getting online and how to
search for information.**

SPEAR

homelessness to independence

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Charity Registration Number: 1122206 | Company number: 06396687

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