



# HOW TO GET ONLINE

Being online means using the internet. Most people do that routinely now and it's not difficult. Being able to use the internet transforms lives by giving instant access to a seemingly endless supply of services, knowledge and entertainment.

Most people now use a smartphone (mobile phone that can access the internet), tablet or computer. Government and other organisations are moving rapidly to making services only accessible via the internet. *Universal Credit* is already one benefit that can only be applied for online.

So getting online makes good sense. Here are just a few of the things you can do:

- keep in touch with family and friends worldwide
- read books, newspapers and magazines
- listen to the radio, and watch films and TV
- manage bank accounts, receive payment and settle bills
- plan travel and book tickets
- make GP and hospital appointments
- develop new hobbies, like researching your family tree
- shop around for the best deals - often only available to online customers
- find out about almost anything.

You will need to use a smartphone, tablet or computer BUT you do not have to own one: all local libraries offer free use of computers connected to the internet.



If you do want to buy a smartphone or computer, specialist high street retailers will help you choose a device to suit your needs and can advise on internet connection options (*broadband* or *Wi-Fi*). Several companies provide internet access and broadband package deals at a monthly cost (usually on a 12 month contract).

Local free or low-cost training and support including guidance on internet security is readily available throughout our borough, as are courses for people who are not new to computers and want to learn new skills. See overleaf for courses, tasters, drop-in sessions and workshops, with trainers' details.

Always, before going along, contact the trainer for their latest information and let them know if there's a particular device you want help with.

## NOTES

- Wi-Fi: Residents of our borough can have 30 minutes of free Wi-Fi and pay £5 per day for unlimited Wi-Fi: for more information visit [www.richmond.gov.uk/Wi-Fi](http://www.richmond.gov.uk/Wi-Fi) .
- Housing Associations (e.g. RHP and PA Housing) sometimes arrange computer training for their tenants
- The Council's booklet *It's Never Too Late to Get Online* is available free from libraries.





# TRAINING IN THE LONDON BOROUGH OF RICHMOND TO GET ONLINE

COURSES, TASTERS, DROP-IN SESSIONS, WORKSHOPS

\*Contact Trainer for latest details

		COST	*TELEPHONE	*TRAINER'S WEBSITE & EMAIL
Throughout the borough	<b>LIBRARIES &gt;</b> At all libraries: locations below	Free	<b>Central contact</b> 020 8734 3308	<a href="http://www.richmond.gov.uk/services/libraries/events_in_libraries/it_taster_sessions">www.richmond.gov.uk/services/libraries/events_in_libraries/it_taster_sessions</a> <a href="mailto:information@richmond.gov.uk">information@richmond.gov.uk</a>
	<b>AGE UK RICHMOND &gt;</b> At some of the locations below> Sessions at home>	£1 - £10 £25 p hr	<b>Central contact</b> 020 8744 1965 020 3326 9432	<a href="http://www.ageuk.org.uk/richmonduponthames/our-services/computer-courses">www.ageuk.org.uk/richmonduponthames/our-services/computer-courses</a> <a href="mailto:info@ageukrichmond.org.uk">info@ageukrichmond.org.uk</a>
<b>Barnes</b>	<b>Barnes Green Centre</b> Church Rd, SW13 9HE	£1 - £10	020 8744 1965	<a href="http://www.ageuk.org.uk/richmonduponthames/our-services/computer-courses">www.ageuk.org.uk/richmonduponthames/our-services/computer-courses</a> <a href="mailto:info@ageukrichmond.org.uk">info@ageukrichmond.org.uk</a>
<b>Barnes</b>	<b>Castelnau Community Centre</b> 7 Stillingfleet Rd, SW13 9AQ	Free	020 8741 0909	<a href="http://www.castelnaucentreproject.co.uk">www.castelnaucentreproject.co.uk</a> <a href="mailto:info@castelnauproject.co.uk">info@castelnauproject.co.uk</a>
<b>Barnes</b>	<b>Castelnau Library</b> 75 Castlenau, SW13 9RT	Free	020 8734 3350	<a href="http://www.richmond.gov.uk/castelnau_library">www.richmond.gov.uk/castelnau_library</a> <a href="mailto:castelnau.library@richmond.gov.uk">castelnau.library@richmond.gov.uk</a>
<b>Barnes</b>	<b>Mortlake Community Assoc.</b> 67B Lower Richmond Rd, SW14 7HJ	Varies	020 8487 5500	<a href="http://www.mortlakecommunityassociation.org.uk">www.mortlakecommunityassociation.org.uk</a> <a href="mailto:anita@mortlakecommunityassociation.org.uk">anita@mortlakecommunityassociation.org.uk</a>
<b>East Sheen</b>	<b>East Sheen Baptist Church</b> Temple Sheen Rd, SW14 7PY	£1 - £10	020 8744 1965	<a href="http://www.ageuk.org.uk/richmonduponthames/our-services/computer-courses">www.ageuk.org.uk/richmonduponthames/our-services/computer-courses</a> <a href="mailto:info@ageukrichmond.org.uk">info@ageukrichmond.org.uk</a>
<b>East Sheen</b>	<b>East Sheen Library</b> Sheen Lane, SW14 8LP	Free	020 8734 3337	<a href="http://www.richmond.gov.uk/east_sheen_library">www.richmond.gov.uk/east_sheen_library</a> <a href="mailto:eastsheen.library@richmond.gov.uk">eastsheen.library@richmond.gov.uk</a>
<b>Ham</b>	<b>Ham Library</b> Ham St, TW10 7HR	Free	020 8734 3354	<a href="http://www.richmond.gov.uk/ham_library">www.richmond.gov.uk/ham_library</a> <a href="mailto:ham.library@richmond.gov.uk">ham.library@richmond.gov.uk</a>
<b>Hampton</b>	<b>Hampton Baptist Church</b> Beard's Hill, TW12 2AQ	£1 - £10	020 8744 1965	<a href="http://www.ageuk.org.uk/richmonduponthames/our-services/computer-courses">www.ageuk.org.uk/richmonduponthames/our-services/computer-courses</a> <a href="mailto:info@ageukrichmond.org.uk">info@ageukrichmond.org.uk</a>
<b>Hampton</b>	<b>Hampton Library</b> Rosehill, TW12 2AB	Free	020 8734 3347	<a href="http://www.richmond.gov.uk/hampton_library">www.richmond.gov.uk/hampton_library</a> <a href="mailto:hampton.library@richmond.gov.uk">hampton.library@richmond.gov.uk</a>
<b>Hampton Hill</b>	<b>Hampton Hill Library</b> 68 High St, TW12 1NY	Free	020 8734 3320	<a href="http://www.richmond.gov.uk/hampton_hill_library">www.richmond.gov.uk/hampton_hill_library</a> <a href="mailto:hamptonhill.library@richmond.gov.uk">hamptonhill.library@richmond.gov.uk</a>
<b>Hampton Wick</b>	<b>Hampton Wick Library</b> Bennet Close, KT1 4AT	Free	020 8734 3358	<a href="http://www.richmond.gov.uk/hampton_wick_library">www.richmond.gov.uk/hampton_wick_library</a> <a href="mailto:hamptonwick.library@richmond.gov.uk">hamptonwick.library@richmond.gov.uk</a>
<b>Kew</b>	<b>Kew Library</b> 106 North Rd, TW9 4HJ	Free	020 8734 3352	<a href="http://www.richmond.gov.uk/kew_library">www.richmond.gov.uk/kew_library</a> <a href="mailto:kew.library@richmond.gov.uk">kew.library@richmond.gov.uk</a>
<b>Richmond</b>	<b>Cambrian Community Centre</b> 1 Grove Rd, TW10 6SN	Free	020 8948 3351	Website: <a href="http://www.cambriancentre.org">www.cambriancentre.org</a> Contact Mary McDonald by telephone
<b>Richmond</b>	<b>Info &amp; Reference Library</b> Whittaker Ave, TW9 1TP	Free	020 8734 3308	<a href="http://www.richmond.gov.uk/reference_library">www.richmond.gov.uk/reference_library</a> <a href="mailto:information@richmond.gov.uk">information@richmond.gov.uk</a>
<b>Richmond</b>	<b>RICHMOND ADULT &amp; COMMUNITY COLLEGE (RACC)</b> Parkshot, TW9 2RE <i>Wide range of courses</i>	From £10 <i>Discounts possible.</i>	020 8891 5907	<a href="http://www.racc.ac.uk/course/atoz/CMTBIT">www.racc.ac.uk/course/atoz/CMTBIT</a> <a href="mailto:info@racc.ac.uk">info@racc.ac.uk</a>
<b>Richmond</b>	<b>Richmond Lending Library</b> Little Green, TW9 1QL	Free	020 8734 3330	<a href="http://www.richmond.gov.uk/richmond_library">www.richmond.gov.uk/richmond_library</a> <a href="mailto:richmond.library@richmond.gov.uk">richmond.library@richmond.gov.uk</a>
<b>Teddington</b>	<b>Teddington Library</b> Waldegrave Rd, TW11 8NY	Free	020 8734 3304	<a href="http://www.richmond.gov.uk/teddington_library">www.richmond.gov.uk/teddington_library</a> <a href="mailto:teddington.library@richmond.gov.uk">teddington.library@richmond.gov.uk</a>
<b>Twickenham</b>	<b>Twickenham Library</b> Garfield Rd, TW1 3JT	Free	020 8734 3340	<a href="http://www.richmond.gov.uk/twickenham_library">www.richmond.gov.uk/twickenham_library</a> <a href="mailto:twickenham.library@richmond.gov.uk">twickenham.library@richmond.gov.uk</a>
<b>Twickenham</b>	<b>Twickenham Wellbeing Centre</b> Arragon Rd, TW1 3NH	£1 - £10	020 8744 1965	<a href="http://www.ageuk.org.uk/richmonduponthames/our-services/computer-courses">www.ageuk.org.uk/richmonduponthames/our-services/computer-courses</a> <a href="mailto:info@ageukrichmond.org.uk">info@ageukrichmond.org.uk</a>
<b>Whitton</b>	<b>Whitton Library</b> 141 Nelson Rd, TW2 7BB	Free	020 8734 3343	<a href="http://www.richmond.gov.uk/whitton_library">www.richmond.gov.uk/whitton_library</a> <a href="mailto:whitton.library@richmond.gov.uk">whitton.library@richmond.gov.uk</a>
<b>Whitton</b>	<b>Whitton Social Centre</b> 111a Kneller Road, TW2 7DT	£1 - £10	020 8744 1965	<a href="http://www.ageuk.org.uk/richmonduponthames/our-services/computer-courses">www.ageuk.org.uk/richmonduponthames/our-services/computer-courses</a> <a href="mailto:info@ageukrichmond.org.uk">info@ageukrichmond.org.uk</a>
<b>LEARN MY WAY: ONLINE MODULE</b> Contact Info & Reference Library for details		Free	020 8734 3308	Email: <a href="mailto:information@richmond.gov.uk">information@richmond.gov.uk</a>
<b>BARCLAYS BANK DIGITAL EAGLES</b> Ask inside your local Barclays branch for details		Free	0794 923 8947	Website: <a href="http://www.barclays.co.uk">www.barclays.co.uk</a>