

Support for online access.

Information for customers
April 2020



Introduction

We want to help and support you as much as we can during this difficult time and have put together a series of information sheets to signpost you to services that can provide help and support.

Help and support available – helplines and advice agencies

- BT Basic broadband

If you are in receipt of certain benefits you can access a limited broadband service at a low cost through a scheme with BT.

<https://btplc.com/inclusion/ProductsAndServices/BTBasic/BTBasicBroadband/index.htm>

- Age UK

Age UK offers help for anybody over the age of 50. They can send out a handy internet guide called the "golden guide" free of charge if customers ring their local Age UK branch. Services available at this time vary from branch to branch – to find what is available in your area please go to

<https://www.ageuk.org.uk/services/in-your-area/>
or call 0800 678 1602

Help and support available – online

- Basic IT training

[JobSkilla](#) is a free online platform for currently unemployed people to find training courses in their area.

<https://www.onlinecentresnetwork.org/ournetwork/find-centre#/map> - This website can be used to find an Online Centre that provides training to digitally excluded members of the public.

Reed offers access to courses on its website including basic IT skills courses

<https://www.reed.co.uk/courses/essential-it-skills-level-2/31701#/courses/free/online>

Google also offers courses through its Applied Digital Skills courses

<https://applieddigitalskills.withgoogle.com/s/en/home>

- Open University

There are a wide range of courses available at many different levels – check out this introductory course on IT in everyday life

<https://www.open.edu/openlearn/science-maths-technology/it-everyday-life/content-section-0?active-tab=description-tab>

<https://www.open.edu/openlearn/free-courses/full-catalogue>

Help and support available – Useful apps

- Youtube - There are a large number of free and helpful resources on Youtube at <https://www.youtube.com/> – look for videos with a high number of likes and that are posted relatively recently to get the best, most up to date training. Also check the version of windows you have and include that in your search terms.



Help and support available from Places for People

You can access some of our services online at <https://homestorent.placesforpeople.co.uk/> If you need to check your rent statement or make a payment it is simple and easy to use

We also offer access to Learn My Way which offers free courses on using a computer, browsing the web, sending an email and finding work online. We have a unique Code that customers can use to register. To find out more visit: <https://homestorent.placesforpeople.co.uk/get-involved/get-online/>

Please note: due to the current situation, this information sheet is subject to change.

Other information sheets you can request are:-

1. Support for families with young children
2. Support with benefits
3. Support with mortgages
4. Support with employment advice
5. Support for the self-employed
6. Budgeting and dealing with debts

If you would like to receive any of these please email us at financial.services@placesforpeople.co.uk

