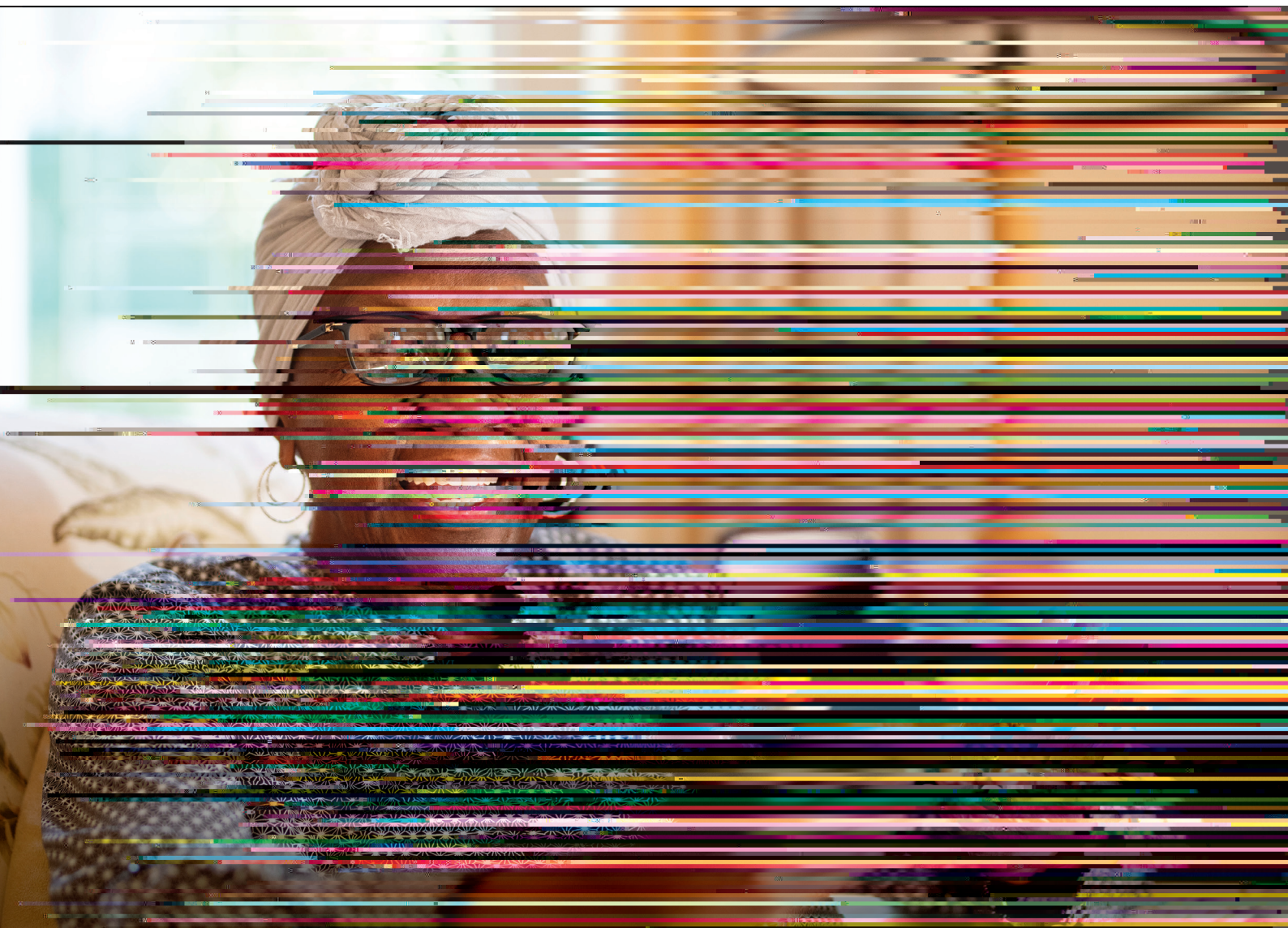


# Abilities and a

How to access local service providers online

Publication date: February 2022



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# 1. Introducing you to local services online

Hello,

Welcome to Age UK's beginner's guide to local services. We've created this guide to help you use services like your GP and local council online. We'll talk you through the types of services you can access online and introduce you to some of the tasks you can perform using your device, such as booking a doctor's appointment or paying a utility bill.

### What are local services?

Traditionally, people would speak to local service providers, like their doctor or the local council on the phone or by booking a face-to-face appointment. But now, more and

## Glossary

# 2. Using this guide



# 3. Understanding key terminology



We want to introduce you to some of the terms you'll read about in this guide. They're in alphabetical order so you can refer to them easily:

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# 4. What types of local services can I access online?

## 4. What are the benefits of a local business website?

Almost all local service providers have websites, making it easier



## Glasgow City Council

Useful things you can do through your local council website usually include:

- paying your Council Tax, and seeing if you're eligible for any discounts or exemptions

## UK

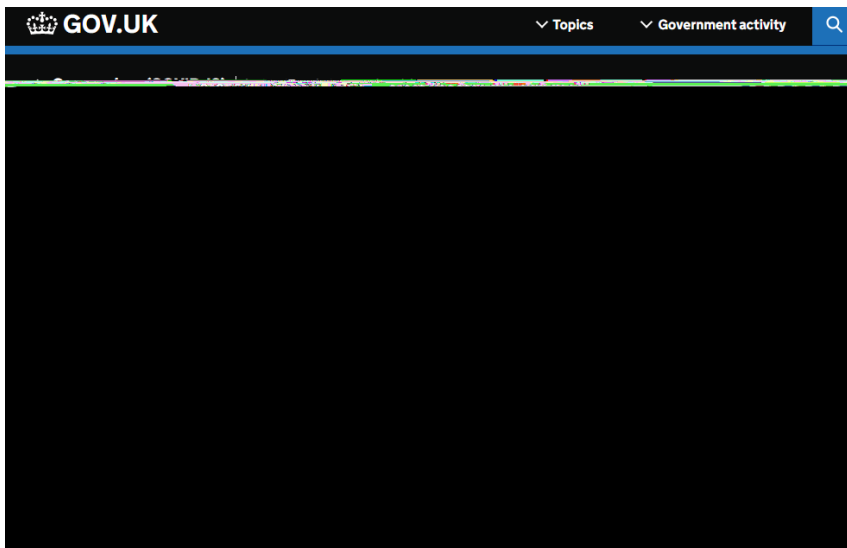
The UK government website – [www.gov.uk](http://www.gov.uk) – is really useful for finding out information about government services. It's clear and straightforward to use, with step-by-step instructions for most services.

Useful tasks you can carry out online using the government website include:

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Once you've typed your query, click on the magnifying glass to the right of the search bar and you'll be directed to a list of possible pages to choose from.

For example:



Take some time to familiarise yourself with the government website and get a feel for the different types of information you can find on there. Once you feel confident using the site, have a look at Age UK's 'An intermediate guide to my local services'. This contains step-by-step instructions on how to perform specific tasks, like applying for a bus pass and checking your State Pension.

## Utilities

Whether it's gas, electricity, water, broadband or phone, most utility providers now prefer you to keep track of your accounts, pay bills and access services online.

Each utility provider will have its own website where you can register for an account to see your account information. This will be password protected and only accessible to you when you log in.

You will find the website address of your utility provider on the last letter you received from them. Enter this into your browser and press the 'enter' or 'return' button on your keyboard to open the website.

To register or access your account, you'll normally find a sign in or log in button in the top right-hand corner of the website's homepage. This will be labelled 'Sign in', 'Log in' or prefaced with the word 'My', indicating your personal account area of the website. For example, 'My Vodafone', 'My Sky' or 'My BT' (depending on which website you're visiting).

When you click through to the log in page, you'll be prompted to enter your email address and password to access your account information.

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# 5. Staying safe online when using local services

By being careful online, you can access your local services safely.  
It's good to be aware of potential scams so you know what to look out

## **N . S .**

Once you feel comfortable visiting your local service providers' websites, read Age

We hope you've enjoyed working your way through this guide and now understand a bit more about the types of local services you can access online and the tasks you can do.

**M A UKD a C a**

Telephone number:

**N**

We provide advice and information for people in later life through our Age UK Advice line, publications and online.

**A UK A : 0800 678 1602**

Lines are open seven days a week from 8am to 7pm.

You can find more information at [www.ageuk.org.uk](https://www.ageuk.org.uk)