An intermediate guide to connecting to the internet

Helping you get online

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1. Doing more with the internet

1. Doing more with the internet

Hello,

Welcome to Age UK s Intermediate guide to getting connected to the internet . Now that you ve read the beginner s guide, you ll be set up with an internet connection at home Wi-Fi and know how to search for information online.

2. Using this guide

This is an intermediate guide for people who have set up an internet connection at home Wi-Fi and know how to carry out simple searches online. In this guide, we re going to show you how to connect to Wi-Fi when you re out and use further of tools that will make it easier to find information online.

In the beginner s guide, we showed you how to find an internet provider and get connected to the internet at home.

Before reading this intermediate guide, you should feel comfortable:

- connecting to the internet on a smartphone, tablet, laptop or computer at home
- searching for information online.

3. Understanding key terminology

We introduced you to key terms in the beginner s guide which we ve included below. It s worth recapping these to make sure you re familiar with them all before getting started. There are also some new terms that we ll introduce you to in this guide:

Address bar: The address bar is at the top of your web browser, such as Google Chrome or Microsoft Edge. It s where the address of a webpage (or URL) appears. You can type a web address straight into the address bar, for example, typing www. age.org.uk will take you to our website.

Application, or 'app': A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking.

App Store: An official, pre-installed program on iPhones and iPads which gives you access to apps.

Android: The name of the software that many devices use to function. Phones and tablets from lots of different brands fall into the bracket of Android devices. These brands include Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

Apple: A brand of phones and tablets. Apple phones are known as iPhones and tablets are called iPads. If your device isn t Apple, it s likely to be an Android device.

Bandwidth: The amount of data that can be transferred through your internet connection. The lower the bandwidth, the slower the speed of the internet connection. If your bandwidth is low, it could mean webpages load slowly, especially if they have images. Or you may struggle to watch videos online.

Bookmarks or favourites: A tool that saves a website for you in a web browser. This is helpful for websites you go to regularly as you don t have to remember the URL.

Broadband: Broadband is a generic term for the internet connection which allows you to access the internet. To get home broadband, you ll need to set up a contract with a broadband provider, such as Sky or Virgin.

Broadband/internet provider: This is a company that provides your broadband, such as Sky or Virgin. They will charge you for the equipment needed to connect your smartphone, tablet, laptop or computer to the internet.

Click: This is when you tap on a mouse or the touch pad on a laptop to open a file or webpage. Sometimes you may need to click twice, known as double clicking. For f (u)6 (r)-20 ( )69 (ic)-4 (t)11.4 (er)-6-5.3 6.3 (e cl6.5 g)1.5 (. F)| (a)-46.5

3. Understanding key terminology

Drag click: If you re using a mouse, or a touchpad on a laptop, to interact with your device, you need to click first, before dragging . Click on the object that you want to move on the screen. You can move it while keeping your finger pressed down on your mouse.

Fibre optic broadband: A type of broadband that uses fibre cables made of plastic or glass, rather than copper wires. These carry more data at higher speeds so the internet connection is faster.

Hardware: This describes the physical parts of a computer such as the screen, mouse and keyboard.

Hotspot: This is a physical location where you can get internet access. You can either set up a personal hotspot from a personal device, like a smartphone, or access public ones which are found in places like train stations, airports and shops. These are usually operated by companies such as BT, O2, The Cloud and Virgin Media. Some hotspots are free to use while others charge you to use them. In some cases, internet providers only allow their customers to access them. You will often need to register to use them.

Icon: An image or symbol which represents an app or function on your phone, tablet or computer screen. You usually tap (see definition below) on an icon to open an app.

Internet: Also known as the world wide web (www), this a large network that connects computers and devices around the world through which you can access information. You ll see the abbreviation www at the beginning of web addresses. For example, our website is www.ageuk.org.uk.

Mobile broadband unit: A small wireless device that creates an internet connection when you re away from home. For example, you may be travelling on a train or sitting in a cafe and want to go on the internet. Mobile broadband units connect to mobile phone networks to establish a Wi-Fi signal. You can then connect your laptop, tablet or smartphone to them. They re available on a pay-as-you go tariff or monthly contract. The most common brand is MiFi. Read A beginner s guide to connecting to the internet for more information about using mobile broadband units with a smartphone, tablet or laptop.

Mobile data: This is what you use to access the internet on your phone. It s measured in megabytes (MB) and gigabytes (GB). Most phone and tablet contracts have monthly allowances for how much data you can use. Once you use up your allowance, you may get charged for any extra data you use. Or your amount might be capped to prevent you from overspending, and you won t be able to use the internet until your allowance renews the next month. You can also pay for more data for just that month.

Operating system: The software that manages different programs on a computer, phone or tablet. The software that manages different programs on your device. Examples include Android for certain smartphones (like Samsung, Google, Sony, LG and Moto) and iOS for Apple devices.

Play Store: An official, pre-installed program on Android devices which gives you access to apps.

PDF: This is short for Portable Document File a useful way of saving documents you wish to send as attachments in an email.

Router: A device that connects your computer, phone or tablet to a broadband-ready telephone line and sends out your home internet signal.

Search bar: A box in a search engine where you can enter a topic to search.

Search engine: These help you to find information on the internet. Popular search engines include Google and Bing. You can type in keywords in the space provided. The search engine will search through relevant web pages and display them in a list. Someone might tell you to Google something, which means looking up information online using Google. You access search engines through a web browser (see below).

SIM card: A small card that you insert into a device such as a smartphone or tablet. It stores data, including mobile numbers, and connects you to a phone network, such as O2 or Virgin Mobile. Each SIM card has an identification number on it that is unique to the owner.

Smartphone: A mobile phone which connects to the internet. You can use it to do everything from sending emails to making video calls.

Software: This is a catch-all term for something that runs on your computer, laptop, tablet or smartphone. Examples include apps on your phone and tablet, or anti-virus programs. You might also see them described as programs .

Spyware: An unwanted program that runs on your computer, which can make it slow and unreliable or make you a target for online criminals. Anti-spyware software helps protect your computer against security threats caused by spyware.

Tab: Tabs are at the very top of your internet browser. You can click on the + symbol at the top of the browser to open a new tab, where you can visit a different website without losing access to the webpage you re on. Some apps might also have tabs at or near the top, which you can click or tap on to switch between different parts of the app.

Tablet: A small portable computer with a touch screen. You tap the screen with your finger or a special pen, often referred to as a stylus , to use the device rather than using a keyboard and mouse.

Tap: To quickly touch and then lift your finger off the touch screen of your device to carry out an action. This could be to move to a call you are [illegible]

Tap Tw 3.054 You are [illegible] -9TJ 0 -1.273 Td .4 (r)reg

URL: This is the address of a webpage, for example, www.ageuk.org.uk . You type the URL into the address bar at the top of your web browser, such as Google Chrome and Microsoft Edge, to visit a website.

Viruses: These are programs that spread from one computer to another by email or through websites. They can slow your computer down, display unwanted pop-up messages and delete files.

Web/internet browser: A program that runs on your device. It allows you to access webpages on the internet. Common

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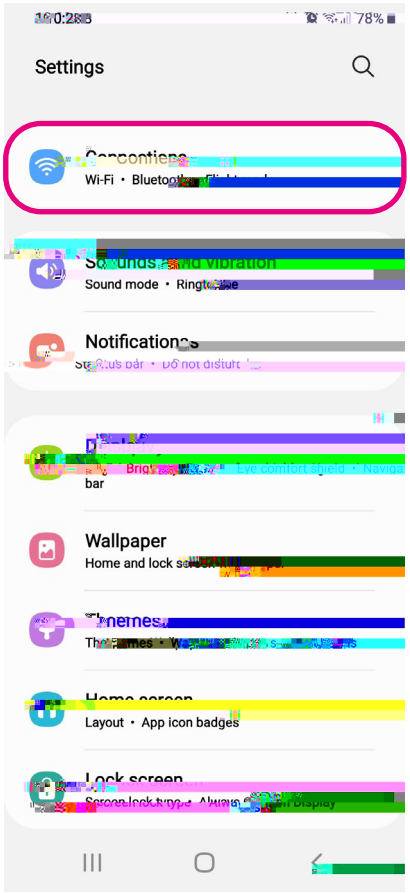
4. How to connect to the internet when you re away from home

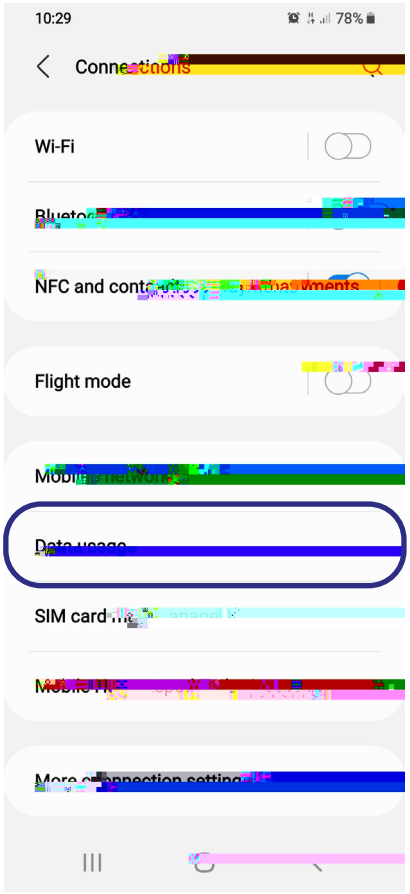
4. How to connect to the internet when you're away from home

Using mobile data on an Android:

1. Go to Settings , then tap on Connections .



2. Go to Data usage , click on it.

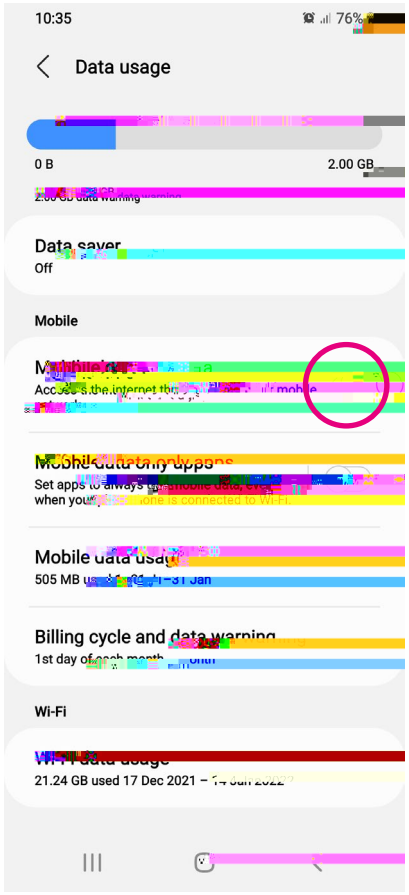


4. How to connect to the internet when you're away from home

3. On the next screen, you ll see Mobile data , under Mobile . Click on the button to the right to turn your mobile data on. The button will show up a colour, e.g. go blue, when

4. How to connect to the internet when you're away from home

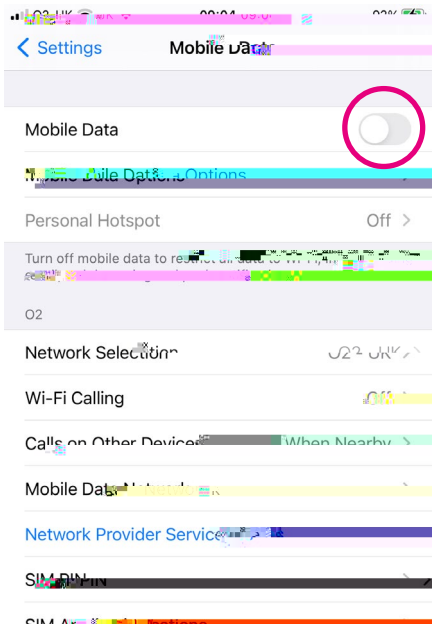
4. When you ve finished using the internet, you can turn your mobile data off by clicking the same button again. It will be white when switched off.



4. How to connect to the internet when you're away from home

3. On the next screen, click on Cellular data or Mobile data to turn this on. The button will go green when mobile data is on. When you are connected to the internet, 4G will appear in the top right corner of your home screen.

4. When you ve finished using the internet, you can turn your mobile data off by clicking the same button again. It will be white when switched off.



4. How to connect to the internet when you’re away from home

How to use a mobile broadband device to connect to the internet

A mobile broadband unit is a small wireless device that creates an internet connection when you re away from home. For example, you may be travelling on a train or in a cafe and want to go on the internet.

These units tap into mobile phone networks to establish a Wi-Fi signal. They have a SIM card inside which connects to the same networks as a mobile phone. Your laptop, tablet or smartphone will detect the Wi-Fi network and connect to them. The most common brand is MiFi. Mobile broadband units are available to buy or loan from mobile network providers on a pay-as-you go tariff or monthly contract.

When your mobile broadband unit arrives, there will be instructions about how to set up the Wi-Fi signal and connect to the internet.

How to access Wi-Fi in a public place

If you have a smartphone, tablet or laptop, you can access the internet in a public place, like a library. Speak to a staff member and ask them for the details you need to log in to their Wi-Fi. You ll need the name of the Wi-Fi and the password.

Wi-Fi

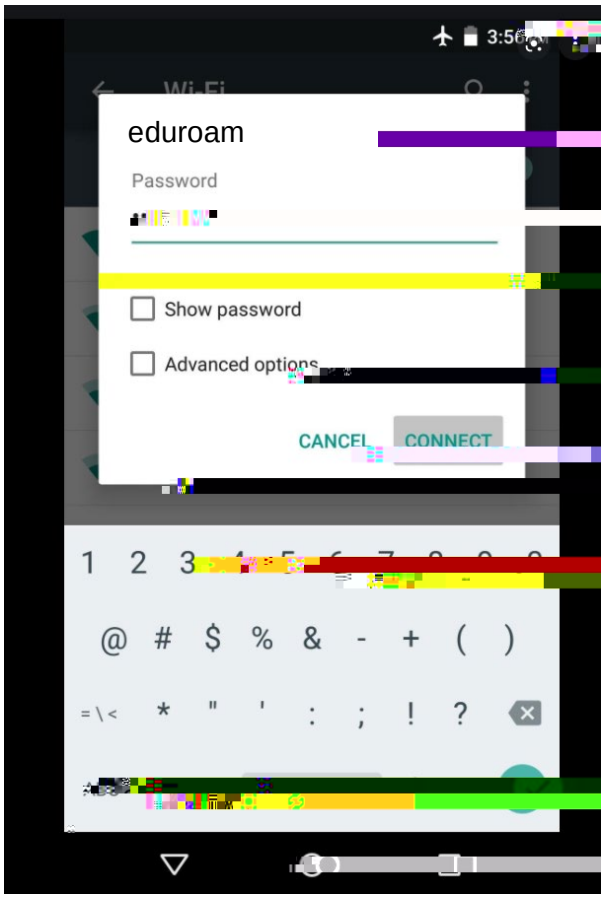
4. How to connect to the internet when you’re away from home

Using an Android phone or tablet to access public Wi-Fi

1.

4. How to connect to the internet when you're away from home

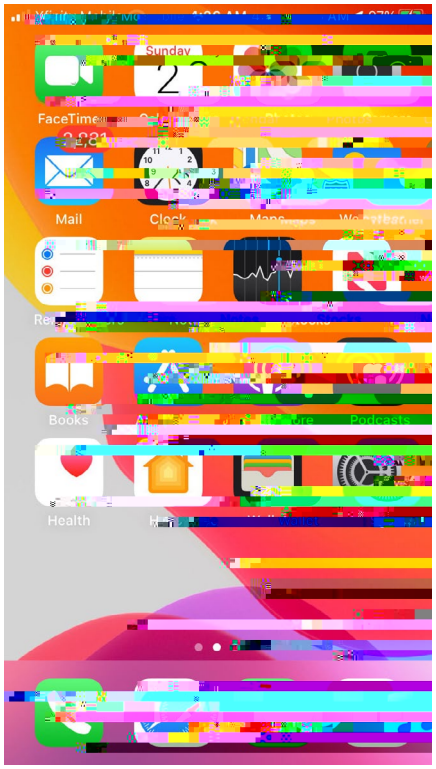
3. Next, you ll be asked to enter the password. Type this into the space provided. Tap the blue Connect button below to connect to Wi-Fi. When you re connected, the name of the network will turn from black to blue text and it will say Connected underneath.2. Then tap on either Mobile data or Cellular depending on the iPhone model you have.



4. How to connect to the internet when you're away from home

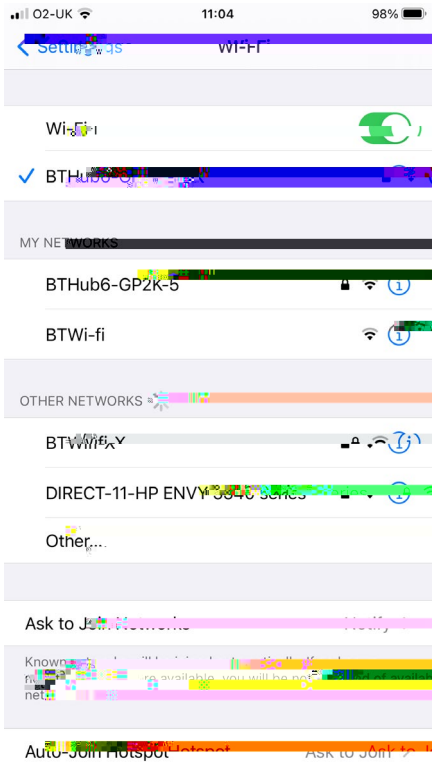
Using an iPhone or iPad to access public Wi-Fi

1. Tap on the Settings icon on your device.



4. How to connect to the internet when you're away from home

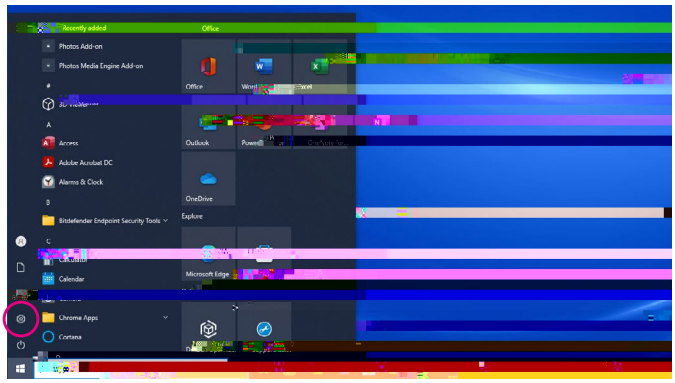
4. Tap the Wi-Fi network you want to use. You ll be asked to enter the password. When you re connected to this network, there will be a blue tick to the left of the name of the network. The Wi-Fi network you are connected to will appear above the Networks section in the Wi-Fi menu.



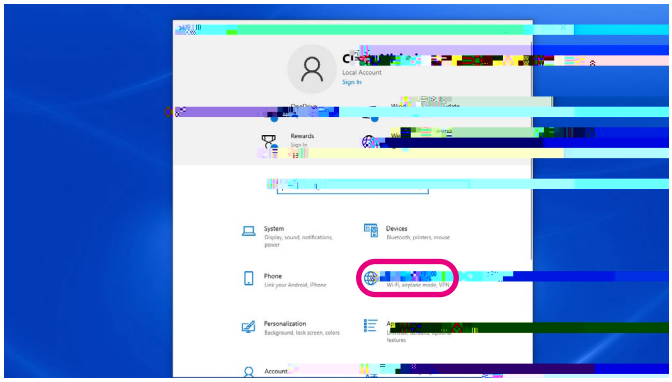
4. How to connect to the internet when you're away from home

Using a Windows laptop to access public Wi-Fi

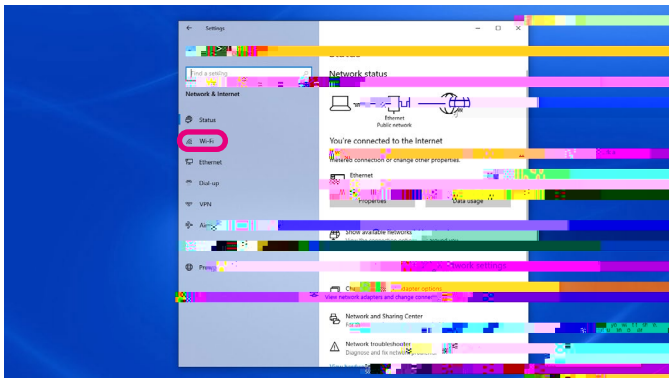
1. Go to Settings on your laptop.



2. Click on Network & Internet .

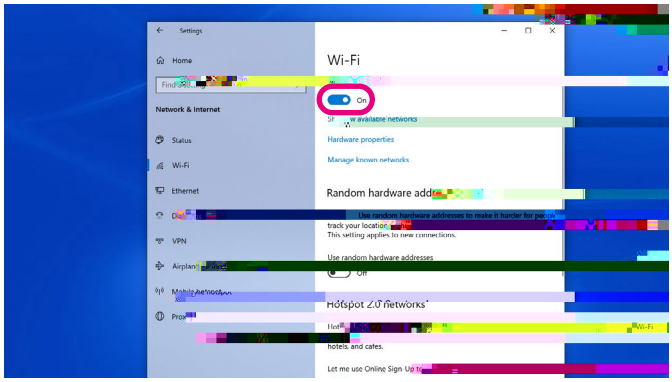


3. Then click on Wi-Fi .

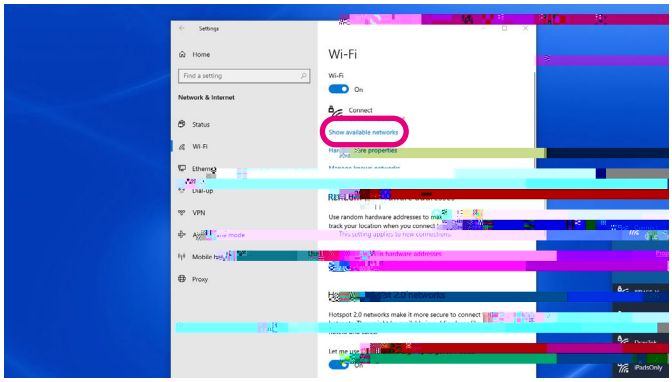


4. How to connect to the internet when you're away from home

4. Click on the Wi-Fi icon at the top of the screen to show the available Wi-Fi networks. The icon will turn blue.



5. Click the blue link underneath the icon which says: Show available networks . A list of available Wi-Fi networks will appear in a box on the right-hand side of the screen. Click on the one you need.



6. You ll see a tick box saying: Connect automatically . Avoid ticking this when you re using public Wi-Fi to stop you from automatically logging on to the network in the future without realising. This will help to keep your personal information safe. Then click the blue Connect button below.

7. It will then ask you to enter the password.

8. Once you have finished using the Wi-Fi network, make sure you turn off Wi-Fi by tapping on the blue Wi-Fi button. The button will go white.

How to connect to a hotspot

Using a public hotspot

You can connect to the internet outside by using a hotspot. This is a physical location where you can get internet access. You can find them in places like train stations, airports and shops. Some are free to use, and you have to pay for others. Often you will need to register to use a hotspot. Some of these will need a password and others won t.

Using a hotspot is useful if you want to quickly check the opening time of a shop or look up buses or trains. We recommend you don t use them to look at personal information, such as online banking, to prevent anyone from accessing your data.

1. Turn on Wi-Fi on your device. This is under Settings and then Connections or Wi-Fi . It will give you a list of available Wi-Fi networks.
2. Look for the open networks that let you connect without a password. These are usually operated by BT, O2, The Cloud or Virgin Media. Select the one you want to use.
3. You ll usually get taken to a landing page on your web browser, where you can register to use the hotspot or click to connect. Sometimes you ll be asked to pay to use a public hotspot. If you don t want to pay to use it, you can close the landing page.

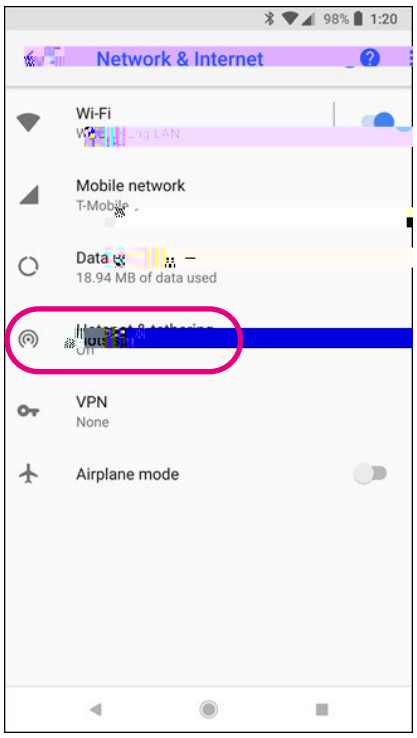
Using the hotspot on your smartphone

When you don t have access to a Wi-Fi network, you can set up a mobile hotspot, also known as tethering, on your smartphone. You can then share the connection with other devices, such as a laptop.

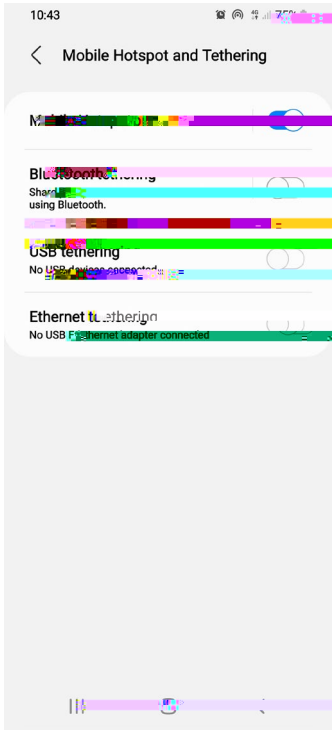
4. How to connect to the internet when you're away from home

Using the hotspot on an Android device:

1. Scroll down the menu to Mobile hotspot and tethering . Tap on it.



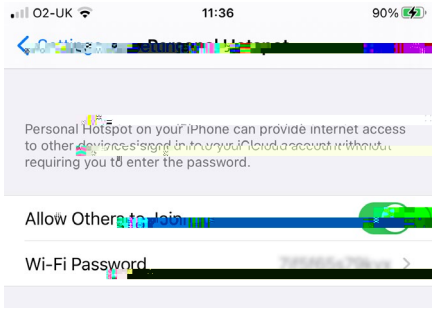
2. Turn your mobile hotspot on by tapping the icon to the right of Mobile hotspot .



3. This will turn on your mobile hotspot. The icon will turn a different colour e.g. blue.

4. How to connect to the internet when you’re away from home

4. Below Allow others to join is a Wi-Fi password. You can connect your other device to your personal hotspot by searching for your iPhone connection when you turn on its Wi-Fi. It might be called iPhone . Then enter the password that is on your iPhone screen.



TOP TIP

Staying safe online

For many people the internet has made life easier and is an excellent source of information. But it s important to use the internet safely and protect any device that connects to the internet. You can protect yourself from scams, fraud and viruses by knowing what to look out for and taking steps to avoid them. You can find out more in our Beginner s guide to staying safe online .

5. Using further features to help you find information online

5. Using further features to help you find information online

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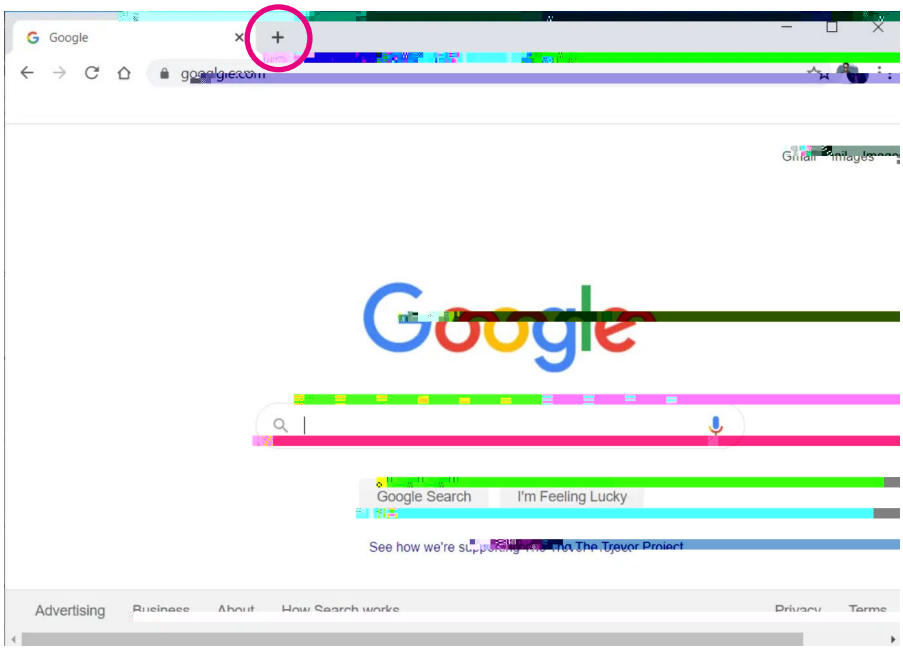
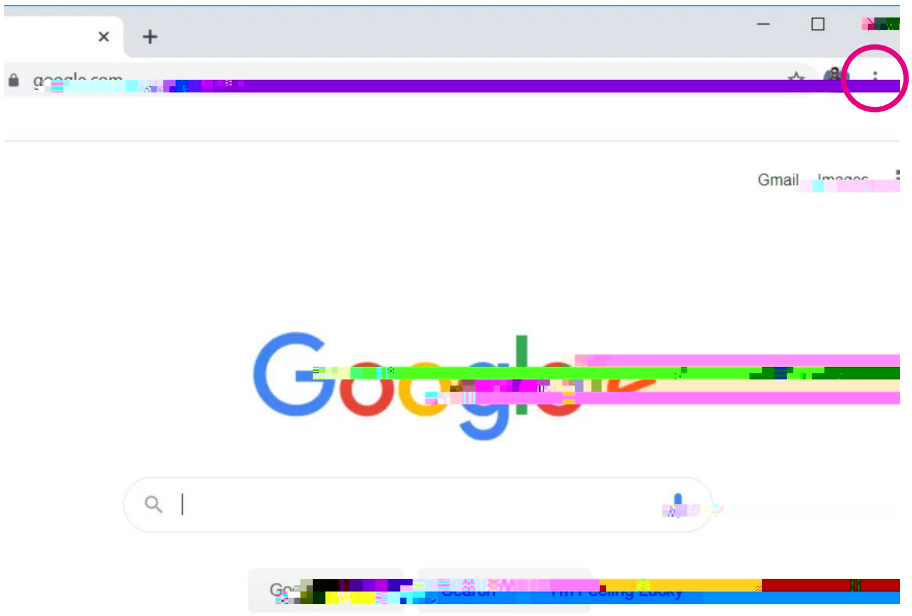
Option one

1. To open a new tab, click on the + symbol at the top of the screen, to the right of the tab you have open.



Option two

1. Click on the three vertical dots in the right-hand corner of the screen. A menu will appear.



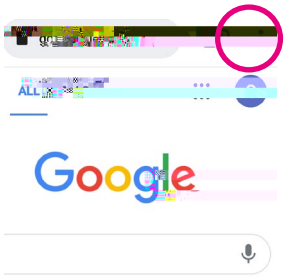
5. Using further features to help you find information online

Opening new tabs on Google Chrome on a smartphone or tablet:

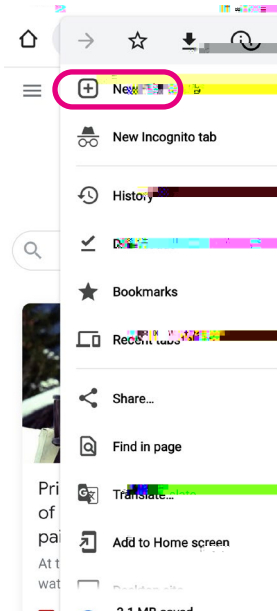
Opening tabs on a smartphone or tablet is different to opening them on a laptop or computer. Follow the steps below to open new tabs:

Android

1. Open the Google Chrome app.
2. Tap on the three vertical dots in the top right corner. This will bring up a menu.

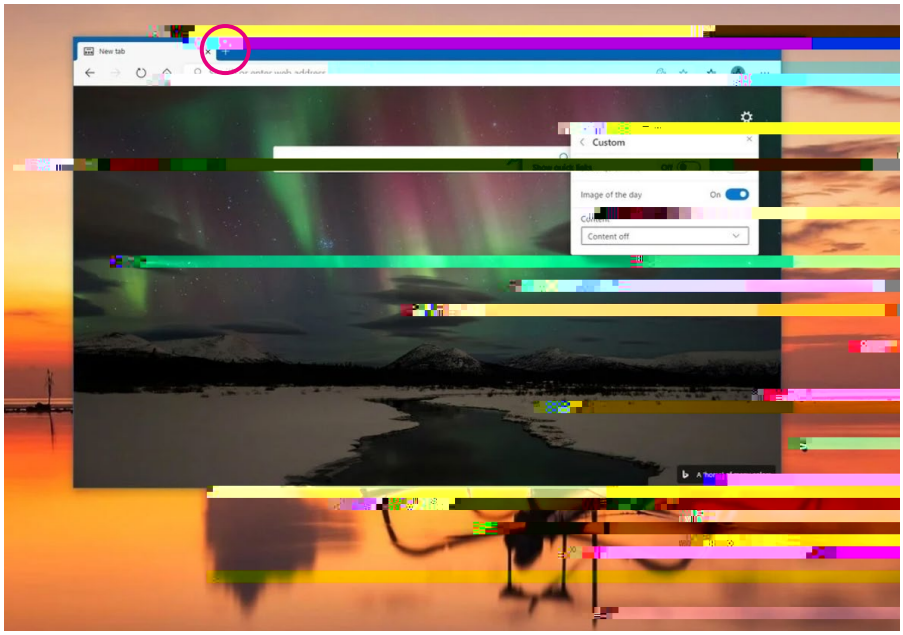


3. Click on New tab .



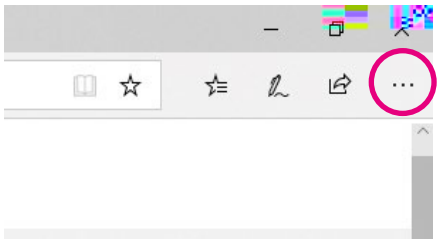
Opening new tabs on Microsoft Edge on your laptop or computer:

There are two options.



Option two

1. Click on the three horizontal dots in the top right corner of the screen. A menu will appear.

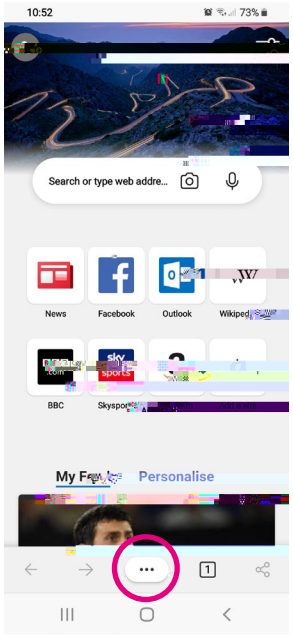


2. Click on New tab which is the first option on the menu. A new tab will open.

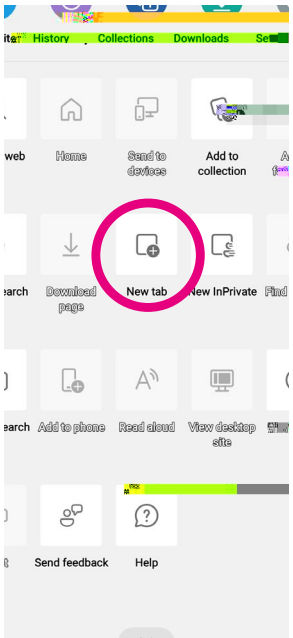
Opening new tabs on Microsoft Edge on a smartphone or tablet:

Android

1. Open the Microsoft Edge app.
2. Click on the three vertical dots at the bottom of the screen, in the middle.

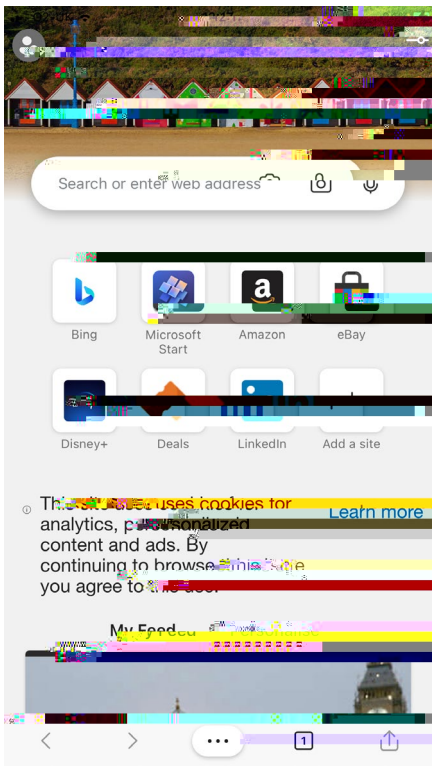


3. Rows of buttons will appear. In the second row of buttons from the top, third from the left, is a button called New tab . Tap on it and a new tab will open.



iPhone or iPad

1. Open the Microsoft Edge app.
2. Click on the three vertical dots at the bottom of the screen, in the middle.



3. Rows of buttons will appear. Tap on New tab .

5. Using further features to help you find information online

Bookmarks, also known as Favourites

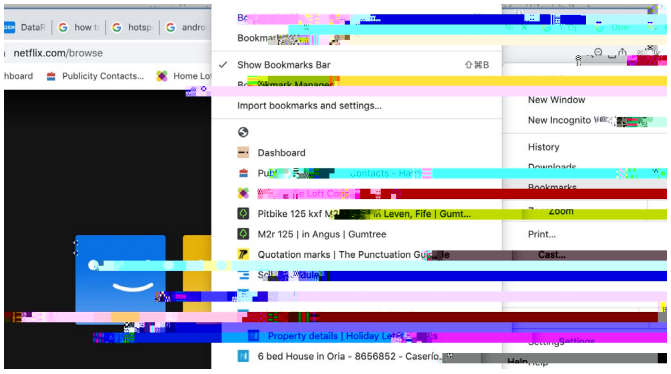
If you have a particular website you want to go back to regularly, you can use a tool called Bookmarks to save it. It may also be called Favourites depending on which web browser you re using.

Google Chrome

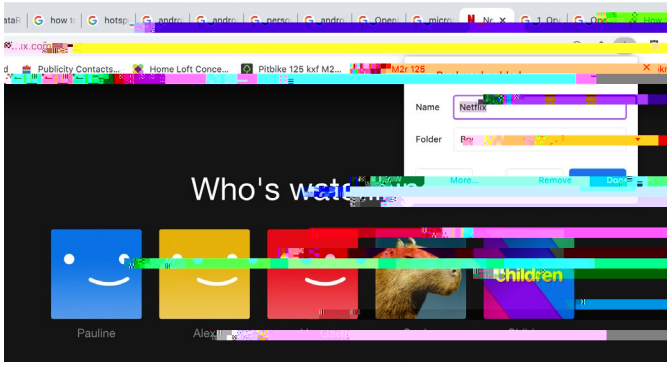
On a laptop or computer:

1. Click on the web browser and put the web address you want to bookmark into the

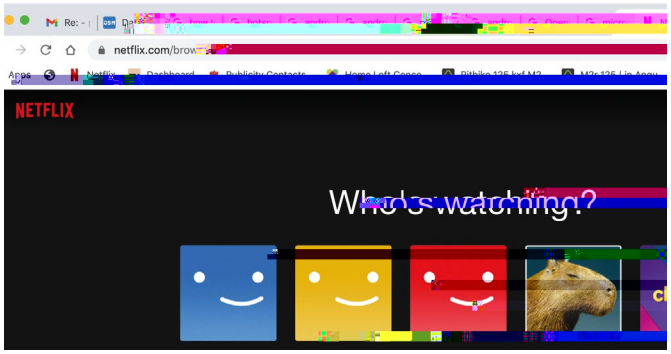
4. A box will pop up to the left. Click on Bookmark this tab , the first option in the list.



5. A box will appear asking you to give your bookmark a name. Enter this in the space provided and then press the blue Done button.



6. Your Bookmark appears as a button in the top menu.

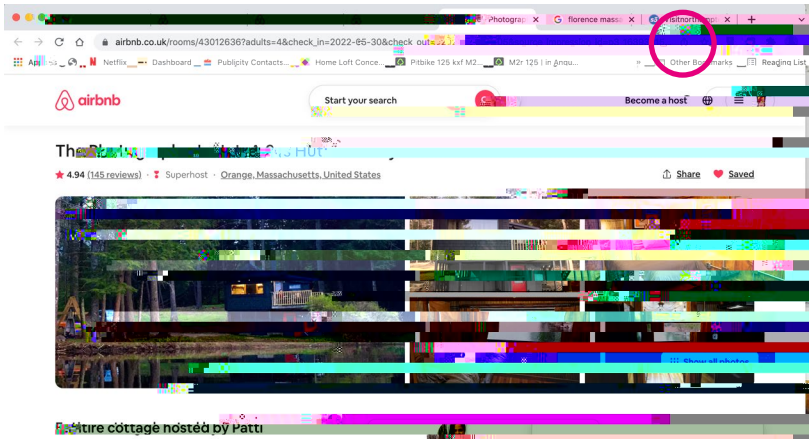


5. Using further features to help you find information online

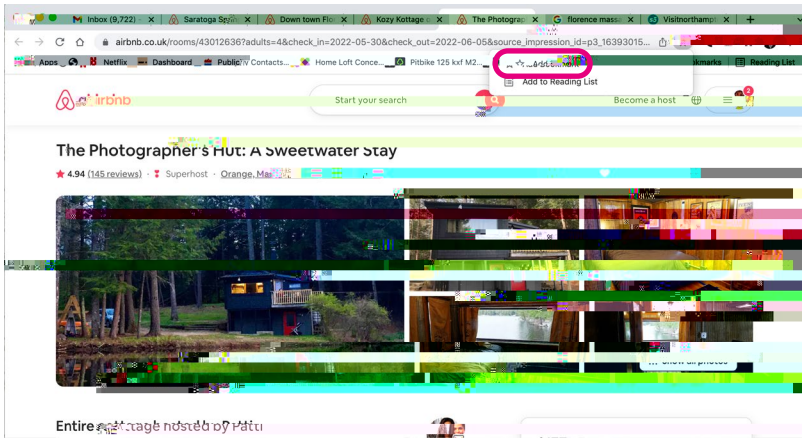
There is also another way to bookmark a website:

1. Open Google Chrome and put the webpage you want to bookmark into the address bar.

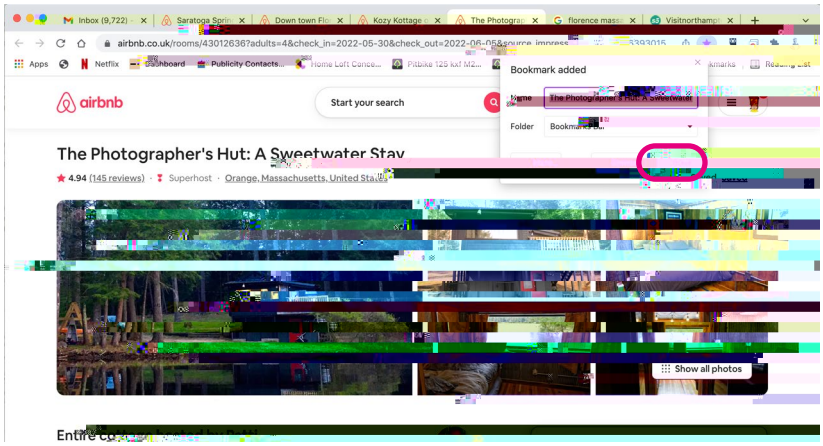
2. Click on the star on the right edge of the address bar.



3. A small box will appear. Click on Add bookmark .

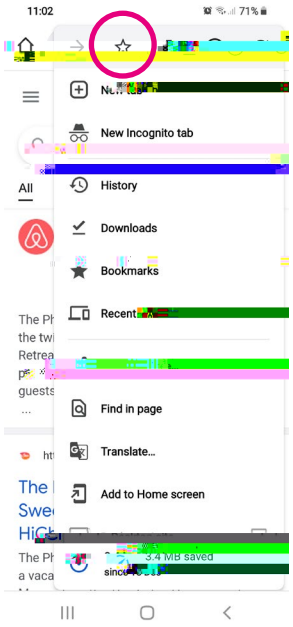


4. Give your bookmark a name and press the blue Done button.



5. Your Bookmark will appear as a but 9t will appell3 2.89 (l3th)0lp mie(t)7 (l (p1-2.64)-1u. C(t) (s a bu)2i2.8 (lc(t))-kk

4. A menu will appear. At the top is a star icon. Tap on the star and it will automatically bookmark.



5. To find the bookmark, tap the three vertical dots in the top right of the screen. A menu will appear. Tap on Bookmarks . The website you ve bookmarked is on the next screen.

On an iPhone or Tablet

1. Open the Google Chrome app.
2. Put the web address you want to bookmark into the address bar at the top of the screen.

5. To find the bookmark, tap the three vertical dots in the top right of the screen. A menu will appear. Tap on Bookmarks . The website you ve bookmarked is on the next screen.

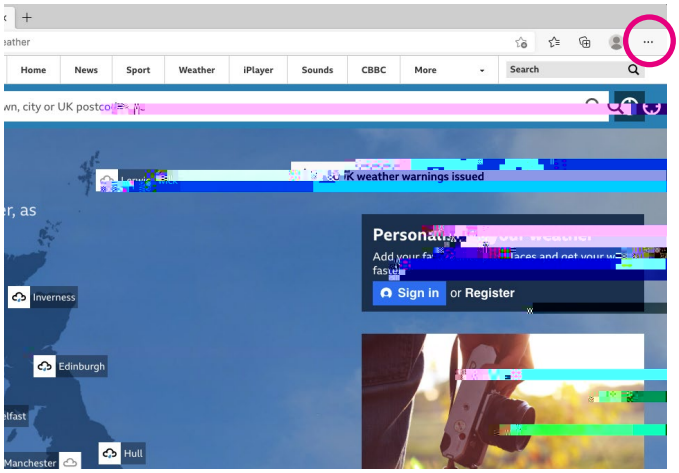
Microsoft Edge

Bookmarks are called Favourites on Microsoft Edge.

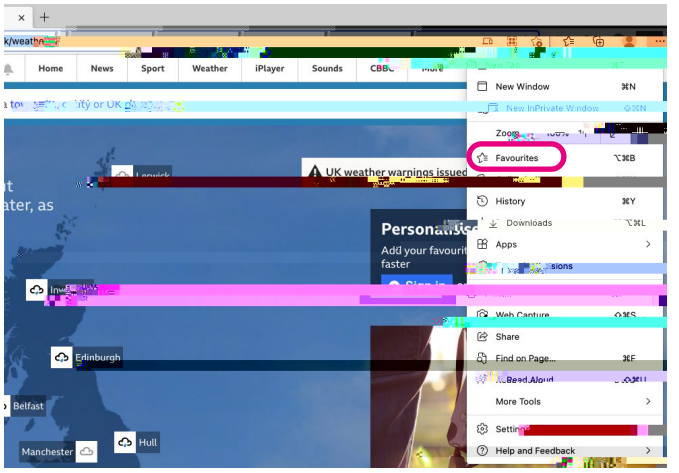
On a laptop or computer

1. Click on the web browser and put in the web address you want to add as a Favourite into the address bar.

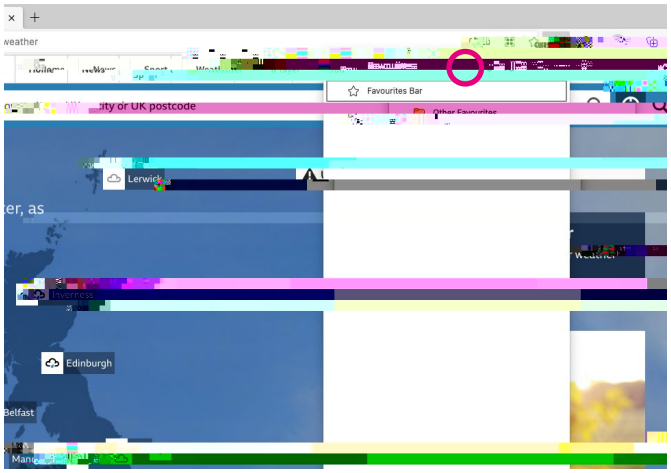
2. Click on the three horizontal dots.



3. Click on Favourites .



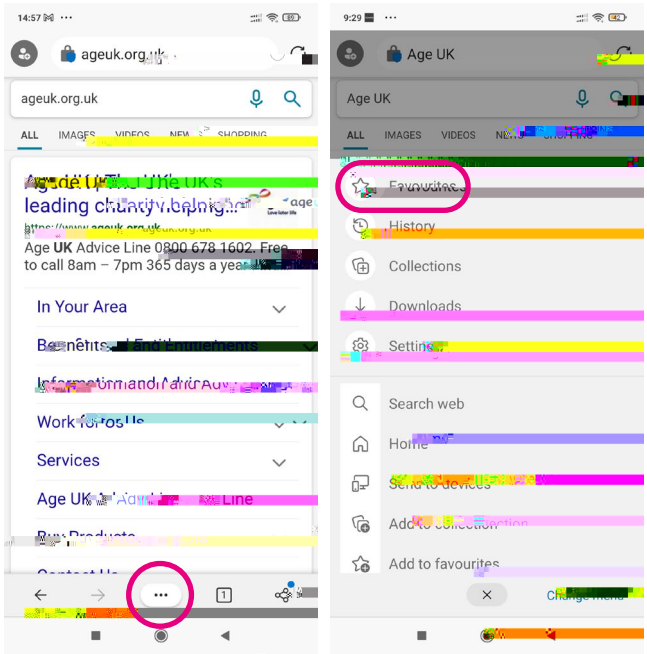
4. A box will appear. At the top you ll see a star icon with a + symbol on it. Click on it. This will add the website to your Favourites .



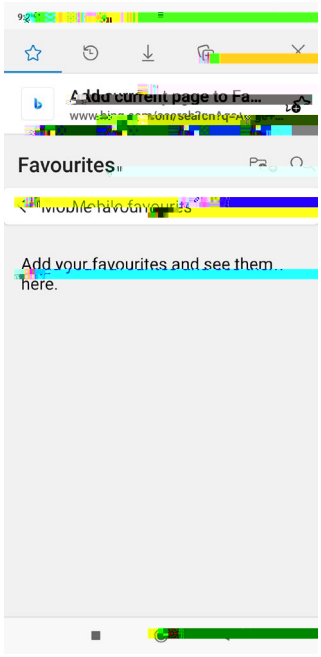
5. At the top of the web browser, under the address bar, you ll see your website saved as a Favourite . You can click on this button to go straight to the website.

On an Android, iPhone or iPad

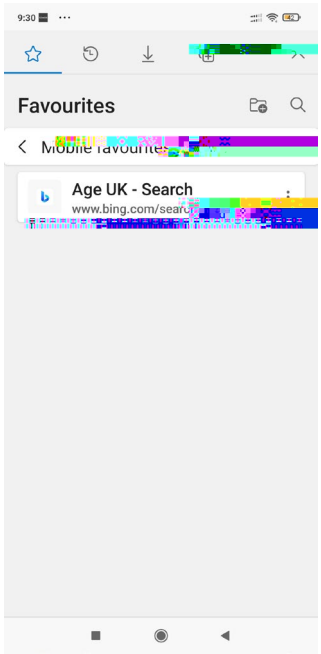
1. Open Microsoft Edge.
2. Put the web address you want to favourite into the address bar at the top of the screen.
3. Tap on the three horizontal dots at the bottom of the screen. You ll see a blue Favourites button with a star symbol. Tap on this.



4. Tap on the folder called Mobile favourites .



5. At the top or bottom of the screen, you ll see a link saying Add current page to Favourites . Tap on this. This will add the website to favourites.



6. To go to the website, tap the three horizontal dots and then tap on the blue Favourites button with a star symbol on it. This will bring up the website.

Search history

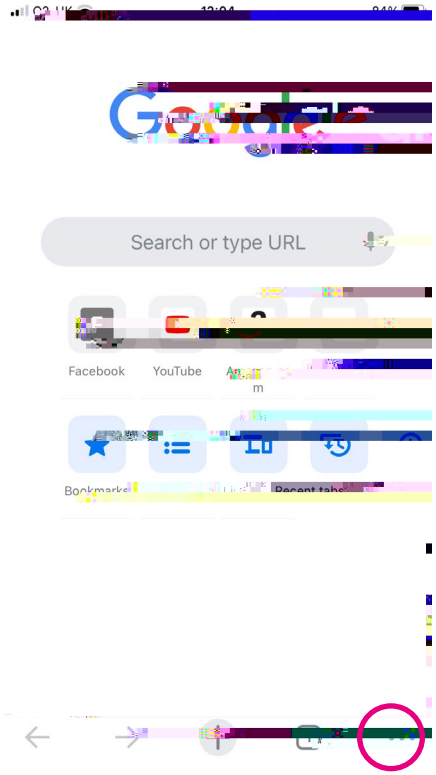
Your search history will tell you what websites you ve looked at on your device. This can be helpful if you can t remember the URL for the website.

Google Chrome on a laptop or computer:

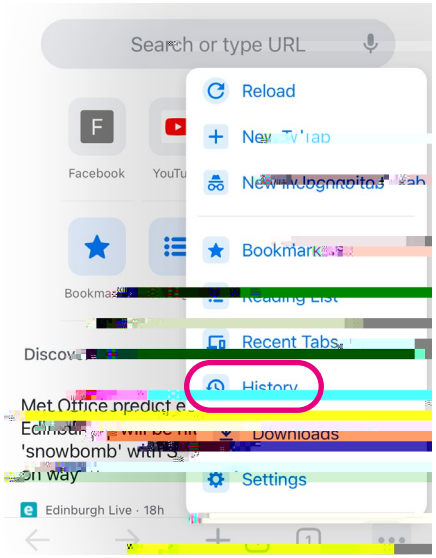
6. You can enter a word into the search bar at the top of the screen. This will help you to find the website you re looking for. Press enter on your keyboard to search.

Google Chrome on a smartphone or tablet

1. Tap on the web browser.
2. Next, tap on the three vertical dots.

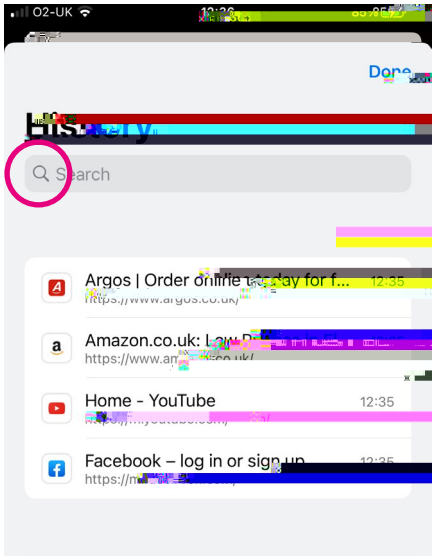


3. Tap on History.



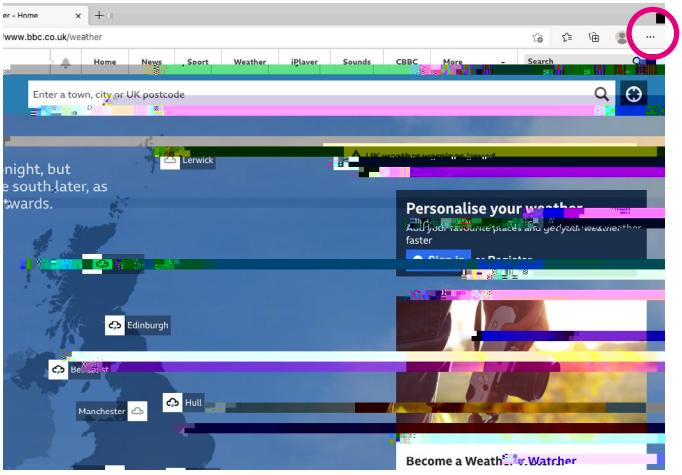
4. A list of all the websites you ve looked at will appear.

5. Rather than scrolling down for ages to find a website you looked at two weeks ago, you can type in a word relating to the website into a search bar. To do this, tap the magnifying glass and type the website you are looking for into the search bar. The results should come up automatically, or you can also click search.

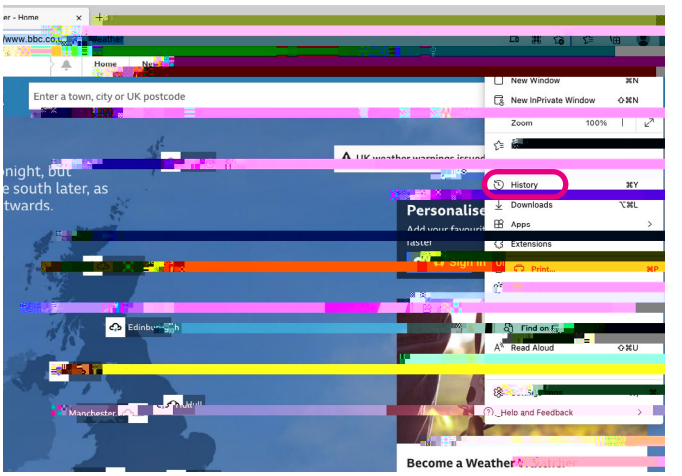


Microsoft Edge on a laptop or computer

1. Click on the web browser.
2. Click on the three horizontal dots in the top right-hand corner of the screen.

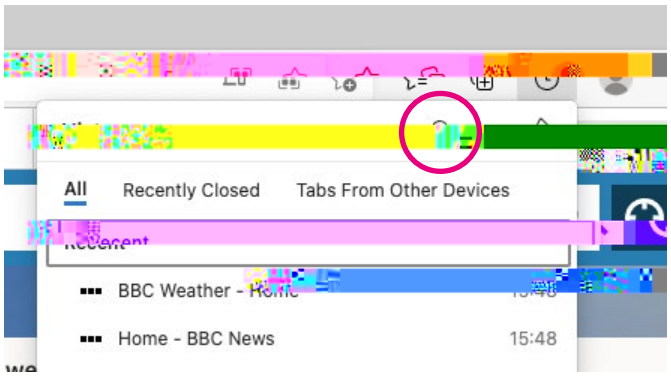


3. Click on History , the sixth option down on the menu.



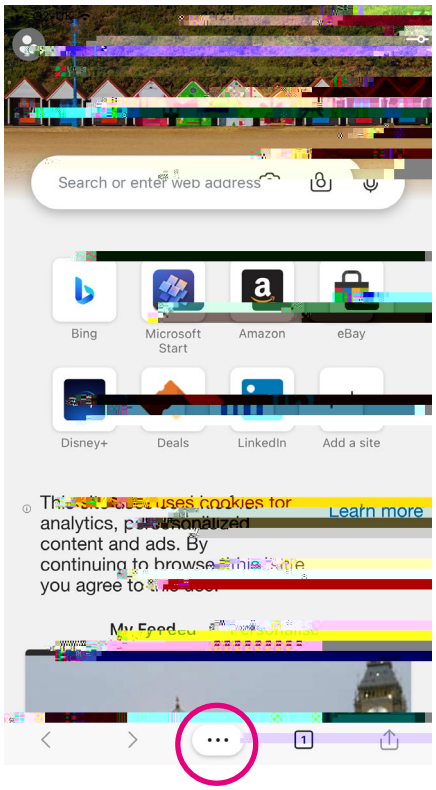
4. A list of all the websites will appear in a box.

5. Rather than scrolling down for ages to find a website you looked at two weeks ago, you can type a word relating to the website into a search bar. To do this, click the magnifying glass in the top right corner of the box. You can type a word into the search bar and then press enter on your keyboard to search for the website.

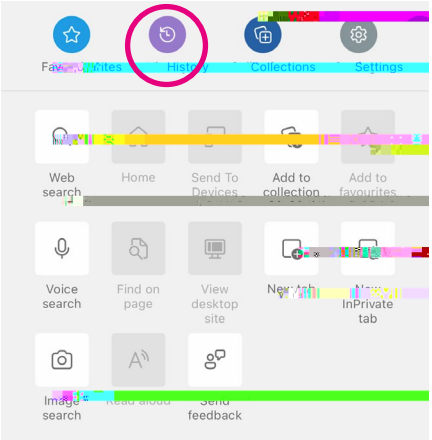


Microsoft Edge on a smartphone or tablet

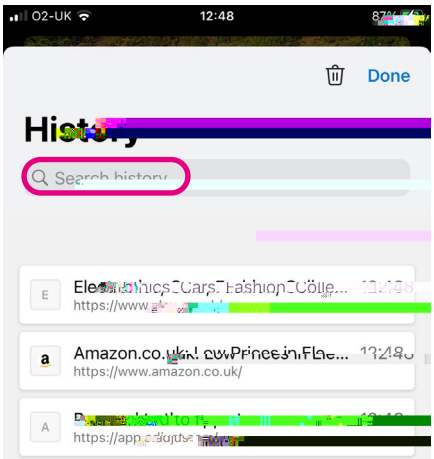
1. Tap the triple dot icon in the centre of the bottom bar on the screen.



2. You ll see a circle purple History button appear in a menu. It s the second button from the left. Tap on it. This will bring up a list of the websites you ve looked at.



3. Tap on the magnifying glass in the top right-hand corner. You can type in a word in the search bar to find the website you re looking for. Tap search or enter to search for the website.

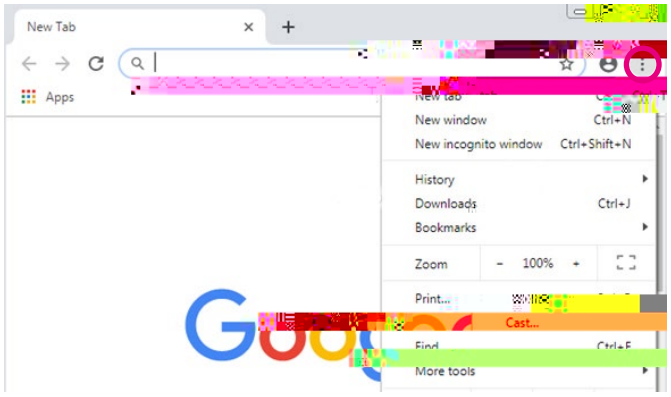


Incognito mode

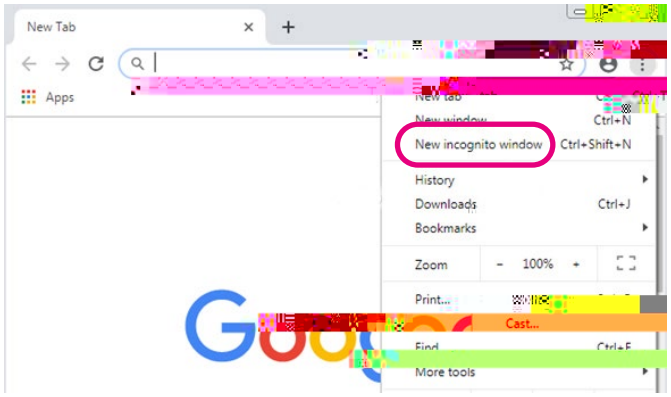
Incognito mode is when you search for information privately without it appearing in your search history. This may be helpful if, for example, you re looking to book a surprise trip for your partner and don t want them to see what you ve been looking at.

Google Chrome on a laptop or computer:

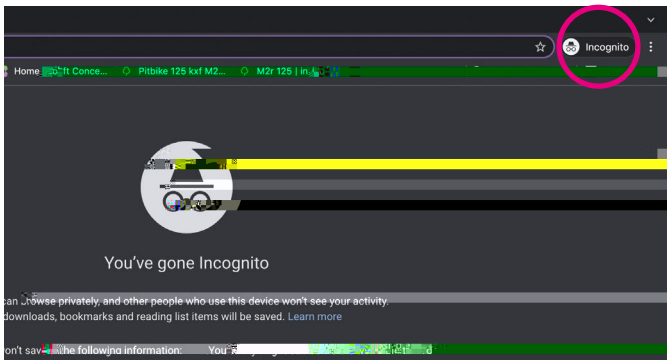
1. Click on Google Chrome.
2. Click the three vertical dots in the right-hand corner.



3. Click on New incognito window , the third option down.

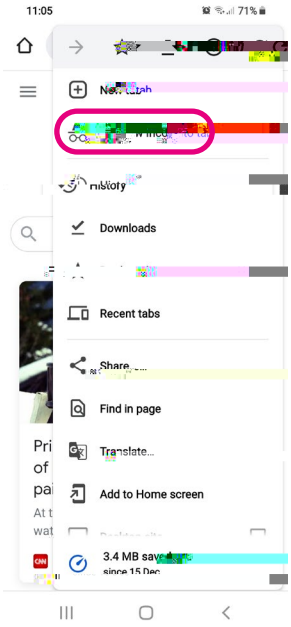


4. A window will appear. At the top corner, check for the Incognito icon.

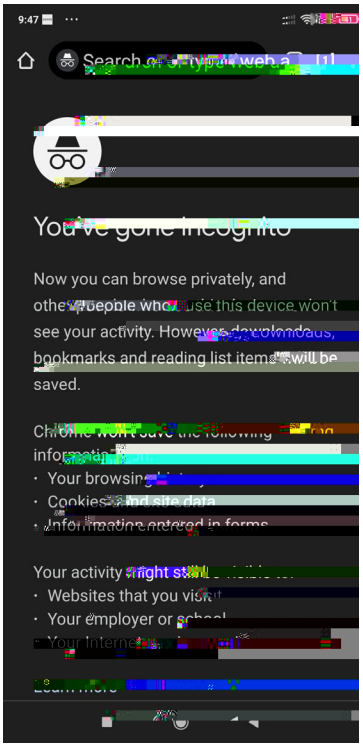


5.

3. Tap on New Incognito tab, which is the second option down.

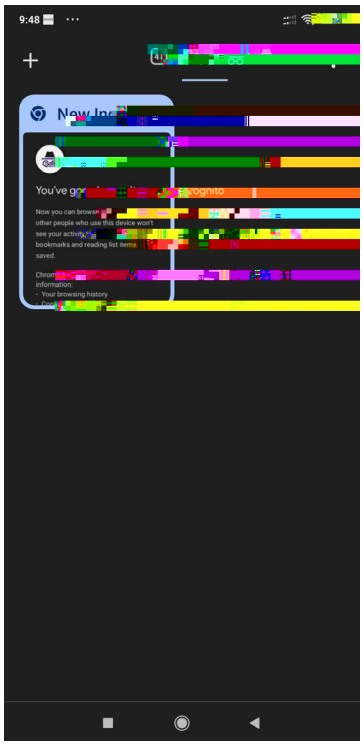


4. A new window appears. At the top left, check for the Incognito icon.



To close Incognito mode:

1. At the top right, tap the icon with the square. You ll see your open incognito tabs.



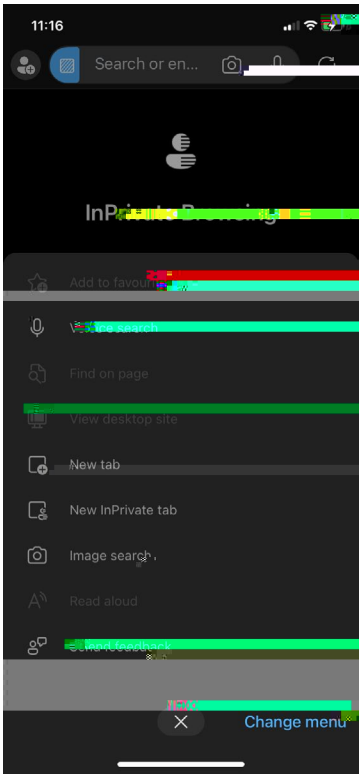
2. At the top right of your incognito tabs, tap the X to close them.

Using an iPhone or iPad

1.

4. A new browser window opens. A blue and white image in the upper-right corner indicates that InPrivate Browsing mode is active in the current window.

3. Tap on New InPrivate tab .



4. Tap on the button to start browsing privately.

5. To close Incognito mode, tap the X to close the tab.

5. Using further features to help you find information online

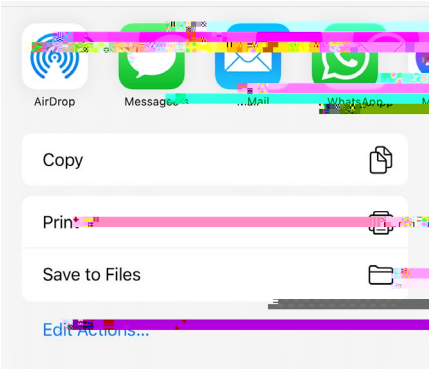
Downloading files

When you buy train tickets, book holidays or pay for insurance, the companies may send you information attached to emails that you may choose to print out. These are called

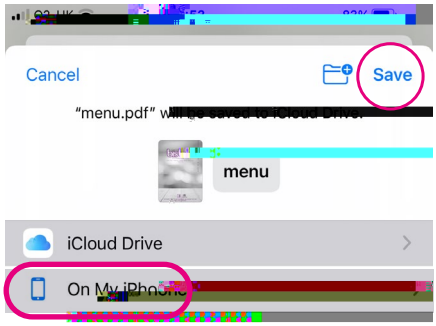
Downloading a file on your Android:

1. Tap on the file you want to download.
2. A box will pop up. If the person who has sent the image hasn t given it a name, it

3. Swipe up until you come to the bottom of the screen and see Save to Files .



4. To save the file to your iPhone, tap, On My iPhone . Then tap Save at the top right-hand corner of the screen.



5. You will find the file in your Files app.

We hope you ve enjoyed working your way through this guide and feel confident finding information online and using different tools to help you use the internet.

If you feel you need some extra support, your local Age UK or local Age Cymru may be able to help. You can find your local Age UK at www.ageuk.org.uk/services/in-your-area

My Digital Champion

Telephone number:

Notes

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

Age UK Advice: 0800 678 1602

Lines are open seven days a week from 8am to 7pm.
You can find more information at **www.ageuk.org.uk**

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