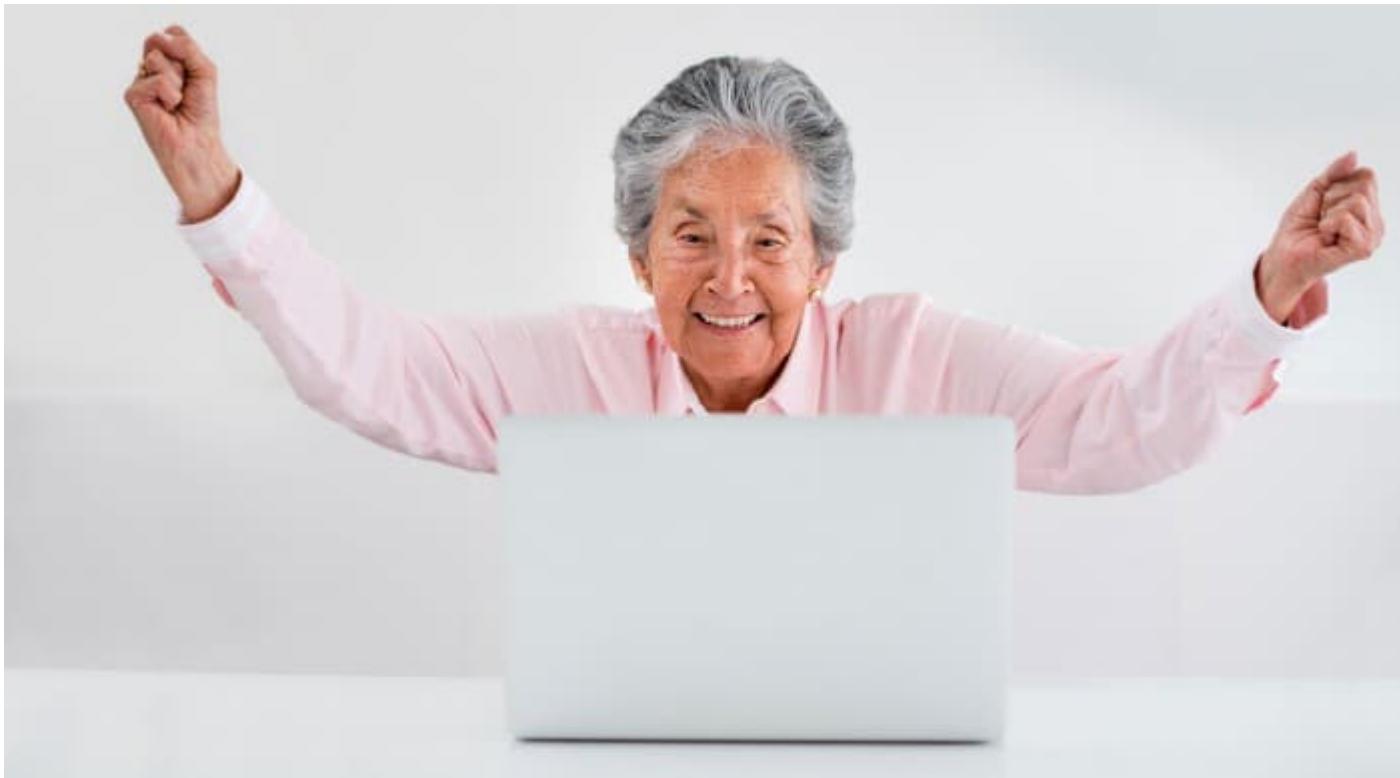


## How to connect with your computer

### Description



Making friends with your computer is the aim of our new creative collaboration with tech support group [AbilityNet](#).

We want all our householders to enjoy the benefits of computers and being online. So we launched this new initiative in [the Winter 2020 edition of Roof 'n' Roots](#).

AbilityNet provides free IT (information technology) support to older people

AbilityNet provides free IT (information technology) support to older people and people with disabilities of any age. Their nationwide network of more than 300 disclosure-checked volunteers can help with:

- setting up new equipment;
- fixing technical issues;
- how to stay connected to family;
- use online services.

AbilityNet are making available to us those trained volunteers to help with most major computer systems, laptops, tablet devices and smartphones. It might be particularly useful for those who've received one of these electronic gadgets for Christmas!

'We show people everything from how to switch on an Apple computer to how to do email – and even how to host a Zoom meeting,' said South West Scotland Co-ordinator Heather Sneddon.

Calls for help can be sent via phone or email to their central 'help desk'. A suitable volunteer is assigned to your job. They have a ticketing system to track requests.

The one thing AbilityNet cannot offer is 'rapid response'. As help is provided by a finite number of volunteers, within five working days they expect to have assigned a suitable volunteer to the enquirer's request.

You fill in a message form and that's registered the next working day

'There are various ways of contacting us,' said Heather. 'The main way is to phone. Another way is through the website. You fill in a message form and that's registered the next working day.'

What if you're already comfortable with technology? AbilityNet would like to hear from you, too. Consider joining their volunteers – and help others make friends with tech.

To get help from AbilityNet, fill in the form [here](#), phone 0800 048 7642 (Monday to Friday, 9am to 5pm) or [email](#). To volunteer, visit [here](#).

## Category

1. News & reviews

## Date Created

19/01/2021

## Author

cliveprice