



get online week™  
it i i i

UK onlinecentres™



**Basingstoke Area  
Strategic Partnership**

Working together for our communities

## How to get online and improve your digital skills

Never used the internet before?

Need help to get started?

Know a bit but want to learn more?

Looking to gain an IT qualification?

A range of support is available in Basingstoke and Deane to help you make the most of the internet.



One to one or group support to help you learn the basics or improve your existing skills.

Whether it's through one to one support from a friendly volunteer, an informal group session or a course leading to a recognised qualification, there are places you can go across Basingstoke and Deane to learn more about the internet.

**Age Concern Hampshire** Runs friendly and informative sessions to help you learn about the internet including digital photos, social media, emails, shopping, banking and home study learning. They currently run in South Ham, Overton and Chineham and are open to anyone over 50 (they ask for a suggested donation of £4.50 per 1 hour session). To check times and to book a place call **01256 423874**

**Basingstoke Consortium** Runs a weekly digital mentoring hub at Westside Community Centre in South Ham. There are 8 laptops and a printer available for visitors to use as well as professional support from an IT trainer and an employment and careers service provided by a qualified Careers Adviser on alternate weeks. The service runs every Wednesday between 9am and 4pm. It is open to all members of the community, is free and you do not need to book an appointment.

**Basingstoke Discovery Centre** in Festival Place shopping centre has joined up with Sentinel housing to recruit digital champions who can offer one to one support. Pop in to the library or call 01256 478670 to book an appointment.

**Melrose Community Association** also has digital champions available to support you at Melrose Community Hall on Abbey Road in Popley on Tuesdays and Fridays between 12pm and 2pm.

**Sentinel** is a UK online centre offering basic digital skills training at Unit 56 Kingsclere Road on Wednesdays between 10am and 3pm. Please call 0800 915 5515 to book a place.

**The Ridgeway Centre** in Buckskin can also offer you support to make the most of the public access computers available in their internet café. Pop into the centre or call 01256 470665 to arrange a time.

**Basingstoke College of Technology** run a variety of courses from introductory IT to more advanced professional IT qualifications. To find out course details, fees and times call **01256 354141** or go to <http://www.bcot.ac.uk/>

#### RCS

Runs a free 10 week introductory IT course on a Tuesday afternoon at the Oakridge Hall for all. Book your place on the course in advance by calling **07834 582957**

#### Looking for jobs online

Job clubs offer help on how to search for jobs online, how to fill in applications online, how to make your CV look great as well as general career advice. These are open to anyone, not just those claiming unemployment benefit.

**RCS** Runs job clubs on Tuesdays (9.30am to 12.30pm) and Wednesdays (9.30am

to 3pm) at the Basingstoke Discovery Centre, Thursday mornings at Oakridge Hall for All and Friday mornings at Popley Community Centre (both from 9.30am to 12.30pm). There is no charge and you can just turn up – no need to book.

#### Salvation Army Employment Plus

Runs job clubs from their Wessex Close base on Mondays, Wednesdays and Fridays from 10am to 12pm. There is no charge and you don't need to book.

#### Basingstoke Mencap

Run the ASPIRE job club for people with a learning disability aged between 19 and 30. The club runs on a Wednesday morning from the Orchard, White Hart Lane. For more information and to book a place call **01256 423803**



Places you can go for free internet access in the community  
If you don't have internet access at home or need to get online while out and about, there are a number of places across Basingstoke where you can log on.



### Community Centres

Centre	No of computers	Available	Cost
<b>Popley Fields,</b> Carpenters Down, Popley, RG24 9AE 01256 414494	6	Daytime	Free
<b>The Ridgeway,</b> Buckskin Centre, RG22 5BN 01256 470665	4	Monday to Thursday 9am to 5pm and Friday 9am to 1pm	Free to use, small printing charge applies
<b>Oakridge Hall for All,</b> Forsythia Walk, RG21 5RG 01256 475844	12	Need to be booked in advance	Small donation requested
<b>The Spotlight Centre,</b> Shakespeare Road, Popley, RG24 9BP	3	Monday to Friday 10am to 6pm	Free
<b>Basingstoke Voluntary Action,</b> White Hart Lane, RG21 4AF 01256 423800	2	May need to be booked in advance	Free to use, small printing charge applies

### Libraries

There are over 49 computers for you to use free of charge across Basingstoke libraries. You need to be a library member to use these (it is free to join) there are small costs for printing and a limit on how long you can use the computers for in any one day. Contact Hampshire libraries on **0300 555 1387** to check availability and opening hours at your local library.

### Basingstoke Jobcentre plus

There are 10 computers available for existing or new benefit customers to use at Basingstoke Jobcentre Plus on Winchester Road. Two are provided specifically for people to make new or repeat benefit claims and the remaining can be used to support job seeking activities. The Jobcentre is open from 9am to 5pm Monday, Tuesday, Thursday and Friday and 10am to 5pm on Wednesdays. It is advisable to pre-book via your work coach and to let them know if you would like help to use them.

There are 2 computers available for use in the reception area at Basingstoke and Deane Borough Council offices on London Road. These can be used to make benefit claims and are in addition to those already available for online housing applications.

**Free Wi-Fi where you can access the internet on your phone, tablet or laptop**  
All Hampshire libraries have free Wi-Fi access, just ask library staff for the password.

A number of other places in the Town Centre offer free Wi-Fi access for their customers such as cafés, restaurants and banks. Look out for the logo.

### Online courses you can do in your own time

There are some really useful guides available on the internet that take you step by step through things like how to set up an email account, how to stay safe online, how to use the internet to keep in touch with friends and family and how to save money by buying online. There are also sites providing information on assistive technology designed for disabled people.

[www.digitalunite.com](http://www.digitalunite.com)  
[www.learnmyway.com](http://www.learnmyway.com)  
[www.bbc.co.uk/webwise/0/](http://www.bbc.co.uk/webwise/0/)  
[www.barclays.co.uk/DigitalEagles/P1242671738729](http://www.barclays.co.uk/DigitalEagles/P1242671738729)  
<https://actionforblindpeople.org.uk>  
[www.abilitynet.org.uk](http://www.abilitynet.org.uk)

### How do I get online at home?

The cost of home broadband can vary depending on length of contract, download speed and download limit so it's important to shop around (there are a number of price comparison websites to help you do this) and check the small print carefully. An alternative is to use mobile broadband either via a mobile that fits into your laptop, tablet or PC) this is available on pay as you go to give more control over how much you spend but again it is important to read the small print to understand the limits.

Learn my way have a useful guide to getting online at home which explains the jargon and takes you through the different options. This is available on their website at:

[www.learnmyway.com](http://www.learnmyway.com)

or printed copies of the guide are available at Basingstoke Discovery Centre in Festival Place.

### Happus

Offer low cost broadband packages to housing association and social housing tenants. There are no connection or set up fees.

03300 103 300

<http://www.happus.eu/>

### BT

Offer customers who get certain benefits a low cost telephone and broadband package called BT Basic + broadband. (Please note if your circumstances change the cost of your package may increase).

0800 800 864

<http://btplc.com/Inclusion/ProductsAndServices/BTBasic/index.htm>

Ofcom has approved a number of broadband comparison sites. To see if you could save money on your telephone and broadband costs see:

[www.broadbandchoices.co.uk](http://www.broadbandchoices.co.uk)

<http://www.simplifydigital.co.uk/>

[www.Cable.co.uk](http://www.Cable.co.uk)

[www.Broadband.co.uk](http://www.Broadband.co.uk)

### Low cost equipment

A range of refurbished laptops and desktop computers are available for sale at a lower cost. If you get certain benefits you may also get cheaper deals. Check if you are eligible before you buy.

### Basingstoke Consortium

Offer low cost refurbished laptops and computers.

01256 840710

[info@bas-consort.org.uk](mailto:info@bas-consort.org.uk)

### Techstart

Based in Aldershot, is a social enterprise that offers low cost refurbished computers and laptops, as well as free internet access and training for the unemployed.

01252 311660

<http://www.techstart.org.uk/>

### Getonline@home

Is a national organisation offering low cost equipment, with discounts if you're on benefits.

03719 100 100

<http://www.getonlineathome.org/>

### Happus

Are a national organisation offering low cost computer equipment.

03300 10 55 99

<http://www.happus.eu/>





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