Student Manual GETTING CITIZENS ONLINE PROGRAMME

Digital Skills for Citizens Grant Scheme



About Fit

See our website www.fit.ie



Training Course Content

Programme A

Productive Use of Digital Skills (6 Hours)

All topics under Programme A are compulsory.

- Introduction to the internet
- Internet safety and security
- Email
- Search engines and websites
- Online government services
- Conducting everyday transactions
- Online voice and video calls
- Use of "Apps"

Programme B

Lifestyle Choices (4 Hours)

Trainees should be given the opportunity to select a minimum of two topics from Programme B.

- Specific government online services
- Social Media
- Video, TV and Radio
- Shopping online
- Instructional videos on YouTube
- Online banking, including the process and security safeguards
- Digital photography
- Revision of one or more of the topics under Programme A

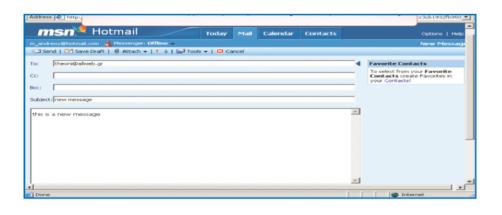
Core Training

A. How to create an email account

Learning Outcome:

The participant on completion of this section should be able to:

- Set up own personal email address with trainers help account of choice e.g. hotmail, gmail, eircom.
- Compose an email and send.





Training Resource available to use online under www.writeskills.eu

Hold mouse pointer over My IT! Live.

Slide pointer to English click left side of mouse.

Move mouse pointer to the and left click mouse.

How to send an attachment

Learning Outcome:

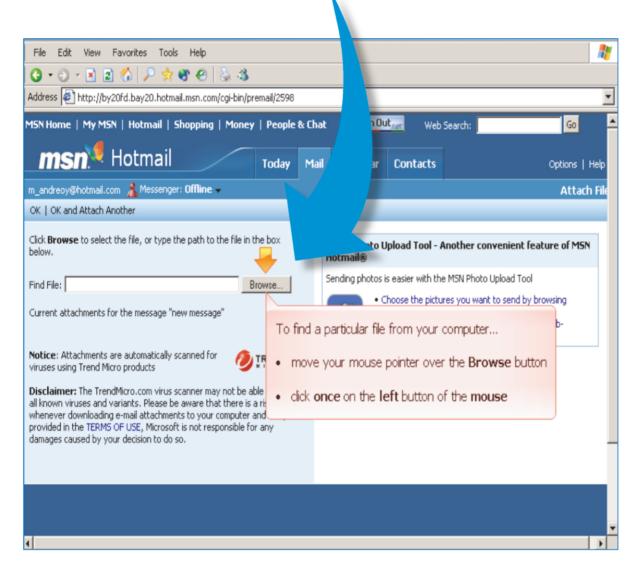
The participant on completion of this section should be able to:

- Browse computer to source file for attachment
- Attach a file to email
- Send email with attachment
- Source file for attachment

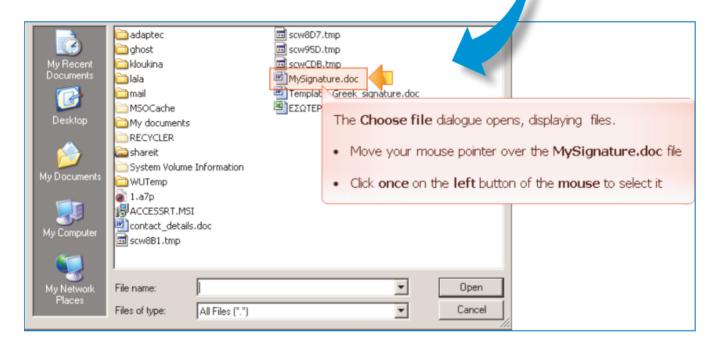


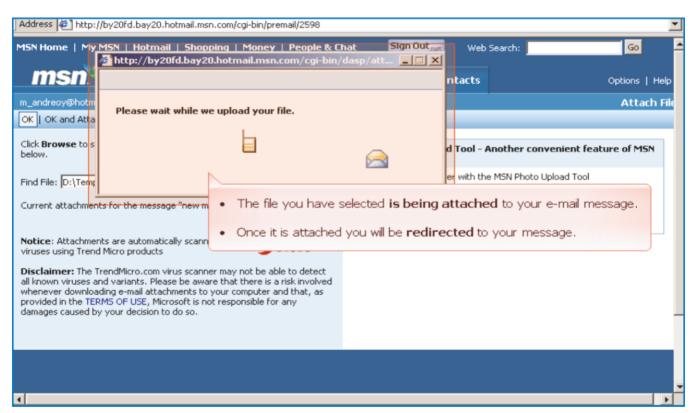






- Browse computer to source file for attachment





B. How to open a browser such as Internet explorer and copy a picture from a website

Learning Outcome:

This exercise explains how to launch a programme such as Internet Explorer from the start menu. Search for information (such as a picture) on the Internet; copy a picture from a website i.e. www.dublincity.ie, save Picture to Microsoft Office Word Document File

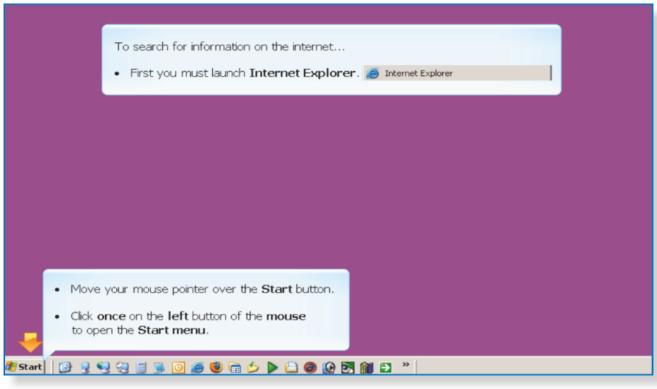
- Click on *Programs* in the Start Menu
- Click once on the *left button* of the mouse to select it
- Move your mouse pointer over the Internet Explorer in the Programs menu
- Click once on the *left button* of the mouse to select it, you have now *launched* Internet Explorer



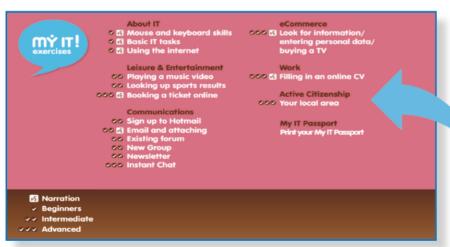


Internet Explorer can also be accessed from a shortcut menu on the DESKTOP.

(Your trainer will show you how to complete this task)









Practice resource
Fit My IT!
Your Local Area

Training Resource available to use online under www.writeskills.eu

- Hold mouse pointer over My IT! Live.
- Slide pointer to English click left side of mouse.
- Move mouse pointer to the exercise under Active Citizen, your local area and left click mouse.

Learning Outcome:

In the exercise that follows you will learn how to search the Internet using a search engine <u>Google</u> save a picture from a web page on your computer

Training Resource available to use online under www.writeskills.eu

- Hold mouse pointer over My IT! Live.
- Slide pointer to English click left side of mouse.
- Move mouse pointer to the first exercise
 Using the Internet and left click mouse.





Training Resource available to use online under www.writeskills.eu

Learning Outcome:

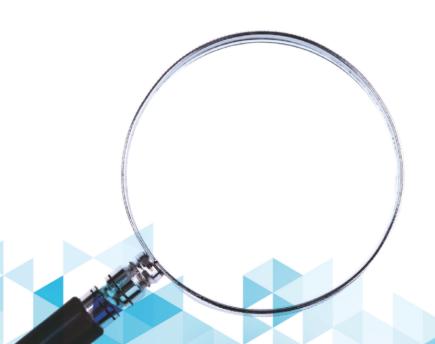
In this exercise you will learn to:

- Navigate around a web page and follow links.
- Use a search engine to find information
- Buy a television online.
- Understand terms and conditions when purchasing goods.
- Make comparisons using the obtained information.

Practice resource Fit My IT! Using the Internet

Training Resource available to use online under www.writeskills.eu

- Hold mouse pointer over My IT! Live.
- Slide pointer to English click left side of mouse.
- Move mouse pointer to the first exercise Look for information/ entering personal data/ buying a TV and left click mouse.





C. How to book airline tickets/online services

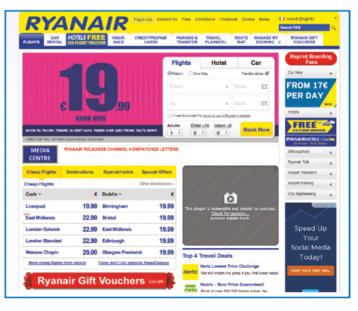
Each participant will conduct at least one simple transaction on-line

(Suggested transactions include: buy or reserve something, book a ticket, pay a bill, reserve a Library book)

Links to airline websites:







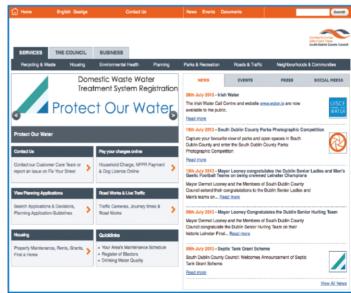
www.ryanair.com



Links to services websites:







www.sdcc.ie

Motor tax demo

www.dcenr.ie/omt

Log in details:

Username: omt Password: *omt*



Module 2 - Shopping, selling and travel planning online



Online shopping

Part 1: Introduction

Start!



What is Online shopping?

Online Shopping refers to purchasing items over the Internet, rather than at a store - in person.

It is a very convenient way of shopping as you can buy things from the comfort of your home and have them delivered direct to your door. You can buy a variety of items online – from books, cloths, household appliances to health insurance, groceries and many more.



Next

Where can you do this?

There are many online stores to choose from. Many large supermarkets or department stores (e.g. Tesco's) offer online shopping. There are also large shopping websites like Amazon.com, Ebay.com that work at finding an item from multiple online stores and sorting them by things like price, location, style, etc.

In this module we will use Amazon.com to show you how the online shopping process works. But as most online shops are quite similar you will be able to navigate the other ones as well.



Next

Maus o

D. Use of a Social Network Explained www.learnweb2.com



Socialising online



Social Networking

The process of building online communities, often accomplished both through groups and friends lists that allow greater interaction on websites.

Social Media

Any website or web service that utilizes a social or Web 2.0 philosophy. This includes blogs, social networks, social news, wikis etc.

Social Bookmarking

Similar to web browser bookmarks, social bookmarking stores individual pages online and allows you to tag them. For people who like to frequently bookmark web pages, this can provide an easier way to organize the bookmarks.

Share

You can update your status and share photos, videos, links and other application content. Things you share will appear as posts on your profile (timeline), and can appear in your news feed.



1 Introduction to Social Networking

A: What is Social Networking?

B: Social Networking websites

2 Facebook

A: What is Facebook?

B: Set up a Facebook account

C: Privacy settings

D: Creating your profile

E: Finding friends on Facebook

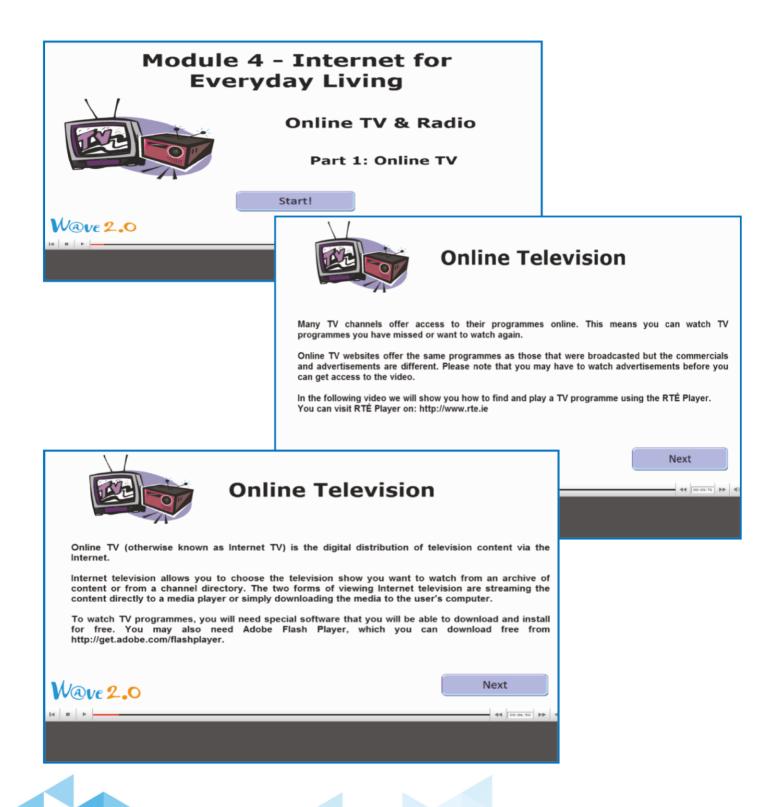
F: Sharing on Facebook

G: Messaging and chat

H: Joining groups & pages

I: Facebook mobile

E. How to use online TV playback or podcast facility

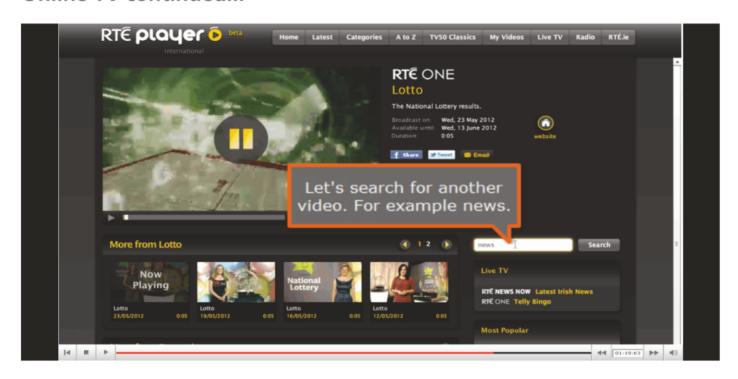


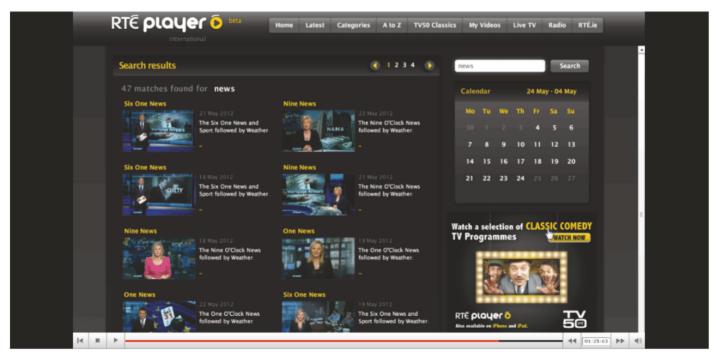




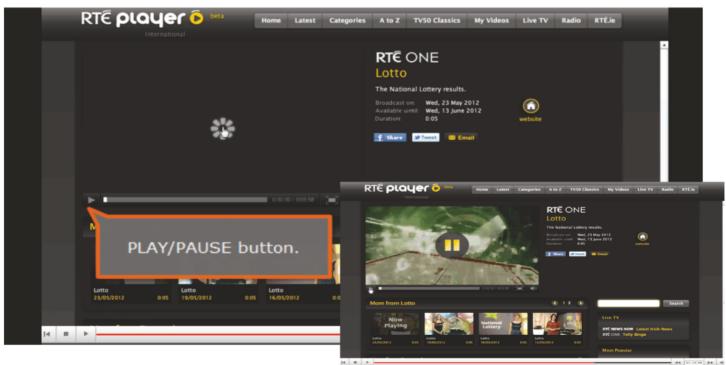
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Online TV continued...









Information on Podcasting

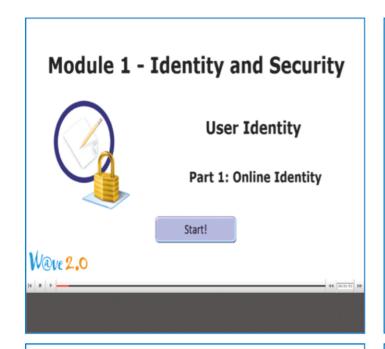


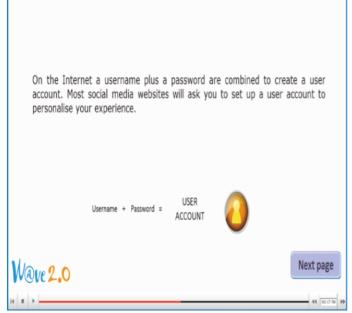


Government Recommended Websites.

- Webwise.ie
 provides advice for parents, teachers and children on using the internet safely.
- The Office for Internet Safety has made available a range of useful resources at http://www.internetsafety.ie/ including "parents guides" covering:- new media technologies; filtering technologies, social networking and websites, and a guide on cyber-bullying.
- The Action Plan on Bullying published this year includes specific recommendations for further actions to address cyber-bullying.
- The makelTsecure provides a focal point and guide to users on security aspects of the internet with specific sections for young and older users as well as business users.
- The 'Connect with respect' and 'watch your space' awareness campaigns are designed to ensure internet safety.

F. Identity and Security



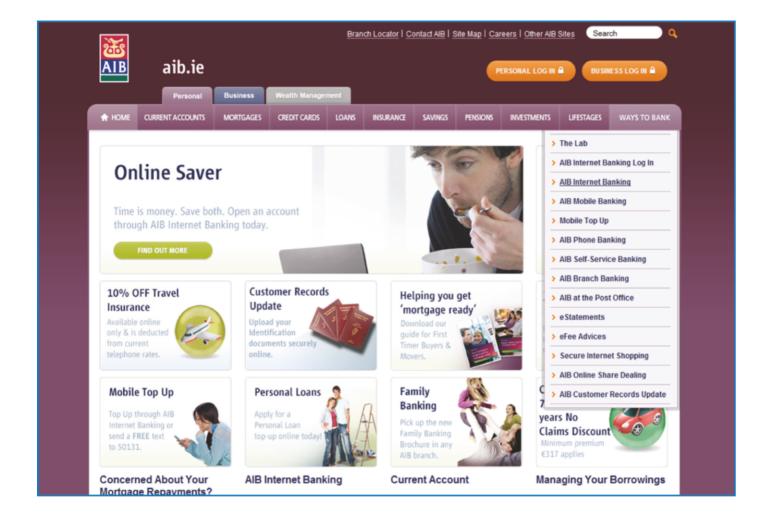




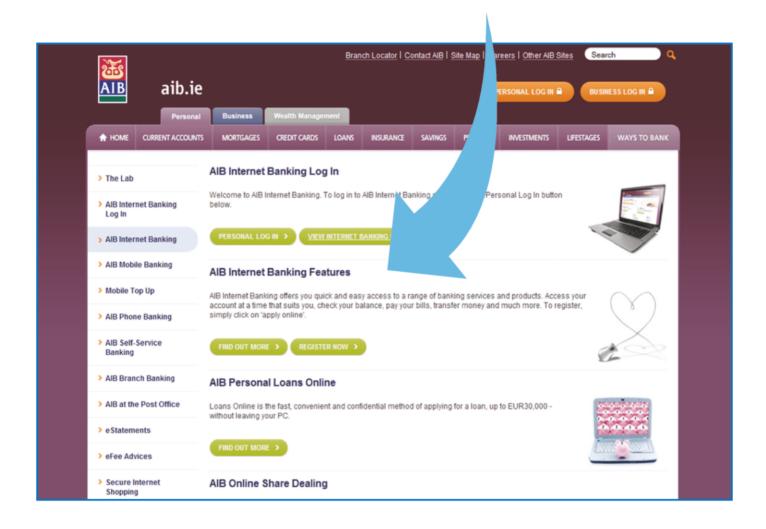


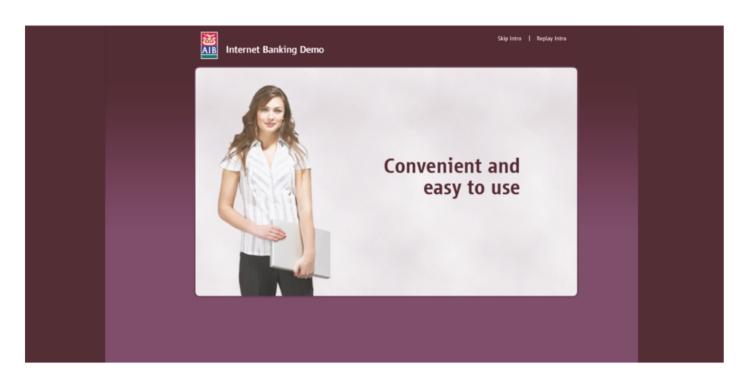
G. How to Bank online

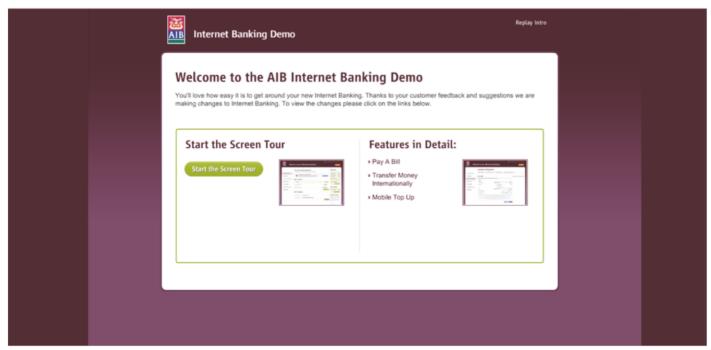
AIB Internet Banking



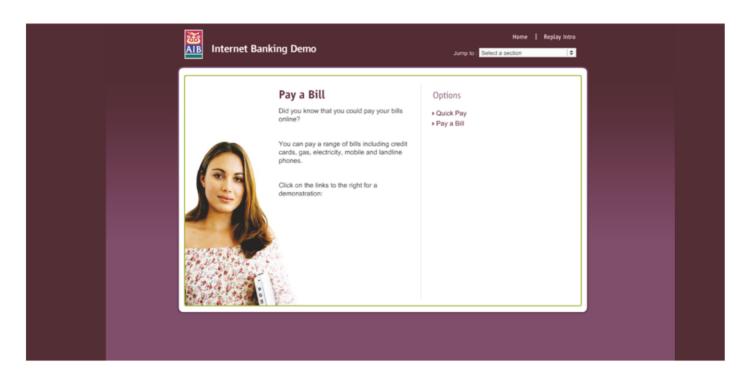
AIB Internet Banking continued...



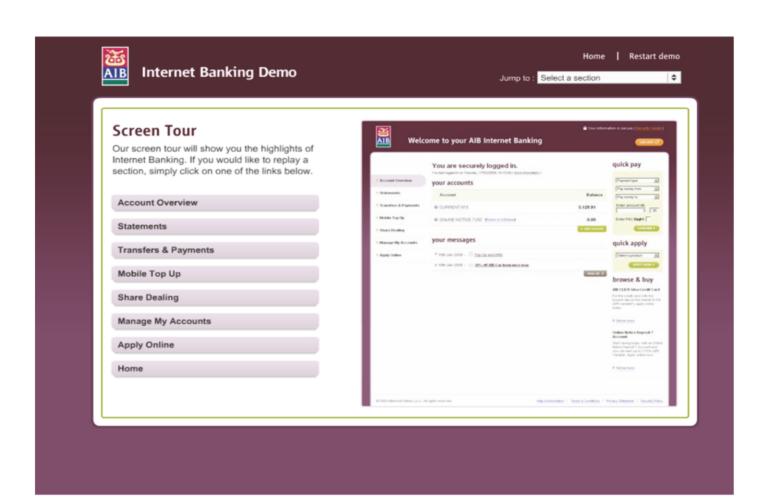




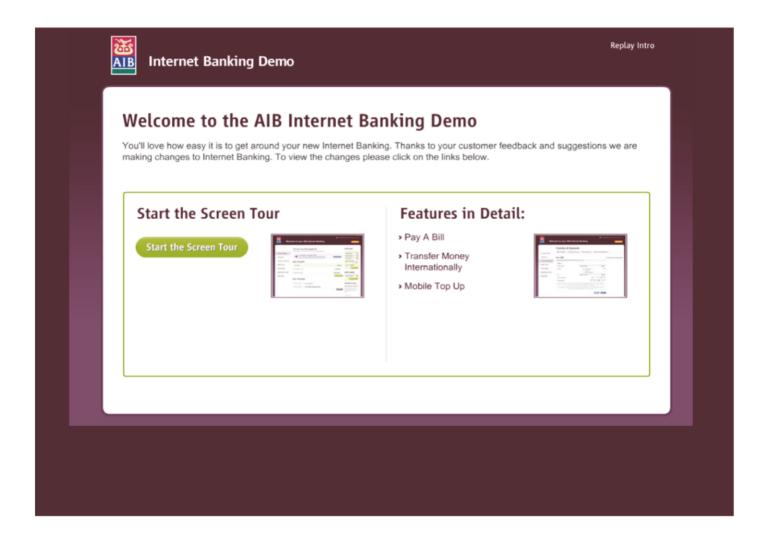
AIB Internet Banking continued...

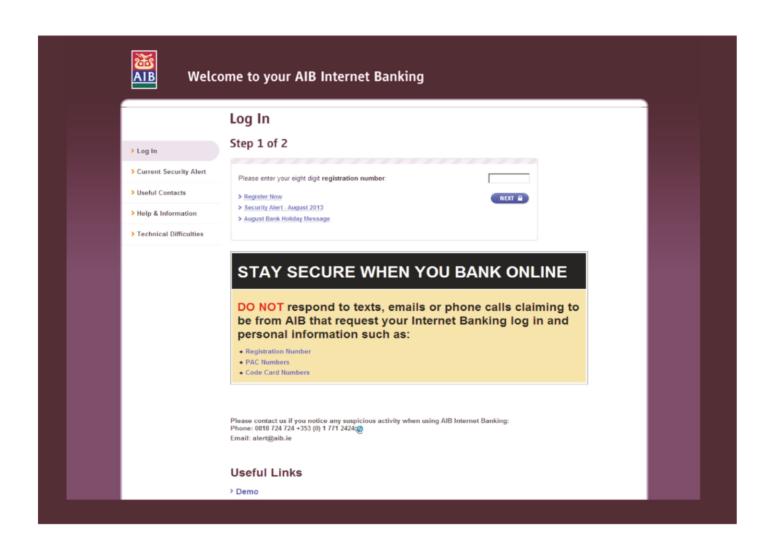






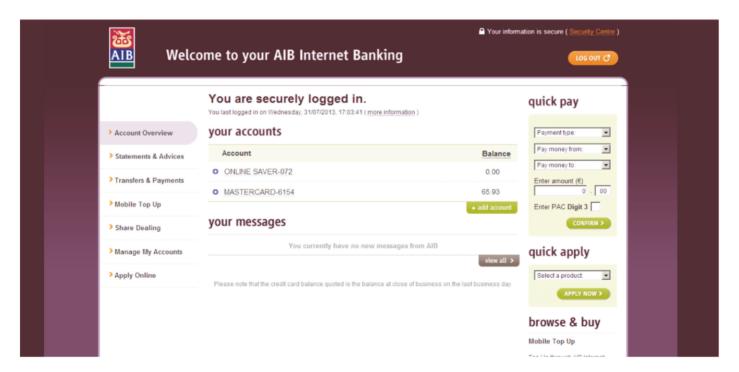
AIB Internet Banking continued...





AIB Internet Banking continued...

AIB Welc	ome to your AIB Internet Banking
	Log In
> Log In	Step 2 of 2
> Current Security Alert	Please enter the following digits from Digit 4 Digit 5 Digit 2
> Useful Contacts	your Personal Access Code (PAC):
> Help & Information	Please enter the last four digits from your work phone number:
> Technical Difficulties	



AIB Mobile Banking offers registered AIB Phone & Internet Banking customers an easy and convenient way to access the most popular AIB Internet Banking services on their smartphone.

How to access AIB Mobile Banking

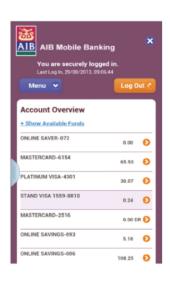
To access AIB Mobile Banking you can type www.aib.ie/mobilebanking into the browser on your smartphone. There is also an AIB Mobile Banking App that has been designed specifically for use on the Apple iPhone / iTouch and Android phones. You can download the Mobile Banking App directly from the Apple App Store or Google Play Store.

AIB aim to ensure that AIB Mobile Banking is accessible to their customers, however, given the number of mobile devices available this cannot always be guaranteed.





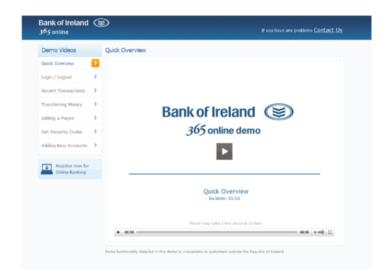




Links to Banking online Demos

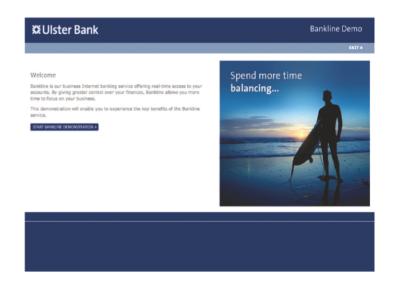
Bank of Ireland Demo

https://personalbanking.bankofireland.com/online-banking-demo/



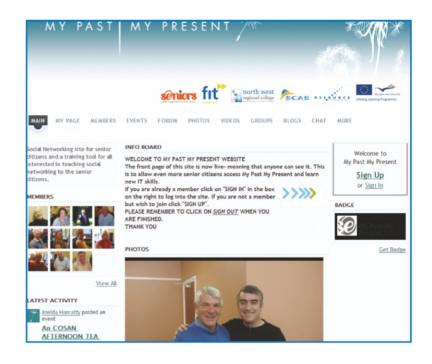
Ulster Bank Demo

http://www.ulsterbank.ie/microsites/Bankline_demo/ri/default.asp



Social Networking site for Seniors

http://quewerty.ning.com

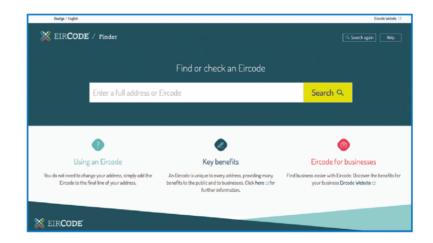


Eircode Finder

https://finder.eircode.ie

Eircode Finder Demo

https://www.youtube.com/embed/KFjaGAxyDaM







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