

Support to Success

Your first stop for help and advice to...



Getting online

Help and support available to get online

www.solihull.gov.uk/supporttosuccess



Getting online

Getting online can open up a world of opportunity. It can help you keep in touch with friends and family, get a job or find a new home. It can also help you save money, as online retailers can sometimes be cheaper than those on the high street.

Importantly, getting online can help you access services to get the support you need. Information about services and benefits is increasingly available online rather than in printed leaflets, and often applications need to be made online rather than filling in a form.

Not all of us are used to computers, and it's easy to feel left behind, particularly if we want to be able to help our children with homework or find that certain things are only available on the web.

Help with getting online at your local library

Library staff can help you use a PC for the first time and can help you set up an email address or to find a particular website.

Universal Skills is an easy-to-follow online guide to getting to grips with a PC, putting together a CV and using Universal Jobmatch. You can use it at home or in the library free of charge, all you need is your library card number. It is part of the 24-hour Virtual Library at www.solihull.gov.uk/247library

Learn My Way offers bitesize online courses to help you get going online. Many of them only last about 30 minutes. You can see what is on offer at www.learnmyway.com

If you don't have access to the internet at home, you can complete any of these courses at your local library. Find one near you at www.solihull.gov.uk/libraries

Training, courses and workshops in the community

ReCOM provides free IT workshops specifically for residents looking for work – at Chelmsley Wood Library, Shirley Library and Solihull Central Library. You can get help with setting up an email account, register for Universal Jobmatch, handle online application forms, produce CVs, write a letter in Word and use spreadsheets.

ReCOM also run Silver Surfer courses (for over 55s) in Shirley and Chelmsley Wood. Classes are available for both Beginners and Improvers. These cost £50 for ten weeks and some free places are available for those on an income-related benefit.

To help you get online at home, ReCOM provides affordable refurbished computers to low income families and people with disabilities. These run Windows and have Microsoft Office software installed. Prices start at £100.

If you are housebound ReCOM could provide a free computer and training in your home.

For more information visit **www.recom.org.uk** or call 0121 663 0335.

You can get individual 1-to-1 tuition at Solihull Central Library and other Solihull libraries. These courses cost £42 for 6 weeks.

For more information or to book a course check your local library webpage at **www.solihull.gov.uk/libraries** or call 0121 704 6977.

Solihull College provides a range of ICT courses for beginners and intermediates, at a number of community venues. Courses cost from £50 or are free if you're on an income based benefit.

Call Solihull College on 0121 678 7294/5 for more information.

Free eMagazines and eNewspapers

With your library card you can now download digital editions of a whole range of magazines free of charge. Once you've downloaded a magazine, it's yours to keep as it never expires or has to be returned!

You don't even need to go into the library as the publications can be downloaded anywhere at any time. Check out the range available at **www.solihull.gov.uk/emagazines**.

You can also now read over 2,000 newspaper titles online for free. Newspapers such as the Daily Telegraph, Guardian, Independent, Daily Mail, Mirror and Express are all available, along with regional titles and newspapers from across the world at the same time as print versions are published. All you need is your library card!

www.solihull.gov.uk/enewspapers.

Free internet access and Wi-Fi

All of Solihull's libraries have PCs with internet access and standard office software. You can use a library PC free of charge for up to two hours each day. All you need is a library card (which is free too!). To get a library card take along proof of your name and address to your nearest library.

If you have a smartphone, tablet or laptop, you can get free wireless internet access at all libraries in Solihull. At Solihull Central Library and Chelmsley Wood Library you only need your library card and PIN. At all our other libraries you will need a mobile phone with you the first time, as you will receive a text message to set up Wi-Fi access.

Apply for benefits online

Universal Credit is a new 'out of work' benefit for working age people that will eventually replace the income-based Jobseeker's Allowance, Employment and Support Allowance, Income Support, Child Tax Credits, Working Tax Credits and Housing Benefit. Anyone claiming Universal Credit will be expected to make and manage their claim online.

If you have been asked to make a claim for Universal Credit and need assistance please call the **Universal Credit Helpline** on 0845 600 0723 or Solihull Council on 0121 704 8100.