

# 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.

This guide will show you how to use public Wi-Fi, hotspots, mobile data and mobile broadband units. It will also explain how to use different tools on your web browser. This includes 'bookmarking' (saving) your favourite websites so you can find them easily.

Getting online has been one of the best things I've done. I use it to do so many things, from banking to online shopping and many things between. It means I can keep an eye on my finances easily and safely. It's so quick and easy if I want to send money to my children or grandchildren. I can also keep an eye on what is going in and out of my account. I have a car and manage all my car related finances like my car tax, insurance and even my driving licence online.

The internet is really great for getting information about any subject, I'm always using it to answer my questions. I do my weekly shop online, buy presents and cards, buy clothes and shoes – there are too many things to list! If I can buy something online, I do it online. I even use the internet to book appointments at the GPs or manage my repeat prescriptions. I'm not sure how I ever managed without it.

### Learning at your own pace

You can work through the guide by yourself, with the support of an Age UK Digital Champion, or with the help of your friends, family and carers. It's best to work through the guide at your own pace, repeating any sections you want to focus on. Try to take the time to reflect on what you've learned and make notes, as this will help to build your skills and confidence.

If you've got any questions as you work your way through the guide, you may be able to get support from your local Age UK or local Age Cymru. You can find your local Age UK at [www.ageuk.org.uk/services/in-your-area](http://www.ageuk.org.uk/services/in-your-area)

I hope you enjoy getting online.

**Ruth, 72**

# 2. Using this guide



## 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

### 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.

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**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.

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

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**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.

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**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.

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**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.

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**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.

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**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.

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**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.

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**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 example, you might need to double click to open a document in an email.

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**Device:** A general term for a smartphone, tablet, laptop or computer.

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**Drag:** If your device has a touchscreen, you put your finger on the screen of your device and move it across, up, down, left or right.

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### 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.

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**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.

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

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**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.

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**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.

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**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](http://www.ageuk.org.uk).

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**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.

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**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.

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**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.

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### 3. Understanding key terminology

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

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

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

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

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**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).

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**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.

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

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**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’.

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**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.

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**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.

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**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.

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**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 new screen or open an app on your device. It’s the equivalent of clicking a mouse on a computer. You can read more about this in ‘A guide to making your device easier to use’.

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**Touch screen:** A type of screen on a device that allows you to use your finger, or a stylus, to navigate and interact with content. This is an alternative to a mouse and keyboard.

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### 3. Understanding key terminology

**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.

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**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.

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**Web/internet browser:** A program that runs on your device. It allows you to access webpages on the internet. Common web browsers include Microsoft Internet Explorer or Edge, Google Chrome, Mozilla Firefox and Apple Safari.

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**Webpage:** Webpages provide information through text, images and videos, and are displayed on your web browser, such as Google Chrome or Microsoft Edge. Websites are made up of webpages, just like a book made of pages.

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**Website:** A set of related webpages owned by one person or organisation. For example, Age UK's website is made up of hundreds of individual webpages on different topics, but all the webpages begin with 'www.ageuk.org.uk'. You visit websites on your web browser, such as Google Chrome and Microsoft Edge.

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**Wireless network, or 'Wi-Fi':** How your phone, tablet, laptop or computer connects to the internet without using wires or cables. You can access public Wi-Fi networks, for example when out and about, or arrange a contract with an internet provider so you can use Wi-Fi at home.

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**Zoom in:** This is a way of making the text on the screen of a device bigger. On a smartphone or tablet, you pinch the screen to make it bigger. On a laptop or computer, you click your mouse to do this.

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**Zoom out:** This is the opposite of 'zoom in'. It makes the text on the screen smaller.

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**3G/4G/5G:** Mobile data that you use on your phone or tablet uses 3G, 4G or 5G. The higher the number, the faster the wireless connection. 5G stands for 'fifth generation network' and is the latest technology available.

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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

You can access the internet when you're away from home. From using a mobile broadband device to connecting to public Wi-Fi, there are different options to help you do this.

### Staying safe on public Wi-Fi

It's important to be careful when using public Wi-Fi connections as they're not as secure as the connection you have at home. Not all networks will be encrypted, which is when information sent between your computer and the wireless router is in a secret code. This means there is a risk that the information you look at online can be read by others.

In public places, avoid logging in to sites that contain sensitive information, such as bank accounts. If you do access your personal accounts, make sure you log out of them when you've finished using them. Also, don't save your login details for websites and online accounts. Where possible, use a Wi-Fi network that is password protected.

### Is your device Android or Apple?

If your device is an iPhone or iPad, then it's an Apple brand. It will have the Apple logo on the back. All other phones and tablet brands are more than likely to be Android devices. If you aren't sure, then here are some ways to find out:

- Check the handbook that came with the device.
- Search for the brand of your device online.
- Go to your phone menu. Tap 'Settings', then 'General', then 'About'. There, the version will be listed. Some phones will only need you to tap 'Settings' and then 'About phone' – there isn't a middle step.

### How to use your mobile data to connect to the internet

If you don't have access to Wi-Fi, you can use your mobile data on your smartphone. This is what you use to access the internet on your phone. It's measured in megabytes (MB) and gigabytes (GB).

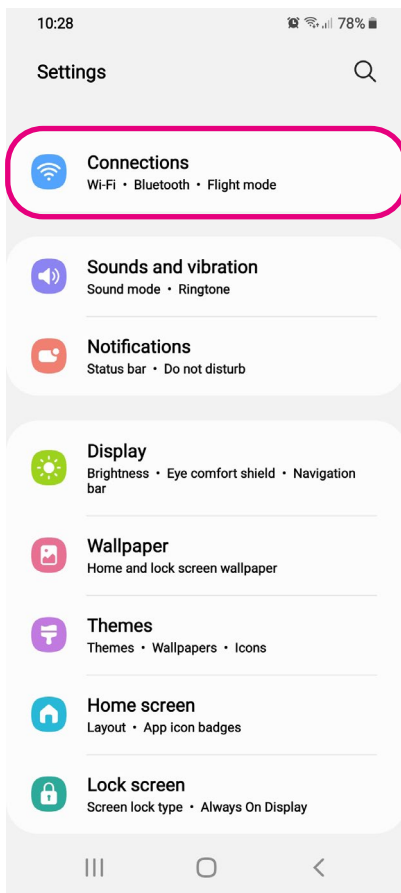
Most phone and tablet contracts have monthly allowances for how much data you use. Once you use up your allowance, you may get charged for any extra data you use. Or your amount might be capped to prevent you from overspending, and you won't be able to use the internet until your allowance renews the next month. You may then choose to pay for more data. You can also access pay as you go options from mobile phone providers, so you can choose how much data to buy each month. If you find you don't use all your data one month, you can opt for less data the following month.



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

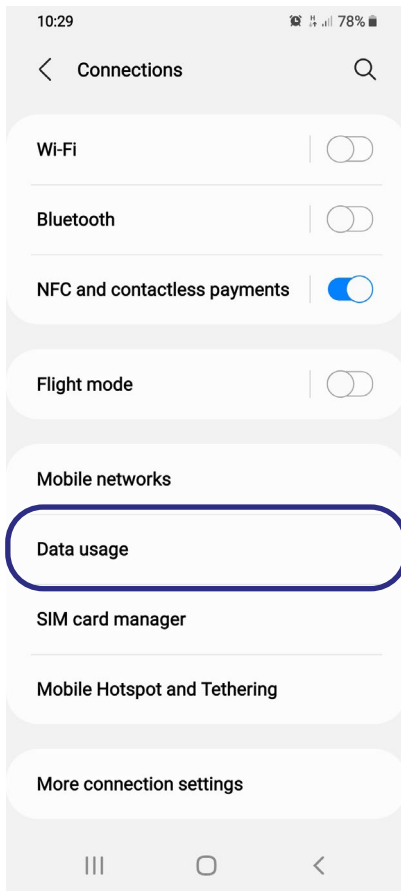
### Using mobile data on an Android:

1. Go to 'Settings', then tap on 'Connections'.



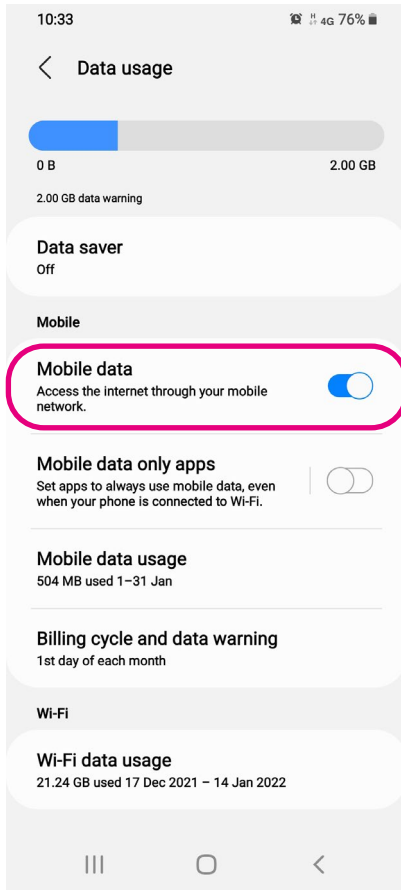
## 4. How to connect to the internet when you're away from home

2. Go to 'Data usage', click on it.



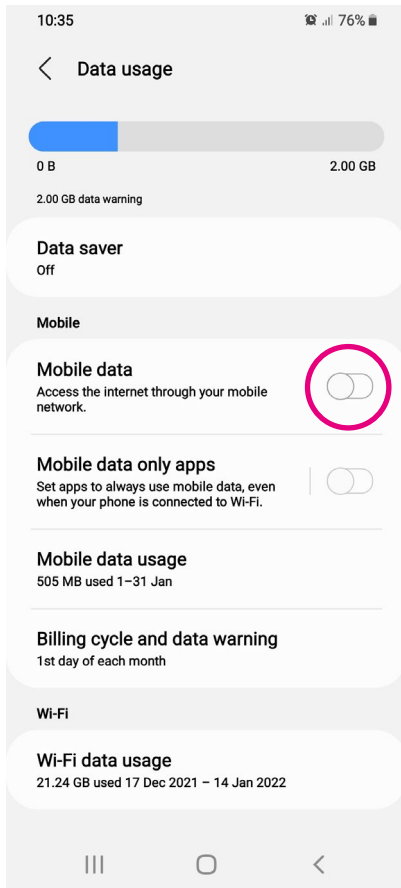
## 4. How to connect to the internet when you're away from home

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 mobile data is on. When you're connected to the internet, '4G' or '3G' will appear in the top right corner of your home screen.



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

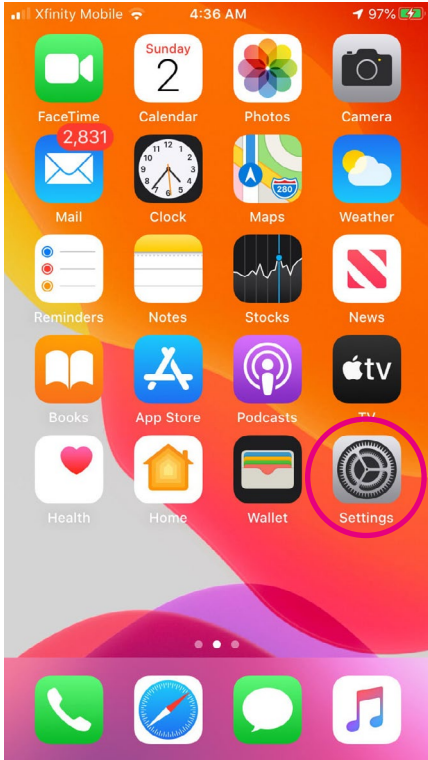
4. When you've finished using the internet, you can turn your mobile data off by clicking the same button again. It will be white when switched off.



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

### Using mobile data on an iPhone or iPad:

1. Tap on the 'Settings' icon on your phone.



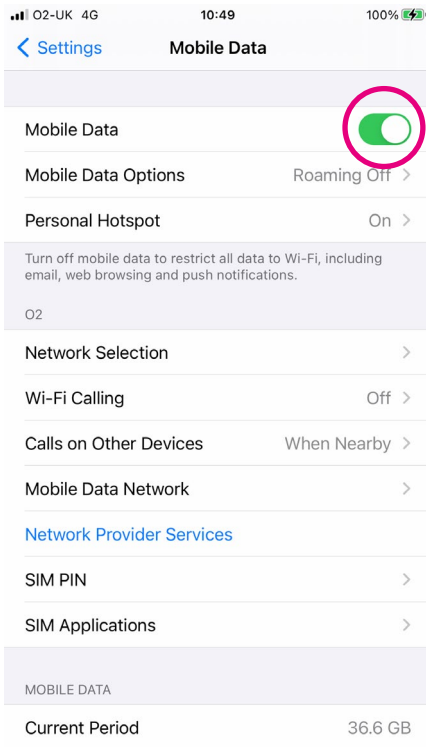
2. Then tap on either 'Mobile data' or 'Cellular' depending on the iPhone model you have.





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

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.

#### TOP TIP

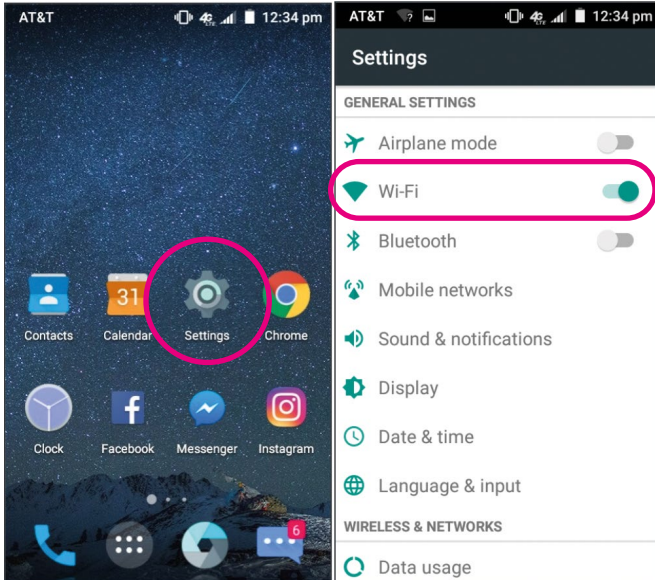
#### Wi-Fi

Not all Wi-Fi networks require passwords. If there is a lock icon next to the network name, they need a password. If possible, it's best to stick to using Wi-Fi networks that have a password as these are more secure.

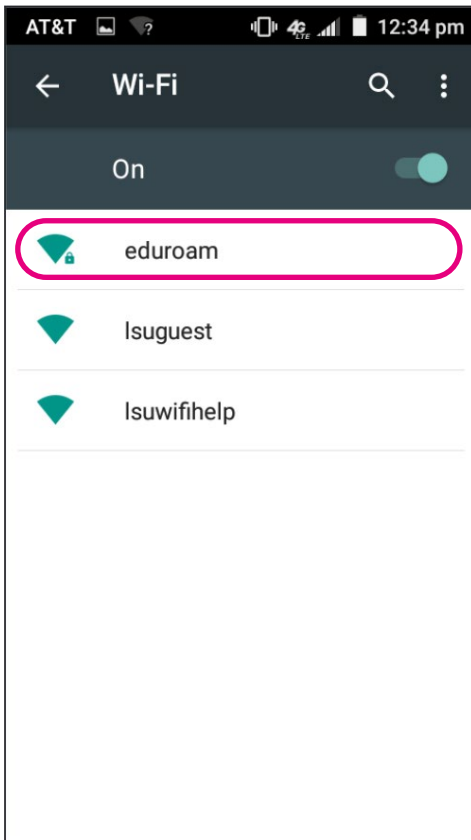
## 4. How to connect to the internet when you're away from home

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

1. Go to 'Settings' on your device, then tap on 'Connections' which is the first option on the menu.

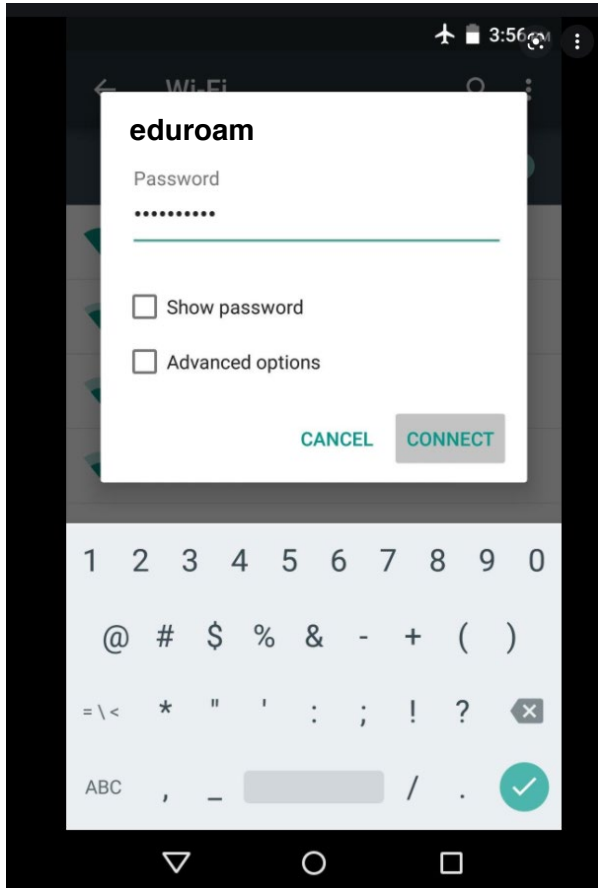


2. Tap on 'Wi-Fi'. It will give you a list of 'Available networks'. The Wi-Fi you're looking for will be listed. Tap on the Wi-Fi network.



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

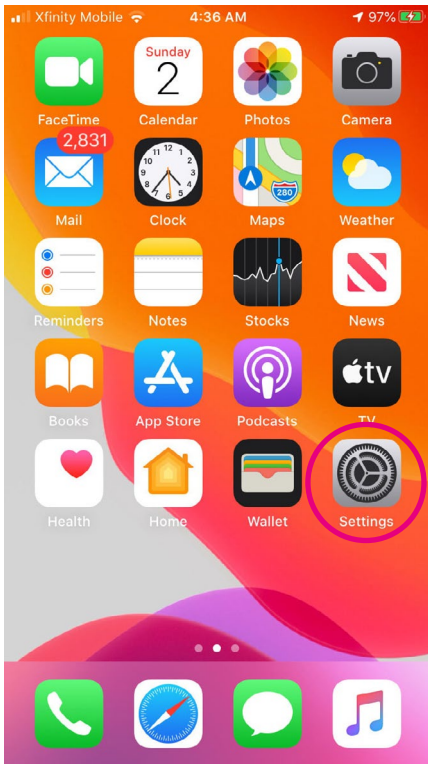
- Next, you'll be asked to enter the password. Type this into the space provided. Tap the blue 'Connect' button below to connect to Wi-Fi. When you're connected, the name of the network will turn from black to blue text and it will say 'Connected' underneath. Then tap on either 'Mobile data' or 'Cellular'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



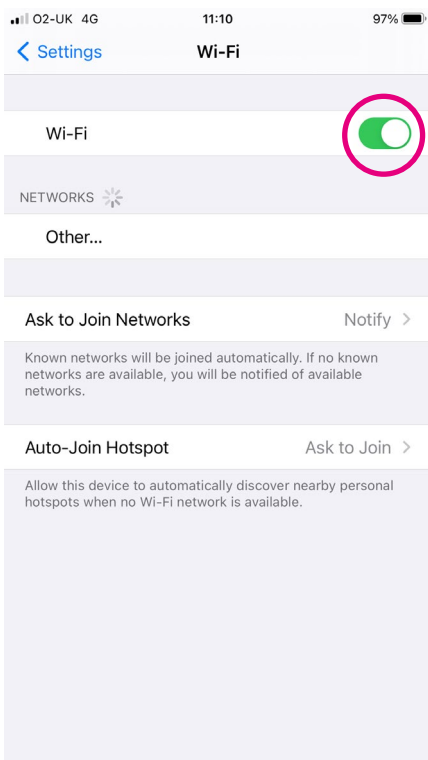
## 4. How to connect to the internet when you're away from home

### Using an iPhone or iPad to access public Wi-Fi

1. Tap on the 'Settings' icon on your device.



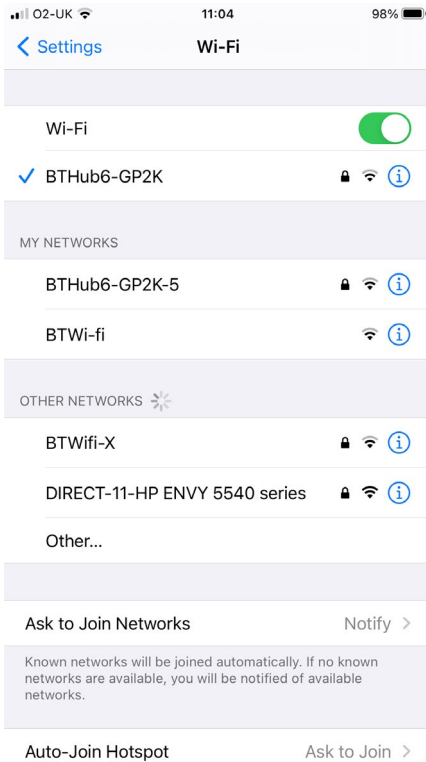
2. Next tap 'Wi-Fi' in the settings menu.
3. When you go into the next screen, slide the circle in the slider to the right so it turns green. Your device will search for available Wi-Fi networks.





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

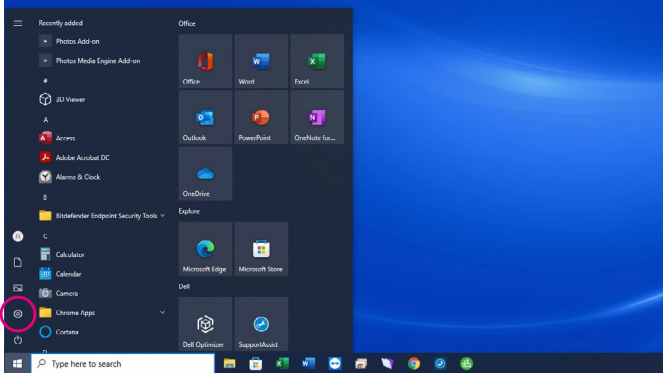
4. Tap the Wi-Fi network you want to use. You'll be asked to enter the password. When you're connected to this network, there will be a blue tick to the left of the name of the network. The Wi-Fi network you are connected to will appear above the 'Networks' section in the 'Wi-Fi' menu.



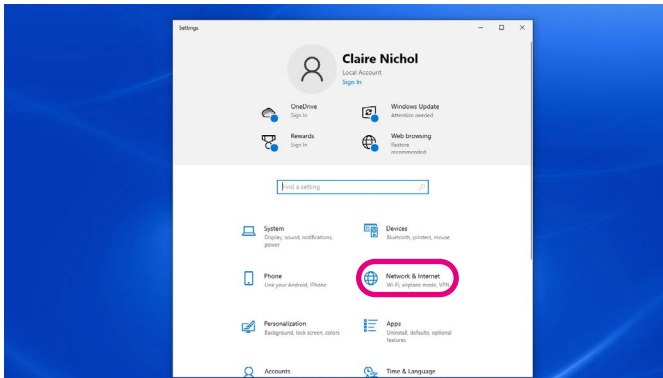
## 4. How to connect to the internet when you're away from home

### Using a Windows laptop to access public Wi-Fi

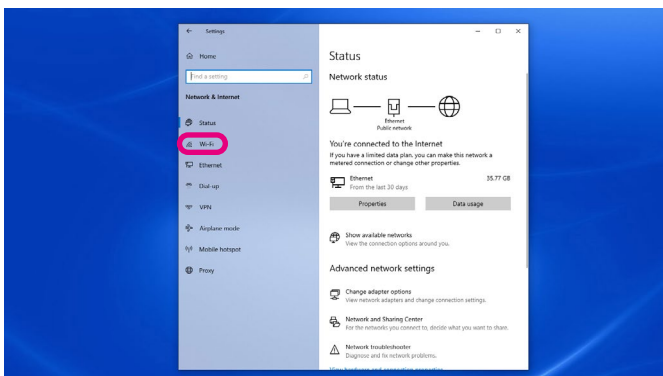
1. Go to 'Settings' on your laptop.



2. Click on 'Network & Internet'.

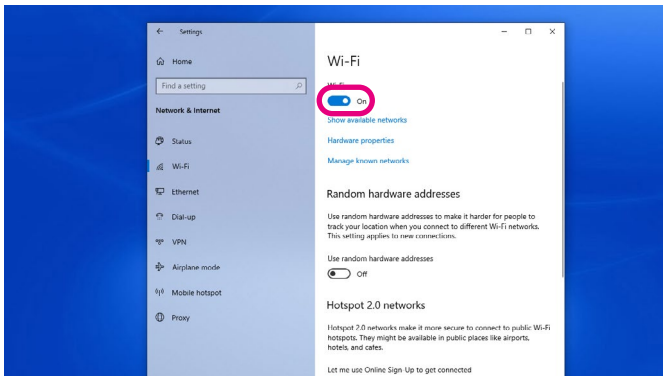


3. Then click on 'Wi-Fi'.

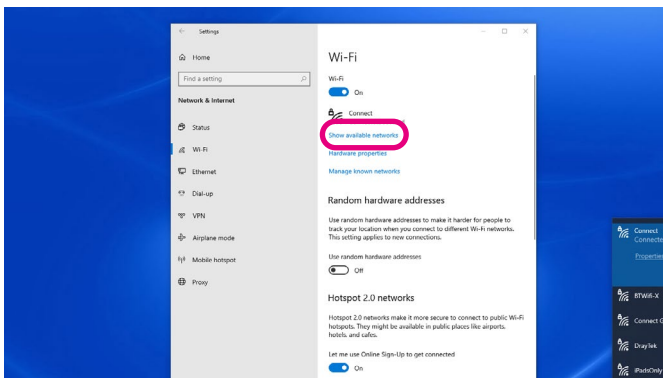


## 4. How to connect to the internet when you're away from home

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.

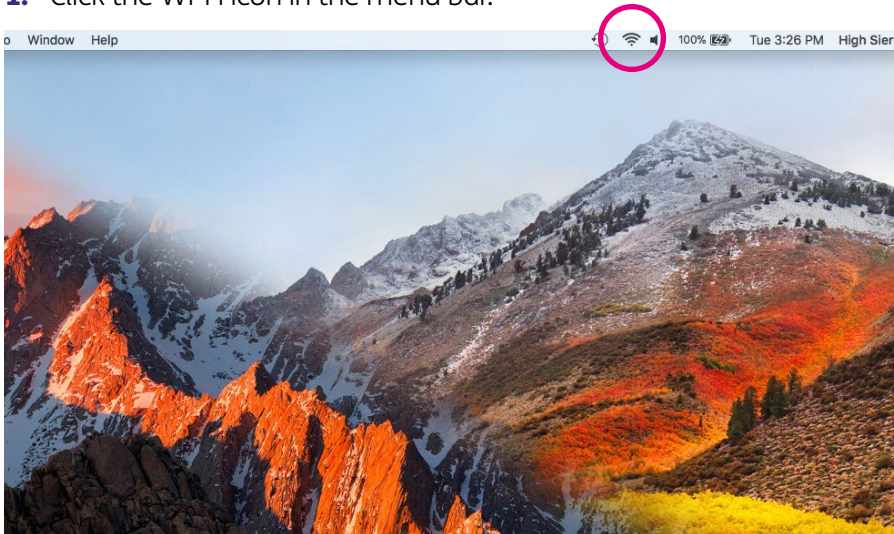


6. You'll see a tick box saying: 'Connect automatically'. Avoid ticking this when you're using public Wi-Fi to stop you from automatically logging on to the network in the future without realising. This will help to keep your personal information safe. Then click the blue 'Connect' button below.
7. It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

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

### Using a Mac to access public Wi-Fi

1. Click the Wi-Fi icon in the menu bar.



2. If Wi-Fi is off, choose 'Turn Wi-Fi on'.



3. Select a nearby Wi-Fi network from the list. Click on this.
4. If a password is needed, it will ask you to enter this.
5. Once you have finished using the Wi-Fi network, make sure you turn it off.

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

### 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.

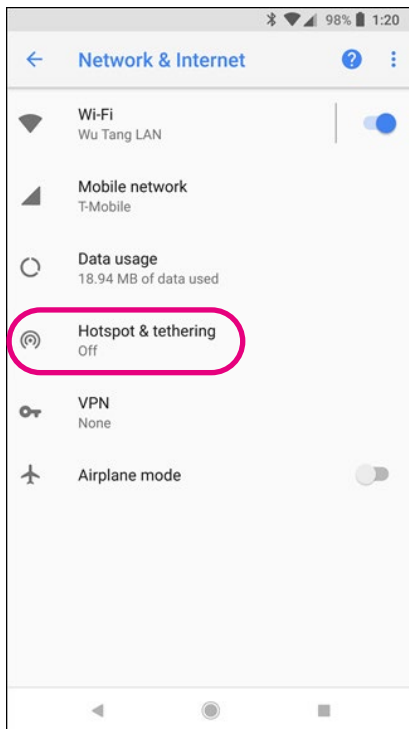
#### Using the hotspot on your smartphone

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.

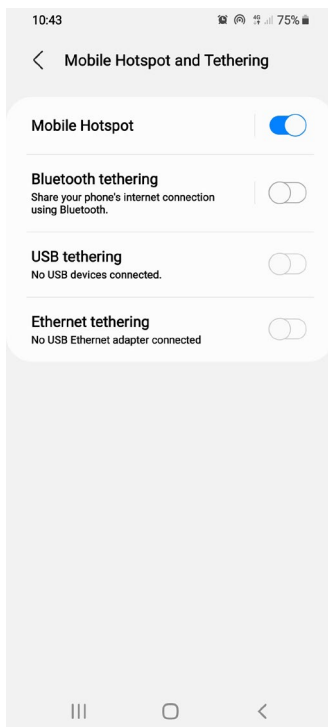
## 4. How to connect to the internet when you're away from home

### Using the hotspot on an Android device:

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

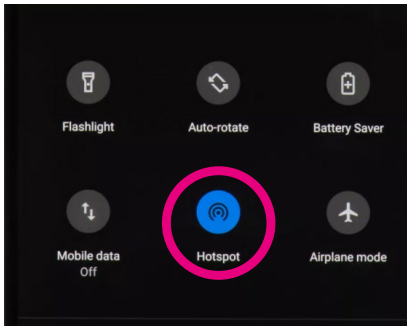


2. Turn your mobile hotspot on by tapping the icon to the right of 'Mobile hotspot'.

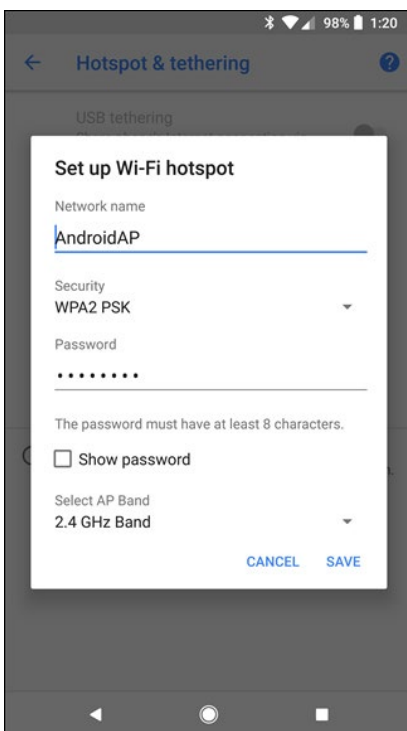


## 4. How to connect to the internet when you're away from home

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



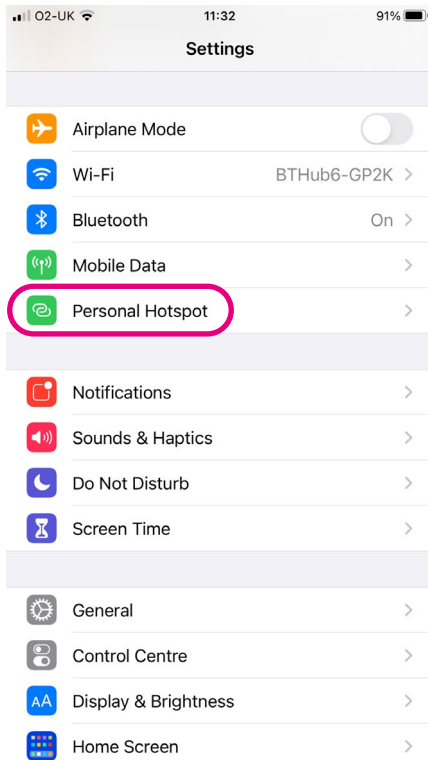
4. On the screen are instructions to use the mobile hotspot you've set up on your smartphone.
5. To connect to the hotspot, turn Wi-Fi on the device you want to use, e.g. your laptop.
6. Then select the name of your device from the list of available Wi-Fi networks. This could be something like 'Android AP'.
7. You can connect to this device by entering a password. The password will be on the screen of your phone.
8. Tap on the 'Settings' app.
9. Tap on 'Connections' or 'Network and Internet'.



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

### Using the hotspot on an iPhone or iPad:

1. Go to 'Settings'.
2. Next, tap 'Personal Hotspot'.



3. Tap the slider next to 'Allow others to join' so you can share the internet connection with your other devices. This will turn the space next to the circle green.





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

- 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

### Opening tabs

Tabs are at the very top of your web browser. It means you can have multiple websites open at the same time. On a laptop or computer, you can click on the '+' symbol to open a new tab. Then you can visit a different website without closing the webpage you're on. You can have multiple tabs open at one time.

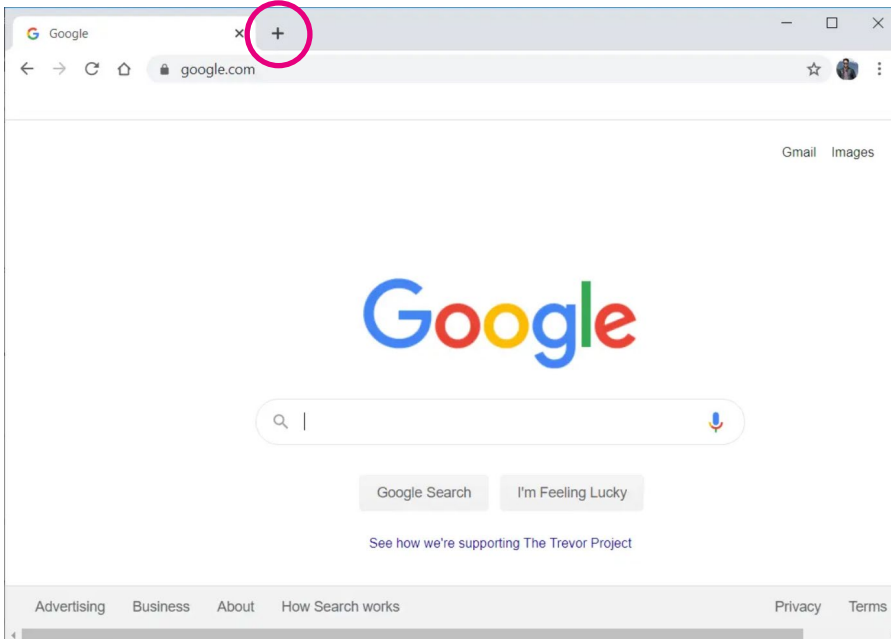
#### TOP TIP

Try not to open too many new tabs. Opening lots of tabs can slow your device down and it can get a bit confusing remembering which webpage you're looking at.

## 5. Using further features to help you find information online

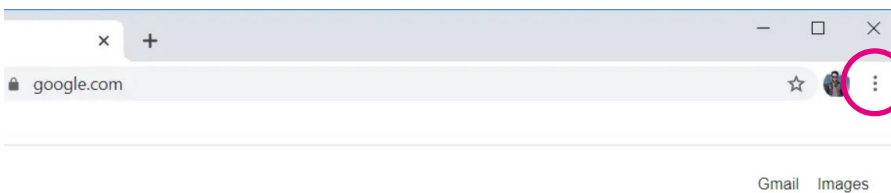
### Option one

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.



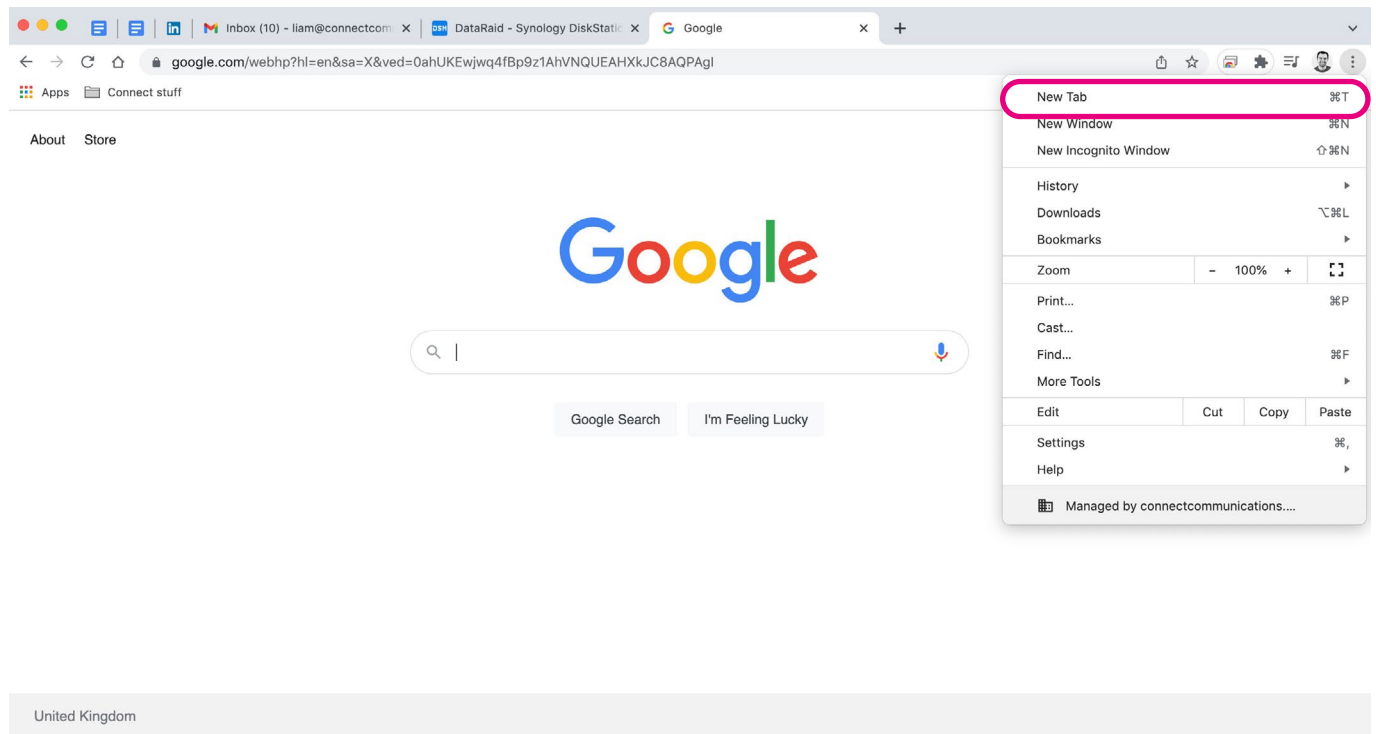
### Option two

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

2. Click on 'New tab', the first option in the menu. A new tab will open.



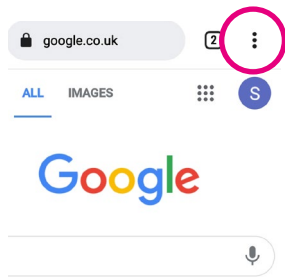
## 5. Using further features to help you find information online

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

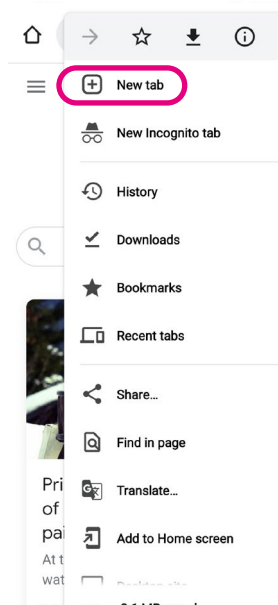
Opening tabs on a smartphone or tablet is different to opening them on a laptop or computer. Follow the steps below to open new tabs:

#### 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.



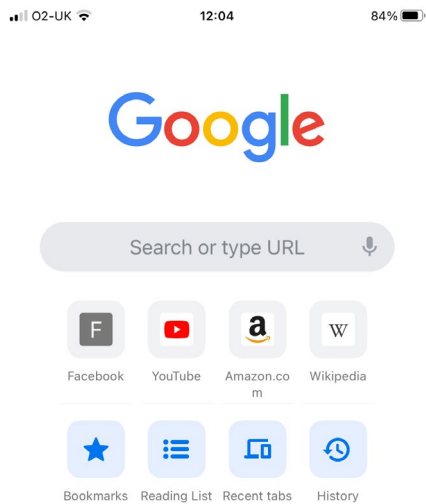
3. Click on 'New tab'.



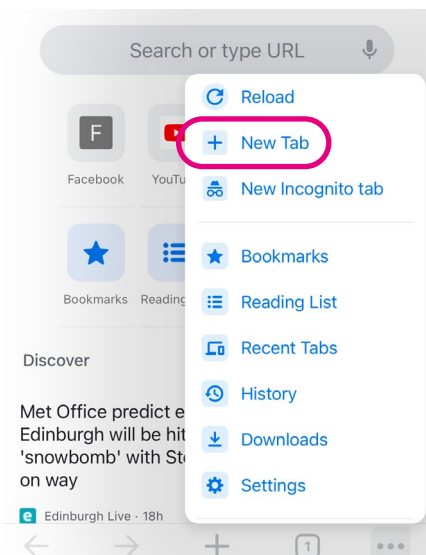
## 5. Using further features to help you find information online

### iPhone or iPad

1. Open the Google Chrome App.
2. Tap the three dots in the bottom right. A menu will come up.



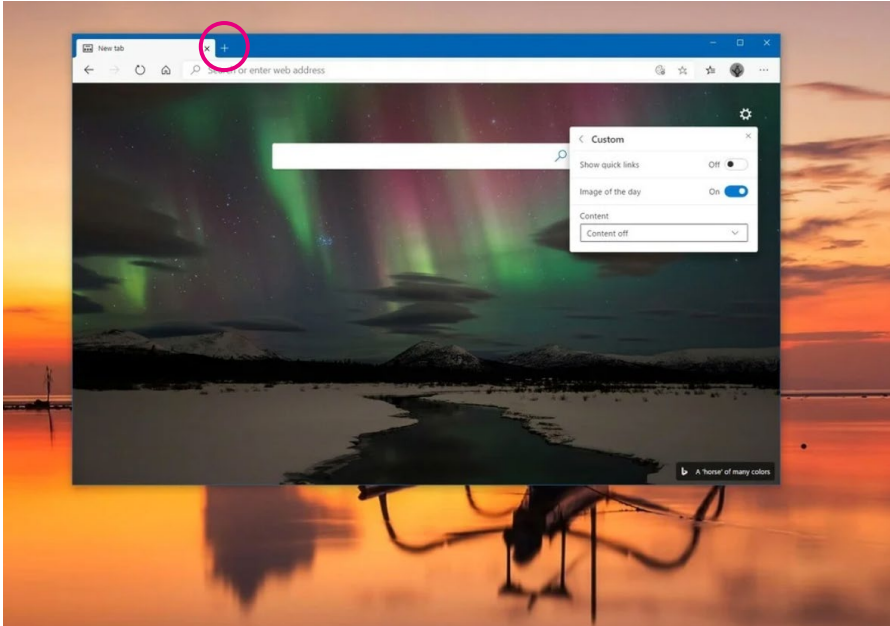
3. Tap 'New tab' on the menu.



## 5. Using further features to help you find information online

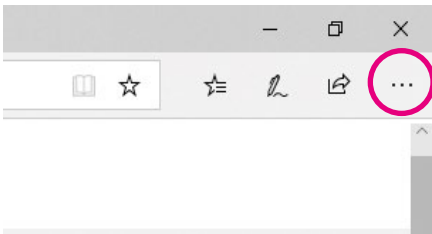
### Opening new tabs on Microsoft Edge on your laptop or computer:

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.

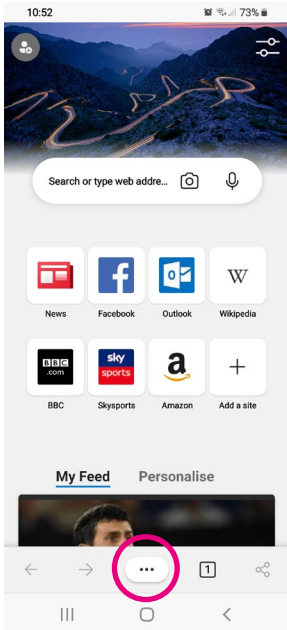


## 5. Using further features to help you find information online

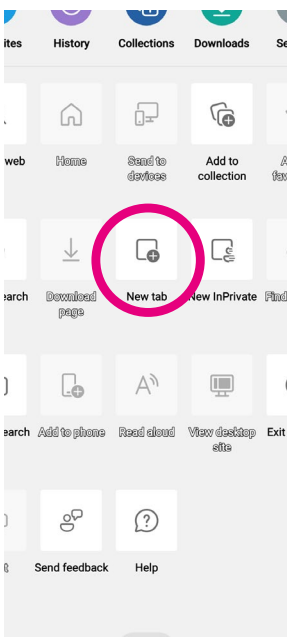
### Opening new tabs on Microsoft Edge on a smartphone or tablet:

#### Android

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



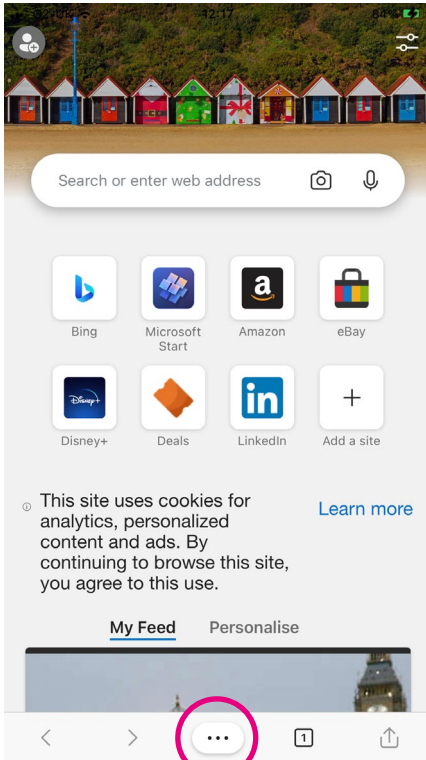
3. Rows of buttons will appear. In the second row of buttons from the top, third from the left, is a button called 'New tab'. Tap on it and a new tab will open.



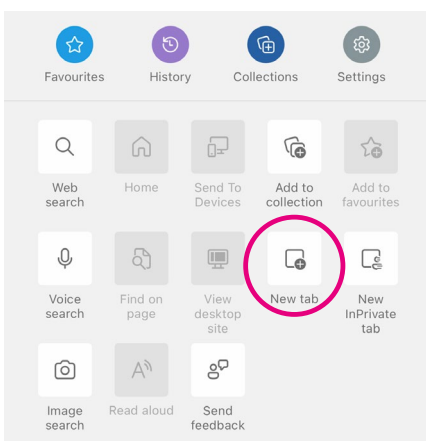
## 5. Using further features to help you find information online

### 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

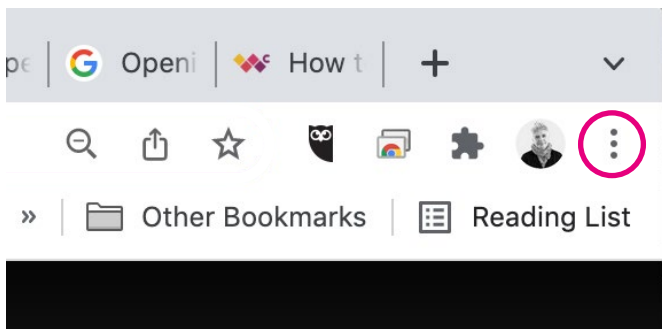
### Bookmarks, also known as Favourites

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.

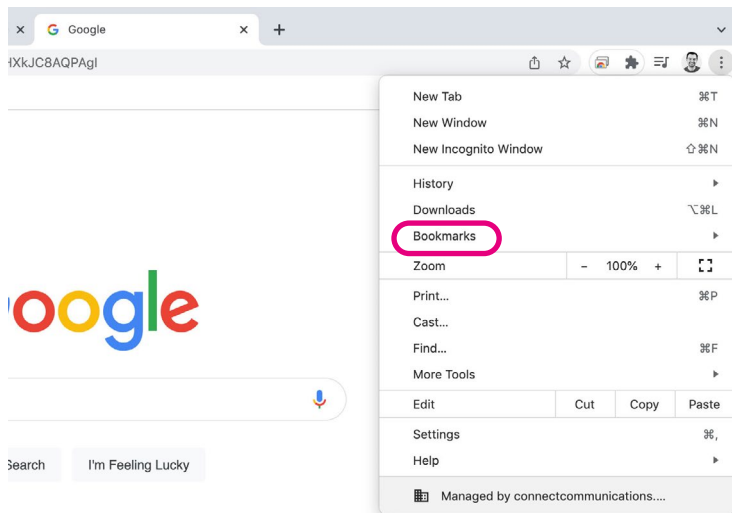
### Google Chrome

#### On a laptop or computer:

1. Click on the web browser and put the web address you want to 'bookmark' into the address bar.
2. Click on the three vertical dots in the top right-hand corner and a menu will appear.

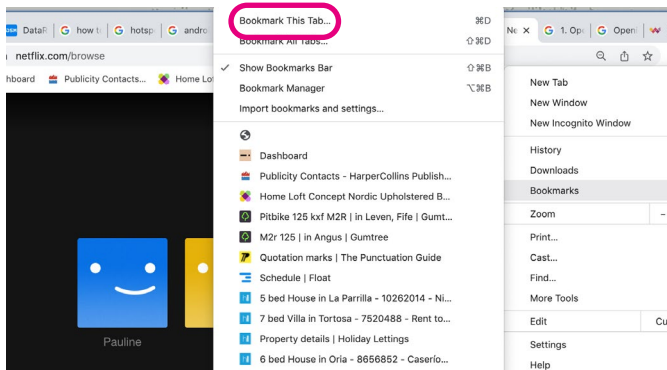


3. Click on 'Bookmarks'.

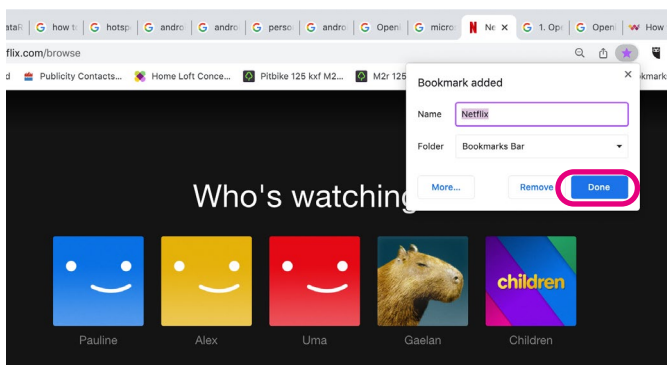


## 5. Using further features to help you find information online

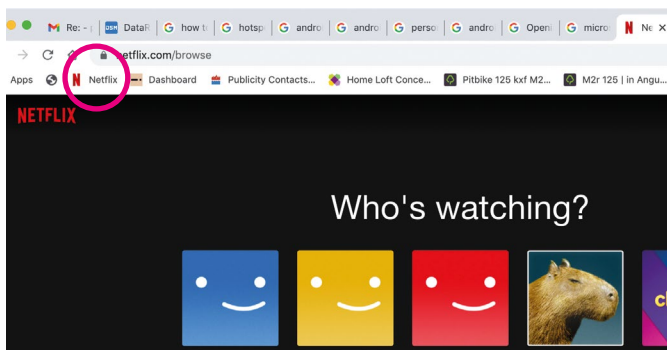
4. A box will pop up to the left. Click on 'Bookmark this tab', the first option in the list.



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.



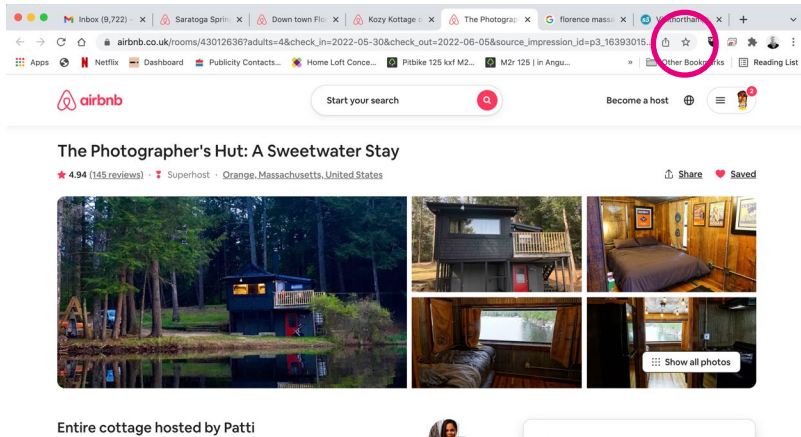
6. Your 'Bookmark' appears as a button in the top menu.



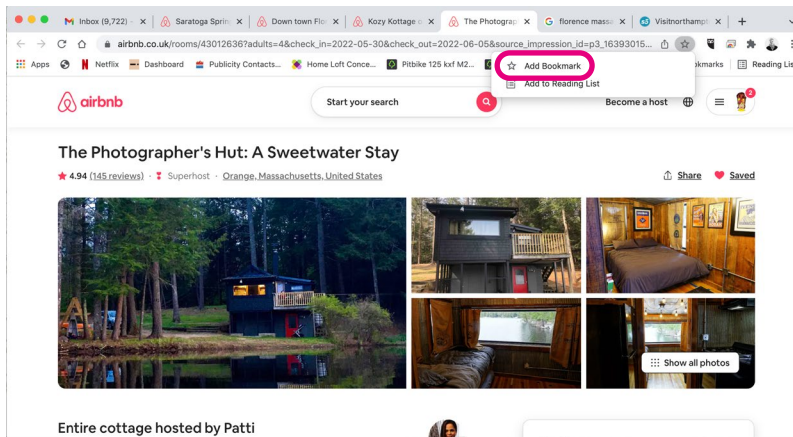
## 5. Using further features to help you find information online

There is also another way to bookmark a website:

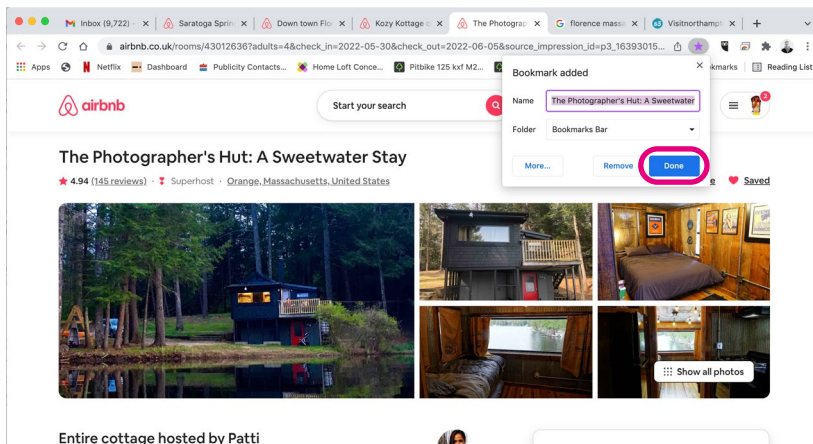
1. Open Google Chrome and put the webpage you want to 'bookmark' into the address bar.
2. Click on the star on the right edge of the address bar.



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

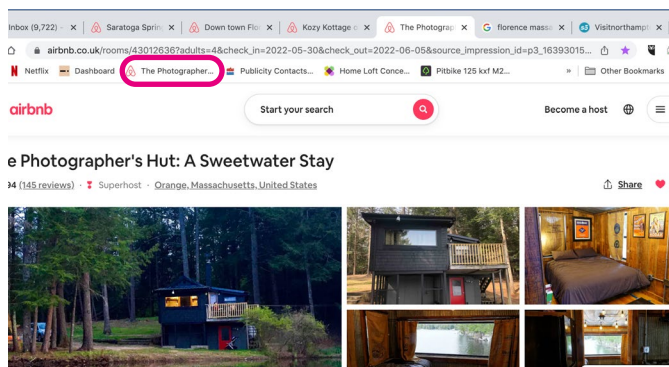


4. Give your bookmark a name and press the blue 'Done' button.



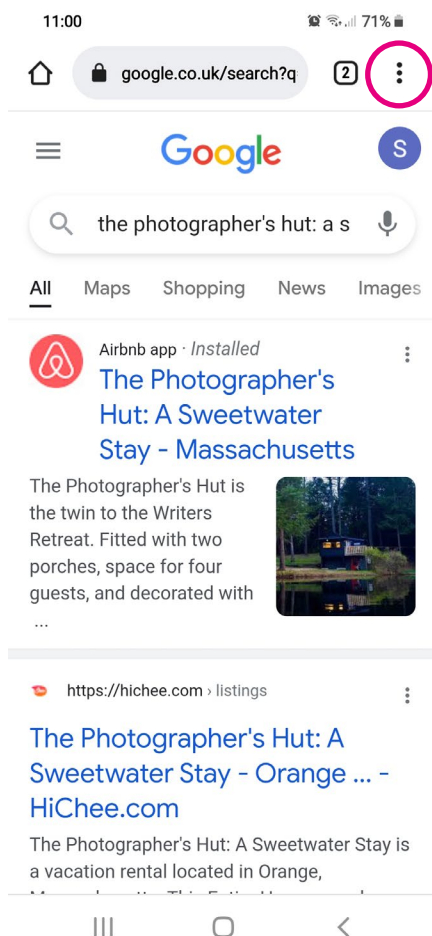
## 5. Using further features to help you find information online

5. Your 'Bookmark' will appear as a button in the top menu. Click on it to open it.



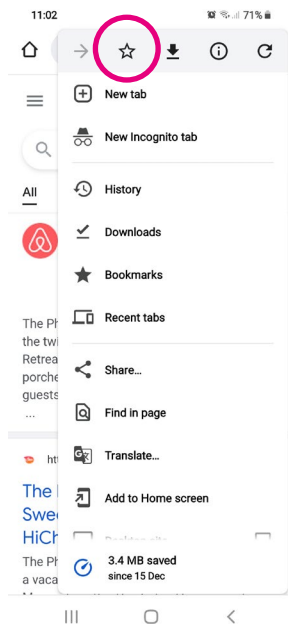
### On an Android

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.
3. Tap on the three vertical dots in the top right-hand corner of the screen.



## 5. Using further features to help you find information online

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



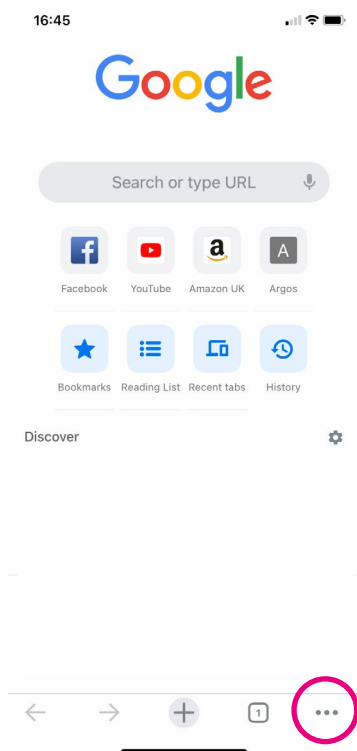
5. To find the bookmark, tap the three vertical dots in the top right of the screen. A menu will appear. Tap on 'Bookmarks'. The website you've 'bookmarked' is on the next screen.

### On an iPhone or Tablet

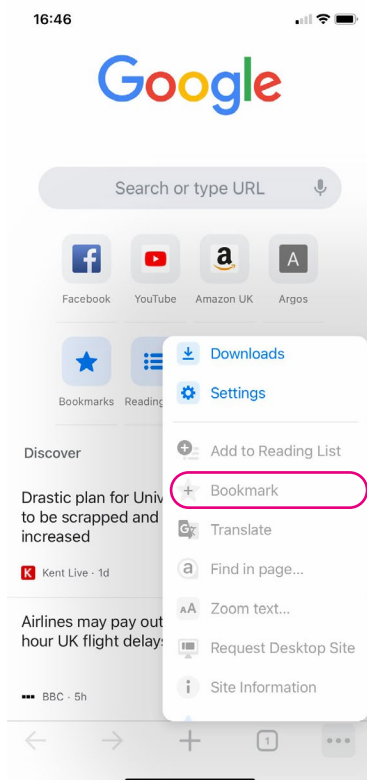
1. Open the Google Chrome app.
2. Put the web address you want to 'bookmark' into the address bar at the top of the screen.

## 5. Using further features to help you find information online

3. Tap on the three vertical dots in the bottom right-hand corner of the screen.



4. A menu will appear. Look for a star icon with a '+' in the middle of it. Tap on the star and it will automatically bookmark. You may have to scroll down the list of options. You can do this by putting your finger on the white part of the menu (be careful not to click on the text) and move your finger towards the top of the screen.





## 5. Using further features to help you find information online

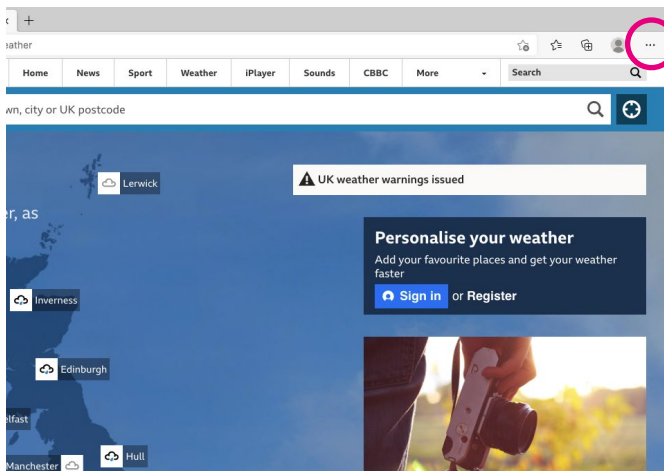
5. To find the bookmark, tap the three vertical dots in the top right of the screen. A menu will appear. Tap on 'Bookmarks'. The website you've 'bookmarked' is on the next screen.

### Microsoft Edge

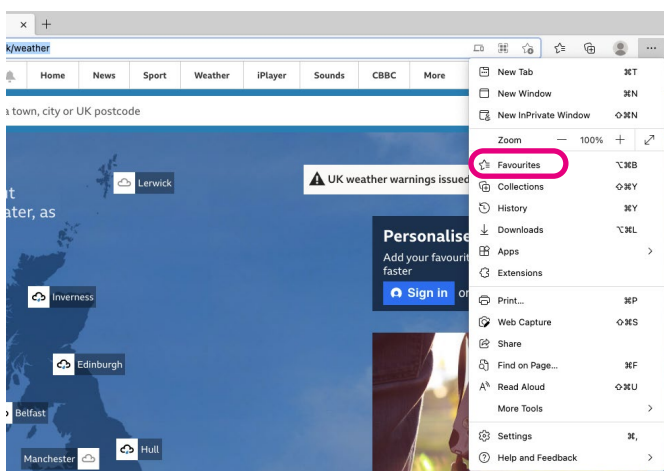
Bookmarks are called 'Favourites' on Microsoft Edge.

### 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.

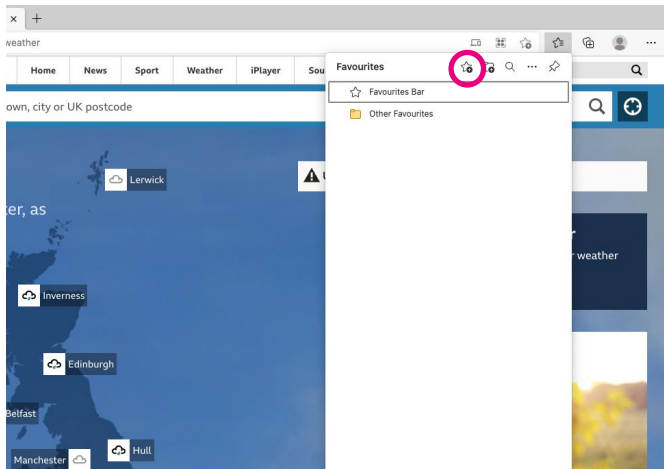


3. Click on 'Favourites'.



## 5. Using further features to help you find information online

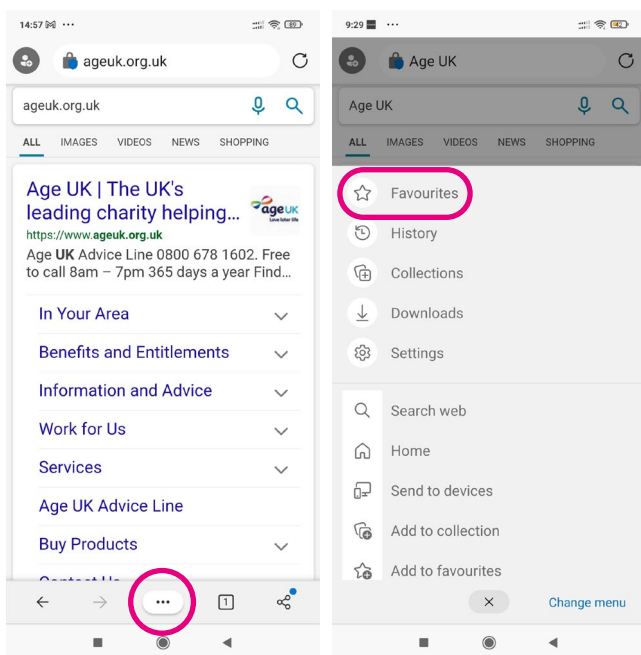
4. A box will appear. At the top you'll see a 'star' icon with a '+' symbol on it. Click on it. This will add the website to your 'Favourites'.



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.

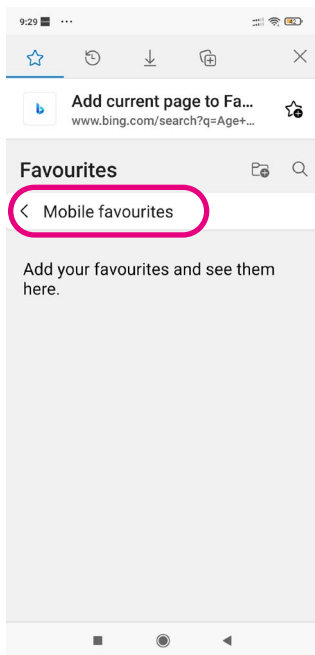
### On an Android, iPhone or iPad

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.

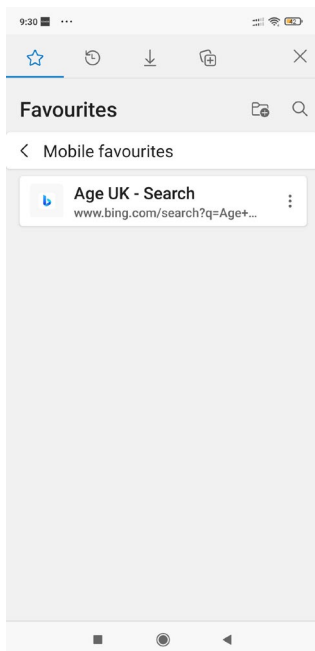


## 5. Using further features to help you find information online

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.

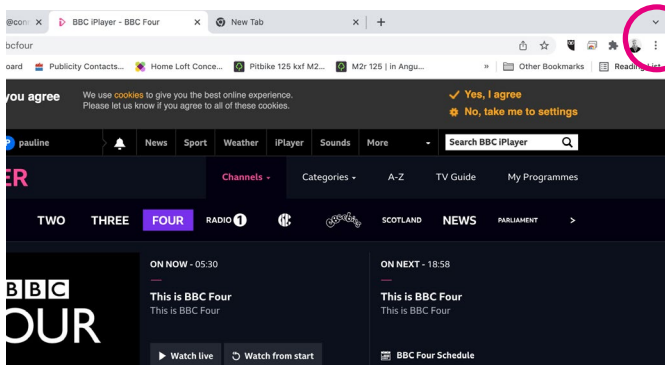
## 5. Using further features to help you find information online

### Search history

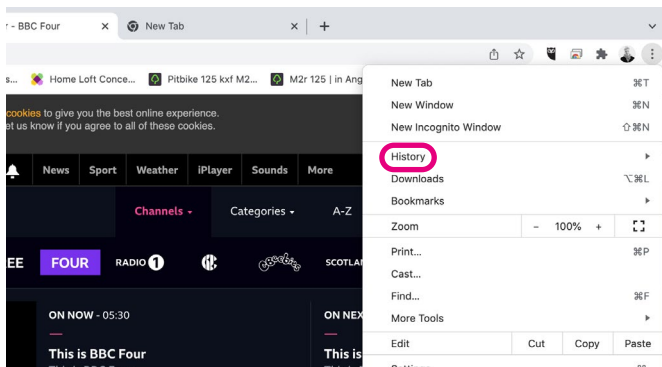
Your search history will tell you what websites you've looked at on your device. This can be helpful if you can't remember the URL for the website.

#### Google Chrome on a laptop or computer:

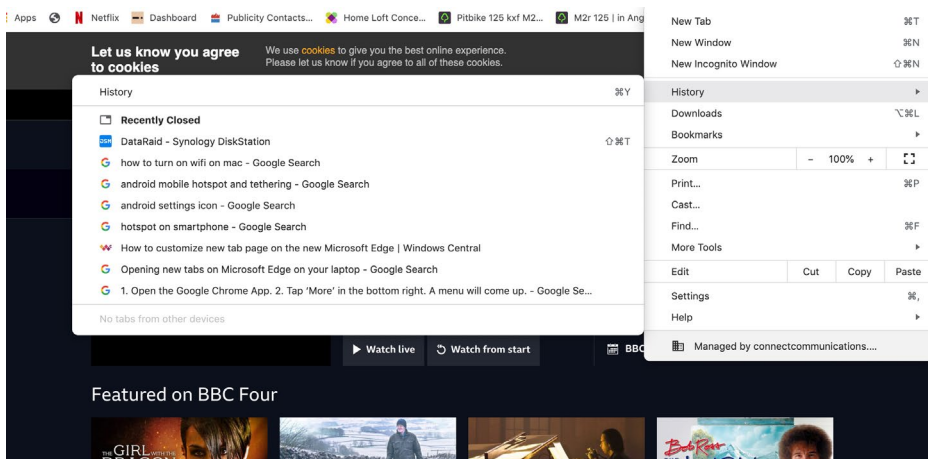
1. Click on the web browser.
2. Click on the three vertical dots in the top right-hand corner of the screen.



3. Click on 'History', the fourth option down on the menu.



4. A pop-up menu will appear to the left. Click on 'History'.
5. A list of all the websites you've looked at will appear.

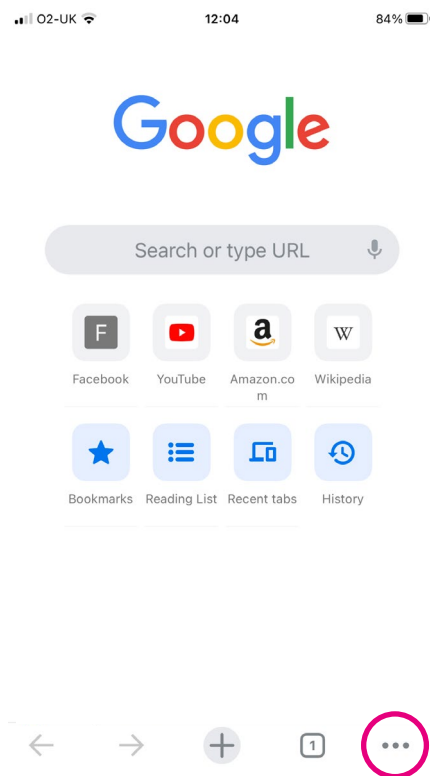


## 5. Using further features to help you find information online

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.

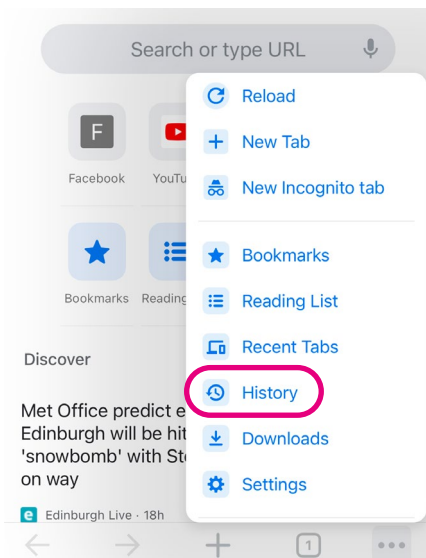
### Google Chrome on a smartphone or tablet

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



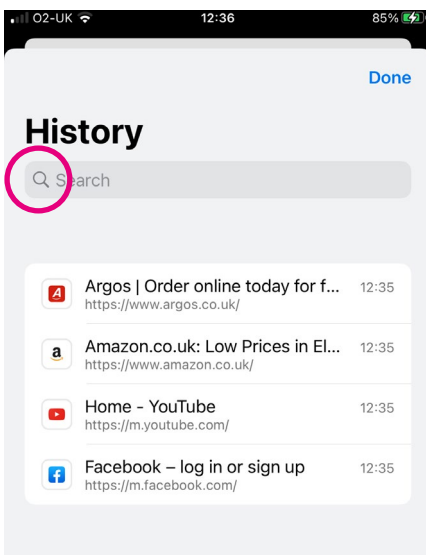
## 5. Using further features to help you find information online

### 3. Tap on 'History'.



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

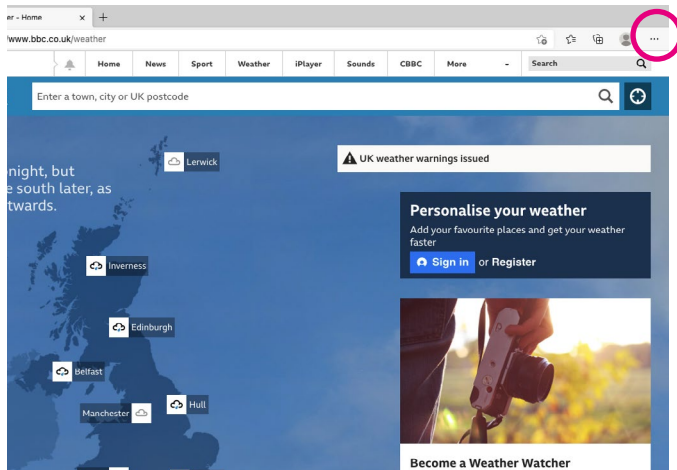
### 5. Rather than scrolling down for ages to find a website you looked at two weeks ago, you can type in a word relating to the website into a search bar. To do this, tap the magnifying glass and type the website you are looking for into the search bar. The results should come up automatically, or you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



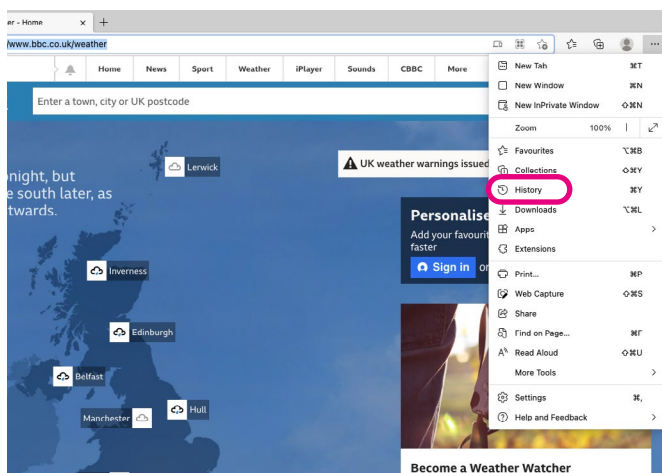
## 5. Using further features to help you find information online

### 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.



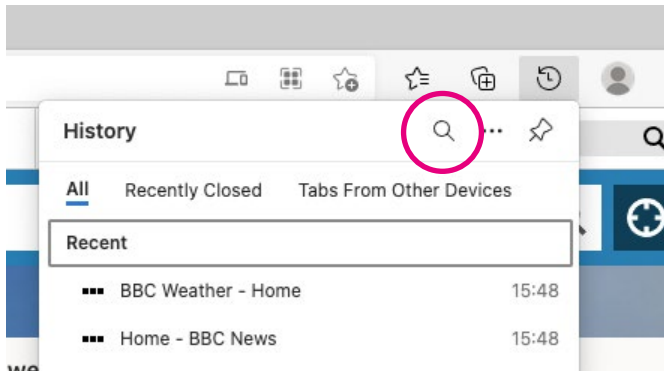
3. Click on 'History', the sixth option down on the menu.



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

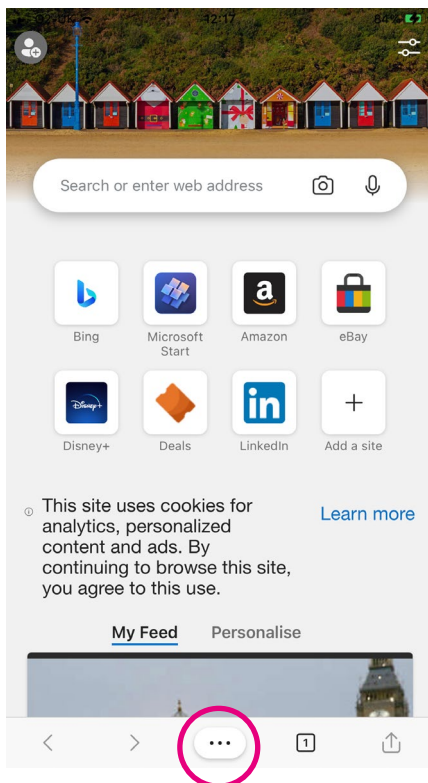
## 5. Using further features to help you find information online

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

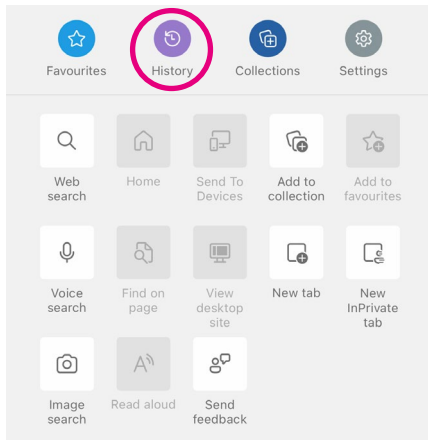
1. Tap the triple dot icon in the centre of the bottom bar on the screen.



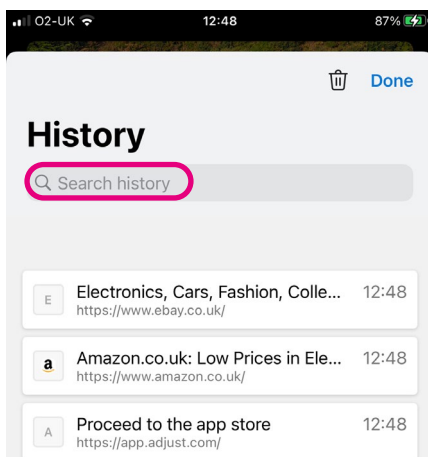


## 5. Using further features to help you find information online

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.



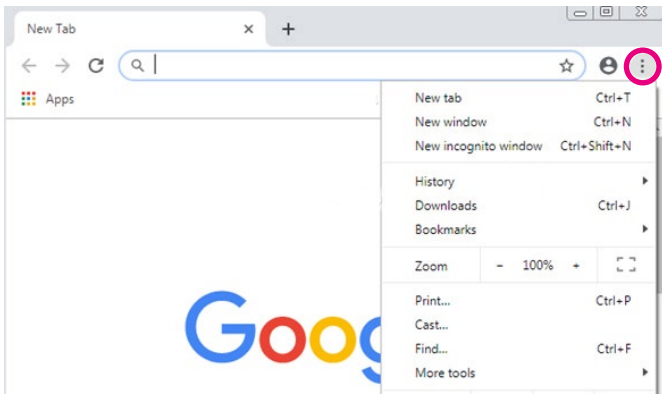
## 5. Using further features to help you find information online

### Incognito mode

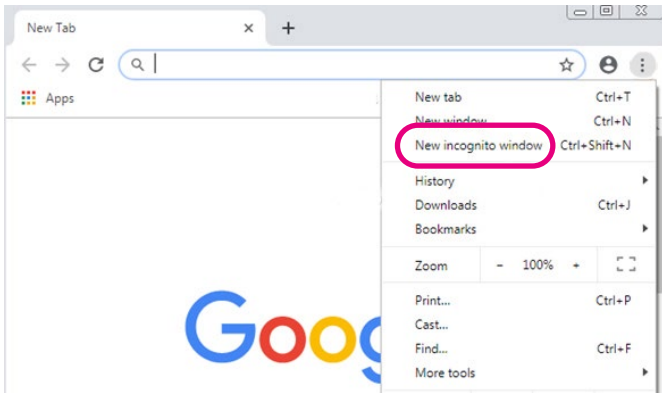
Incognito mode is when you search for information privately without it appearing in your search history. This may be helpful if, for example, you're looking to book a surprise trip for your partner and don't want them to see what you've been looking at.

#### Google Chrome on a laptop or computer:

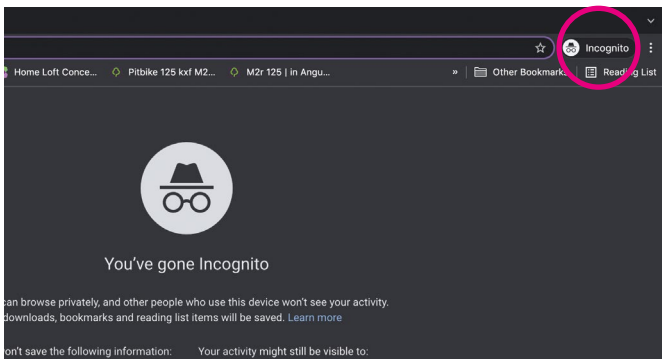
1. Click on Google Chrome.
2. Click the three vertical dots in the right-hand corner.



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. Using further features to help you find information online

5. You can now start searching privately.

### TOP TIP

#### Shortcut

You can also use a keyboard shortcut to open an incognito window:

For Windows: Press 'ctrl', 'shift' and 'n' at the same time.

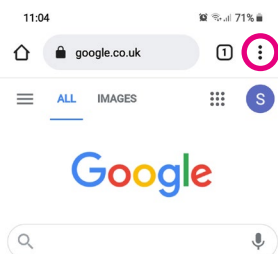
For Macs: Press '⌘', 'Shift' and 'n' at the same time.

### To close 'Incognito mode' and stop browsing privately:

1. On your computer, go to your incognito window.
2. Close the window:
  - For Windows: Click the 'X' in the top right-hand corner.
  - For Macs: Click the 'X' in the top left-hand corner.

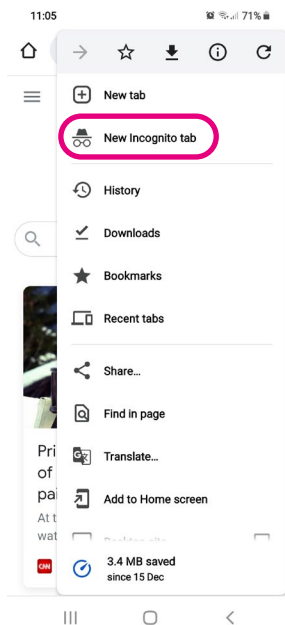
### Using an Android

1. Open the Google Chrome app.
2. To the right of the address bar, tap the three vertical dots in the right-hand corner.

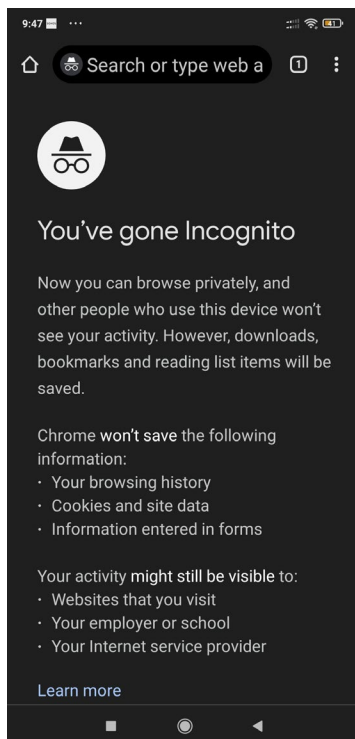


## 5. Using further features to help you find information online

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



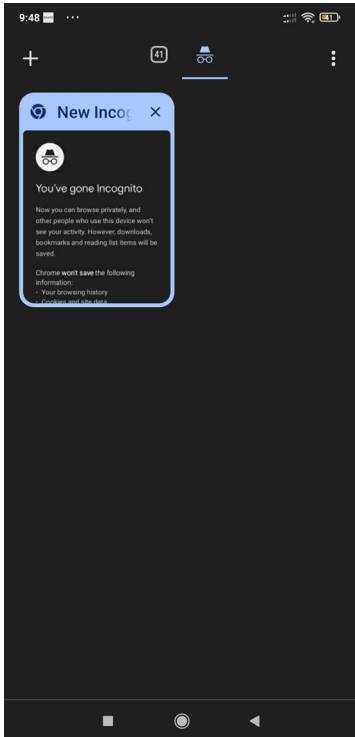
4. A new window appears. At the top left, check for the Incognito icon.



## 5. Using further features to help you find information online

To close 'Incognito' mode:

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

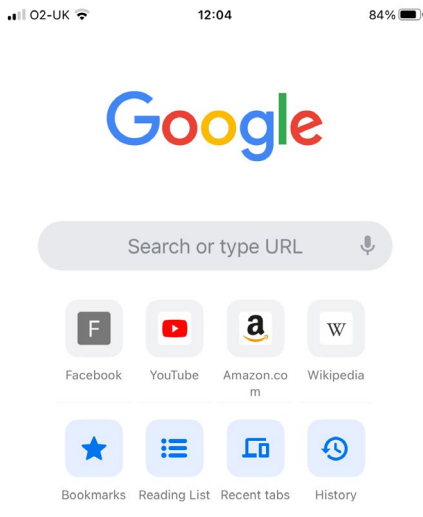


2. At the top right of your incognito tabs, tap the 'X' to close them.

## 5. Using further features to help you find information online

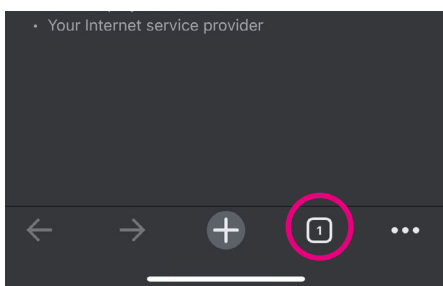
### Using an iPhone or iPad

1. On your iPhone or iPad, open the Chrome app.
2. Tap the three horizontal dots in the bottom right-hand corner. Then tap 'New incognito tab'.



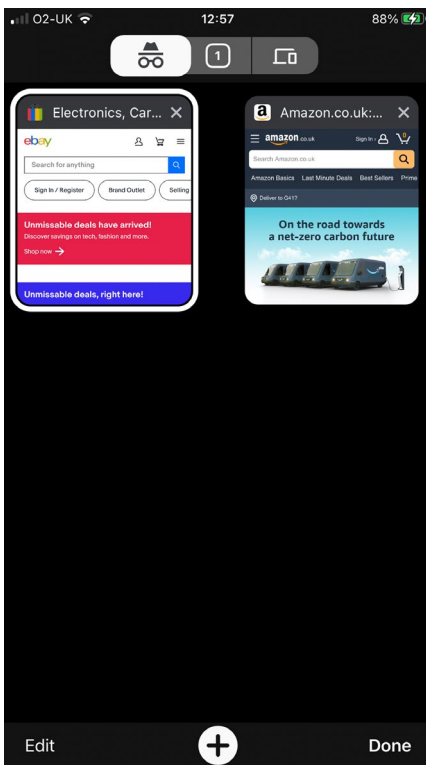
To close 'Incognito' mode:

1. At the bottom, tap the square icon with a number in the middle of it.



## 5. Using further features to help you find information online

2. Click the icon with hat and glasses or 'Incognito' to see your open incognito tabs.



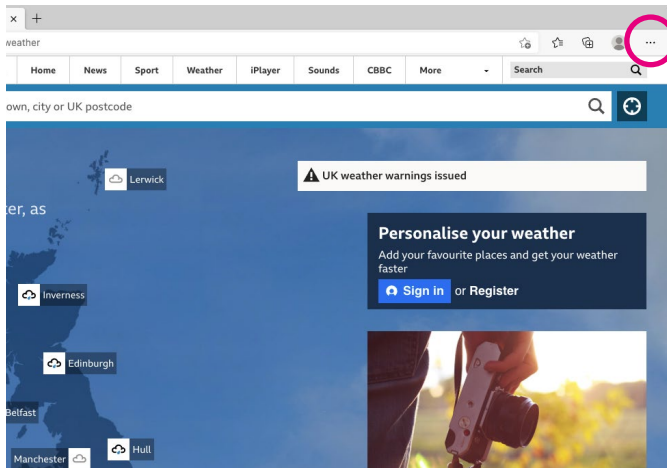
3. Find the tab that you want to close. At the top right of the tab, tap the 'X' to close it.

## 5. Using further features to help you find information online

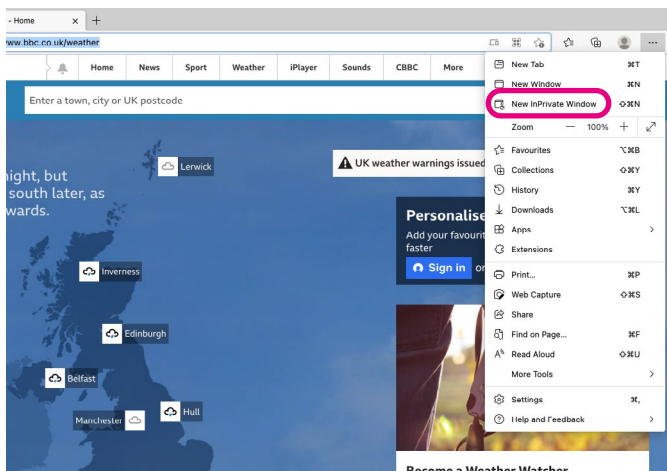
### Microsoft Edge

#### Using a laptop or computer

1. Open Microsoft Edge.
2. Click on three horizontal dots in the right corner of the screen.



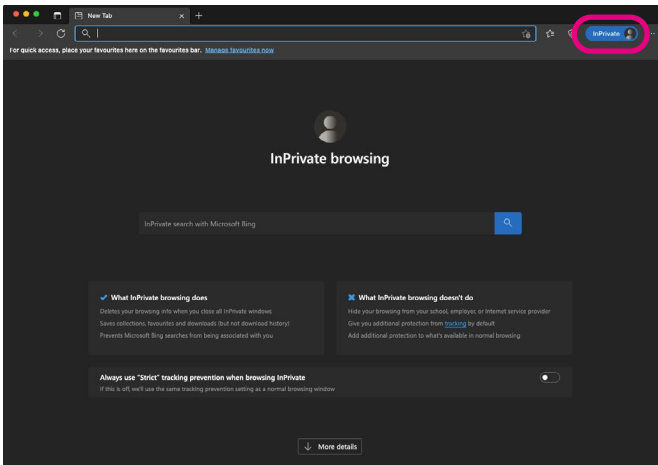
3. A menu will appear. Click 'New InPrivate window', the third option down.





## 5. Using further features to help you find information online

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.



5. You can now start searching privately.

### TOP TIP

#### Shortcut

You can also use a keyboard shortcut to open an incognito window:

For Windows: Press 'ctrl', 'shift' and 'n' at the same time.

For Macs: Press '⌘', 'Shift' and 'n' at the same time.

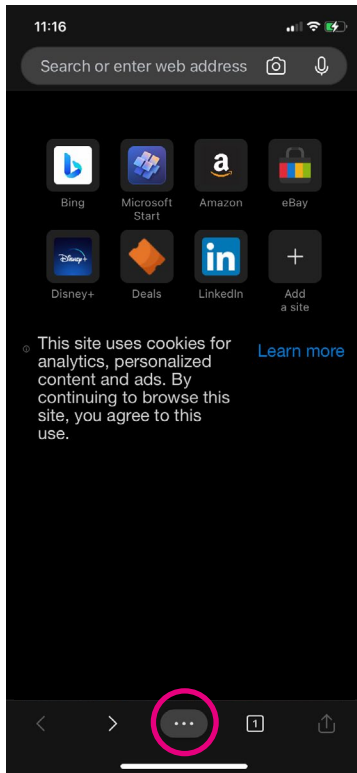
### To close Incognito mode:

1. On your computer, go to your incognito window.
2. Close the window:
  - For Windows: Click the 'X' in the top right-hand corner.
  - For Macs: Click the 'X' in the top left-hand corner.

## 5. Using further features to help you find information online

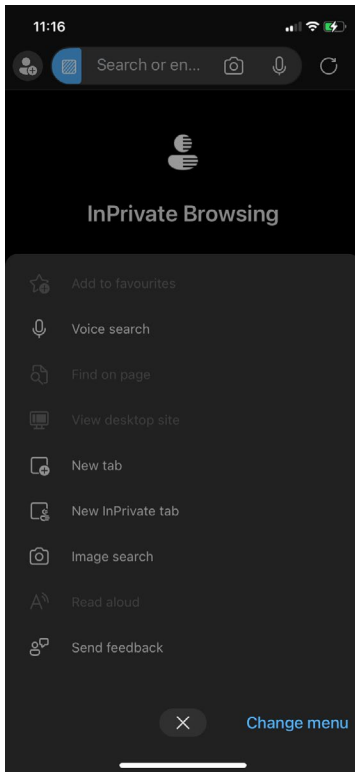
### Using an Android device

1. Tap on Microsoft Edge to open it.
2. Tap on the three horizontal dots icon at the bottom of the screen. A menu will appear.



## 5. Using further features to help you find information online

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.

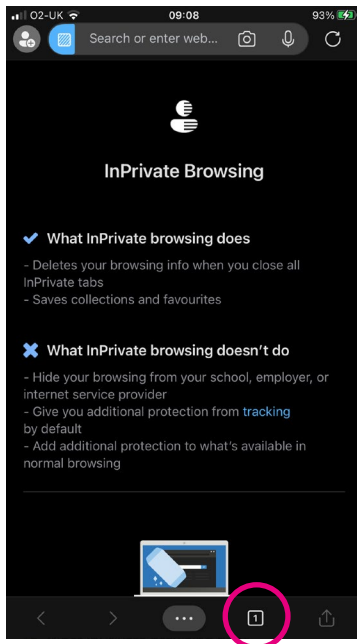
## 5. Using further features to help you find information online

### Using an iPhone or iPad

1. On your iPhone or iPad, open the Microsoft Edge app.
2. Tap the three horizontal dots. Click 'New InPrivate tab'.

### To close 'Incognito' mode:

1. At the bottom, tap the square icon with a number in the middle of it.



3. Tap 'InPrivate' to see your open incognito tabs.
4. Find the tab that you want to close. At the bottom right of the tab, tap the 'X' to close it.

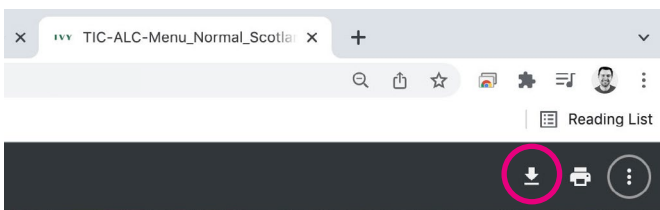
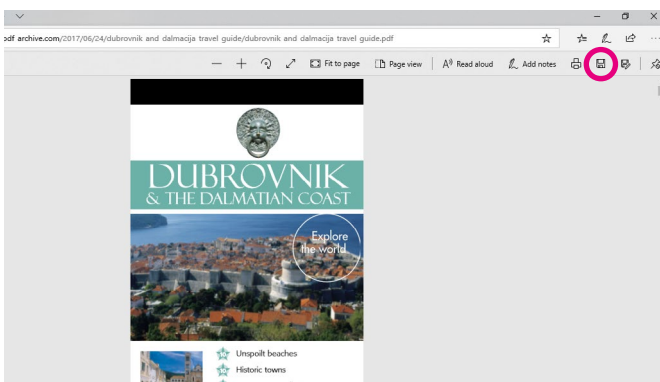
## 5. Using further features to help you find information online

### Downloading files

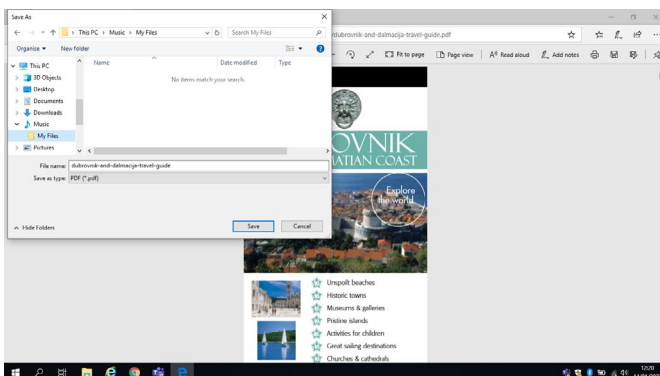
When you buy train tickets, book holidays or pay for insurance, the companies may send you information attached to emails that you may choose to print out. These are called 'files' and are typically sent as PDFs. To print them out, you will need to download them. You may also want to download a PDF form from a web page.

### Downloading a PDF on a laptop or computer:

1. Open webpage, and click on the file you want to download. The document will open.
2. You'll see near the top of the screen is a toolbar. On Microsoft Edge, click on the symbol of a floppy disk to save a file. On Google Chrome, this is an arrow with a line underneath.



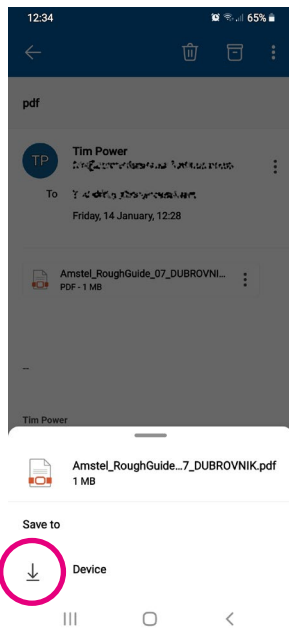
3. This will bring up a box. You can give the file a name in the space provided. You can also decide where to save the file on your laptop or computer by clicking on the folder in the left hand-side of the box.



## 5. Using further features to help you find information online

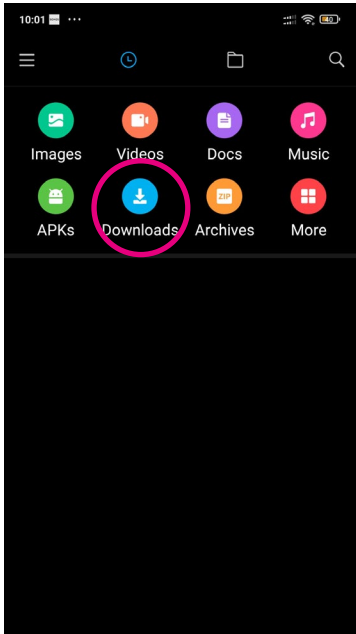
### Downloading a file on your Android:

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 will have a number as the name. This is called the 'File name'. You can tap on this to change it. You'll see that the image will automatically download into your 'Downloads' folder on your device.
3. Tap on the blue 'Download' or arrow down icon.



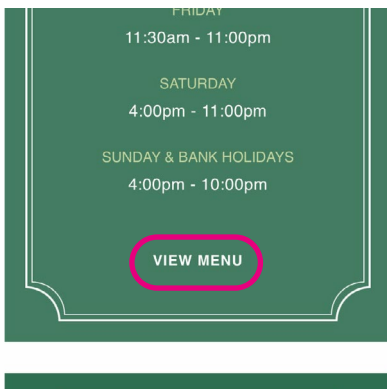
## 5. Using further features to help you find information online

- Next, tap on the 'File Manager' icon on your home screen. This is where all your files are automatically downloaded to. You'll find the 'Downloads' folder in there. Your photo will be saved in there.

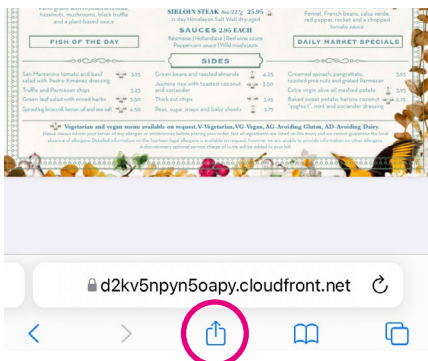


### Downloading a file on your iPhone

- Tap on the file you want to download.

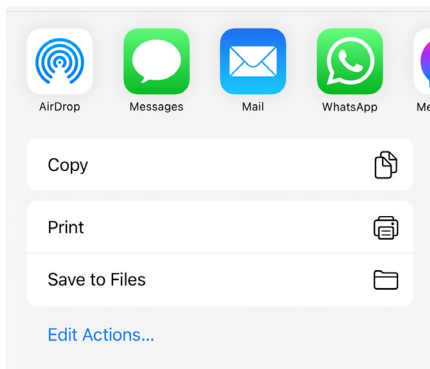


- The file will open. To download it, tap on the square icon with an arrow coming out of it.

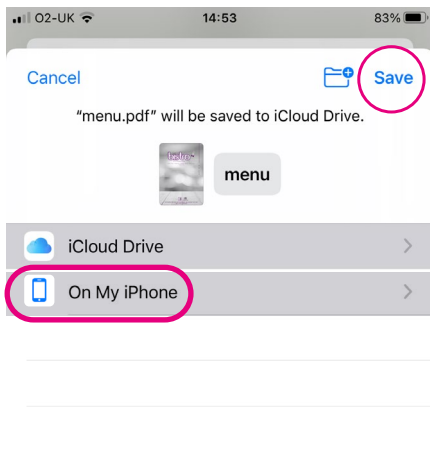


## 5. Using further features to help you find information online

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](http://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](http://www.ageuk.org.uk)