Use this document with the glossary

A helper should take you through this guide

Beginner's guide to

Services and support
6.3 Disability and the Internet

This activity will help anyone with a disability find out how to make using the Internet more accessible, and how to find support and advice online.

What will I learn?
- How you can make using software easier
- Which hardware can help you use your computer
- How you can find out about support and your rights online

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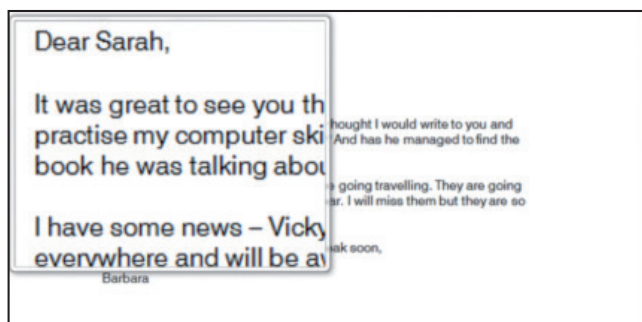
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How do I do it?

Be safe! If you're using this hand-out on a shared or public computer, remember to:

- **Log on using a 'strong password':
one that includes upper and lower case letters, numbers, and isn't something that someone else could guess.**
- **Never share or write down your password.**
- **Log out when you're finished.**

The web links referred to throughout this document can be found in the Useful Links section at the end.

How can I make using software easier?

1. Your computer comes with accessibility settings that can make it easier to use if your vision, hearing or range of motion is impaired. You can magnify the screen, get your computer to read text for you, use keyboard shortcuts and more.

Example of magnifier tool

2. Go to the Microsoft enable web link in the Useful Links section.

- Click on the product you are looking for advice on in the 'I am looking for' section to explore the features that are available to make using your computer easier.
- Use the web page to find one thing you would like to do to make using your computer easier. Explore the links to find out how.

3. Your web browser program also comes with accessibility settings that can help you browse the web:

- From the Microsoft enable web link, click on 'Products' and then click on your version of Internet Explorer. If you don't know your version, you can normally find it in the section marked 'About Internet Explorer' (or for older versions, just 'about...') in one of the menus. Read the information page to find out what you can do.
- Click on the links to find out how to:
  - use the keyboard to surf the web
  - zoom in on a web page.
- Now have a go at using what you have learned.

Microsoft enable web page

What hardware can help me use my computer?

4. Special computer hardware called 'assistive technology' can make it easier for you to use your computer. Assistive technology products can help people with even the most significant impairment. Whatever your needs, it's important that you buy the right technology.

5. For an overview of assistive technology, go to the Microsoft enable web link and click on 'Products' then 'Assistive Technology for Windows'.

Microsoft enable web page

6. Go to the Microlink web link in Useful Links. This is just one of many online shops for assistive technology products:

   • Browse the hardware and software links within the Microlink shop to explore the products that might be helpful to you or someone you know.

How can I find out about support and my rights online?

7. There are lots of websites that can help you if you have a disability or impairment, from forums to government information.

8. The UK Government website tells you all you need to know about your rights and how to get help and support. Go to the UK Government website and use the search facility to find:

   • Disabled people's rights in everyday life (this explains what the Equality act 2010 might mean for you).

   • The disability living allowance and how to claim it.

9. Your local council should provide local information on their website:

   • Go to your local authority website (you may need to use a search engine to find it).

   • Find the home page for information about help for people with a disability (this might be under 'health' or 'social care').

   • Explore what you find and see what services are available to you, and what you can access online.

10. The Internet is also a great source of support. This might be formal help from a charity or voluntary group, or informal support that uses a message forum or chat room for people with a particular disability or impairment.

Quiz yourself

- What kinds of changes can you make to your computer to make it easer to use?
- How do you access the controls to change these settings on your computer?
- What is the name for hardware that can help you use a computer?
- Where can you find out about your rights as a person with a disability?
- Where can you find out about local support and advice?

Try your new skills

- Find an accessibility demo on the Microsoft enable website that shows you what you need to do.
- From the accessibility demos, identify what you can do on your PC and experiment with the various tools.
- Try using another accessibility option in your web browser software.
- Find the disability information page on your local authority's website.
- Use a search engine to find other sources of help and support for a particular impairment or disability, or for anyone with a disability in your community or area.

Write down any notes that will help you:

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My learning checklist

- ☐ I can identify changes that would make my computer easier to use.
- ☐ I can change my computer's settings.
- ☐ I can describe some assistive technology that could help me use a computer.
- ☐ I know where to find out about disability rights online.
- ☐ I know how to search for local and national sources of help.

Top tips

- AbilityNet offers free at home support for disabled people – check out the link in Useful Links.

- Think about any hardware that could make using your computer easier. You might be able to have your needs assessed and get help with buying the right equipment.

- BT has provided an online guide to helping everyone get the most from the latest communications, whatever their need. You can find the right products and advice to make getting online and making calls as easy as possible. Find out more at the BT Including You web link.

Where next?

- Go to the 'Guides' section of the Microsoft enable website and read the right guide for your accessibility needs, or visit the My computer My way web link.

- Use the Ease of Access Center to set up your own computer.

- Use the Internet to make sure you are getting the support and funding available to you. Find out if there are any charities or volunteer groups that could help you make the most of the Internet.

- Find an online forum where you can socialise with others and share tips and advice (Beginner's guides 2.2 and 4.2 will help you do this safely).

- Use Beginner's guides 6.1 and 6.2 to help you access benefits and public services.

Write down any notes that will help you:

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Useful Links
You may want to use these links in your session:

Microsoft enable:
http://www.microsoft.com/enable

Firefox Access:
http://www.accessfirefox.org

My computer My way:
http://www.abilitynet.org.uk/myway

AbilityNet support at home
http://www.abilitynet.org.uk/advice-information/IT-support-for-disabled-people

Inclusive technology
http://www.inclusive.co.uk

UK Government Web Site:
https://www.gov.uk

BT Including You:
http://www.bt.com/includingyou

Microlink
http://www.microlinkpc.com/

In association with

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