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## Technical Support & Training Information

This factsheet contains information on technical support at home, training opportunities in local centres and at home as well as links to some online resources. Some but not all of the services are free to users.

### Technical Support

We are often asked to provide technical support to disabled people experiencing technical problems with their hardware or software. Unfortunately, if the system hasn't been supplied by AbilityNet, we are unable to provide technical support. However there are two volunteer organisations that may be able to help provide support for technical problems.

### ITCH Network

The ITCH (IT Can Help) Network offer free computer assistance to individuals with disabilities by providing volunteers who will visit disabled people in their homes and at other locations such as day centres. Call or see website map for locations covered.

They can help you:

- Install new equipment and software
- Help you get connected to the Internet and use e-mail
- Get you started with standard packages such as word processing
- Solve technical problems that may arise

ITCH and AbilityNet are working in partnership. To find an ITCH volunteer please contact AbilityNet on 0800 269545 or email [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)

For all other communications contact: [info@itcanhelp.org.uk](mailto:info@itcanhelp.org.uk)

Tel: 07985 779071

Web: [www.itcanhelp.org.uk](http://www.itcanhelp.org.uk)

### Royal National Institute of the Blind

The RNIB run a national computer support network of volunteers aimed at helping blind and partially sighted people experiencing technical difficulties. Call to find out if there is a volunteer in your area.

Tel: 0845 604 2341

Web: [www.rnib.org.uk](http://www.rnib.org.uk)

# Training Centres

## AbilityNet Project Partners

There are currently projects in Scotland, Wales, Northern Ireland and England where local centres have been trained and have equipment to support disabled computer users. Centres may vary in the support they can offer, for a list of current centres we are working with.

Tel: 0800 269545

Web: <http://www.abilitynet.org.uk/athome>

## UK Online Centres

This is a Government initiative to enable everyone in the UK that wants it, to have access to the internet and e-mail near to where they live. It could be in an Internet Café on the High Street, in a public library, in a college, in a community centre, a village hall or anywhere available to the public.

Tel: 0800 771234

Web: <http://www.ukonlinecentres.com/consumer/>

## Leonard Cheshire

A national charity they have 8 Discover IT centres around the UK that have specialist equipment and support for disabled learners.

Tel: 020 7802 8200

Web: <http://www.lcdisability.org/?lid=1222>

## Age Concern

Local Age Concerns offer various services, dependent on their size and local need, and may include computer training. Contact your local Age Concern.

Web: <http://www.ageconcern.org.uk/AgeConcern/it.asp>

## Karten Centres

There are 3 centres in Peterborough, Middlesex and Bracknell who offer training on computers as well as other skills. Costs are variable and they support all learners with disabilities.

Tel: 01344 755586 (Bracknell Centre)

Web: <http://www.ctec.org.uk/index.html>

## **Newlink**

Newlink are an organisation based in the East Midlands that offer free courses to people with disabilities in their centres as well as some home based training depending on the area.

Tel: 01159 424761

web: <http://www.vision2learn.com/>

## **Residential Training**

There are a number of residential training opportunities in the UK. These are funded by the government and courses include basic IT, teleworking and Computer Aided design

Tel: 0191 202 3579

Web:

[http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/WorkSchemesAndProgrammes/DG\\_4011789](http://www.direct.gov.uk/en/DisabledPeople/Employmentsupport/WorkSchemesAndProgrammes/DG_4011789)

## **At Home**

### **U Can Do IT**

U Can Do I.T. is a charity which provides very low cost computer training for disabled people in their own homes in selected areas around the country (ring to find out which areas). They may be able to provide a second hand computer for the client to keep. Ring for application form and to find out if they are working in your area.

Tel: 020 7730 7766

Web: [www.ucandoit.org.uk](http://www.ucandoit.org.uk)

### **See Newlink Above**

### **Middlesex Association for the Blind**

Offer free IT training at home to people living in the North and West London boroughs as well as other support services for visually impaired people.

Tel: 09458 380480

Web: <http://www.aftb.org.uk/>

## Action for Blind People

A national organisation that supports blind people. They can provide free support at home with choosing and using Assistive Technology including basic training through their network of Assistive Technology co-ordinators. Ring to find if there is a co-ordinator in your area.

Phone: 0800 915 4666

Web: <http://www.actionforblindpeople.org.uk/>

## Digital Unite (Formally Hairnet)

Offer one to one training for the over 50's in their own homes or at local venues, approximate cost £25 cost per hour with possible additional travel costs but this can be shared if you share training with another person.

Tel: 0870 241 5091

Web: <http://www.digitalunite.net/index.php>

## Electronic Computer Tutorials

We often get asked about basic guides to get you started with some of the most common pieces of software and sometimes even the basics of using a computer.

## Sign IT DVD

A DVD with British Sign Language explanations of IT terms and concepts from the RNID Royal National Institute for Deaf. Cost approximately £15

Tel: 01733 361199 (shop)

Web:

[http://www.rnid.org.uk/shop/publications/communication/sign\\_it\\_dvd\\_rom.htm](http://www.rnid.org.uk/shop/publications/communication/sign_it_dvd_rom.htm)

## Vision 2 Learn

A range of courses on IT and other skills, they are govt funded so likely to be free

<http://www.vision2learn.com/>

## BBC Webwise

A range of tutorials on computer topics

Web: <http://www.bbc.co.uk/webwise/>

## Microsoft Office Tutorials

A range of tutorials on older versions of office software such as Word, Access, Powerpoint and Excel.

Web: [www.fgcu.edu/support/office2000/](http://www.fgcu.edu/support/office2000/)

Web: [www.officetutorials.com/](http://www.officetutorials.com/)

## British Computer Association for the Blind (BCAB)

Fully accessible CD based courses for Jaws and Hal screen reader users. Each tutorial costs £30.

Tel: 0845 4308627

Web: [www.bcab.org.uk](http://www.bcab.org.uk)

## WinGuide

Sarah Morley has written a number of books explaining Windows to visually impaired users with an average cost of £10 a book.

Web: [www.winguide.co.uk/](http://www.winguide.co.uk/)

## Surfs Up

Free internet based tutorial on using the internet with the Jaws screen software

Web:

[http://www.freedomscientific.com/fs\\_products/Surfs\\_Up/Surfs\\_Up\\_Start\\_Here.htm](http://www.freedomscientific.com/fs_products/Surfs_Up/Surfs_Up_Start_Here.htm)

\* Messages charged at standard rate. You will receive two confirmation messages charged at £1.50 each. AbilityNet will receive your donation net of charges applied by mobile network operators and a processing fee. If you have any questions regarding this service, please call 020 7549 2222.