



# Digital Access Resource Guide

**A guide for East Lothian**

Peter Kirwan and Tracey Binnie  
Haddington Citizens Advice Bureau

July 2019



## Contents

Introduction .....	3
Access to hardware .....	4
Free public computers.....	4
Affordable computers.....	5
Access to the internet .....	6
Free public wi-fi .....	6
Using a mobile hot-spot (using phone signal to go online using a computer).....	8
Improving digital skills .....	10
Computer classes.....	10
One-to-one support.....	11
Self-directed learning .....	13
Additional support for specific groups .....	14
Older people.....	14
Physical disabilities .....	14
Veterans .....	14
Learning difficulties .....	14
Women affected by, or at risk of, domestic abuse.....	15
Younger people.....	16
People with a history of addiction.....	16
Common issues for Advisors and Clients .....	17
Common issues on laptops and desktops.....	17
Essential digital skills on mobile devices .....	21

## Introduction

*Last updated 11/07/2019*

### **Disclaimer: This supplement is intended for East Lothian but similar resources may be available in your area**

This publication is intended to help advisers (both in Citizens Advice Bureaux and elsewhere) quickly find solutions for clients in the East Lothian area though it may be useful for advisers in other areas who have access to similar solutions. The Digital Access Resource Guide is accompanied by another piece, The Introduction to Digital Access, which is intended to give advisers some basic background knowledge about the problem of Digital Access (also known as Digital Inclusion) and some common problems it can cause clients.

'*Digital Access*' is the term used by Citizens Advice Scotland to describe the interaction of skills and technology that determine whether a client can do what they need to do in today's digital world. You can broadly split Digital Access into 3 categories:

1. Access to Hardware
  - Can they get to a PC, or do they have a smartphone or tablet?
  - Do they have additional accessibility needs?
2. Access to the Internet
  - Do they have mobile signal, phone credit, broadband, or WiFi?
3. Digital Skills
  - Can they do what they need to do if they have both of the above?

The Digital Access Team in Haddington CAB have worked with clients in East Lothian to help them overcome many common digital access problems. The resources that have proved most useful have been captured in this document.

This document has been created to help CAB Advisers in East Lothian overcome digital access problems facing their clients. This document may also be useful to non-CAB personnel who work with the general public in East Lothian.

The purpose of this document is to:

1. Help Advisers quickly find the right resources to address a client's problem.
2. Teach Advisers some basic skills to overcome the main digital access problems of:
  - Downloading documents
  - Saving web pages as documents
  - Finding downloaded documents
  - Uploading documents to web forms
  - Setting up email accounts
  - Attaching documents to emails

By using this document Advisers should increase not only their own digital skills, but the skills of the general public by helping them to overcome digital access challenges through use of the right resources, training, and support.

Where possible, clients should be encouraged to improve their digital skills through one or more of the resources highlighted in this document, whenever a digital access issue arises.

## Access to hardware

*Last updated 11/07/2019*

### Free public computers

Clients can call ahead to reserve a computer at any of the locations below across East Lothian. Dial **01620 827827** and select a council office from the list below:

- East Lothian Works - Haddington
- Wallyford Library - 3 Fa'side Buildings
- North Berwick Library - The Old School
- Haddington Library - The John Gray Centre
- Wallyford Community Centre - Albert Place
- Longniddry Library - Church Way
- John Muir House - Haddington
- Ormiston Library - 5A Meadowbank
- Musselburgh Library - 10 Bridge Street
- Aldhammer House - Prestonpans
- Dunbar Library - Bleachingfield Centre
- Brunton Hall - Musselburgh
- The George Johnstone Centre - Tranent
- East Linton Library - 60A High Street
- Musselburgh East Community Learning Centre
- Whitecraig Community Centre
- Gullane Library - East Links Road
- Port Seton Library - Community Centre
- Prestonpans Library - West Loan

Clients can also access public computers at Musselburgh Job Centre

- North House, Eskmills Park, Station Rd, Musselburgh EH21 7DU

## Affordable computers

Clients wishing to buy a computer do not necessarily need to buy a new computer; there are plenty of companies selling refurbished computers across East Lothian. Clients can find computer shops in East Lothian via the [trustedtrader.scot](https://www.trustedtrader.scot) website:

- <https://www.trustedtrader.scot/EastLothian/>
  - Search for "computer"

Clients can also use Google Maps to find a computer shop local to them, as not all shops are listed on Trusted Trader.

- <https://www.google.co.uk/maps>
  - Search for "computer"

If clients can travel to Edinburgh there is also the Edinburgh Remakery, a social enterprise on Leith Walk that sells affordable refurbished computers.

- <https://www.edinburghremakery.org.uk/>

## Access to the internet

### Free public wi-fi

#### Council-provided

*Last updated 11/07/2019*

Free wi-fi is provided at all the locations where free public computers are available (see "*Free public computers*" above).

O2 Wifi has also been installed in all East Lothian libraries and in many other locations

[https://www.eastlothian.gov.uk/info/210567/your\\_community/12345/find\\_open\\_free\\_wifi\\_in\\_east\\_lothian](https://www.eastlothian.gov.uk/info/210567/your_community/12345/find_open_free_wifi_in_east_lothian)

If a client is an O2 customer they can connect to the secure WiFi network automatically. However, if the client is not an O2 customer they will need an access code for the open Wifi. There's more information on how it all works here: <https://www.o2wifi.co.uk/about/faq>.

#### Other

*Last updated 11/07/2019*

Free wi-fi is often provided in cafes or pubs, which may be more convenient for the client to attend, especially outside library working hours.

Supermarkets often have free wifi and have longer opening hours.

Some residential facilities may have a wifi network available, clients can check with whoever manages their accommodation. Temporary housing for homeless clients often lacks wifi, unfortunately.

Some third sector organisations that work directly with clients in an office may have public wifi available. Encourage clients to ask the question if they are using services provided by third sector organisations.

### Installing broadband in their own home

*Last updated 11/07/2019*

Clients should be aware that costs of broadband increase significantly after the initial contract period (often 12 months) and that they should take on another fixed period subscription (possibly with a different supplier) or cancel after the initial subscription period has lapsed.

BT provides a budget broadband package for under £10 called BT Basic and Broadband which (unlike most packages) is limited to 15GB a month. To qualify for BT Basic you must be getting one of the following benefits: Income Support, Income-based Jobseeker's Allowance, Pensions Credit (Guaranteed Credit), Employment and Support Allowance (Income related, Universal Credit (and are on zero earnings)). We are not aware of other providers with a similar offering but this may change in the near future and it would be worth checking.

<https://btplc.com/inclusion/ProductsAndServices/BTBasic/BTBasicBroadband/index.htm>

An alternative to broadband in your own home may be to use your mobile phone to create a Wi-Fi network (see "*Using a mobile hot-spot*" below). This will consume mobile phone data so clients must be aware that they may run up a large phone bill depending on their mobile phone contract. In a pinch, however, this may solve a client's problem such as needing to send a document via email that is on their laptop hard drive when they have no Wi-Fi at home.

Clients can check mobile coverage in their area via this website:

<https://www.ofcom.org.uk/phones-telecoms-and-internet/advice-for-consumers/advice/ofcom-checker>

If a client lives in an area that has bad connectivity to conventional Internet Service Providers, it is worth investigating getting internet service from Lothian Broadband who provide internet wirelessly

<https://www.lothianbroadband.com/>

## Using a mobile hot-spot (using phone signal to go online using a computer)

The software on phones changes over time and differs between devices, so the following guides should be used as a rough indication of what to look for. If necessary you can just search online for the phone model and "hot-spot".

You may choose to make your own phone into a hotspot for the client to use, if there is no other way to get the information needed from the client's device (e.g. getting them to email you a document or photograph from their phone).

### Apple

*Last updated 11/07/2019*

Here are Apple's full directions: [How to set up a Personal Hotspot on your iPhone or iPad](#)

You need to set a Wi-Fi password in order to set up a Personal Hotspot. To change the Wi-Fi password, go to Settings > Cellular > Personal Hotspot, then tap the Wi-Fi password.

Choose a Wi-Fi password that's at least eight characters long. You can use the following characters in your password:

- All the letters in English, both lowercase and uppercase
- The digits 0 through 9
- Some punctuation marks

Once this is done then in the future you can turn the personal hotspot on or off very easily:

1. Go to Settings > Cellular.
2. Tap Personal Hotspot, then tap the slider to turn it on.

Connect to the hotspot just as you would with any other wifi network. The wifi network you want to connect to will probably be the client's name + iPhone. For example, "Jane's iPhone".



## Android

*Last updated 11/07/2019*

Android devices are a lot more diverse than Apple devices so the steps are likely to be different for each different phone on the market. The steps needed will generally be quite similar. It is unlikely, although not impossible that the client's phone has this feature disabled by the manufacturer. Search online for the phone model + "hot spot" to check.

Here is Google's own page for their devices:

- <https://support.google.com/nexus/answer/9059108?hl=en>

Here is a guide to using a typical Samsung phone:

- <https://www.androidcentral.com/how-use-your-galaxy-s7-mobile-hotspot>

Typically the steps you need to follow are:

1. Launch the Settings app from your Home screen.
2. Tap Mobile hotspot and tethering.
3. Tap Mobile hotspot.
4. Tap Enable Wi-Fi sharing.
5. Tap the switch to turn on your hotspot.
6. Follow the on-screen instructions to connect your devices.

## Windows

*Last updated 11/07/2019*

Here is a good guide for a typical Windows phone:

- <https://devices.vodafone.com.au/nokia/lumia-630/change-settings/set-up-and-use-your-phone-as-a-wi-fi-hotspot/>

These steps are likely to work across any Windows phone:

1. Slide your finger down the display starting from the top edge of the phone.
2. Press "all settings".
3. Find and press "internet sharing".
4. Press the slider to turn on internet sharing.
5. Connect using the password shown on the internet sharing screen.

NB: There are many reports online of this feature often not working on Windows phones, and giving an error message. If this happens it is not your fault, but you will not be able to set up a hotspot.

## Improving digital skills

### Computer classes

#### Pennypit Computer Club, Prestonpans

*Last updated 11/07/2019*

The computer club takes place three times a week and can offer a limited number of computers for people to use. Clients can attend any or all of the following:

- Monday: 0900 – 1230
- Thursday: 1300 – 1530
- Friday: 0900 - 1230

More information about the club is available from their website:

- <https://computerclubpp.weebly.com/>

There is a £3 cost per session. Angela who runs the club is very flexible and can help clients with additional needs, see "[one-to-one support](#)" below. There is a contact form on the website, or clients can call the Pennypit Centre on **01875 819 635**

#### Musselburgh Computer Club

*Last updated 11/07/2019*

The computer club meets every Friday, 10:00 – 12:00, in Wetherspoons (The David Macbeth Moir), Bridge Street, Musselburgh, EH21 6AG

The brochure for the computer club can be downloaded here:

- [https://drive.google.com/file/d/0BxBe\\_o76bt6sRXIUdUJsZIFKN3c/view](https://drive.google.com/file/d/0BxBe_o76bt6sRXIUdUJsZIFKN3c/view)

The first session is free, then £4 per session. For more information clients should call Sheena Ross on **01875 340 675** or email [musselburghcomputerclub@gmail.com](mailto:musselburghcomputerclub@gmail.com)

## One-to-one support

### Computer Buddies

*Last updated 11/07/2019*

East Lothian Council run a 'Computer Buddies' scheme that matches clients looking to learn how to use technology with a volunteer to help them. Clients get six one-hour sessions that they arrange independently with their Buddy.

Details here: <https://www.eastlothian.gov.uk/info/210562/libraries/11892/etraining/2>

To refer, email Fiona Melville ([fmelville@eastlothian.gov.uk](mailto:fmelville@eastlothian.gov.uk)) with the client's name, contact phone number(s), their desired outcome from the sessions (i.e. what they want to learn), and whether the client is an existing member of East Lothian Libraries. If they are not a member suggest to the client that they become one so that they can access the computers in the library.

Clients who require specific help (e.g. clients with demntia, learning difficulties or disabilities) may require help from the groups below.

### Royal Voluntary Society (for over 65s)

*Last updated 11/07/2019*

RVS in Haddington can match an elderly client (over 65) with a volunteer to help them, but there is very limited capacity. It is not a core offering from RVS but they do what they can.

To refer the client please email Polly Cooke ([polly.cooke@royalvoluntaryservice.org.uk](mailto:polly.cooke@royalvoluntaryservice.org.uk)) with the client's details and a description of the client's problem and what they are looking for help with.

### Pennypit Computer Club, Prestonpans

*Last updated 11/07/2019*

Angela McInnes runs this Computer Club and is willing to take on clients with difficulties that make them unsuitable for Computer Buddies. Clients will attend the computer club as normal but Angela can make sure they have personal attention and help.

To refer the client please email Angela on [angm630@googlemail.com](mailto:angm630@googlemail.com) with the client's details and what they are looking to learn. Angela will contact the client directly to discuss how they can use the computer club.

There is a £3 cost per session.

### Library Staff

*Last updated 11/07/2019*

Library staff across East Lothian can work one-to-one with clients to show them how to accomplish various tasks on a computer. Call **01620 827 827** to enquire about what is available in their local library.

## Self-directed learning

*Last updated 11/07/2019*

### How to use a mouse

There are a few different sites to help you learn how to use a mouse. You can try searching for "mouserobics" or "mousercise".

One good site to use is here:

- <http://www.pbclibrary.org/mousing/mousercise.htm>

### How to type

A very good free website to teach you how to type is TypingClub. It is very modern, and designed to be fun so it's a great place to start.

- <https://www.typingclub.com/>

### Lloyd's Digital Academy

Lloyd's Digital Academy provides free online courses for basic digital skills as well as some free in person learning.

- <https://www.lloydsbankacademy.co.uk/>

### Magazines and books

The libraries will have a stock of books and other guides to help someone learn how to use a computer generally, or Microsoft Office programs. Librarians will help clients find the right book for them.

There are several magazines aimed at the beginner computer user which will be stocked by newsagents and supermarkets, clients may find these beneficial to their learner.

## Additional support for specific groups

### Older people

*Last updated 11/07/2019*

Older people are more likely to have one or more disabilities so the sections on physical disability and sensory impairment may be relevant. See "[Royal Voluntary Society \(for over 65s\)](#)" under "[One-to-one support](#)" above, and "[Veterans](#)" below. See also "[Sensory Impairment](#)" and "[Physical Disabilities](#)" below. Computer Buddies are generally very good for clients that are older, as many of the volunteers are themselves retired (see "[Computer Buddies](#)" above).

### Physical disabilities

*Last updated 11/07/2019*

Expert and impartial one to one advice on appropriate hardware and software for clients with disabilities can be had either on the phone or online from AbilityNet.

- <https://www.abilitynet.org.uk>

Some funding for technology for physically disabled people is available from ECAS who are based in Edinburgh near Easter Road. The client would need to travel to ECAS to get an assessment but, if appropriate, ECAS will help clients fill out the application after the assessment.

- <https://www.ecas-edinburgh.org>

### Veterans

*Last updated 11/07/2019*

The East Lothian Veterans Breakfast Club meets once a month for a breakfast in Musselburgh. Some clients who are veterans may not be able to attend but could always join the Facebook group which is extremely active.

- <https://www.facebook.com/groups/721000604723276/>

Regarding national resources, Age Scotland Veteran's Project has compiled an incredibly extensive list of all the online resources that their veteran members have found useful. You can find that here.

- <https://www.ageuk.org.uk/scotland/what-we-do/supporting-older-veterans/age-scotlands-veterans-project/best-of-the-net-for-older-veterans/>

### Learning difficulties

*Last updated 11/07/2019*

The Computer Club at the Pennypit Centre has expressed a willingness to work with individuals with learning disabilities.

- <https://computerclubpp.weebly.com/>

## Women affected by, or at risk of, domestic abuse

*Last updated 11/07/2019*

Further background on this issue as well as guides to dealing with online harassment and stalking can be found on the women's aid website.

<https://www.womensaid.org.uk/information-support/what-is-domestic-abuse/onlinesafety/>

Airdrie Citizens Advice Bureau also offer an online chat service for women affected by or at risk of domestic abuse.

<https://www.airdriecab.co.uk/services/action-beyond-courage>

## Younger people

*Last updated 11/07/2019*

The Bridges Project in Musselburgh works with people under 25 who are vulnerable or marginalised. They run a variety of programmes which may be appropriate for clients, and as part of developing 'skills for life' they can get support with their digital skills, including accessing their UC Journal.

Contact the Bridges Project on 0131 665 1621 or email [mail@bridgesproject.org.uk](mailto:mail@bridgesproject.org.uk)

## People with a history of addiction

*Last updated 11/07/2019*

MELDAP Recovery College runs courses out of Musselburgh East Community Learning Centre (mostly) to help people gain the skills to help into education, employment and volunteering, including support with learning to use a computer:

- <http://www.accesstoindustry.co.uk/meldap>

Contact MELDAP to find out the first step for the client, it may be that they do not need to travel to Musselburgh. This opportunity is also available for people providing care to somebody with an addiction.

Contact MELDAP on 0131 260 9721 or [mail@accesstoindustry.co.uk](mailto:mail@accesstoindustry.co.uk)



## Common issues for Advisors and Clients

### Common issues on laptops and desktops

#### Internet Explorer vs other web browsers

*Last updated 11/07/2019*

Internet Explorer is the default web browser on many computers, in the CAB and elsewhere. As a very old piece of software it lacks lots of useful features, such as saving a web page as a document. If possible use Google Chrome or Mozilla Firefox when online with clients.

#### Why use incognito mode (private browsing)?

*Last updated 11/07/2019*

When you use a web browser it may store your usernames and passwords to make it easier for you to log in in the future. Whilst this is helpful on your personal computer at home we should not be saving client's usernames and passwords on CAB computers.



'Incognito mode' is a way of using a web browser that stops it recording information about the sites you visit, or saving information that you put in forms.

#### *Google Chrome*

Google's information on incognito mode:

- <https://support.google.com/chrome/answer/95464?co=GENIE.Platform%3DDesktop&hl=en>

To use incognito mode follow these steps:



1. On your computer, open Chrome.
2. At the top right, click  then "New Incognito Window".
3. A new window appears. In the top corner, check for the Incognito icon . The web browser should now appear with a dark background.

#### *Mozilla Firefox*

Mozilla's information on private browsing can be read here:

- <https://support.mozilla.org/en-US/kb/private-browsing-use-firefox-without-history>

To use Private Browsing in Firefox:

1. On your computer, open Firefox.
2. At the top right click  and then "New Private Window".
3. A new window appears. There should be a purple mask icon in the top of the window 

## Printing a web page saved as a pdf

*Last updated 11/07/2019*

Clients may send you a pdf document of a webpage they viewed on their mobile phone, such as their Universal Credit Journal (see below for directions on how to do this). If they are sending this from their mobile phone it is possible that the document you receive will be in the same dimensions as a mobile screen, i.e. very long and very thin. This may mean that even though you can easily view what they have sent you on a computer by scrolling up and down, it doesn't print out properly.

You may find that printing this document only provides a very small fragment of the middle part of the webpage, this is because when you save a web page as a pdf, it creates a document which is a single page the same dimensions as the web page on that person's phone, rather than fitting what is on the web page to a series of A4 pages. The computer is trying to print the whole document to a single side of A4 without shrinking it, which means you only see a small fraction of the document, typically the middle of the document (imagine a long image overlapping the page on the top and bottom).

In these cases, try printing the document as a 'Poster'. This should cause it to print multiple pages showing all the information on the web page, because it is splitting the single page the client sent you across multiple A4 pages.

To print in a poster format:

1. Open the pdf document on your computer, it should open with a program called 'Adobe Reader'.
2. Go to File -> Print.
3. Under 'Page Sizing and Handling' choose 'Poster'.
4. Print the document.

## Lack of detail when downloading bank statements

*Last updated 11/07/2019*

Clients may find that when they download a bank statement for you that their bank details are not on the statement. If this is an issue consider using the feature to save a web page as a pdf as an alternative to downloading a statement. This will not work on a mobile app, but will work in a web browser such as Google Chrome or Mozilla Firefox. Log into online banking on a computer using Chrome or Firefox and follow the steps below in "[Saving a web page as a pdf on a desktop or laptop](#)".

## Saving a web page as a pdf on a desktop or laptop

*Last updated 11/07/2019*


Saving a web page as a pdf is a better solution than screenshotting because it lets you capture all information on the screen in a single image, from which text can be copied and pasted. You can't do this in Internet Explorer and will need to use a modern browser, such as Google Chrome or Mozilla Firefox.

### Google Chrome

Step by step instructions are available here:


- <https://www.wikihow.com/Save-a-Web-Page-as-a-PDF-in-Google-Chrome>

A quick guide:

1. Use Google Chrome to view the web page you want to save as a pdf.
2. In the top right of the window click  and choose 'Print'.
3. Set the destination to 'Save as PDF'. This means changing the printer from the normal printer you use to 'Save as PDF'.
4. Click 'Save'.
5. Choose where to save the pdf of the web page.

### Mozilla Firefox


To save as a PDF in Firefox on Windows 10:

1. Use Firefox to view the web page you want to save as a PDF.
2. In the top right click  and choose 'Print'.
3. In the top left click 'Print'.
4. Make sure the printer chosen is 'Microsoft print to PDF'.
5. Click 'Ok'.
6. Choose where to save the pdf of the web page.

If the above method is not available you may be using an older version of Windows. This means you will need to install an 'Add-on' to Firefox:

1. Go to this page to install the 'Save as PDF' Add-on.
  - a. <https://addons.mozilla.org/en-GB/firefox/addon/save-as-pdf/>
2. Click '+ Add to Firefox'.

In order to save a web page as PDF:

1. Use Firefox to view the web page you want to save as a PDF.
2. Click this icon in the task bar: 
3. After a few seconds a box will pop up asking you to open or save the file. Choose 'Save file' and click 'Ok'.
4. The web page is now saved as a PDF in your Downloads folder. Open your Downloads folder to find it. It will be named with the URL (e.g. cas.org.uk/about-us/contact-cas.pdf)

## Creating an email account

*Last updated 11/07/2019*

There are many different options when choosing which service to use to create an email account for a client. The most easy-to-use options are Gmail (from Google) and Outlook (from Microsoft). Both of these providers will ask you to create either a Google account, or a Microsoft account. Email is only one of several services that you get access to through this account. Confusingly, the email address you get also doubles as the name of the account as a whole. In other words, you create a Google account to use Gmail, and a Microsoft account to use Outlook, and the account name is the email address that comes with that account (which you choose when you create it).

Both of these email providers are free and look professional on correspondence.

Gmail is a natural choice if the client has an Android smartphone or tablet, as the Gmail app comes as standard on their phone and is easy to use.

Outlook is also a good choice but you will need to either download the Outlook app for the client's phone or use the generic email app on the client's phone, which is typically inferior.

If a client has an Outlook account they will also gain access through that to online versions of Microsoft Office, which may be useful to the client. A client using Gmail can use Google's equivalent products, which can also be used offline, but which may be slightly harder to get used to using.

Digital Unite have a guide to setting up a Gmail account:

- <https://www.digitalunite.com/technology-guides/email-skype/email/how-create-gmail-account>

But if you can do it without a guide you can start here:

- <https://accounts.google.com/SignUp?hl=en>

Create an Outlook email account here:

- <https://signup.live.com/>

Wikipedia have a good walkthrough here:

- <https://www.wikihow.com/Create-an-Outlook-Email-Account>

## Essential digital skills on mobile devices


Key skills clients need to use their mobile devices effectively are summarised below, with guides.

### Apple devices


*Last updated 11/07/2019*

#### *Downloading documents*

Use this when viewing a file on your phone, and you want to save a copy. If you want to save a copy of a webpage see "[Saving web pages as documents](#)" below.

1. Make sure you are using the Safari browser.
2. Select the share icon 
3. Choose 'Save to Files'.
4. To find the pdf you created see the step below "[Finding downloaded documents](#)".

#### *Saving web pages as documents*

1. Make sure you are using the Safari browser.
2. Select the share icon 
3. Choose 'Create PDF'.
4. To find the pdf you created see the step below "[Finding downloaded documents](#)".

#### *Finding downloaded documents*

1. On the home screen of the iPhone or iPad locate the 'Files' app. It looks like a blue folder.
2. Locate the file you are looking for.

On older versions of iOS you may need to open iBooks to find a downloaded file.

#### *Uploading documents to web forms*

To upload a file from an iPad or iPhone to a web form (for example a CV to a Universal Credit Journal):

1. Click the button on the website to begin the upload process.
2. Choose 'Browse' from the dialogue that appears.
3. Choose 'On my iPad'.
4. Locate the file you wish to upload and tap it.

### *Setting up email accounts*


Full steps can be found here:

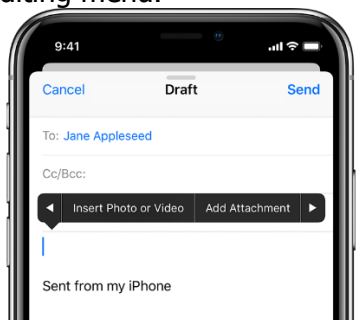
- <https://support.apple.com/en-gb/HT201320>



If the below steps don't work then use the link above to view the steps to manually input the email account settings.

1. Go to Settings > Passwords & Accounts, then tap Add Account.
2. Tap your email provider.
3. Enter your email address and password.
4. Tap Next and wait for Mail to verify your account.
5. Choose information from your email account, like Contacts or Calendars, that you want to see on your device.
6. Tap Save.

### *Attaching documents to emails*

1. Open the Mail app and tap  or open an existing email. Then tap the body of the email.
2. Tap the cursor to open the editing menu.




3. Tap , then tap Add Attachment. On an iPad, you can also tap  on the keyboard instead of the cursor.
4. Look through the Files app and select an attachment.
5. When you're ready, tap Send. Or follow these steps again to add another attachment.

## Android devices


*Last updated 11/07/2019*

Android devices are much more varied than Apple or Windows phones, but the steps will be similar between devices. The following steps assume you are using Chrome as the web browser, which comes as standard on Android phones.

### *Downloading documents*

1. Open the document you wish to save. It may automatically download to your phone so that it can open, but the file location may be somewhere obscure on the phone so save it somewhere easy to find.
2. In the top right of the screen click  and choose 'Print'.
3. Set the printer destination to 'Save as PDF'. This may be the default option.
4. Tap 'Save'.
5. Choose where to save the pdf of the web page. If possible choose a folder called 'Download'. Remember your choice.

### *Saving web pages as documents*

1. Use Google Chrome to view the web page you want to save as a pdf.
2. In the top right of the screen click  and choose 'Share'.
3. Choose 'Print' from the options presented.
4. Set the printer destination to 'Save as PDF'. This may be the default option.
5. Tap 'Save'.
6. Choose where to save the pdf of the web page. If possible choose a folder called 'Download'. Remember your choice.

### *Finding downloaded documents*

The specific name, look, and feel of the default file management app can differ quite a lot between different brands of Android phone, but the principle is the same. Just as on a Windows PC documents are stored in folders within folders, and you can browse these folders using a file management app.

Downloaded files will 99% of the time be stored in a 'Download' folder. Some phones, such as Samsung, will also offer you something called a 'Category' named 'Downloads' which you can view instead of browsing to the 'Download' folder. This is designed to be helpful and make it easier to find things you have downloaded, but for technical reasons, not everything in the 'Download' folder shows up when you look at the 'Downloads' category.

Specifically, downloading a bank statement to your phone from a mobile banking app may mean that although the bank statement is in your 'Download' folder, when you view the 'Downloads' category you don't see the file. For this reason it is a good idea to know how to navigate to the Download folder directly.

Additionally, files you download may have nonsensical names made up of jumbled letters and numbers; you may need to open the bottom file or the top file to find the latest download.

1. Open the menu on the phone which displays all available apps.

2. Look for an app called 'My Files', or 'Files', or similar. It may be contained within a group of apps called 'Tools'. Open the file manager app when you find it.
3. Choose 'Internal Storage' as a folder to open.
4. Tap the folder called 'Download'.
5. Locate the file you are looking for.

### *Uploading documents to web forms*

Web forms asking you to upload a document will typically have a button marked 'upload' or 'browse' for you to click to let you choose which file on your phone you wish to upload.

1. Tap the 'upload' or 'browse' or 'select' button on the web form you are using.
2. If you are offered to choose an app to 'perform this action with' make sure you choose the file management app (e.g. 'My Files') if you are uploading a document, or the 'Galley' or 'Photos' app if uploading a picture taken with the phone camera.
3. Browse to the file you wish to upload. You may need to make your way to the 'Download' folder if you are looking for a recently downloaded file.
4. Tap the file to select it. You may need to tap 'Upload', 'Next' or 'Select' to begin uploading the file.
5. Make sure that you complete the upload process on the form. There may be a 'Submit' button or similar to finalise the process of uploading the form.
6. Complete the rest of the form as normal.