PARKINSON'S^{UK}
CHANGE ATTITUDES.
FIND A CURE.
JOIN US.

Using computers and the internet

This information sheet provides general information on computers and their accessibility. If you're a complete beginner, it will help you get started with understanding computers, and how to use them.

If you want to get more from your computer, it also focuses on using the internet – how to search for reliable health information, using social media, staying safe online and where to go for more advice.

There is a glossary on page 14 that explains terms you may not be familiar with. The first time a glossary term appears in the information sheet, we have highlighted it in bold for you.

What can a computer and the internet do for me?
Being able to use a computer and the **internet** can open up lots of opportunities for you. You can:

- handle day-to-day correspondence, which can be useful if you have problems with handwriting

- keep in touch with your friends and family, and share experiences with other people affected by Parkinson's through online communities and **social media**

- search for information about Parkinson's and other subjects of interest

- manage your online banking and shopping, which can save time and may be helpful if you have limited mobility or live in a remote area

What do I need to get started?
Different types of computers are available. Some computers sit on a desk (desktop computers). These have a system unit, monitor (a screen), keyboard and mouse (pointer device). Portable computers, such as laptops, have a keyboard and screen combined in one unit.

Tablet devices, such as iPads, are smaller, portable computers that have touchscreens, so a separate keyboard and mouse aren't needed. It is worth considering what you need from a computer and how you will use it when deciding what type to buy. The sections below will outline the benefits and uses of each type.

Depending on what type of computer you have, you should be able to increase the accessibility of your devices, for example by making adjustments to your mouse, monitor and keyboard. The sections below explain what changes you may be able to make. Special equipment and **software** are also available to make it easier to use your computer and access the internet. Remember that what works for one person might not work for another. You may be able to get software on a trial period before you buy it to see if it works for you.

Accessibility describes if a website or other product can be used by people of all abilities and disabilities. **Microsoft** and **Apple** both have pages on their **websites** that explain more about accessibility features and changing your settings. To find out more visit:

Microsoft
www.microsoft.com/enable

Apple
www.apple.com/accessibility

Keyboards

Some people may find using a keyboard easier than writing by hand. However, for others the straight-line set-up of the keyboard may be difficult, as it requires good control of your movements. Keys can also be quite sensitive – you may find you repeatedly type a character because you're holding the key down for a long time. For some tasks, you may have to press two or more keys at the same time.

Your keyboard can be altered to help meet your needs. Accessibility features such as Filter Keys or Slow Keys tune your keyboard, so the length of time a key needs to be held down for before it appears or repeats on screen can be changed. Sticky Keys allow you to operate a combination of keys using just one finger.

You may find a keyguard useful. This is a rigid plate with holes that are positioned over each key on your keyboard. The guard makes it impossible to press two keys at once. You can also rest your hands and arms on the guard without pressing any keys.

There are other styles of keyboards available. Small and compact keyboards may be more suitable for single-handed users. You can also buy specially designed ergonomically curved or two-part keyboards. There are also keyboards with larger keys. These can all be useful if you find it difficult to accurately find or press keys on a standard keyboard. There are organisations that can give you more information on what computer equipment may suit you. See page 12 for details.

Mouse

A mouse is a device that helps you move the **cursor** (pointer) around a computer screen, to select and open programs, and to issue commands.

Some people with Parkinson's may have problems using a mouse. This is often because a mouse needs to be held still in one position while the button is pressed. Laptops usually have a 'touchpad' instead of a mouse that can also be difficult to use, especially if you have a tremor or muscle stiffness or find it difficult to make fine finger movements.

It is possible to adjust the way your mouse behaves. This includes changing the sensitivity or speed of your mouse and how much time you need for 'double clicking'. You can also use the number pad on your keyboard

to move the cursor around using Mouse Keys. If you use a computer that has the **Windows operating system** installed, most mouse functions can be performed using different keyboard shortcuts.

If your movement is mostly affected on one side of your body, you may find it useful to use your other hand to hold the mouse, to reduce the strain on your affected hand. You can buy a left or right-handed mouse, and you can also swap over the button settings of your mouse to suit the hand you use.

In some cases, you might find it useful to replace your mouse with a 'rollerball' mouse. This is a static device with a large ball on top, which can be moved using your fingers, thumbs and palms, and can offer more control. This kind of mouse can be used with a laptop via a wireless **USB** connector or via a lead.

Monitors
A monitor is the screen used with a desktop computer. You can easily alter the background colour, letter colour, or the font type on a monitor. These adjustments can make it more comfortable to look at the screen (like using sunglasses on a bright day) and help to make text clearer. Monitors also come in a variety of sizes. Larger screens can give you a clearer view of images.

Tablet devices
Tablets are very slim, lightweight computers. Many people with Parkinson's tell us that tablets, such as the Apple iPad, are easier to use than desktop or laptop computers. This is because they have touchscreens, rather than a keyboard and mouse. **E-readers**, such as the Amazon Kindle, can also be useful for reading, especially if you find it difficult to turn newspaper pages or read books.

Smartphones
A **smartphone** is a mobile phone that can do many of the same things a computer does, such as access the internet and emails. There are different types of smartphones with differing features so you may find it helpful to research which phone would best suit your needs before you buy one.

If you have problems with dexterity or have limited mobility, you may find it helpful to look at phones that:

- are light and easy to grip

- have a touchscreen (this involves using your fingers, though some people may find using a stylus pen easier. Some stylus pens have a small, hard head. A capacitive stylus pen has a larger, soft rubber head, which may be helpful if you have a tremor)

- come with a physical keypad with large well-spaced buttons

- have the ability to plug in a headset so you can speak and hear the phone without holding it

- have predictive text, which anticipates whole words from a few keystrokes

- have swiftkey, which allows you to type words with finger swipes. This may already be available on your phone or as an app to download. Find out more at **swiftkey.com**

Ofcom have a website that offers consumers advice on how to choose the right mobile phone. Visit **www.mobileaccessibility.info**

DORO is a company that specialises in developing mobiles and smartphones for older people or people with disabilities. You may find their devices easier and more practical to use. These products also come with software to help you set up and use your smartphone. Find out more at **www.doro.co.uk**

Most major mobile phone companies should have information about the accessibility of their products on their website or available in their store.

Apps

An **app** is a piece of software that can be used on smartphones, tablets and other mobile devices. They allow you to perform specific tasks like write a document or play a game.

There are several apps available for people with Parkinson's, which can provide information about the condition, allow you to track your symptoms or remind you to take your medication. Some of these are free, but some will charge you to use them. Examples include Parkinson's Central, MyHealthPal (which was developed by someone with Parkinson's) and Parkinson's Toolkit.

The uMotif app lets you track things like sleep quality, mood, exercise, diet and stress levels. It also allows you to set medication reminders. You need a registration code to use the app, which you can get from their website at **www.umotif.com**

The Beats Medical app is an individually-tailored metronome beat that acts as a cue for people with Parkinson's who experience freezing. It also has speech and language therapy exercises, dexterity exercises and a medication reminder.

Voice recognition

Some mobile phones, computers or tablet devices can be operated by speaking, which can be useful if you have problems typing or using a mouse. Voice recognition software converts the words you say into text. This can help with tasks like creating or editing a document or an email, opening files and controlling your mouse.

Some people find using a combination of a keyboard, a mouse and voice recognition software for different tasks suits them best. Older versions of voice recognition software need to be 'trained' to recognise your voice and accent. This can take time to get right.

Newer versions of both Windows and Apple operating systems provide ready-to-use voice recognition technology. You can dictate text, navigate around your computer and use the internet all by voice command. For more information on setting up voice recognition on your computer, see the website addresses on page 12.

There are voice recognition apps available for tablet devices, such as the iPad, and smartphones. Siri is a free app available on the Apple operating system. Using your voice, you can dictate text messages, take notes, make calls and schedule meetings. Vokul is a **downloadable** app that works in a similar way to Siri (for Apple) or Cortana (for Microsoft).

You can also buy voice recognition programs, which range in price. Programs normally come with a software CD, a microphone headset and user manual. Dragon Naturally Speaking is very popular, but requires an initial training process, so shop around for a product that will work best for you.

How can I get connected to the internet?

The internet is a global computer network that contains vast amounts of information shown as text, video, audio or picture formats.

> " Being online helps me connect with others with a shared interest. I feel less isolated and it stops me from getting bored when I'm unable to get out of the house due to Parkinson's. "
>
> **Maureen, a fan of word searches and quiz shows**

There are two ways to connect to the internet: dial-up or **broadband.** Dial-up uses your telephone line to connect to the internet. This means while you are online, you can't use your phone. Dial-up is also the slowest way to connect to the internet. It is generally now only used in rural areas where the distances between **exchanges** are bigger than in a town or city.

Broadband is much faster to use than dial-up. It uses a more complex line than a simple telephone line to connect to the internet, so you can still use your phone when you are online. There are different ways to get a broadband connection including through a **router**, which connects your computer to the internet via your phone line or with **Wi-Fi**. Wi-Fi is an easy way to connect as your computer doesn't have to be close your router – it can be anywhere in your home.

To get online, you will need to check what **internet service providers** are available where you live. If you have a landline telephone, the first step may be to contact your telephone company, as they often provide internet services. There is usually a monthly charge for internet packages, based on things like the speed of your broadband connection or the amount of **data** you download.

If you don't have a landline, there are still ways to get the internet at home. You can use a provider that uses a network of fibre optic cables to deliver the internet, rather than telephone cables. You can also use a mobile service that you can use wherever there is coverage from the provider you choose, not just in your home.

Accessing internet on the go

If you are at home, you can use Wi-Fi to access the internet on your laptop, smartphone, tablet or other mobile device without any wires. But if you go outside the range of your router, you will no longer be able to connect. Many public spaces and buildings now offer Wi-Fi connections – you just need to log in and sometimes they require a password.

It is possible to connect to the internet wherever you are without Wi-Fi. Many smartphones use a 3G connection from radio towers to access the internet, allowing you to use the internet wherever you go as long as you have a signal. Faster connections are also available using 4G. You should check how much you will have to pay for your internet connection, known as a data plan.

Some devices cannot access the internet in this way but require a Wi-Fi connection. However, you can buy a small USB device, known as a dongle, which provides internet access when you plug it into your laptop or tablet. This means that devices that normally need Wi-Fi can be used anywhere. A mobile hotspot does a similar job, providing 3G internet access for more than one device, without plugging anything in. This means you can use the hotspot to access the internet on your laptop and tablet at the same time. You can buy special devices for this or if you have 3G on your smartphone you can use this as a mobile hotspot.

How can I find what I am looking for on the internet?

You will need software, known as a **browser**, on your computer to view webpages, email, images and videos on the internet. When you open your browser and visit a webpage, it opens in a 'window'. You can view several different **webpages** by opening more windows.

It is important to keep your browser software updated so that you have the latest version. More recent versions will be faster, safer and allow you to do more online. Common **web** browsers include Microsoft Internet Explorer, Google Chrome, Apple Safari and Mozilla Firefox.

Via your browser you can use search engines. These websites help you search for webpages and make it easy to find what you are looking for. Some useful search engine addresses are:

Google
www.google.com

Yahoo
www.yahoo.com

Bing
www.bing.com

To start a search you just need to enter a search term – "Parkinson's", for example – on the **homepage** of the search engine. A search can produce thousands of results, but try not to get overwhelmed by this. Often the most relevant pages appear towards the top of the page. Be aware that the results which appear at the very top of the page are often sponsored advert links, paid for by organisations. You can refine your search by adding more search terms, such as "Parkinson's walking" or "Parkinson's mood".

How accessible are websites?

All good websites should follow accessibility guidelines, which make using a website and accessing information easier. The basic requirements are that text styles, sizes and colours are easy to read and images have 'alternative text' that describes an image, so they can be understood by equipment such as a screen reader. A screen reader is a device that will read all text on a screen, including webpages, for people who have sight problems.

Our website has extra features for people affected by Parkinson's including large clickable areas and buttons to make scrolling easier. It also has features for keyboard accessibility, so that you can navigate through and select items using just your keyboard (pressing the TAB key and ENTER when you land on an element you want to activate). This feature is available on many websites and can be helpful if you find it difficult to use a mouse.

Where can I find reliable Parkinson's and health information online?

There is a lot of material about Parkinson's and other health-related issues on the internet. It is worth remembering that anyone can set up a website on any subject. This means that not all websites will contain reliable, up-to-date information.

- If you want to know whether a health information website is reliable, ask yourself the following questions:

- Who has produced the content? Is it owned or sponsored by a reputable organisation? Most sites will have an 'About us' or 'About this site' section where you can get more information about the site and who has set it up.

- Are contact details available for the website owners? Be wary if there is no way of contacting them.

- Is the health information consistent with other material you have read?

- Does the website give information about both the benefits and risks of potential treatments?

- Is the information current?

- Is there a review process for content? And is that process explained anywhere on the website?

- Is the organisation a member of the Information Standard? If they are, they will display the Information Standard logo on their online information. Organisations that have the Standard have been assessed to check that the information they produce is clear, accurate, balanced, evidence-based and up to date. Find out more at **www.england.nhs.uk/tis**

Health & care information you can trust
The Information Standard — Certified Member

The following websites contain health information or are about Parkinson's, and may be useful as a starting point:

Parkinson's UK

Our website is packed with trustworthy information about Parkinson's. You can find out more about the condition and what it's like to live with it, as well as keeping up-to-date with the latest Parkinson's research. Our information is certified by the Information Standard.

You can also find contact details for all of our information and support services, including your nearest Parkinson's local adviser and local group. The website also makes it easier to find information relevant to your experience of Parkinson's – so whether you are newly diagnosed, a carer, or have been living with Parkinson's for some time, you'll be able to find the information that's right for you.

The website also features a lot of films of people with Parkinson's talking about living with the condition, research and fundraising events, and many more. Visit **parkinsons.org.uk**

There are a lot of other charities for people affected by Parkinson's. These include the Michael J. Fox Foundation (**www.michaeljfox.org**) and the American Parkinson's Disease Association (**www.apdaparkinson.org**). They feature information and news about Parkinson's, and often have **webinars**, **podcasts**, **blogs** and **e-newsletters** you can watch or sign up to. Please note, Parkinson's UK is not responsible for the content of any external sites, and the details provided here are for information purposes only.

NHS Choices

This is the UK's biggest health website. It contains articles, videos and interactive tools about different health conditions, including Parkinson's. It can also help you to find, compare and use NHS services in England. The website is certified by the Information Standard. Visit **www.nhs.uk**

In Scotland, NHS Inform (**www.nhsinform.co.uk**) offers similar services to the NHS Choices website. If you live in Wales, you should visit the Health in Wales website (**www.wales.nhs.uk**), and in Northern Ireland, Health and Social Care in Northern Ireland (**www.hscni.net**).

Patient.co.uk

This is an independent health website. It contains thousands of health information leaflets and discussion forums about different conditions, including Parkinson's. The website is certified by the Information Standard. Visit **www.patient.co.uk**

How can the internet make everyday tasks easier for me?

Email

Email is a way of sending messages from one person to another for free, using a computer. There are lots of advantages to using email – messages are sent instantly and you can send a message to more than one person at the same time. You will also be able to sign up to other online services, such as online banking and social media, as most companies will ask for an email address before you can create an account or sign up.

Many people with Parkinson's experience problems with handwriting. This can be caused by tremor, lack of co-ordination, stiffness and a difficulty controlling small movements. Sending emails by typed or dictated text instead of writing letters can be a useful way to overcome these issues.

To begin using email, you will need to set up an email account. Setting up an account is free to do, although you will need an internet connection. There are lots of different providers you can use. Popular ones include

Outlook (**www.outlook.com**) or Gmail (**www.gmail.com**). On the homepage, click on 'Sign up'. You will be asked to provide some personal information and to create a unique username and password for your account. Once you have done this, you will have set up your email account.

Online banking

Internet banking lets you manage your finances online. You can move money between your accounts, transfer money to other people and pay bills.

When you are transferring money online, take extra care before you authorise the payment and always double check the details you have entered to make sure they are correct.

Speak to your bank to find out how to set up online banking if you would like to. Your bank should also be able to advise you what they do, and what you can do as a customer, to make sure your online banking is safe and secure. See page 9 for more on staying safe online.

Online shopping

The internet allows you to buy things through a website and have your purchases delivered to your home or place of work. All the major supermarkets offer online shopping services. You simply select the groceries you want on their website, pick your preferred delivery slot and your shopping will be delivered to your door. You may have to pay a small charge for delivery.

It is also easy to buy books, music, clothes and all kinds of household and gardening goods online and have these delivered. Lots of high street shops also allow you to reserve items online and then collect them in person from your nearest branch of the shop.

Visit **www.bbc.co.uk/webwise** to find out more about shopping safely and securely online. See page 9 for more on staying safe online.

How can I talk to people online?

There are lots of ways you can connect with friends and family on the internet. It can also be a good way of meeting new people affected by Parkinson's and share experiences.

Social media

Social media allows you to connect with people you may already know and make new friends. You can post comments and share news and information. Most social media websites are free to join and easy to sign up to. Two popular websites are Facebook and Twitter.

Remember that everything you post on social media is public unless you change your privacy settings. This lets you to decide whether the information you post is public (can be seen by anyone) or private (can be seen by people you choose to see it). For more information about staying safe online, see page 9.

Facebook

Facebook allows you to create an online profile, which you can add photos, news and opinions to. These are called 'posts'. People you are friends with can see what you have shared and can comment on your posts. You can also look at what your friends have been sharing. Parkinson's UK has a page on Facebook (**www.facebook.com/parkinsonsuk**) where people discuss and share Parkinson's news and events. Visit **www.facebook.com**

Twitter

On Twitter, you post short comments of up to 140 characters, which are called 'tweets'. Comments can be

about anything – an interesting news story, or simply what's on your mind. People who 'follow' you can see what you have tweeted and when you follow other people, you can see what comments they have made. Visit **www.twitter.com**

Parkinson's UK is on Twitter (**@parkinsonsuk**) (**www.twitter.com/parkinsonsuk**) and posts details of relevant news stories and events, and shares the experiences of people affected by Parkinson's.

Instagram

Instagram allows you to share photos with your friends and family. You can take photos with your smartphone, then upload and share them with others. You can also view photos uploaded by your friends. Visit **www.instagram.com**

YouTube

YouTube is a website that allows users to share videos. There are many videos on different topics that you can browse, watch for free, and comment on. You can also upload your own videos, which can be viewed by anyone with a connection to the internet anywhere in the world. Visit **www.youtube.co.uk**

Internet forums

Internet forums are online discussion sites. You can talk to other members of the forum by posting messages. Conversations are often organised by topic. You can ask other members a question and invite responses, comment on another member's post, or simply share your experiences on a certain issue with others.

We have our own online discussion forum on the Parkinson's UK website (**parkinsons.org.uk/forum**). As well as posting on discussion boards, you can send messages to other members on the forum to make connecting easier. You can also create your own profile and share information about yourself with others if you'd like to.

Video calls

Video calling lets you chat with friends and family face-to-face wherever they are in the world, for free.

To make a video call, you need a reliable internet connection and a microphone or speakers on your computer. You will also need a **webcam** – a small video camera. You can make calls over the internet without a webcam, but if you don't have one, the person you are talking to will only be able to hear you, not see you.

Most new computers will have a microphone or speakers and a webcam built in. If your computer doesn't have any of this equipment, you will need to buy a headset with a microphone attached so the person you are talking to can hear you. You can also buy webcams separately.

Skype (**www.skype.com**) is one of the most popular programs to make free video calls with. To get started, you will need to create an account. On the homepage, click on 'Join us' and you will be asked for some information for your profile. You will also need to pick a 'Skype name'. This is the name other people see when they contact you. Once you have created your account, you can search for contacts and begin talking to them. You can also use Google Hangouts (**hangouts.google.com**) or go to **appear.in** to make free video calls.

How can I stay safe online?

The internet is a great resource, but you should take certain precautions while online.

Passwords

You normally have to create a password for accounts you have online. You should avoid easy passwords like '1234' or your date of birth. Try and include a mix of upper and lower case letters in a password, as well as numbers and symbols. Use different passwords for different sites too.

Many sites will give you the option to store your password on your laptop or mobile device but you should avoid this. You should also use a password to lock your smart phone, tablet or laptop. This will help you to protect any personal information or data you have stored on devices if they are stolen.

Secure sites

If you are using online banking or buying things online, make sure you are using a secure site. Before entering any personal or payment details on a website, look out for a small padlock symbol in the address bar or browser winder, and a web address beginning with 'https'. The 's' stands for secure.

A green address bar also means the site is secure. If you are on a website and a message appears warning you about the website's security certificate, be very wary about providing any personal information.

Personal information

When you are talking to people online in forums or on social media, do not share personal information. This includes details such as your full name, date of birth, address, phone number or bank details. Your identity and personal information is valuable to people who can use your details to apply for products in your name.

Be cautious of people who you have just met online and ask you for personal information or want to meet you in person very quickly. If you do want to meet an online friend in person, make sure you choose a public place to meet such as a coffee shop or restaurant, and tell a trusted friend or relative who you are meeting, when and where. You may also want to take someone with you.

On social media, you can also control who sees the information and photos you share by changing your privacy and security settings. This can allow you to decide whether the information you post is public (can be seen by anyone) or private (can be seen by people you choose to see it).

Spam, scams and phishing emails

You may sometimes receive unwanted emails, known as spam or junk. These might contain adverts for products or services, or chain emails that ask you to forward them on. They may also contain offensive images or viruses in **attachments** or links.

Spam emails may be part of a scam that tries to trick people into giving personal details, like passwords or bank details. They might offer financial benefits or look like they are from trusted sources, such as your bank.

Sometimes email scams are sent to many people. This is known as phishing. Phishing emails pretend to be from a bank, credit card company or online shop and will ask you to click on a link to a website that looks like the real thing but is fake. They will ask you to enter your personal information into the website, which you should never do. Remember that your bank will never ask you to provide internet banking or card details by email.

Follow these simple rules to use email safely:

- Don't open emails that you think might be spam. If you don't know the sender, then treat the email with caution.

- Don't open attachments and avoid clicking on links in emails if you don't know the sender.

- Don't respond to emails if you don't know who sent them, and never give out your personal details.

- Make sure your spam filtering settings are on – this feature comes as standard with most email accounts.

Viruses

Viruses are malicious programs which can access your computer and corrupt files. You can avoid viruses by not clicking on links or emails you don't recognise. You should also avoid clicking on pop-up ads, which might appear on your screen when you are using the internet.

To protect yourself from viruses, make sure you install the latest anti-virus software. If you use Microsoft, they have free anti-virus software (**www.microsoft.com/security-essentials**), or you could also consider AVG (**www.avg.com**).

You can also buy anti-virus software. You can find out more about these products at your local electronic goods store.

Who can help me get started?

Everyone's experience of Parkinson's is different and how the condition may affect your day-to-day life can vary. It is important you choose the right device and equipment for you.

If you're not sure where to start, speak to AbilityNet. This organisation aims to make computer technology available to people with disabilities. The charity's free helpline (**0800 269 545**) offers expert advice and information about computers and the internet, and their website (**www.abilitynet.org.uk**) offers useful guides to help make your computer and computer technology work for you.

An occupational therapist may be able to give you tips on how to use computer equipment. They may also provide advice on simple adjustments, such as better posture, chair height, or changing the distance from your keyboard to your monitor, to make it easier to use a computer.

You can usually see an occupational therapist for free through a referral from your GP, or your social services or social work department. Occupational therapy is also available privately.

Find out more: see our information sheet *Occupational therapy and Parkinson's.*

You may find it helpful to talk to other people affected with Parkinson's. People are often very happy to share their experiences with others. For example, what equipment have they found helpful? Do they have any handy hints or tips which you can use to get started? Our online forum is a great place to share tips and experiences about making computers easier for people with Parkinson's to use.

You can learn more about using forums and how to visit our own in 'Internet forums' on page 7 of this information sheet.

Where can I go to learn more about using a computer and the internet?

Your local public library or adult education college may offer computer courses. Details of these can often be found in local libraries, or by contacting your local authority's education office (listed in the telephone directory under the name of the council).

If you have a basic knowledge of computers, you can build these skills using tutorials available online, or via **e-learning** courses. For instance, learndirect offers a variety of IT and other courses for people with internet

access that can be completed at home or at a variety of local learndirect centres. You can contact learndirect on **0800 101 901** or find out more at **www.learndirect.com**

AbilityNet

This organisation offers information to disabled people on how to use computers and the internet.

0800 269 545

www.abilitynet.org.uk

Their webpages My Computer My Way, provide step-by-step instructions to adjust your keyboard or mouse to suit you.

mcmw.abilitynet.org.uk

Age UK

This charity runs taster sessions where older people can learn to use a computer and the internet.

0800 169 2081

www.ageuk.org.uk

Barclays Bank Digital Eagles

Barclays have free online courses to teach you about technology, using the internet safely and other digital tips. They also offer Tea and Teach sessions across the UK, where you can ask questions about computers over a cup of tea. All courses are free and you don't have to be a customer of Barclays.

www.barclays.co.uk/DigitalEagles/P1242671738729

BBC Webwise

This website has useful guides on social media, computer basics and a selection of online courses.

www.bbc.co.uk/webwise

Digital Unite

This organisation delivers digital skills training.

0800 228 9272

www.digitalunite.com

Disabled Living Foundation

The foundation offers help on daily living equipment and assistive technology.

0300 999 0004

www.dlf.org.uk

Get Safe Online

This website offers practical advice on online safety.

www.getsafeonline.org

Learn My Way

This organisation offers online courses on using a computer and basic internet skills.

www.learnmyway.com

UCanDoIT

A charity providing free computer tutorials, tailored to your needs, delivered in your own home. They offer services for people with physical disabilities, age impairments, sensory impairments or communication difficulties.

The service is not available in all areas of the UK but employs 65 freelance tutors working in Greater London, South Wales, parts of Scotland, Merseyside, Manchester, Birmingham, Sussex and Kent.

020 8673 3300

www.ucandoit.org.uk

UK Online Centres

These centres offer various online resources and community groups.

0114 349 1666
www.ukonlinecentres.com

Which

This organisation offers independent buying advice on computer equipment and internet service providers.
www.which.co.uk

There are also lots of books available on computers and the internet. These are available from your local library or bookshop.

More information and support

Parkinson's nurses

Parkinson's nurses provide expert advice and support to people with Parkinson's and those who care for them. They can also make contact with other health and social care professionals to make sure your needs are met.

The role of the Parkinson's nurse varies. Each will offer different services, aiming to meet local needs. Some nurses are based in the community, whereas others are based in hospital settings.

Many Parkinson's nurses are independent prescribers. This means they can prescribe and make adjustments to medication, so someone with Parkinson's doesn't always need to see their specialist for changes to or queries about their Parkinson's drugs.

Parkinson's nurses may not be available in every area, but your GP or specialist can give you more details on local services.

You can find out more at **parkinsons.org.uk/nurses**

Information and support from Parkinson's UK

You can call our free confidential helpline for general support and information. Call **0808 800 0303** (calls are free from UK landlines and most mobile networks) or email **hello@parkinsons.org.uk**. We run a peer support service if you'd like to talk on the phone with someone affected by Parkinson's who has faced similar issues to you. The service is free and confidential – ring the helpline to talk to someone about being matched with a volunteer.

Our helpline can also put you in touch with one of our Parkinson's local advisers, who give one-to-one information and support to anyone affected by Parkinson's. They can also provide links to local groups and services.

We also have a self-management programme for people with Parkinson's, partners and carers. It is an opportunity to reflect on life with the condition, learn about self-management and think about the future. To find out if there is a group near you visit **parkinsons.org.uk/selfmanagemen**t

Our website **parkinsons.org.uk** has a lot of information about Parkinson's and everyday life with the condition. You can also find details of your local support team and your nearest local group meeting at **parkinsons.org.uk/localtoyou**

You can also visit **parkinsons.org.uk/forum** to speak with other people in a similar situation on our online discussion forum.

Glossary

App/application – A piece of software that can be used on computers, smart phones, tablets and other mobile devices. They allow you to perform specific tasks like write a document or play a game.

Apple – A company which makes products including computers, iPhones and iPads.

Attachment – A file (text document or image) sent with an email message.

Blog – An online diary. Once published on the internet, other people are able to read what you have written.

Broadband – A high-speed connection to the internet, using more complex wires that allow you to use your home phone while you are online.

Browser – Software that is used to view webpages, images, videos and other files on the internet. Several are available including Microsoft Internet Explorer, Google Chrome, Apple Safari and Mozilla Firefox.

Cursor – An indicator on the screen, usually in the form of an arrow, that is moved using the mouse, trackpad or keyboard in order to carry out tasks and actions on screen.

Data – Digital information, such as music and video files.

Download – Saving something from the internet on to your computer.

e-learning – An educational course, which you complete online.

e-newsletter – A newsletter sent as an email.

e-reader – A tablet device you can read books or newspapers on.

Exchanges – Internet exchange points are where the networks of the internet physically connect to each other. Most cities have at least one where major internet companies connect their networks.

Hardware – A general name for the physical parts of a computer and related devices.

Homepage – The main page of a website.

Internet – A global computer network that contains vast amounts of information presented as text, video, audio or picture formats.

Internet service provider – A company that provides access to an internet connection.

Microsoft – A company that makes products including computers.

Operating system – This is the software that supports your computer's basic functions. The two most popular systems are Windows and Apple.

Podcast – An audio or visual program, that is recorded and made available on the internet.

Router – A small device that connects your computer to the internet via your phone line.

Social media – Web-based tools for sharing information in online social networks, for example Facebook, Twitter and Instagram.

Smartphone – A smart phone is a more powerful handset than a traditional mobile phone. You can access emails, the internet and download apps.

Software – A generic name for programs that are stored on your computer. An example is Microsoft Office, which many people use to create documents. Many new computers will require you to pay for software, either as a one of payment or by subscribing and paying monthly.

Tablet – A touchscreen computer that you can navigate using your fingers.

USB – A type of standard connection used for connecting hardware to your computer via a USB cable.

Web – A shorthand term for 'world wide web'.

Webcam – A small video camera used for talking to people over the internet.

Webinar – An online seminar. You are often able to watch them live over the internet.

Webpage – Any page on the internet.

Website – A collection of web pages that have been put together by an individual or organisation.

Wi-Fi – A way of carrying data through the air using radio waves.

Windows – An operating system, made by Microsoft.

Thank you

Thank you very much to everyone who contributed to or reviewed this information sheet:

Ana Aragon, Independent Occupational Therapist and Associate Senior Lecturer, Leeds Metropolitan University

Digital team, Parkinson's UK

Thanks also to our information review group and other people affected by Parkinson's who provided feedback.

Can you help?

At Parkinson's UK, we are totally dependent on donations from individuals and organisations to fund the work that we do. There are many ways that you can help us to support people with Parkinson's.

If you would like to get involved, please contact our Supporter Services team on **0800 138 6593** or visit our website at **parkinsons.org.uk/donate**. Thank you.

Our information

All of our most up-to-date information is available at **parkinsons.org.uk/informationsupport**
If you'd prefer to read one of our printed leaflets or booklets, find out how to place an order at **parkinsons.org.uk/orderingresources** or by calling **0300 123 3689**.

We make every effort to ensure that our services provide current, unbiased and accurate information. We hope that this will add to any professional advice you receive and help you to make any decisions you may face. Please do continue to talk to your health and social care team if you are worried about any aspect of living with Parkinson's.

If you'd like to find out more about how we put our information together, including references and the sources of evidence we use, please contact us at **publications@parkinsons.org.uk**

Using computers and the internet (PKFS60/2016)

Do you have any feedback about this information? Your comments will help us ensure our resources are as useful and easy to understand as possible. Please return to **Information Content team, Parkinson's UK, 215 Vauxhall Bridge Road, London SW1V 1EJ**, or email **publications@parkinsons.org.uk**. Thank you!

1. Please choose the option that best fits you.

☐ I have Parkinson's and was diagnosed in ☐☐☐ ☐ I care for someone with Parkinson's

☐ I have a friend or family member with Parkinson's ☐ I'm a professional working with people with Parkinson's

☐ Other (please specify)

2. Where did you get this information from?

☐ GP ☐ Specialist ☐ Parkinson's nurse ☐ Parkinson's UK local group ☐ Parkinson's UK local adviser

☐ Ordered directly from us ☐ Call to the helpline

☐ Other (please specify)

3. Has it answered all your questions?

☐ Yes, completely ☐ Yes, mostly ☐ Not sure ☐ Partly ☐ Not at all

4. How easy was it to understand?

☐ Very easy ☐ Easy ☐ Not sure ☐ Quite difficult ☐ Very difficult

5. Has it helped you manage your condition better, or make choices that have improved your life in some way?

☐ It helped a lot ☐ It helped a little ☐ No change ☐ It didn't help ☐ It made things worse

6. What is your ethnic background?*

☐ Asian or Asian British ☐ Black or Black British ☐ Chinese ☐ Mixed ☐ White British ☐ White other

☐ Other (please specify)

*We ask about your ethnicity to ensure our information is reaching a broad range of people. However, this question is optional.

Want to hear more from us?

☐ I would like a response to my feedback ☐ I would like to be a member of Parkinson's UK

☐ I'm interested in joining the Information review group, to offer feedback on Parkinson's UK information

If you've answered yes to any of these options, please complete your details below.

Name

Address

Email   Telephone

How would you prefer us to contact you? ☐ Email ☐ Post ☐ Phone

We will not pass on your details to any other organisation or third party. To find out more, read our privacy policy at **parkinsons.org.uk/termsandconditions**

Every hour, two people in the UK are told they have Parkinson's — a brain condition that turns lives upside down, leaving a future full of uncertainty.

Parkinson's UK is here to make sure people have whatever they need to take back control — from information to inspiration.

We want everyone to get the best health and social care. So we bring professionals together to drive improvements that enable people to live life to the full.

Ultimately, we want to end Parkinson's. That's why we inspire and support the international research community to develop life-changing treatments, faster. And we won't stop until we find a cure.

Together we can bring forward the day when no one fears Parkinson's.

Parkinson's UK

Free confidential helpline **0808 800 0303**
Monday to Friday 9am–7pm, Saturday 10am–2pm. Interpreting available.
NGT Relay **18001 0808 800 0303** (for use with smart phones, tablets, PCs and other devices).
For more information see **www.ngts.org.uk**
hello@parkinsons.org.uk
parkinsons.org.uk