

Tech for the non-tech!

Many Welsh u3as and their members have made great progress in learning to use the IT available to them – not only for keeping their groups going during lockdown and continuing their informal learning but also enjoying the communication with friends and family.

However, there are still many members who cannot get started or who would like to know more.

The Regional Support Team have put this guidance together to help, in response to comments made at a recent regional meeting by u3a members, about this problem.

- Make a list of members who have the skills in IT and are willing to help, acting as mentors.
- To ascertain who would like help, contact all your members by post, phone, email, open meetings and through group co-ordinators.
- Ask if they would like help – starting from scratch or using the technology more widely.
- Check which device a member uses
- Match mentors with learners, either 1 to 1 or in small groups
- Decide where to start – with the basics? How to switch on the device? How to email?
- Develop ways to address various issues raised by your members
- Suggest your IT mentors look at Digital Communities Wales – they offer advice and help starting completely from scratch. We attach a report from them giving the variety of support they can give u3as in all areas.
<https://www.digitalcommunities.gov.wales/digital-companions/>
- Explore the offers from Age Cymru, see below for links.
- Decide how often to meet and practice.
- Off you go!
- Good luck

You could try using your local library, college or university – local solutions and help is ideal.

We plan to have an online regional meeting for all Welsh u3as in November when a representative of Digital Communities Wales will tell us all more of what they can offer and a trainer will give a brief session to show how relaxed and helpful a session would be. The date will be circulated shortly.

If technology has not been a major issue for your u3a's members – how have you sorted it? Please share your ideas: Wales Trustee Hilary Jones
hilary.jones@u3a.org.uk

Wales Regional Support Team

Age Cymru

[Age Cymru | We are the national charity for older people in Wales. \(ageuk.org.uk\)](https://www.ageuk.org.uk/cymru/)

For more information call Age Cymru Advice on 0300 303 44 98

Technology and internet

[Technology and internet | Work and learning | Age UK](#)

Glossary of online terms

<https://www.ageuk.org.uk/cymru/information-advice/work-learning/technology-internet/online-terms/>

Staying safe online

<https://www.ageuk.org.uk/cymru/information-advice/work-learning/technology-internet/internet-security/>

Scams and fraud

<https://www.ageuk.org.uk/cymru/information-advice/money-legal/scams-fraud/>

Avoiding Scams Information Guide – to download

<https://www.ageuk.org.uk/globalassets/age-cymru/documents/information-guides-and-factsheets/ig05.pdf>

Information and advice

<https://www.ageuk.org.uk/cymru/information-advice/>

Work & learning

<https://www.ageuk.org.uk/cymru/information-advice/work-learning/>

Information guides and factsheets

<https://www.ageuk.org.uk/cymru/information-advice/information-guides-and-factsheets/#>