

digital
inclusion
project

Library Digital Guide

Helping residents get online and develop digital skills



Funded by
UK Government

Barking &
Dagenham

EKTA

Funded by the Department for **Science, Innovation and Technology**
through the **Digital Inclusion** Innovation Fund.

Welcome to the Library Digital Guide



Welcome to the **Library Digital Guide**, created to support residents across Barking and Dagenham to feel more confident using digital technology and accessing online services.

This guide has been developed as part of the **Digital Inclusion Project funded by the UK Government through the Digital Inclusion Innovation Fund (2025–2026)**. The programme supports residents who may not currently have access to devices, data, or digital skills.

The project is delivered by Ekota Academy in partnership with Barking and Dagenham Library Services.

Support is available at:

- Barking Learning Centre Library
- Chadwell Heath Community Hub & Library
- Dagenham Library & Family Hub
- Marks Gate Library
- Thames View Library
- Valence Library



This guide provides simple steps to help you use devices, access online services, and stay safe online. If you need help at any time, speak to library staff or a Digital Champion.



How to Use This Guide

This guide is a simple starting point for getting online. You do not need previous experience.

You can work through the guide at your own pace, either independently or with support from library staff or a Digital Champion.

Topics include:

- Using a laptop or tablet
- Connecting to the internet
- Setting up an email address
- Accessing services such as the NHS or council websites
- Staying safe online

Learning something new takes time. If you are unsure about anything, please ask a digital champion or a library staff member for help. There are no wrong questions.



Digital Champions

Digital Champions are friendly volunteers and library staff who help residents learn digital skills.

They can support you with:

- Using a laptop, tablet or smartphone
- Setting up an email account
- Searching the internet safely
- Accessing NHS or council services
- Applying for jobs online
- Video calling family and friends
- Staying safe online

Many libraries offer one-to-one support sessions where a Digital Champion can guide you step by step.



Borrowing a Device

Laptops and tablets are available for residents of Barking and Dagenham to borrow from their local library.

How to borrow:

Step 1 – Become a library member

Library membership is free and gives you access to books, digital resources and library activities.

Step 2 – Visit your local library

Device loans are arranged in person. A member of staff will check your eligibility.

Step 3 – Speak to library staff

Staff will explain the borrowing process and help you get started.

Free Mobile Data

Residents who are experiencing financial hardship or limited internet access may be eligible to receive free mobile data through the Digital Inclusion Project. Free data can help you:

- Access health services
- Apply for jobs
- Stay connected with family and friends
- Use council and government services
- Complete online learning

To check if you are eligible, visit a participating library and speak to a member of staff or a Digital Champion.



Using a Laptop

Step 1 – Turn on the laptop

Press the power button and wait for the device to start.

Step 2 – Follow on screen prompt to setup the laptop

Step – Log in

You may need to enter a password or select your user account.

Step 3 – Use the keyboard and trackpad

The keyboard is used for typing and the trackpad or mouse moves the cursor.

Step 4 – Open the internet

Use a web browser such as Chrome, to browse websites and search for information.

Note: Follow the quick setup guide, Page no 7

Using a Tablet

A tablet is a portable touchscreen device that combines features of a smartphone and a laptop.

Step 1 – Turn on the device

Press the power button.

Step 2 – Unlock the screen

Swipe your finger across the screen or enter a PIN code.

Step 3 – Use touch gestures

Tap – open an app

Swipe – scroll through pages

Pinch – zoom in or out

Step 4 – Open apps

Apps allow you to browse the internet, send emails and make video calls.

Note: Follow the quick setup guide, Page no 7



Setting Up an Email Address

An email address allows you to send and receive messages online.

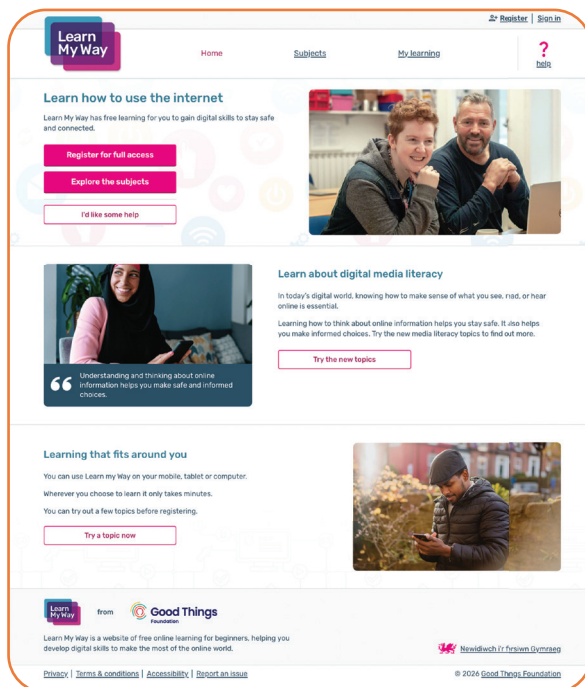
Popular free email providers include:

- Gmail
- Outlook
- Yahoo Mail

To create an account:

1. Open a web browser
2. Visit the email provider website
3. Click 'Create account'
4. Enter your details

Choose a strong password that includes letters and numbers and is difficult for others to guess.



Learn My Way

Learn My Way is a free online learning platform that helps people build digital confidence.

You can learn how to:

- Use a computer or tablet
- Send and receive emails
- Stay safe online
- Shop online safely
- Access health and government services
- Search and apply for jobs

Visit: www.learnmyway.com

You can also access Learn My Way with support from staff at your local library.

Accessing Online Services

Many important services are available online.

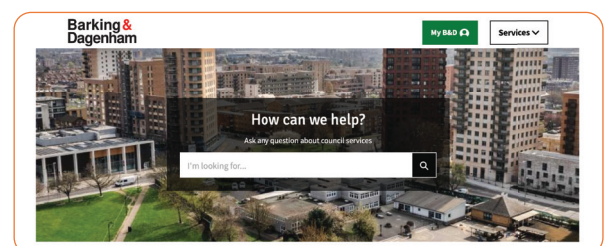
NHS App

The NHS App allows you to book GP appointments, order prescriptions and view your medical records.

Council Services

Residents can access Barking and Dagenham council services online at: www.lbbd.gov.uk

Online services include paying council tax, reporting issues, and accessing community support.



Finding Work Online

The internet can help you find and apply for jobs.

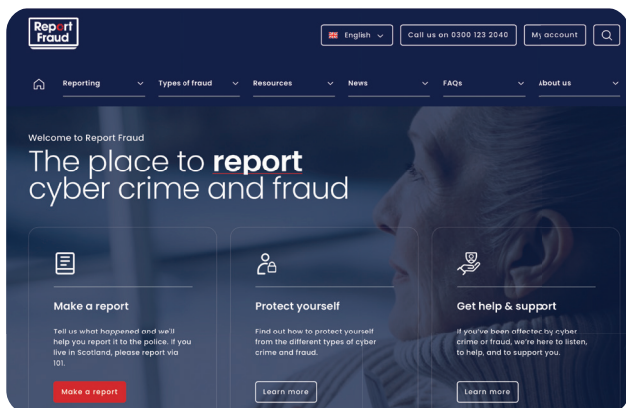
You can search using Google by typing phrases such as:

- Retail jobs in Barking
- Warehouse jobs in Dagenham
- Part-time jobs near me

Popular job websites include:

- Reed
- Indeed
- TotalJobs
- CV-Library

Library staff and Digital Champions can help you search for jobs and create a CV.



Staying Safe Online

Scammers sometimes try to trick people into sharing personal or financial information.

Common scams include:

- Fake emails pretending to be from banks or organisations
- Text messages about missed deliveries
- Phone calls claiming to be from officials
- Fake shopping websites

Warning signs:

- Requests for personal information
- Urgent messages creating panic
- Suspicious links or spelling mistakes
- Offers that seem too good to be true

Report scams to Action Fraud:
www.actionfraud.police.uk

Need Help Getting Online?

Your local library offers free digital support.

Library staff and Digital Champions can help you:

- Use a laptop or tablet
- Set up an email account
- Access NHS or council services
- Search for jobs online
- Stay safe online

Email: libraries@lbbd.gov.uk



Quick Start Guide: Chromebook Setup

1. Turn on the Chromebook using the power button.
2. Click Get Started
3. Connect to a Wi-Fi network.
4. Click For Personal Use or Browse as a Guest.
5. Follow the on-screen instructions to complete the setup.
6. Once signed in, you can access the internet, apps and Google services.

Before Returning Your Laptop: Reset Device

Please reset the Chromebook to remove your information.

1. Hold the power button and click Sign Out.
2. On the sign in screen, press Ctrl + Alt + Shift + R.
3. Select Restart.
4. Select Powerwash.
5. Confirm by selecting Continue.
6. The device will restart and securely erase your data.

Important Information

Users are responsible for their personal data while using the device. While we make every effort to reset and prepare laptops between loans, we cannot accept liability for any data remaining on the device.

Quick Start Guide: Tablet Setup

1. Turn on the tablet using the power button on the top of the device.
2. Click Start and agree to the terms and conditions.
3. Connect to a Wi-Fi network or click Set Up Offline.
4. Follow the on screen instructions to complete setup.
5. Once signed in, you can access the internet, apps and Google services.

Before Returning Your Tablet: Reset Device

Please reset the tablet to remove your information.

1. Open Settings
2. Tap General Settings
3. Scroll down to Reset Options
4. Select Erase all data (factory reset)
5. Confirm by selecting Erase All Data again.
6. The device will restart and securely erase your data.

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