

Do you know people that need some help  
with a digital device?

Do they need help with joining a  
GP practice online?

# Get some free help! Tech Support Thursdays

With the present Coronavirus situation and a lot of services moving online, its becoming more important to have some confidence with the tools to communicate: digital devices like smartphones, tablets and laptops.



Zoom meetings are everywhere now ...  
Would you like to join in with a zoom chat about using services online?



Would you like to learn more about getting online?  
Sign up for a Thursday Tech support session!



Tech support Thursdays are running at **no cost to callers** for 10 weeks, with a break over Christmas.

# How does it work?

A local organisation in Lewisham refers you to Paul and Jon in the support team. We give you a time slot on a Thursday morning (10am - 12) to start the conversation about getting online.

We can help with:

- Email set up
- Attaching files to a message
- Getting around websites
- Navigating websites, getting around online
- Help with filling in forms
- Helping with Zoom problems
- Installing and uninstalling apps
- Antivirus scan setup

We work in 20 minute slots, so can't always deal with complex problems. In some cases a problem can't be solved straight away and might need another call; sometimes we can call the same day, but not always. Emails are sent out afterwards with what we've done, and we attempt to send links to websites or videos that are useful.

Afternoon Zoom chats (2-3pm) are about technology, sharing problems and issues people are experiencing. We can send an invite to anyone in the support list.



**Get in touch with Paul to find out how to join in:**

**[paul.clayton@soulchip.co.uk](mailto:paul.clayton@soulchip.co.uk)**

**Support line: 07376 962966**



We use Anydesk to  
remote control  
people's devices

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