Do you feel the same?

Getting through to the health centre is a bit of a challenge

My relatives live so far away

The shopping is too heavy for me to carry on my own

It's difficult to get into contact with authorities and companies

I miss my grandchildren

I feel lonely every day
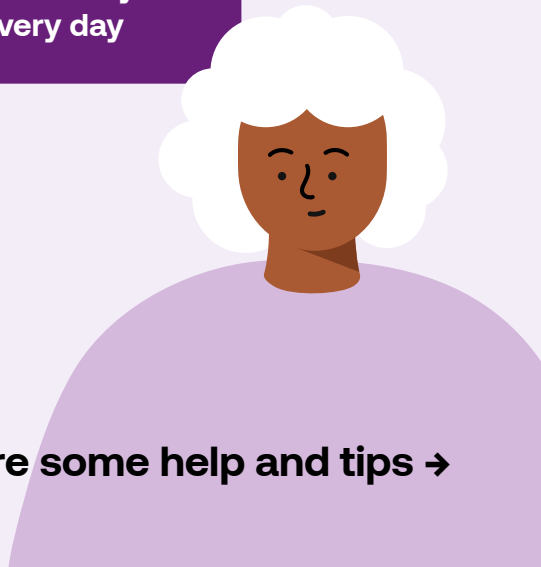
Here are some help and tips →

Support to help you in your everyday life

Sometimes your time, money or body just aren't enough. Sometimes, the distances are too great, and you find you're missing someone too much. Maybe it can be hard to find important information or get the right help.

Everyday life works differently for different people – and sometimes your life situation can change. We often find our own solutions and ways to deal with challenges. But it's also possible to make use of the solutions and support that are already there for us.

You don't have to learn every digital solution - all you need to do is find what makes everyday life easier for you. Here are some examples of how digital services make everyday life easier for millions of people every day:

You are number 158 in the queue! Book an appointment on the Internet and avoid telephone queues.

Socialise more often with relatives and friends who live far away. Several of you can take part in a video conversation at the same time.

Avoid heavy bags of groceries and climbing steep steps by ordering your food on the Internet.

Use email and messages to communicate with whoever you want whenever it suits you.

With a video conversation, you can both see and talk to your grandchildren.

By using e-identification, you can renew your medical prescriptions.

Order hot ready-prepared food from restaurants and get it delivered to your home.

You will find all authorities and companies on the Internet where you can get answers to many questions and communicate directly.

You don't have to learn everything

To use the Internet and digital services, you can concentrate on the level that suits you. Here is what you need at the two different levels.

Level 1: Using the Internet and digital services that don't require registration

A computer, tablet or mobile phone that you can connect to the Internet.

Access to an Internet connection (sometimes called Wi-Fi or surf). You can get your own internet subscription to your home, mobile or tablet. You can also use an Internet connection in the library and at many public places free of charge.

Level 2: Using digital services that require registration or special programs

E-identification – the digital version of an ID card
To identify yourself on certain websites and for certain digital services, you need e-identification. There are three different ones to choose from:

- BankID, which you order from your bank
- Freja eID Plus, which you can activate at an ATG representative
- AB Svenska Pass, which you can apply for from the Swedish Tax Agency

Email account – like a mailbox
With your personal email account, you can, for example, send and receive letters, pictures, films, and receive information from authorities and companies. An email account is required for many digital services.

Apps and programs – can simplify and provide better function
Sometimes, special apps or programs need to be downloaded and stored on your computer, tablet or mobile phone to enable you to use a service in the best way. Very many of these are free of charge.

Browse through the following pages for tips on where you can find help and information →

Visit your library

Almost all libraries around Sweden are open to everyone and they provide help and support.

Many libraries make a special effort to support visitors who are not accustomed to using digital services, for example by free of charge providing courses, information meetings, and tablets that you can borrow.

Examples of what you can do at the library:
- use the library's computers and the Internet (completely free of charge)
- print out information and other things you are interested in on paper (which you might have to pay a little for)
- take part in activities and meetings in which someone will show you how you use the Internet and get used to using digital services
- meet others who are also beginners when it comes to using the Internet and digital services

Tips!

Note this web address and take it with you to the library: **pts.se/digitalstart**

At the library, they can help you find the website on the Internet and print out information on paper. This website provides good guides and instructions, for example:

- Get started with video conversations
- Buy food and medicines on the Internet
- Get an email account
- Find information on medical and health care on 1177 Vårdguiden
- Find information about websites of authorities

Contact your municipality

Your municipality is responsible for you as a citizen and want you to do well in your everyday life. The municipality has an assignment to ensure that you get the support and service you need to help your everyday life work smoothly.

Many municipalities make an extra effort to enable everyone to use digital services to make their everyday lives easier. Call the switchboard at your municipality or visit your city hall and ask what support they have to offer close to where you live.

For example, you can ask about the following:
- Do you have an IT fixer, digital coach or a similar service that can help me?
- Can I borrow a tablet?
- Is there a training course or activity you offer for Internet beginners?
- Do you have a DigidelCenter? Or any similar place where I can meet people who can help and answer questions on digital tools and services?
- Do you arrange meetings where I can meet other Internet beginners like myself?

Get help from someone you know

Are there any people near you who can show you, explain things and help you? Maybe a relative, a friend, a neighbour or someone else who you know is accustomed to using Internet and digital technology.

Just make sure that it's a person you can rely on and remember to keep important passwords and personal data to yourself.

Don't be afraid to ask for help. Many people really want to help.

Here are some suggestions of things the person can help you with:
- Show you how the Internet and various digital services work
- Help you to get a computer, tablet or a smartphone
- Help you connect to the Internet
- Help you to get an email account, programs and apps
- Explain what various words mean
- Print out information, guides and support material on paper

Print our guides and instructions and read them in your own time:
On our website, we have listed some recommended guides, instructions and tips that you can print out on paper. You can choose what you would like to print out and look through them in your own time. Have a look together at our website **pts.se/digitalstart**

Contact organisations that provide support

Many organisations and associations provide support, activities and information for Internet beginners for example by arranging courses, meetings and answering questions. Much of this is free of charge. Here are some tips:

Service offices for citizens
The state has several service offices around the country that you can visit. Here, you can get help using E-services and guidance and information from a number of state authorities. Website: statenssc.se/besokservicekontor

The telephone service Hallå konsument
Free telephone service answering questions about buying goods and services, for example mobile phones, computers and subscriptions. They can also tell you what to think about when you shop on the Internet. Telephone: 0771-525 525, website: hallakonsument.se

Study associations
There are ten different study organisations that provide courses in different places in Sweden. Give them a call and ask them what they have on offer for Internet beginners where you live. Website with information on the various study organisations: studieforbunden.se/om-oss

ABF, Workers' Educational Association
Telephone: 08-613 50 00

Folkuniversitetet
Telephone: 08-679 29 50

Ibn Rushd Study Organisation
Telephone: 08-562 449 00

Kulturens Bildningsverksamhet
Telephone: 08-470 24 45

Medborgarskolan
Telephone: 010-157 57 57

NBV (Nykterhetsrörelsens Bildningsverksamhet)
Telephone: 08-672 61 00

Sensus studieförbund
Telephone: 08-615 57 00

Studieförbundet Bilda
Telephone: 08-727 17 10

SV (Studieförbundet Vuxenskolan)
Telephone: 08-587 686 00

Studiefrämjandet
Telephone: 08-545 707 00

Special support to older people
There are associations and member organisations that provide special support for older people who want to learn how to use Internet and digital services.

SeniorNet Sweden
Non-profit organisation with local clubs where senior citizens teach other senior citizens how to use Internet and digital services.
Telephone: 076 027 27 17
website: seniornet.se

Pensionärernas Riksorganisation, PRO
Telephone: 08-692 32 50
Website: pro.se

SPF Seniorerna
Telephone: 08-701 67 00
Website: spfseniorerna.se

SKPF Seniorerna
Telephone: 010-222 81 00
Website: skpf.se

Digitalhjälpen - information and support from the Swedish Post and Telecom Authority

This brochure has been developed by the Swedish Post and Telecom Authority (PTS) and is part of the Digitalhjälpen information and support campaign.

Everybody doesn't have to learn everything about the Internet and digital technology. But there are digital solutions that can make our everyday lives easier. Digitalhjälpen is all about showing how Internet beginners can take their first step and showing where to find help and information.

Digitalhjälpen consists of four parts:

A website where information, support and tips for Internet beginners are collected in one and the same place. **pts.se/digitalhjalpen**

Step-by-step guides that can be printed out and instruction films for various digital services, such as video conversations or how to buy food and medicine on the Internet. **pts.se/digitalstart**

Support material especially for staff working in health care and social services or people working with support for Internet beginners.

Cooperation projects and activities to spread information on the support available for Internet beginners.