

THE BENEFITS OF GETTING ONLINE

NEXT STEPS

Connecting to Winchester City Council Wi-Fi

Wi-Fi has been installed at our sheltered and extra care schemes. You and your friends and family can connect in the privacy of your home or in the communal areas using a tablet, computer or mobile phone.

You will need a password to gain access to the internet. The Sheltered housing team can let you know the password for your scheme. If you want to use a smart TV or gaming console you will need a separate password which is "mediaaccess".

Training

Whatever you want to use the internet for, you can find the help you need to get started. Visit www.learnmyway.com to access step-by-step guides created by professional tutors (you will need the Winchester City Council ID **80003591**). The easy to follow training guides will help you explore all aspects of using the internet and a computer.

Still not convinced or don't have a device?

Did you know you can borrow a tablet from the Sheltered housing team for a month? If you are interested in borrowing a device to see how you get on simply contact the Sheltered housing team.

Are you still paying for your own internet provider?

Why not try the Winchester City Council Wi-Fi and see how you get on? If you need help or you're not sure how to cancel your current internet provider, our officers can help with this.

Trouble Shooting

If you experience any problems with the speed or getting connected using the Winchester City Council Wi-Fi contact Social Telecoms on:

Tel: **01743 730 100**

Email: support@socialtelecoms.org.uk

The opening hours for Social Telecoms are 8:30am to 5pm Monday-Friday.

The following information will be needed when reporting problems:

- Your flat number
- Time of day you experienced problems
- Why was the Wi-Fi being used e.g. general browsing, streaming TV etc.
- Device being used e.g. iPhone, Samsung Tablet etc
- MAC address of the device

Winchester City Council is committed to continually improving the lives of tenants through digital participation.

Contact Sheltered housing

01962 855 335

shelteredhousing@winchester.gov.uk



Winchester
City Council