

1 / YOUR STARTING POINT

A little help. A clear way forward.

A beginner workbook for the technology you use every day. Choose one route, practise a small task, and take your time.

Choose what is in front of you

- ☐ A phone or tablet: start with the phone lessons.
- ☐ A laptop or desktop computer: start with the computer lessons.
- ☐ If something has stopped working, use the problem finder instead.

Make a simple plan

- ☐ Try one task each time you sit down.
- ☐ Let the device owner do the tapping or clicking if you are helping someone.
- ☐ Pause if a message asks you to erase data, spend money, or share a security code.

My device or the first task I want help with

Next: <https://plaintech-guides.pages.dev/start/>

2 / MAKE IT COMFORTABLE

Start with a screen you can use.

Good lighting, readable text, and comfortable sound make the next steps easier. You do not have to struggle with the default settings.

Phone or tablet

- ☐ Open Settings and look for Display or Accessibility.
- ☐ On an iPhone, Text Size is under Display & Brightness. Android menu names vary; search Settings for text size.
- ☐ Increase the text gradually, then return to an app you use and check the result.

Computer

- ☐ Adjust the screen angle and remove glare from a window or lamp.
- ☐ On Windows 11, open Settings > Accessibility > Text size to make text larger.
- ☐ Check the volume at a comfortable level. Use the device maker's help for other computers.

The setting that made the biggest difference

Next: <https://plaintech-guides.pages.dev/library/?q=text>

3 / PHONE FIRST STEPS

Get back to somewhere familiar.

Use a charged phone and your usual unlock method. A first-time setup screen may need a different guide.

Practise these actions

- ☐ Wake the screen using its side or power button. Unlock it yourself.
- ☐ Find the Home screen. On many newer phones, swipe up from the bottom; some phones have a Home button.
- ☐ Tap one familiar app once to open it. Return to the Home screen using the same button or gesture.
- ☐ Tap a text box in a notes app, type a short practice sentence, then use the delete key to correct one letter.
- ☐ I can wake and unlock my phone.
- ☐ I can open an app and return to Home.
- ☐ I can type a short sentence and correct it.

My phone's Home button or gesture

Next: <https://plaintech-guides.pages.dev/paths/phone-first/>

4 / COMPUTER FIRST STEPS

Click, type, and find your way back.

Plug in or charge the computer. Use your own sign-in method and keep the mouse or touchpad close enough to reach comfortably.

Practise these actions

- ☐ Move the mouse or slide one finger over the touchpad. Watch the pointer move on screen.
- ☐ Click a menu button once, then close the menu without choosing a setting.
- ☐ Open a familiar program. On Windows, you can use the Start menu to find it.
- ☐ Type a short line in a document or notes app. Save it somewhere you can find again, using a name such as Practice note.
- ☐ I can move the pointer and click.
- ☐ I can type and save a practice note.
- ☐ I know where to find that note again.

Where I saved my practice note

Next: <https://plaintech-guides.pages.dev/paths/computer-first/>

5 / GET ONLINE

Wi-Fi first. A website next.

Wi-Fi connects your device to a nearby network. The internet is the wider service that lets you reach websites and online apps.

Use a connection you recognise

- ☐ Open the device's Wi-Fi settings and choose your home network.
- ☐ Enter the Wi-Fi password privately if asked. Do not write it in this workbook.
- ☐ Wait for the device to show it is connected. A connection can still have an internet-service problem.

Visit a website

- ☐ Open a browser such as Safari, Chrome, Edge, or Firefox.
- ☐ Tap or click its address bar at the top, type example.com, and press Go or Enter.
- ☐ Use the browser's Back button to return to the previous page.
- ☐ I can recognise my home Wi-Fi.
- ☐ I can type a website address in a browser.

The browser I use

Next: <https://plaintech-guides.pages.dev/paths/connect/>

6 / KEEP IN TOUCH

Send one small hello.

Pick a person you know and use an app or email account you already have. Start with a short message, not a private document or payment request.

Choose just one practice task

- ☐ Phone call: open the Phone app, choose a known contact, and tap Call. Use the red end-call control when finished.
- ☐ Message: open your usual messaging app, select a known contact, type Hello, and check the recipient before sending.
- ☐ Email: open your email app, choose Compose or New, enter a known recipient, add a subject and a short message, then send.

Check what happened

- ☐ A sent message does not always mean it was read. Different apps show different delivery indicators.
- ☐ If it does not send, check the connection and recipient details before trying again.
- ☐ I checked the person or address before sending.
- ☐ I know where to look for a reply.

The contact method I want to practise again - no private addresses needed

Next: <https://plaintech-guides.pages.dev/paths/connect/>

7 / PAUSE BEFORE YOU ACT

A calm check beats a rushed click.

Unexpected messages may look convincing. A familiar name, a logo, or a padlock by a web address is not enough to prove a request is genuine.

Use these checks

- ☐ Stop if a message pressures you to act immediately, pay, or reveal a code.
- ☐ Do not use a message's link or phone number to check its own story. Open the official app or use a contact route you already trust.
- ☐ Keep passwords, PINs, and one-time security codes private. A request for them deserves extra caution.
- ☐ Use a different password for each important account, and follow the provider's instructions for a second sign-in check or passkey.

If you already acted

- ☐ Stop communicating through the suspicious message.
- ☐ Contact the real service through its official route. If money or banking access is involved, contact your bank promptly.
- ☐ I know how to check a request another way.
- ☐ I will not write passwords or security codes here.

The official provider or trusted helper I would contact

Next: <https://plaintech-guides.pages.dev/paths/safe-accounts/>

8 / ONE USEFUL EVERYDAY TASK

Find it, share it, or print it.

Choose one task that matters to you. Use a practice photo or a non-sensitive document so you can learn without sharing private information.

On a phone or tablet

- ☐ Take a practice photo of an object.
- ☐ Find it in the Photos or Gallery app.
- ☐ Use Share, choose your familiar messaging or email app, and check the recipient before sending.

On a computer

- ☐ Find the practice note you saved earlier.
- ☐ Open it and make one small change, then save it again.
- ☐ If you have a printer, open the program's Print option and check the printer and preview. Save as PDF is a different choice from sending it to a printer.
- ☐ I found the photo or file I wanted.
- ☐ I checked the destination before sharing or printing.

The practical task I completed

Next: <https://plaintech-guides.pages.dev/paths/photos-files/>

9 / A GENTLE PRACTICE PLAN

Seven sessions. No deadline.

These are suggestions, not a timetable. Repeat a session or take a break whenever you need to.

Tick one after you have practised

- ☐ Make the text and sound comfortable.
- ☐ Open something familiar, then return to the starting screen.
- ☐ Type a sentence and correct a small mistake.
- ☐ Connect to your own Wi-Fi and visit a website.
- ☐ Send a short message or email to someone you know.
- ☐ Find a practice photo or document again.
- ☐ Choose the next learning path that would be useful.

A small win I want to remember

Next: <https://plaintech-guides.pages.dev/paths/>

10 / WORDS AND NEXT STEPS

Keep a little reminder nearby.

You do not have to memorise every word. Look it up when you need it, and ask for help with one specific task.

When asking for help

- ☐ Say what you wanted to do and what happened instead.
- ☐ Write the error words or take a screenshot if it is safe to do so.
- ☐ Leave passwords, bank details, and security codes out of screenshots and notes.

App or program - A tool you open to do something, such as write a message.

Browser - An app used to open and view websites.

Wi-Fi - A wireless connection to a nearby network.

File - A saved item, such as a photo or document.

Folder - A place used to organise files.

Download - Transfer a file from an online service to your device.

Backup - An additional copy kept so data can be recovered.

Account - Your sign-in identity for a service.

Update - A newer version of an app or device software.

My next step

Next: <https://plaintech-guides.pages.dev/start/>