

# Getting online for people with aphasia

Rebuilding lives after stroke

**Stroke**  
Association



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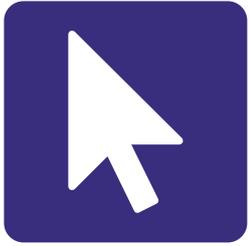
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# Foreword

## Using this guide



This guide is for **people with aphasia**.

This guide is also for your **family and friends**.

It has information about **getting online** and **using technology**.

You can **get online** even if you have never done this before.

This guide has **14 sections**.

You do not need to use all sections.

Take your **time** and work at your **own pace**.

Practise with a **family member** or **friend**.

There are **videos** with step-by-step guidance.

You can find the **videos** on **My Stroke Guide**.





At the **start of each section** there is an '**In this section**'.

This **tells you** what is in the section.

We try to give **clear instructions**.

The instructions might **not work** on **all devices**.

You might need to get **individual advice** if something does not work.



The **Stroke Association** does **not give individual advice** about which app or technology to use.

Look at **section 14** to find out about **additional support**.

## Thank you

**Thank you** to everyone involved in the making of this guide.

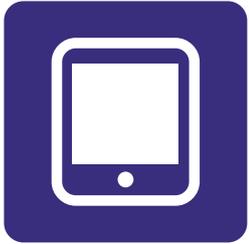
Thank you to our **Aphasia Digital Access Working Group**.

This group included people with aphasia, speech and language therapists and researchers.

Thank you to **AbilityNet**.

Thank you to **Speakeasy - aphasia** for use of their images.

Thank you to the **Norris Legacy** who funded this project.



# Section 1:

## Aphasia and technology

### In this section:

- Learn about **aphasia**
- See how **technology** can **help** you **communicate**.



### What is aphasia?

Aphasia affects language.

**Aphasia** can make it hard to **understand speech, speak, read, write** and use **numbers**.

Your own aphasia is unique to you.

Aphasia does **not** affect your **intellect**.

**One third** of stroke survivors have **aphasia**.

### Technology can help you communicate

**Communication** is **more** than just **talking**.

Communication can be writing, gestures, pictures, facial expressions and speaking.

Technology can help **communication**.



**Try different things and see what works for you.**

**Try using a video call.**



On a video chat you can **gesture**.

You can type **keywords**.

You can show **facial expressions**.

**Try using pictures**



**Take** or **show pictures** to help communicate.

Show **photos** of places you visited to your friends.

Use a **map** to **show** where you went on **holiday**.

Show a **YouTube video** in a **conversation** about your **favourite music**.

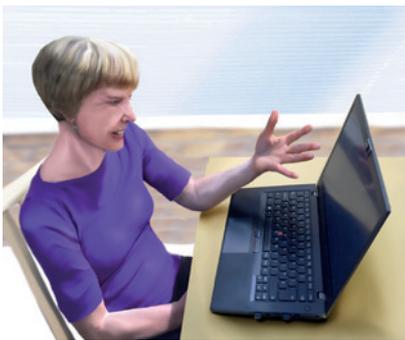
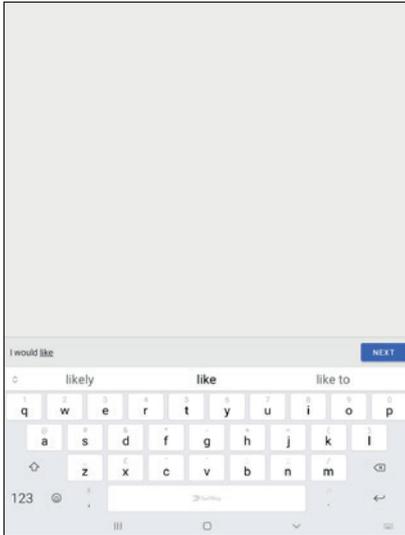
Use a **film website** in a **conversation** about what **film** you want to see.

## Technology can help with reading and writing.

You can use **text-to-speech** which will read documents aloud.

Use predictive text on phones and tablets.

This helps by **guessing** what **word** or **phrase** you will write next.



You might find it **hard** to **use technology** now you have aphasia.

Technology can **change quickly**.

You can use a computer, laptop, tablet or smart phone.

People who **design technology** may not think about people's **different needs**.

It might be **hard** to **remember passwords**.



## Learn at your own pace

You **do not** need to **learn everything** at once.

Take things **one step** at a **time**.

It might take time to **build** your **confidence**.

It can help to **practise** with a **family** member or **friend**.



## Section 2: Why go online?

### In this section:

- Find out how **getting online** can **help** you.
- What to think about **before you go online**.



### How going online can help you

#### Going online can keep you informed.

Keep up-to-date with the **news**.

Keep up-to-date with **sport, music** and other **interests**.

Read **health information**.

**Renew** your **prescription** with your GP practice.

#### Going online can help you stay in touch

**Share** your **experiences** and hear other people's stories.

Keep in contact with **family and friends**.

Share pictures on **social media**.

**Connect** with other people with **aphasia**.





## Going online can help you communicate.

There are apps to **support communication**.

There are **therapy apps** to practise **activities** like reading and writing.

There are apps to help you **practise** your **communication skills**.

## Going online helps you gain independence.

Learn **new skills** with online training.

**Shop online** and have it delivered to your home.

**Use online banking** to pay your bills.

Set an online **calendar** to remember important events.

Use an online map to **travel** somewhere new.

## Go online for fun.

**Watch** interesting or funny **videos**.

**Play** online **games**.

**Video call** a friend, or have a group chat.





## What to think about before getting online

Here are **three questions** you can ask yourself.

### 1. What am I **interested** in?

Think about what you might want to **do online**.

### 2. What do I need to **get started**?

#### A device or computer

You might have a **computer, smart phone** or **tablet** at home.

**Local libraries** have computers you can use for free.



#### A connection to the internet.

You can use **mobile data** on your phone or tablet.

You can use **broadband** through a cable or wifi.

Wifi works with most computers and devices.

Many **public areas** and shops offer **free wifi**.

You might have a **family member** or friend who can offer **support**.





### 3. Will I need **adjustments**?

You can adjust your **device to make it easier to use**.

For example, if you are sensitive to light, you can **change the colours** on the screen.

If you find reading hard, you can use a **text-to-speech** reader. This will **read aloud** the text on the screen.

The **AbilityNet** website has information about how to **add a text-to-speech reader** to your device.

**[www.abilitynet.org.uk](http://www.abilitynet.org.uk)**.



## Section 3: Online basics

### In this section:

- Learn about **your device**.
- Learn about **different keyboards**.
- Using **computer mouse**.
- Using **touchpads** and **touchscreens**.
- Common **words used online**.

### Learn about your device

There are **many devices** you can use to get online.



- Smart phone.
- Tablet.
- Desktop computer.
- Laptop.

**We will show a picture of each device and the main parts.**

Your device might not look exactly the same as the picture.

## Smart phone



## iPad



## Android tablet



## Desktop computers



# Laptop



## Keyboards



Keyboards can look **different**.

Keyboards have:

- **Letters** such as A B C. (green on the next page)

Letter keys are used to **write words**.

- **Numbers** such as 1 2 3 (blue on the next page)

Number keys can be used to **write** the **date** or **price**.

- **Symbols** such as ! £ \$ (pink on the next page)

Symbol keys can **show punctuation** (like a full stop) or a **currency symbol** (£).

- **Action keys** such as Enter, Spacebar, Caps Lock (orange on the next page)

Action keys **do** things like saving a document or moving text on screen.





## 1. Enter

The enter key will start a **new paragraph**.

Use the **enter key** to **submit** or **confirm information**.

## 2. Space bar

Put **spaces between words**.

## 3. Backspace

Delete a **letter** or **move back** a space.

## 4. Caps Lock

Change **letters into capitals**.

To return to lower case letters press Caps Lock again.

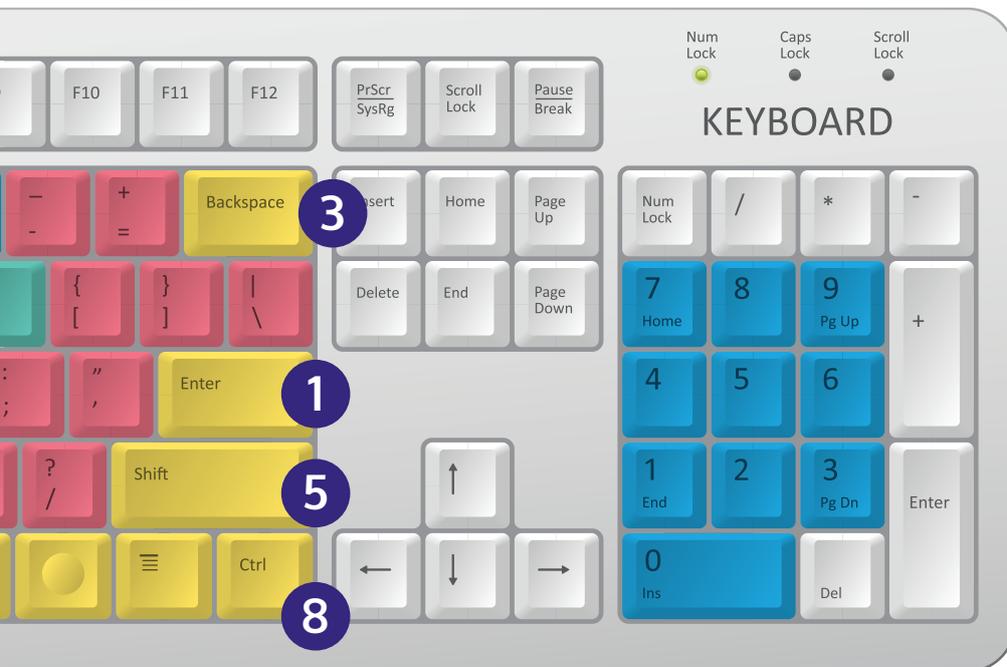
## 5. Shift

Some keys might have **two symbols on them**.

To use the **top symbol**, press shift and the key you want to use.

You can also use shift to **capitalise a letter**.

Hold in the shift key and the letter you want to make capital.



## 6. ESC

ESC stands for **escape**.

Use to **exit** or **cancel** a programme.

## 7. F1

Opens the **help window**.

## 8. CTRL

CTRL stands for **control**.

One use of CTRL is to **copy and paste**:

Select the text or image you want to **copy**. Press CTRL and the 'C' key together.

Move the cursor where you want the text to go.

Press CTRL and the 'V' key together. The text will appear where the cursor is.

You can also use the CTRL key to:

Save a document: CTRL + S

To print: CTRL + P

## Computer mouse

You use a **mouse** or **touch pad** to **select items** on your computer.

They are usually found with **desktop computers**.

You can connect a mouse to your **laptop**.

Below is an **example** of a mouse.

### Cable

Connects to USB port on computer.

### Wheel

To scroll up or down the page or menu.

### Left-click

To move cursor or select an object.

### Right-click

To open context sensitive menus.



# Touchpad

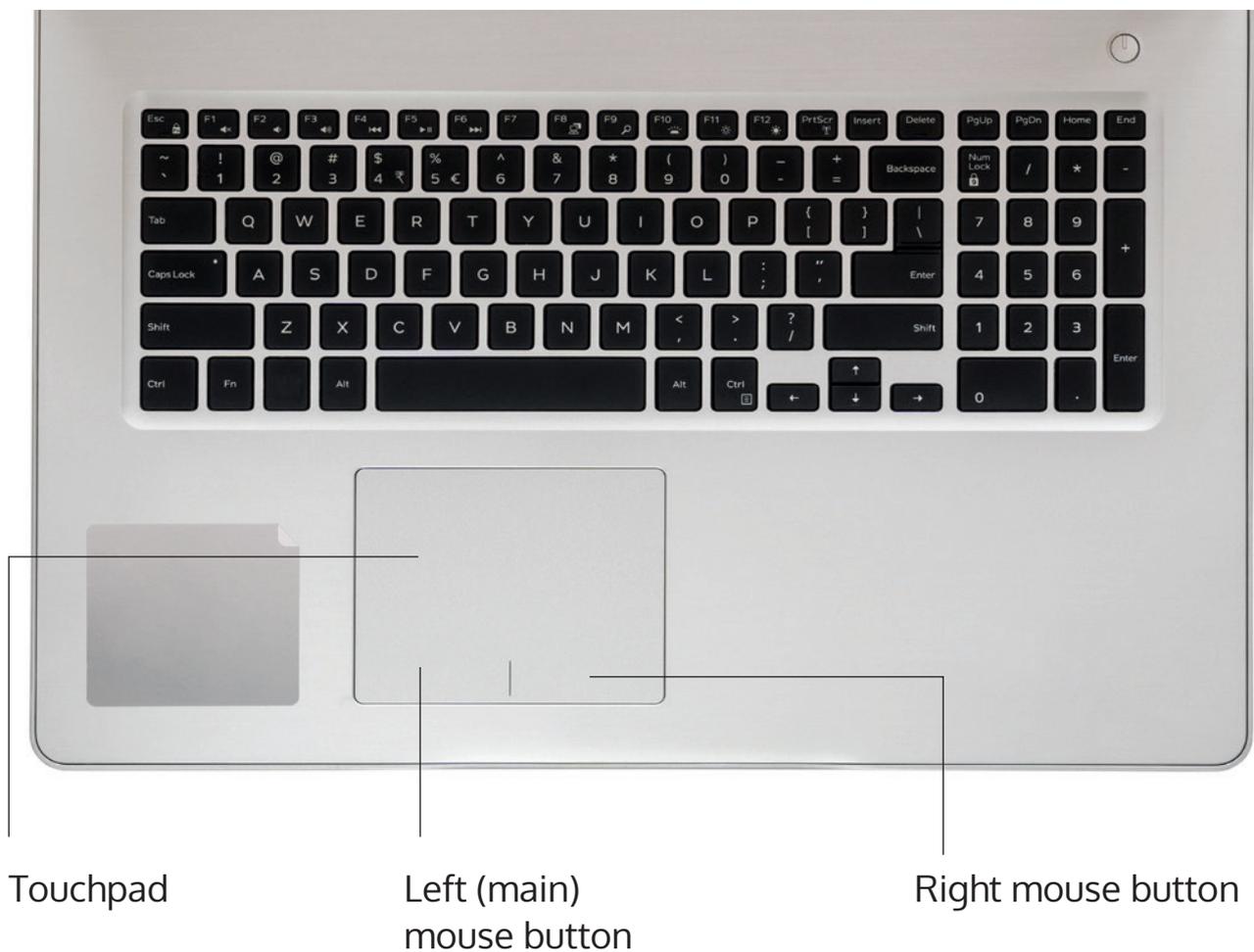
A **touchpad** does the same thing as a mouse.

Touchpads are found in **laptop computers**.

It is a **small flat area** on the keyboard.

You move your **finger** on it to **control** the **cursor**.

You **click** on it to **select** things.



# Touchscreen



Tablets and smartphones use touchscreens.

To use a touch screen you **touch the item** you want on the screen.

Many people find using a **touch screen easier** than a mouse or keyboard.

## How to use a touchscreen



### Scroll:

You can **scroll** down a screen by gently **touching the tip of your finger** to the screen and **moving it up or down**.



### Keyboard:

If you **need to type**, **touch the screen** where you would like to type.

A keyboard will appear.

Touch the keys you want to use.



### Making an image larger:

Place your **finger** and **thumb** on the screen.

Your fingers need to **move slowly apart**.

Keep both fingers touching the screen until the **image** is **big** enough.



### Making an image smaller:

Place your **finger** and **thumb wide apart** on the screen.

**Slowly pinch** your fingers **together**.

Keep your fingers on the screen until the **image** is **small** enough.

## Words used online

<b>Antivirus</b>	<p>Antivirus is a <b>software program</b>.</p> <p>It <b>protects</b> your computer from viruses.</p>
<b>Bookmark</b>	<p>A way to <b>save a web page</b> in a browser.</p> <p>A bookmark can also be called a 'favourite'.</p>
<b>Broadband</b>	<p>Broadband is <b>fast internet connection</b>.</p>
<b>Browser</b>	<p>A browser also known as a <b>web browser</b>.</p> <p>A browser is a software app for <b>finding information</b> on the internet.</p> <p>The most common are Chrome, Firefox, Internet Explorer and Safari.</p>
<b>Cloud</b>	<p>The cloud is the <b>remote server</b>.</p> <p>The cloud is used to <b>store information</b>.</p>
<b>Cookies</b>	<p>Cookies <b>help websites</b> know who you are.</p> <p>Cookies <b>store information</b> about what you have done online.</p>
<b>Download</b>	<p>To download is to <b>copy data</b> from one place to another.</p> <p>For example, someone might download a video.</p>
<b>Email</b>	<p>Email is <b>electronic mail</b>.</p> <p>People use emails to write letters and send <b>photos</b>.</p>
<b>Homepage</b>	<p>The homepage is the <b>opening page</b> of a website.</p>
<b>Hotspot</b>	<p>A hotspot is a <b>place where you can use wifi away from your home</b>.</p> <p>Coffee shops and libraries have hotspots.</p> <p>To use the hotspot you might need to <b>sign in</b>.</p>

<b>Install</b>	<p>Install means to <b>add software</b> to a device.</p> <p>For example, you can install apps on a tablet.</p>
<b>Load</b>	To <b>download data</b> or information onto a device.
<b>Menu bar</b>	<p>Found at the top of the <b>website</b> screen.</p> <p>Menu bars show <b>areas</b> of a website.</p>
<b>Mouse</b>	<p>A device used to <b>move</b> the <b>cursor</b> on the screen.</p> <p>This can be an external device or a touch pad.</p>
<b>Phishing</b>	<p>Phishing is the practice of <b>sending emails</b> that trick you into giving personal information.</p> <p>They want <b>passwords</b> or <b>card details</b>.</p> <p>They may <b>pretend</b> to be a company.</p>
<b>Save</b>	<p>Save means to <b>store information</b> or document on a device.</p> <p>For example, you might save pictures on your computer.</p>
<b>Search engine</b>	<p>A search engine is a website that <b>finds information online</b> based on the <b>keywords</b>.</p> <p>The most popular search engine is <b>Google</b>.</p>
<b>Software</b>	Software is also known as a <b>program</b> .
<b>Upload</b>	<p>Upload means to <b>put data</b> somewhere.</p> <p>For example, you might upload photos to an email.</p>
<b>wifi</b>	wifi is used to <b>connect</b> a <b>wireless device</b> to the <b>internet</b> .
<b>www</b>	<p>www stands for <b>world wide web</b>.</p> <p>This is part of the <b>internet</b>.</p> <p>You will see www before the <b>start of websites</b>.</p>



## Section 4: Online safety

### In this section:

- Learn about **passwords**.
- Find out more about **online scams**.
- Learn how to **stay safe online**.



### Online we share information

It is important for us to know:

- **What information** we are sharing
- **Who can see** this information

We want to keep our **personal information safe**.

## Safe websites

It is good to **check** the **websites** you use.

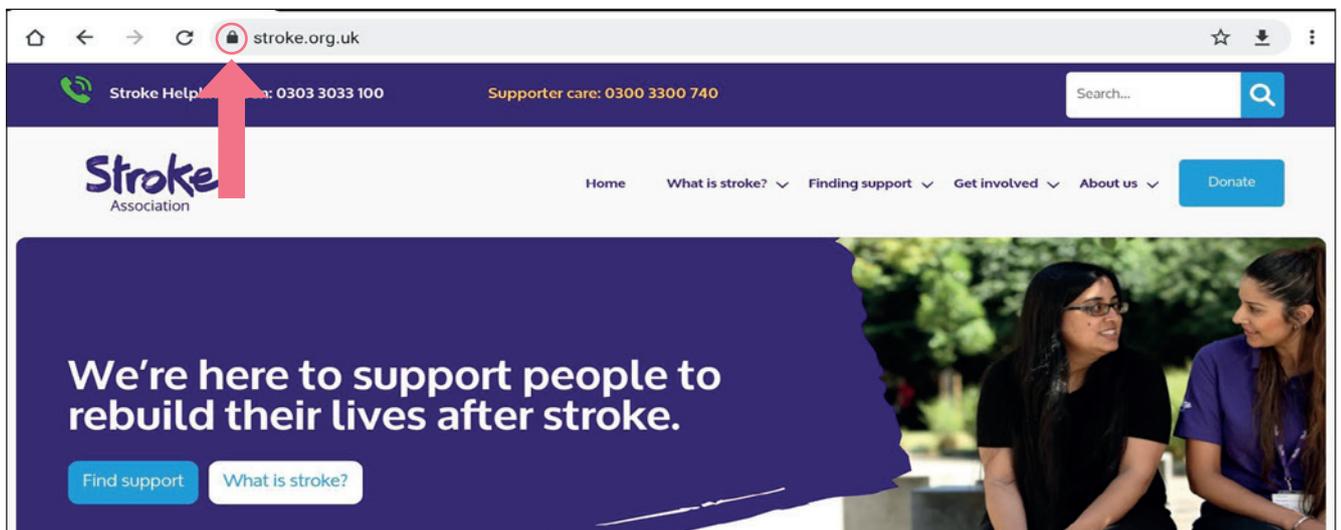
Look at the **top** of the **page** at the **address bar**.

The address should start with **HTTPS**.

It is important to see if there is an **'S'**.

The **'S'** stands for **secure**.

There should be an **icon** of a **padlock**.



If there is **no padlock** or no **'S'** the website is **not safe**.

**Do not use** the website or **share personal information**.

# Passwords

Passwords are a good way to **keep accounts safe**.

When you create an account it will ask you to **choose a password**.

Your password must be **kept private**.

Some accounts have **rules** for passwords.

They might say **passwords need**:

- Numbers (123)
- Symbols (!\$%)
- Uppercase letters (ABC)
- Lowercase letters (abc)
- At least 8 characters long

Using a **mix** of these make your **passwords harder** to guess.

### Create a password

Enter the password you would like to use with your account.

FDi29!9y2%8 

---

Show password

Try to **memorise** your password.

If you need to write it down **keep it** in a **safe** place, like a **locked drawer**.

It is good to **change** your passwords **every few months**.

If you **forget** your password do not worry.

**Click 'Forgot Password'** on the sign in page.

### Enter password

Password

---

Keep me signed in

[Forgotten your password?](#) 

The page will send an **email** to you with a **link**.

**Click** the **link** in the email.

Now you can **create** a **new password**.

## Online fraud, scams and crime

There are different types of **online scams**.

An **online scam** is when a person is given **false information**.

Scammers want your **personal information** or your **money**.

They may **try harm** your device with a **virus** or malware.

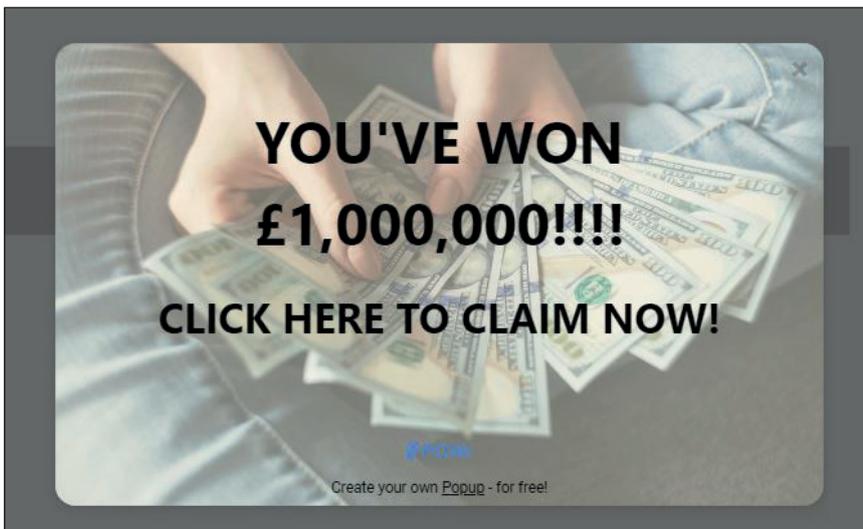
An **untrustworthy website** might:

- Give you a **virus**
- Collect your **personal information** without your permission
  - Give **incorrect information** to get you to buy something
  - Trick you into **clicking on another link**



Some emails might have a **pop up message**.

- These messages might say you **won a competition** or have a **virus**.
- They can be **difficult to close**.
- If you are **unable to close** the pop up you can **press ALT + F4** on your keyboard.
- If you still cannot close the pop up then **restart your computer**.

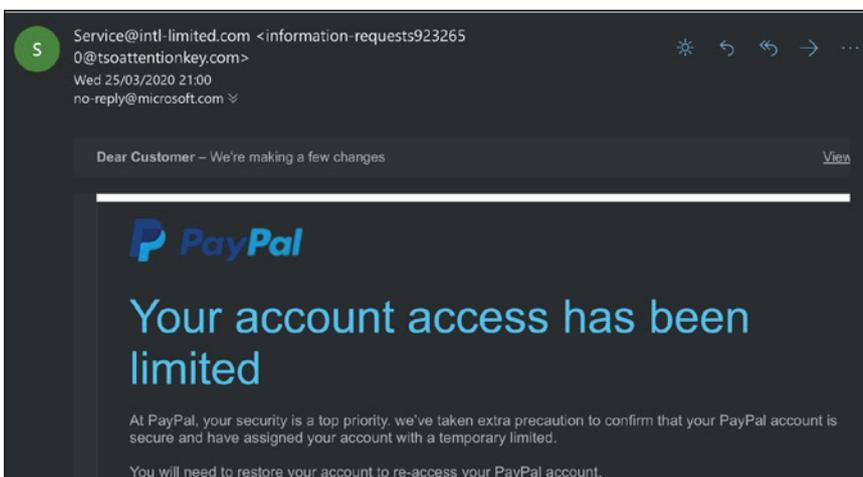


If you have an email account you might get **spam emails**.

A **spam email** is also known as junk mail.

A spam email might include **adverts**.

The email is usually sent to **lots of people**.



## Email scams



A **scam** email or website contains **false information**.

It might come from a **fake company**.

The email looks like it is from a **bank** or **government department**.

It might look like it is from **someone you know**.

It is called **phishing**.

If you are **worried** about a message from an email or website always **contact the organisation directly**.

**Do not** use the **contact details** in the **email** you suspect.



In a **scam email** they may:

- ask you to **click** on a **link**
- phone a **fake number** or give **information**
- ask for **money**



**Questions** to ask when you think it might be a scam:

- Do I **know the person** or organisation?
- Does the email have the **correct logo**?
- Does the information **look professional**?
- Are there any spelling or grammar mistakes?
- Are they **making promises** that seem unreal?
- Are they **asking for money** or personal information?
- Are they pushing you to make a quick **decision**?



## How to stay safe online

Remember:

1. Do not give **personal information**.
2. **Do not reply** if you think an email comes from a scammer.
3. **Do not click** on **unknown links** or download items from unknown sites or emails.
4. **Delete spam emails** or mark them as spam.
5. If you are **unsure** always **contact** the person or organisation directly.

## Safety tips when using a shared device

Sometimes we might **share a device**.

For **example**, you might use a computer at a library.



### 1. Do not let the computer remember you.

When **logging on** to an account you might see a box that says:

- 'Remember my ID on this computer.'
- 'Remember me.'
- 'Store my password.'

**Do not tick** this box. You **do not** want your **details saved** on a computer others use.



## 2. Sign out of your accounts

Remember to **sign out** of your **accounts** such as email and social media.

If you do not sign out, someone else using the device **could use your accounts**.

You can **log out** of most accounts the same way.

There will usually be '**sign out**' written in the **top right corner**.

**Click** on '**sign out**'.



## 3. Avoid banking and other confidential activities

A **public computer** might have a **virus** or **spyware**.

Limit banking or private activities for home or **personal devices**.



## Section 5: Connecting to wifi

### In this section:

- Connect your **computer** to **wifi**.
- Connect your **iPad** or **iPhone** to **wifi**.
- Connect your **android tablet** or **smart phone** to **wifi**.



### About wifi

Wifi connects you to broadband without a cable.

Wifi works in a **specific area**.

You need a **password** to start using **wifi** in a new place.

You can get wifi in **your home**.

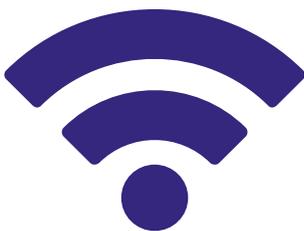
Your home password is printed on the router.

You can also get wifi in **public**, like a café or library.

This is called a **public network**.

A public network may **ask** for extra **information** from you.

For example, they may ask your name and email address.

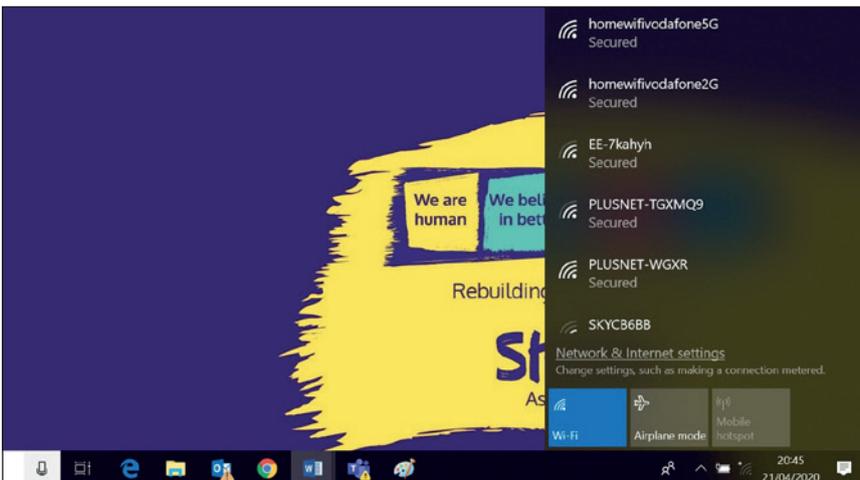


# Connecting to wifi on a PC

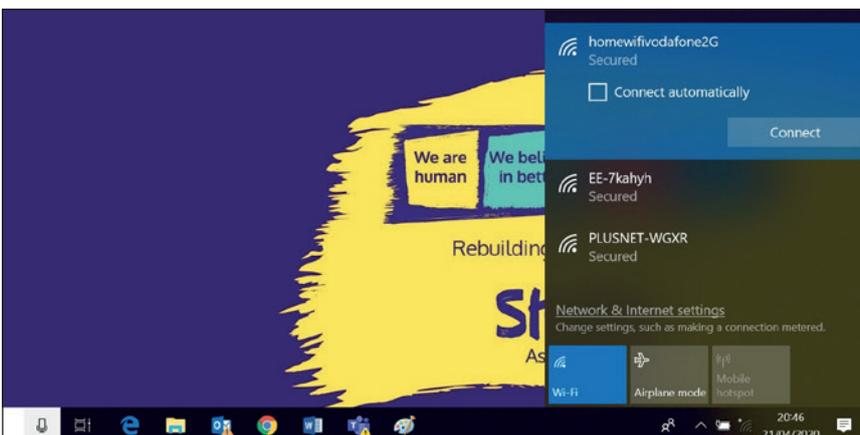
1. Look for the **Network**  or  icon in the bottom right corner of your screen.



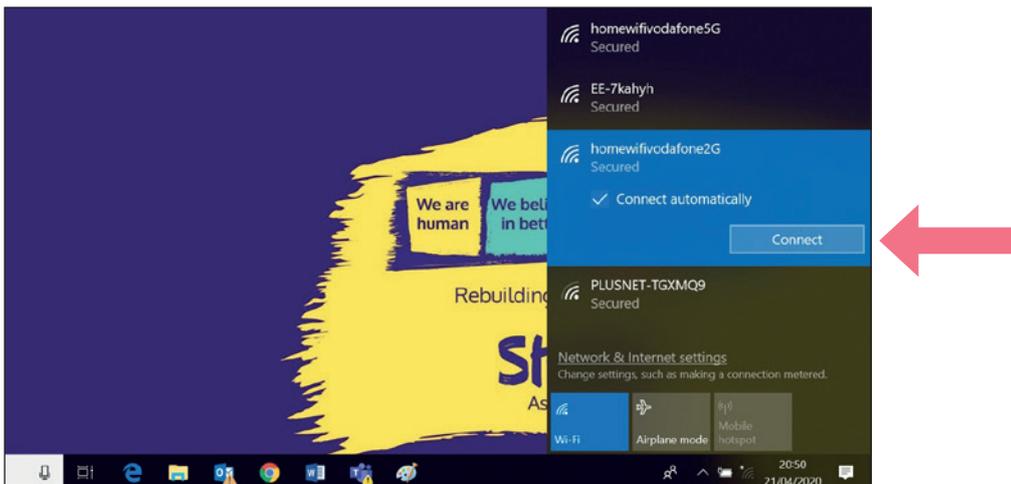
2. Click on the **icon** and a list of networks will appear.



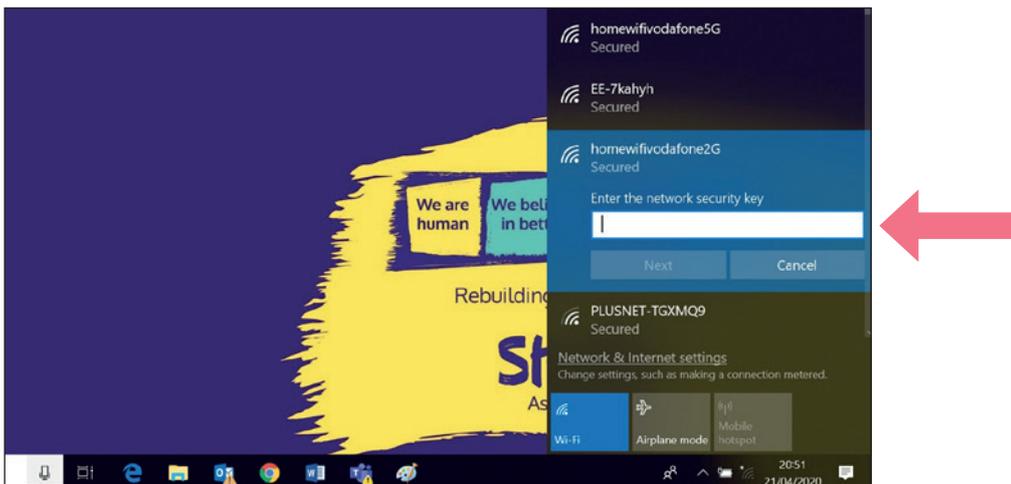
3. Choose the network that you want to connect to by **clicking on it**.



4. Select 'connect' next to the network name.

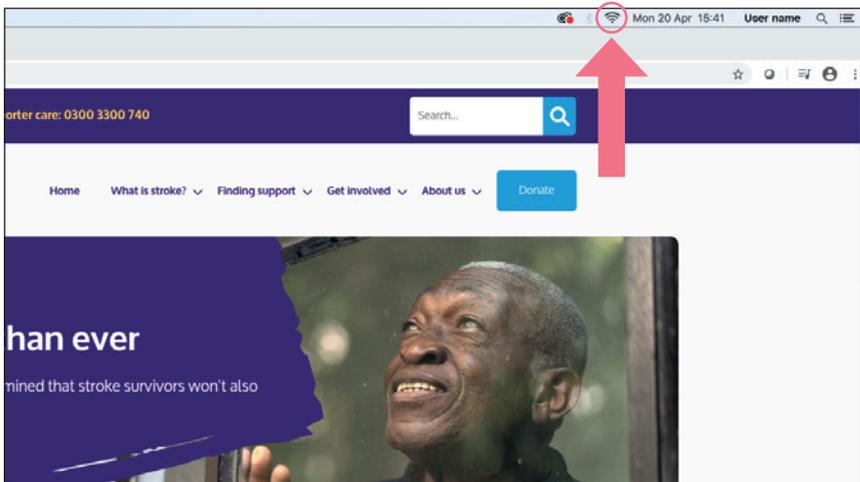


5. Type in the security key (the password).

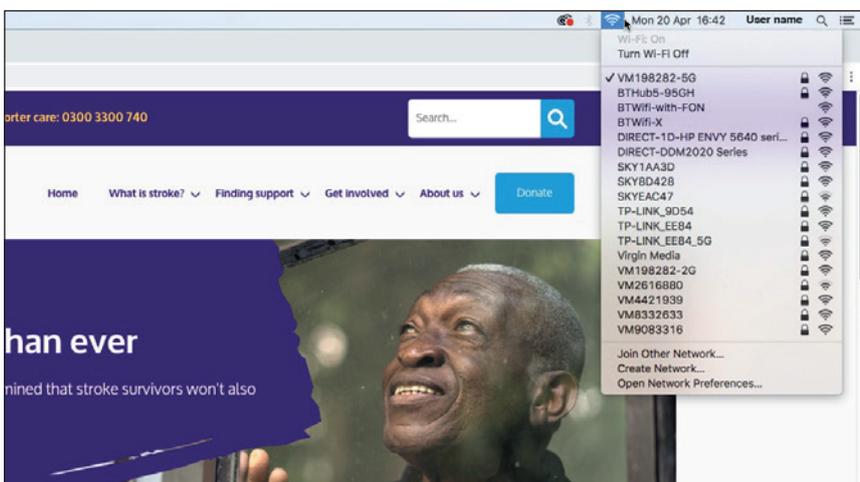


# Connecting to wifi on a Mac computer

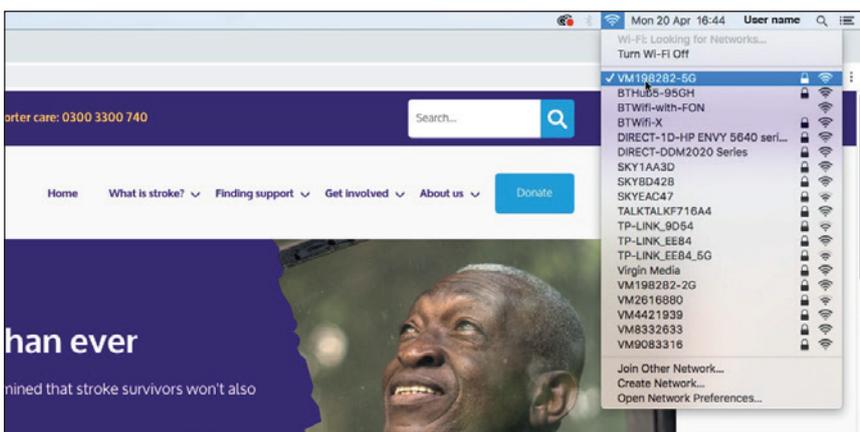
1. Look for the **Network** or  icon in the bottom right corner of your screen.



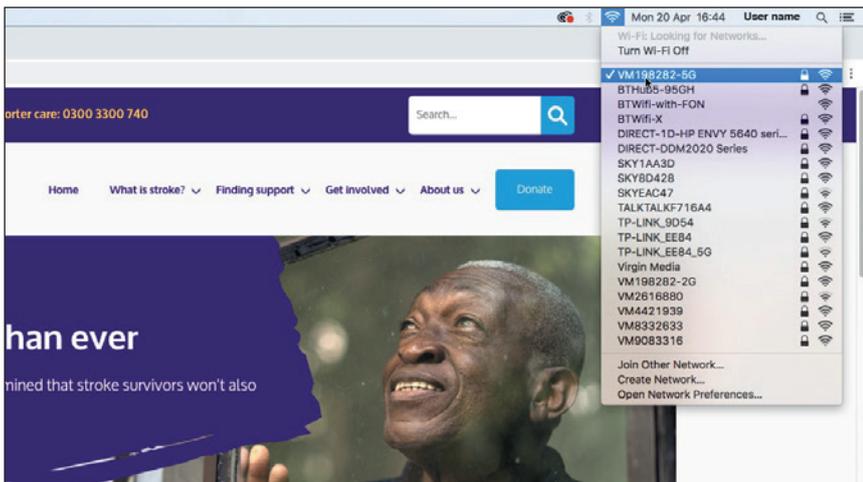
2. Click on the **icon** and a list of networks will appear.



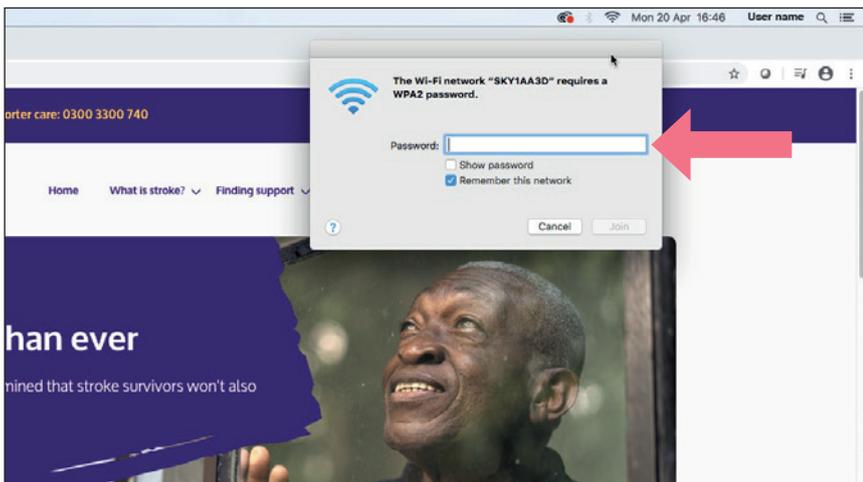
3. Choose the network that you want to connect to by **clicking** on it.



#### 4. Select the network name.



#### 5. Type in the security key (the password).



# Connecting to wifi on an iPad or iPhone

1. Tap the 'settings' icon.



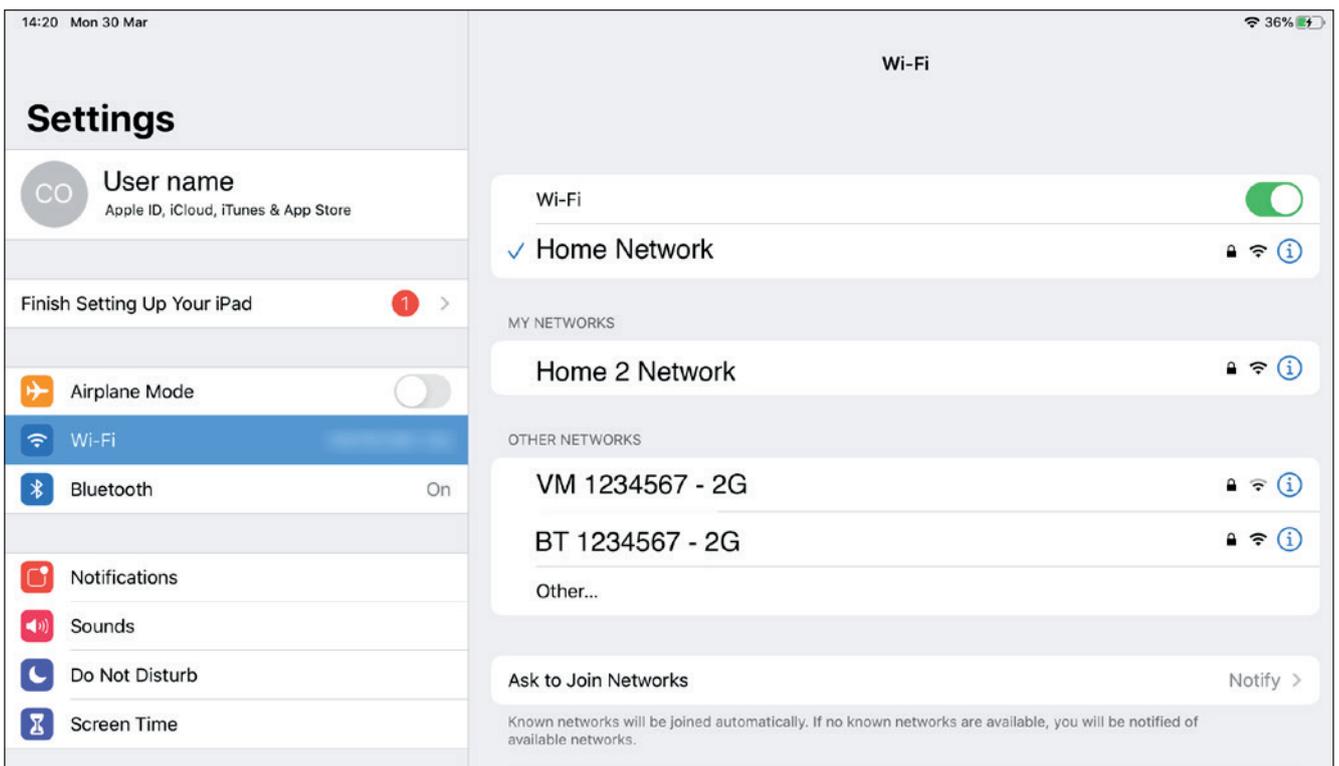
2. Tap 'wifi' to open.



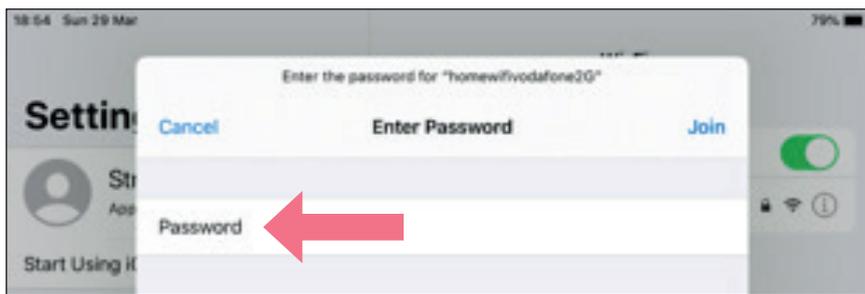
3. Confirm that wifi is set to 'on'. The sliding button turns green.



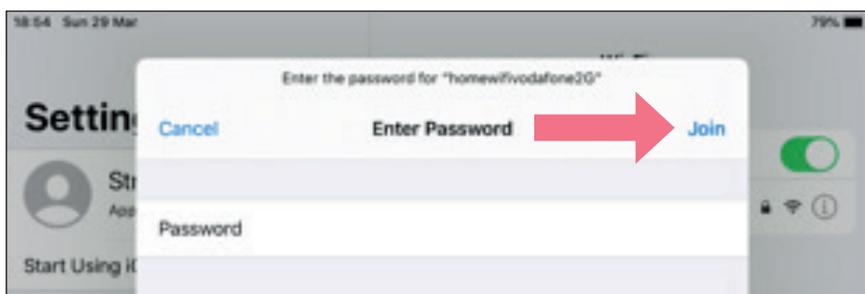
4. Choose your network from the list.



5. Enter your network's **password** if asked.



6. Then tap 'join'.



7. Tap the **'home'** button to return to your home page.

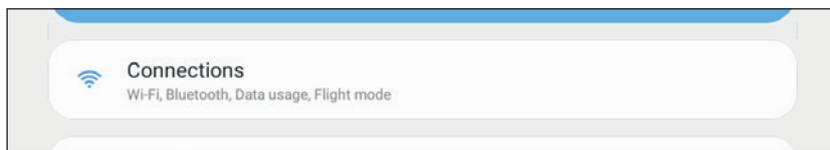


# Connecting to wifi on an android tablet

1. Tap the Settings icon



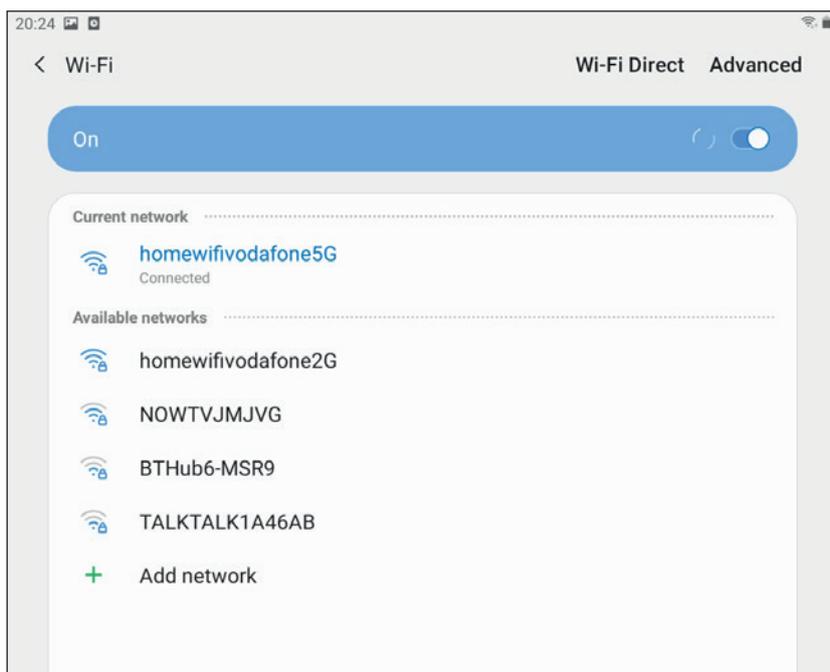
2. Tap **wifi/ connections** to open.



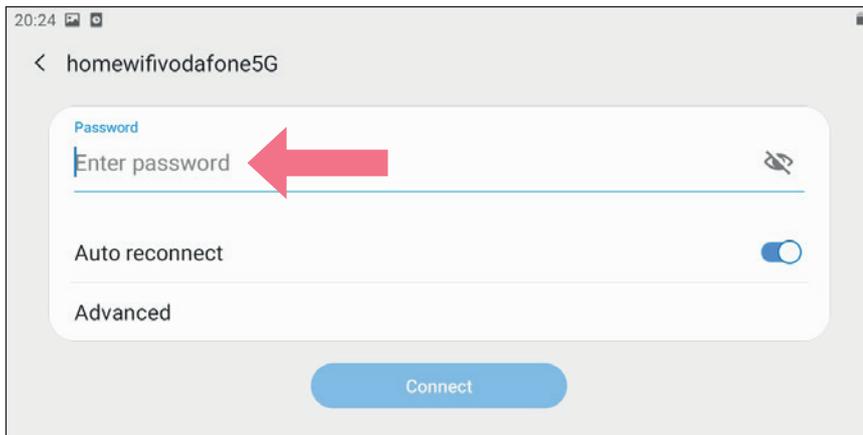
3. Confirm that wifi is set to '**on**'.



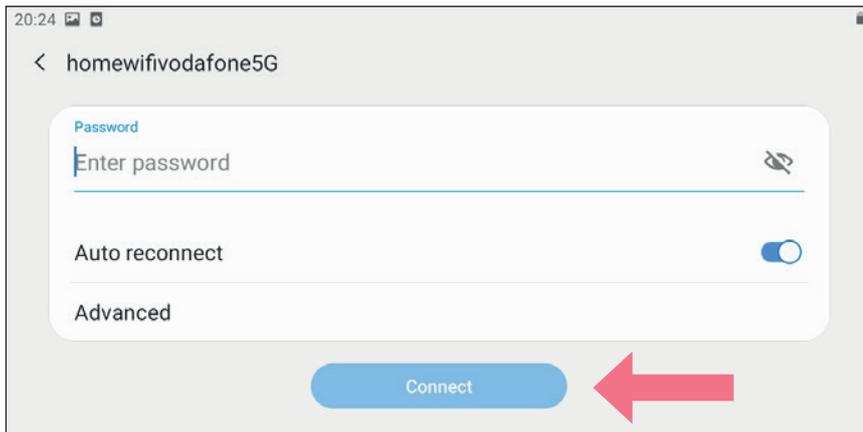
4. Choose your **network** from the list.



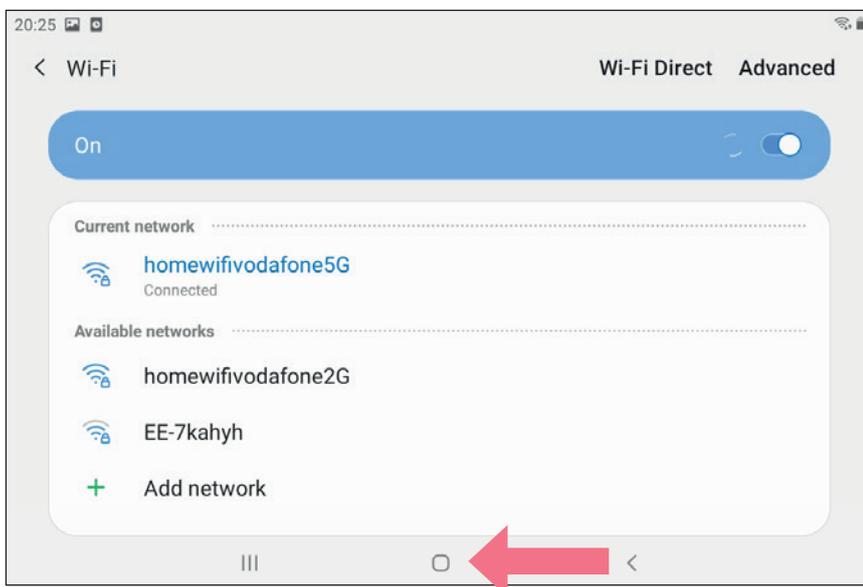
5. Enter your network's **password** if asked.



6. Then tap '**connect**'.



7. Tap the **Home** button to return to your tablet homepage.





## Challenge yourself:

1. **Visit** a local coffee shop that has **free wifi**.
2. **Ask** for the **password**.
3. **Practise connecting** your device to wifi.



## Section 6: How to find information online

### In this section:

- **Search for information** on the internet.



An online **search engine** finds **web pages**.

You enter the **words** you want to **search for**.

You can **type** or **speak** the words into your device.

The **search engine** finds **web pages** about those words.

The **most popular** search engine is **Google**.

## Steps to use a search engine

### Step 1: Open your internet browser.

There are many different **internet browsers**.

You might use one of these browsers:



- Chrome



- Safari



- Microsoft edge

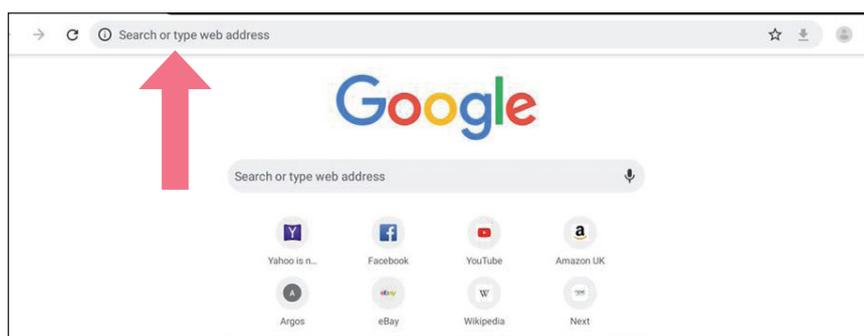


- Firefox

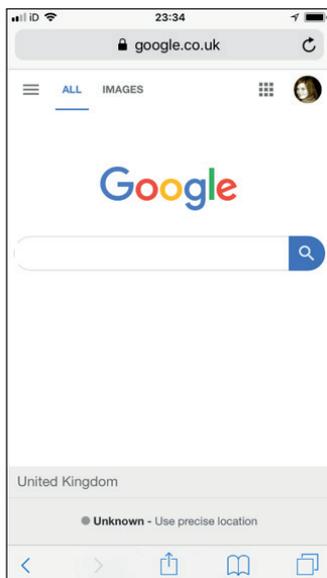
### Step 2: In the top bar, type in google.co.uk.

Press the **enter key** on your keyboard.

The **Google homepage** looks like this on a desktop or laptop.



The **Google homepage** looks like this on a smart phone.

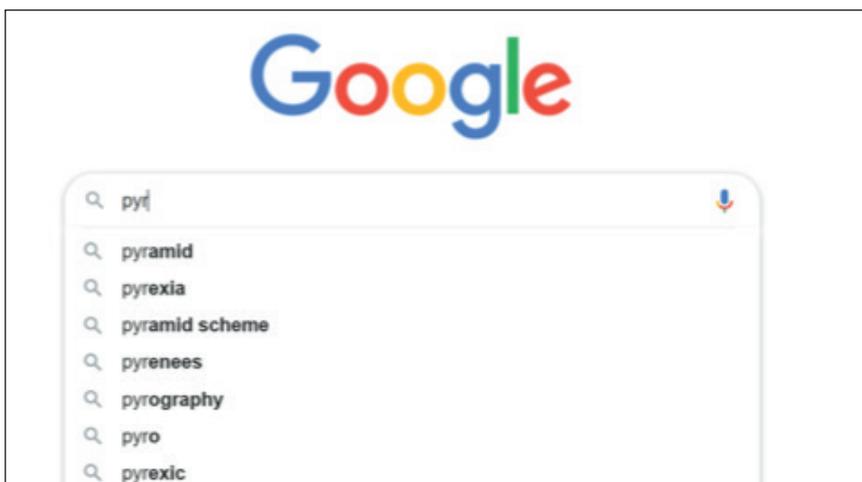


**Step 3: Type your key words into the search bar.**

**Press the enter key** on your keyboard.

As you type Google will **suggest keywords**.

The more **specific** you are the **better** your **search results**.

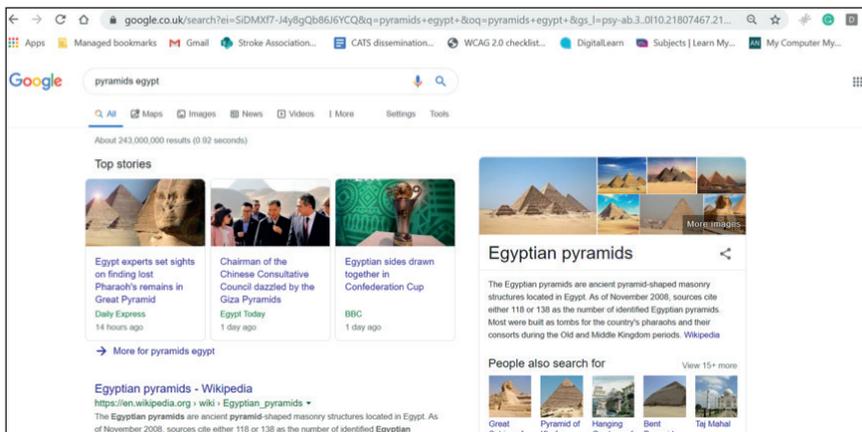


For example:

If you wanted **information** about the **pyramids** in Egypt.

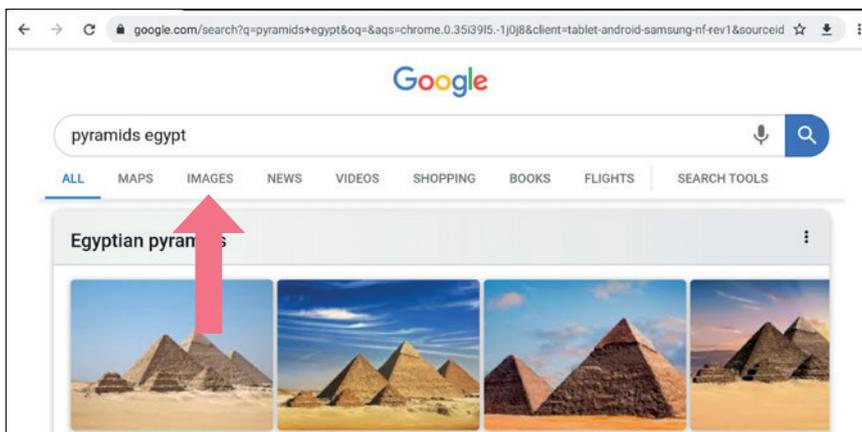
You could **search** 'pyramids Egypt'.

Your search **results** might look like this.



If you want to see **more pictures**.

Select the **images** icon below the search bar.



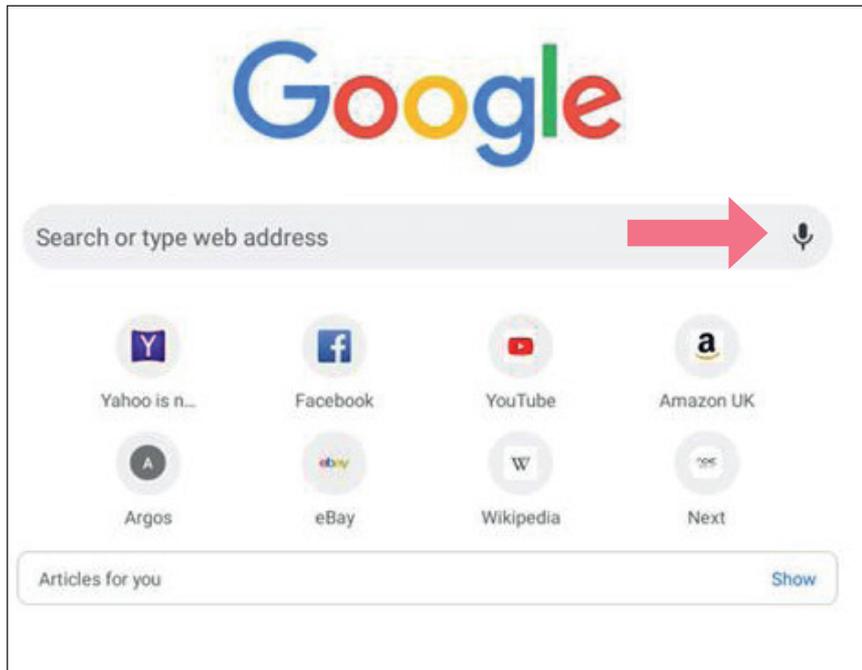
You can also search for **news** or **videos**.

## Searching using your voice:

To use this your device needs a **microphone**.

Click or tap the **microphone icon**.

**Say** what you are looking for.





## Challenge yourself:

Here are some **practice examples**.

See if you can **find information** using **Google**.

1. How long is the Great Wall of China?
2. What is a dugong?
3. How tall is the Statue of Liberty?
4. What is Victoria Falls and where can you find it?
5. What year was William Shakespeare born?



## Section 7: Creating an account

### In this section:

- **Set up** an **email** account.
- See an **example** of creating an account.

Many **websites** and **online services** will ask you to set up an **account**.

You give **information** like your name and date of birth.

The screenshot shows a web browser window with the URL `jobs.nhs.uk/xi/register/d5f654bcf280fc24972cd97b7066071e/`. The page title is "Personal". The form contains the following fields:

- First Name \*
- Surname \*
- Country of Residence \* (Please select...)
- Email address \*
- Email address confirmation \*
- Password \*

Note: Password must be minimum of 9 characters and contain characters from each of the following groups: A-Z, a-z, 0-9. Common terms, such as names or the word 'password' can not be used.



**Be careful** about providing **personal details**.

Make sure you trust the website.

**Only give** bank or card details when there is a **clear reason**.

If you are **worried** ask for **help**.

## How to open an account.

We are using Gmail as our example.

### Steps for creating an account

#### Step 1: Open your internet browser.

There are many different **internet browsers**.

You might use one of these browsers:



- Chrome



- Safari



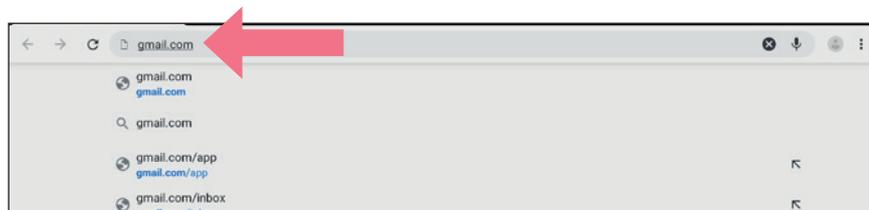
- Microsoft edge



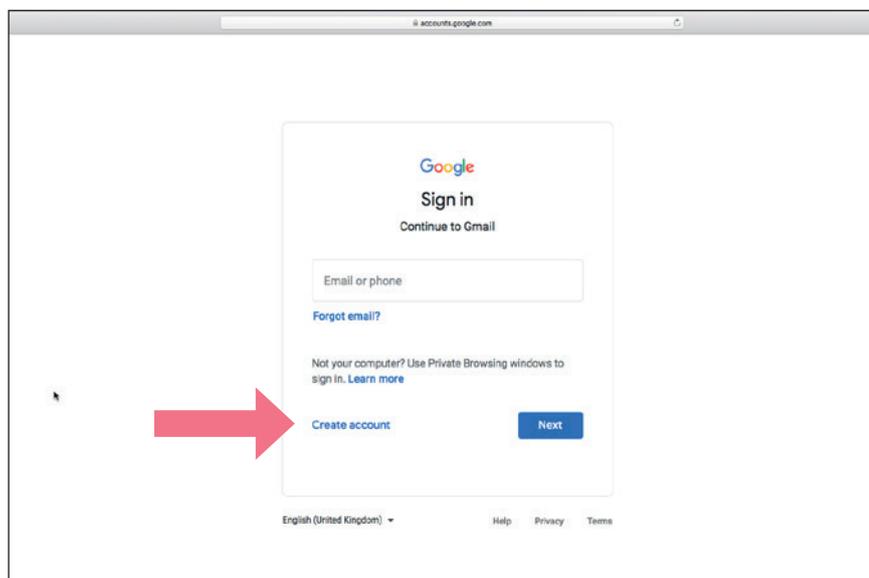
- Firefox

**Step 2:** In the top bar, type in gmail.com.

Press the **enter key** on your keyboard.



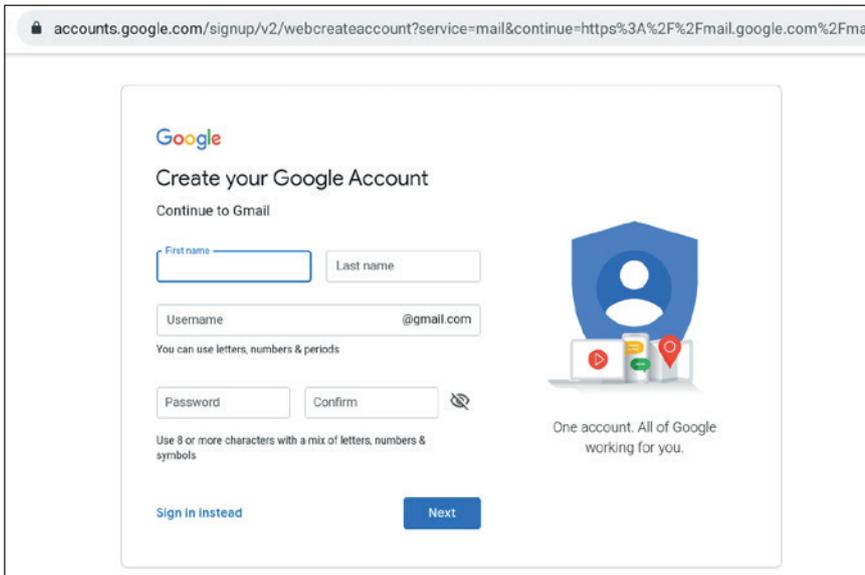
**Step 3:** You will see this homepage.



**Step 4:** Click on 'Create account'

## Step 5: A form will open.

Fill in your **details**.



The screenshot shows the Google Account creation page. At the top, it says "Google" and "Create your Google Account". Below that, it says "Continue to Gmail". The form has several input fields: "First name", "Last name", "Username" (with "@gmail.com" as a placeholder), "Password", and "Confirm". There is also a "Sign in instead" link and a "Next" button. To the right of the form, there is a blue shield icon with a white person silhouette, and a laptop with various icons on the screen. Below the laptop, it says "One account. All of Google working for you."

This **form asks** for:

- First name.
- Last name.
- Username.
- Password.

**Username** is used to identify you.

It **does not** have to be the **same** as your **real name**.

It needs to be **unique**.

The account wants you to choose a **password**.

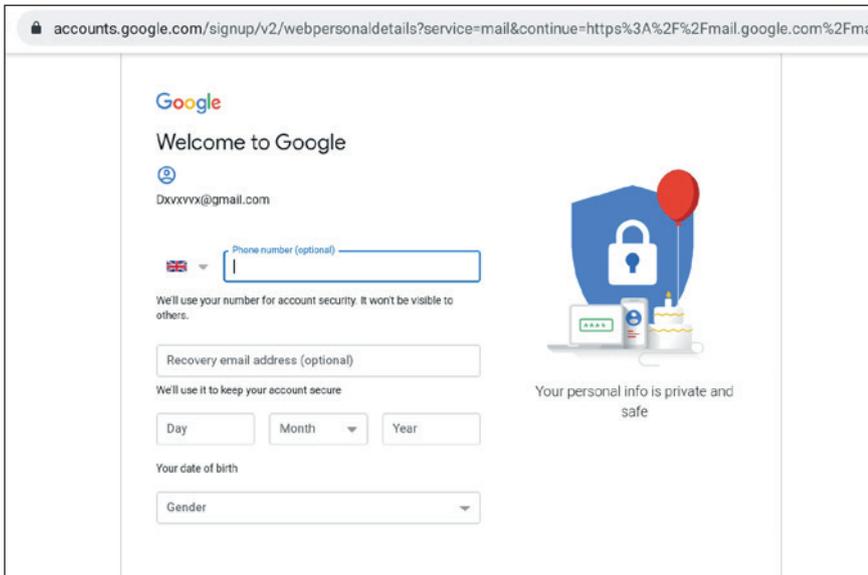
Sites have different **rules about passwords**.

In this example your password needs:

- Eight or more characters with a mix of letters.
- Numbers.
- A symbol such as ! \$ \*

**Step 6:** Once you have filled in this information, click the blue 'next' button.

You will now see this page.



The screenshot shows the Google account creation 'Personal details' page. The URL in the browser is `accounts.google.com/signup/v2/webpersonaldetails?service=mail&continue=https%3A%2F%2Fmail.google.com%2Fma`. The page features the Google logo and a 'Welcome to Google' message with a profile icon and the email address `Dxxxxxx@gmail.com`. On the left, there are several input fields: a 'Phone number (optional)' field with a UK flag dropdown and a note 'We'll use your number for account security. It won't be visible to others.'; a 'Recovery email address (optional)' field with a note 'We'll use it to keep your account secure'; a date of birth section with 'Day', 'Month', and 'Year' dropdowns; and a 'Gender' dropdown. On the right, there is an illustration of a blue shield with a white padlock, a red balloon, a laptop, and a birthday cake, with the text 'Your personal info is private and safe' below it.

Now **enter** your **phone number**.

This is **optional** so you do not have to share your number.

Next fill in a **recovery email** address.

This is in case you forget your password.

This is **optional** and you do not need to fill this in.

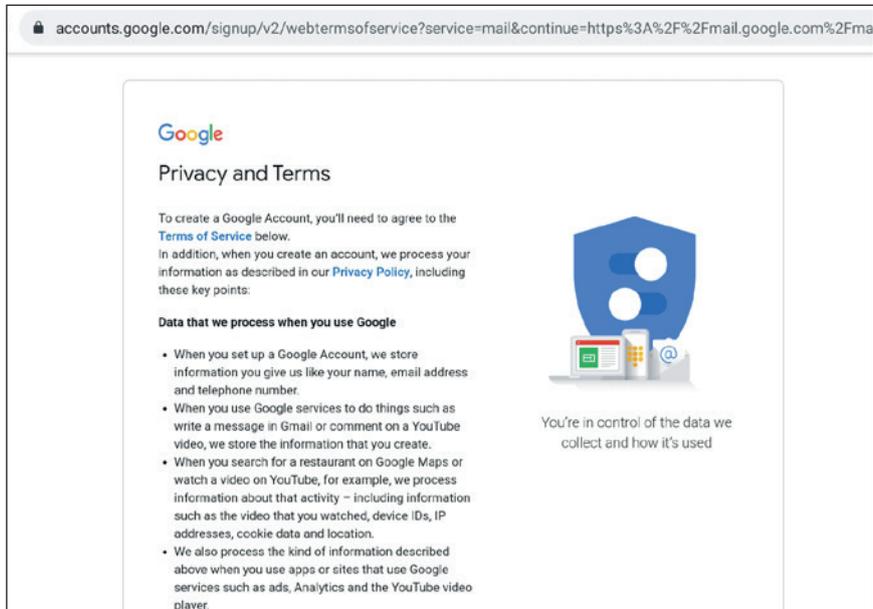
You also give:

- Date of birth.
- Gender.

## Step 7: Click the blue 'next' button.

You will now see the **terms of service**.

This includes information on the **privacy policy**.



**Scroll** through the information.

You can move down the page by click **the blue arrow** at the bottom.

## Step 8: Tick the two boxes at the end of the document. .

To **tick the boxes** click on them.

Only tick on the boxes if you **agree**:

- The **terms of service**.
- The processing of **your information**.

**Combining data**

We also combine this data among our services and across your devices for these purposes. For example, depending on your account settings, we show you ads based on information about your interests, which we can derive from your use of Search and YouTube; and we use data from trillions of search queries to build spell-correction models that we use across all of our services.

**You're in control**

Depending on your account settings, some of this data may be associated with your Google Account and we treat this data as personal information. You can control how we collect and use this data now by clicking 'More Options' below. You can always adjust your controls later or withdraw your consent for the future by visiting My Account ([myaccount.google.com](https://myaccount.google.com)).

**MORE OPTIONS** ▾

---

I agree to the Google Terms of Service

I agree to the processing of my information as described above and further explained in the Privacy Policy

[Cancel](#) [Create Account](#)

---

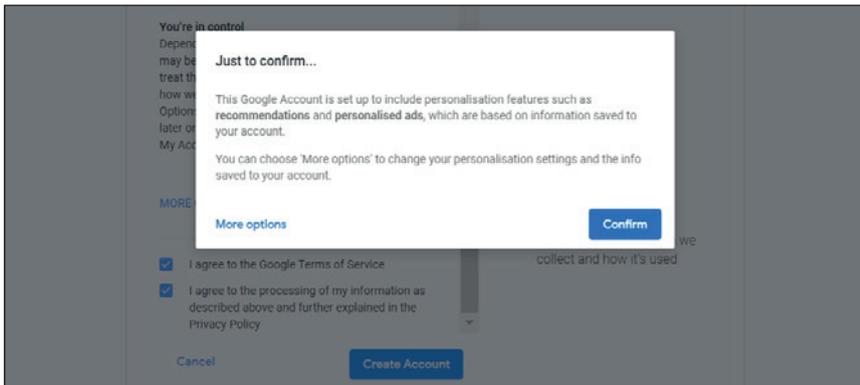
English (United Kingdom) ▾ He

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||| ○ <

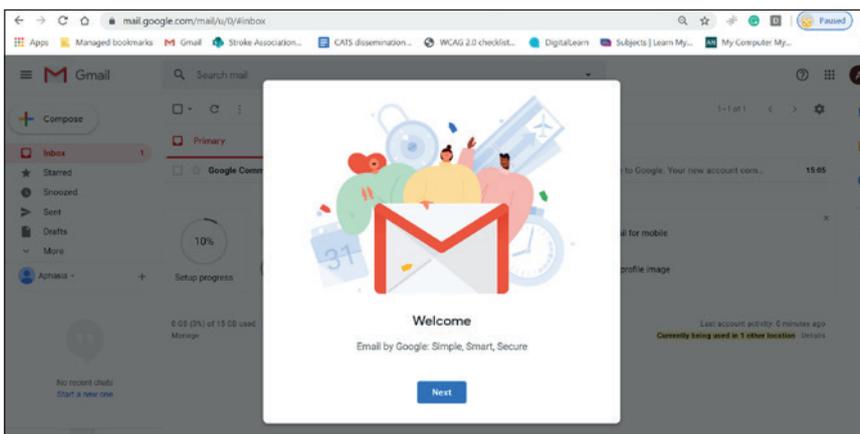
**Step 9: Click the blue 'Create Account' button .**

A message will **pop up**.



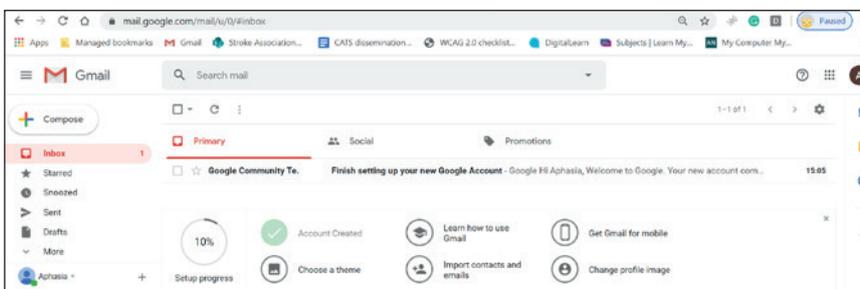
Click the blue '**confirm**' button.

Your **email account** will now open.



Click the blue '**next**' button.

You will have an **email** in your account.



To **open** the email **click** on it.

It is a **welcome email** from Google.



## Section 8: How to send an email

### In this section:

- **Write** an email.
- **Learn the steps** for sending an email.



Emails are a great way to **send** and **receive** information.

Emails are **fast**.

Emails are **free**.

You can **attach documents** and **photos** to your email.

You can include **emojis** in your messages.

Emojis are **small pictures** that show an **emotion** or an **idea**.

For **example** you could use a **smiling face** emoji to show you are happy. You could use an emoji of a cup of coffee to invite someone to visit.

You can have **bills** and **bank statements** by **email** instead of in the post.

You can **sign up for emails** from a charity you support.

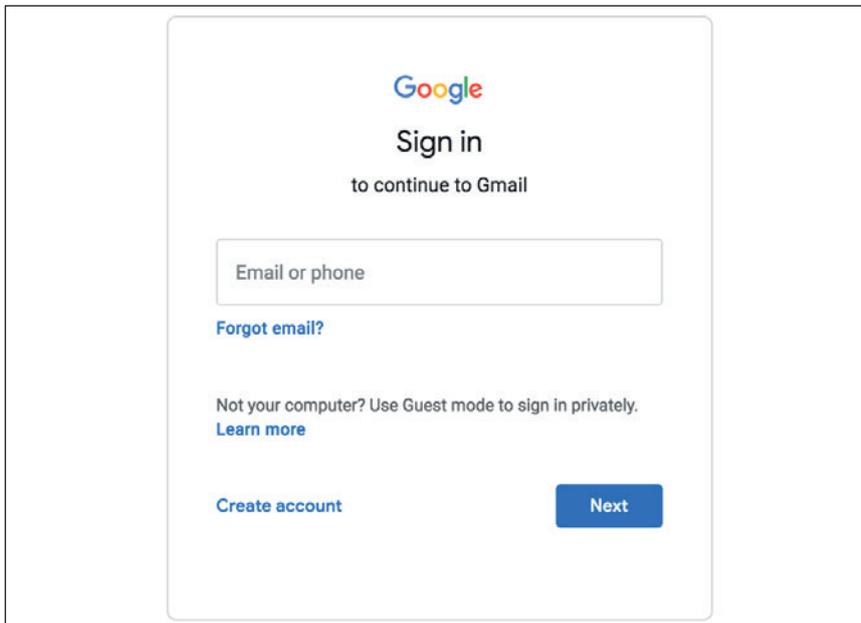


## Steps to send an email

In **section 7** we **set up** an **email** account.

### **Step 1: Open your email account.**

To **log in**, go to **gmail.com**

A screenshot of the Google Sign in page. At the top, the Google logo is displayed in its multi-colored font. Below it, the text "Sign in" is centered, followed by "to continue to Gmail" in a smaller font. A text input field with the placeholder "Email or phone" is centered. Below the input field, there is a blue link "Forgot email?". Further down, the text "Not your computer? Use Guest mode to sign in privately." is shown, with a blue link "Learn more" below it. At the bottom left, there is a blue link "Create account". At the bottom right, there is a blue button labeled "Next".

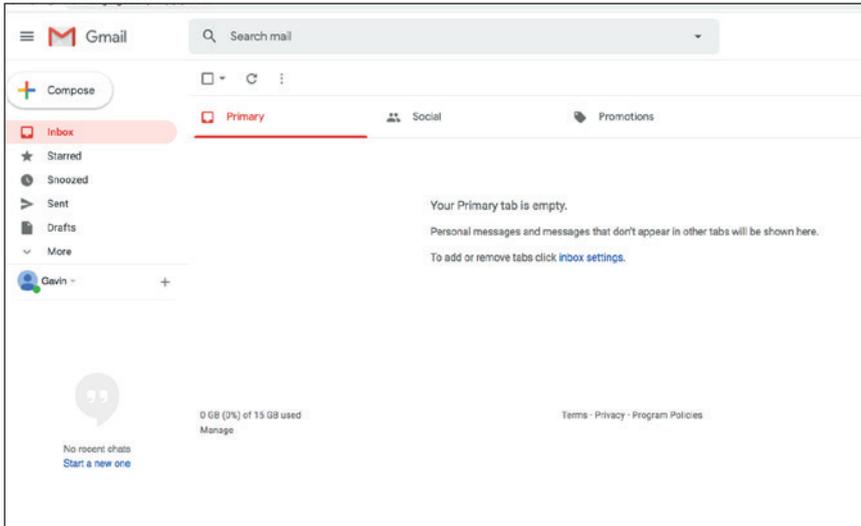
**Fill in** your email address.

This is your **username and @gmail.com** at the end.

**Click** the blue '**next**' button.

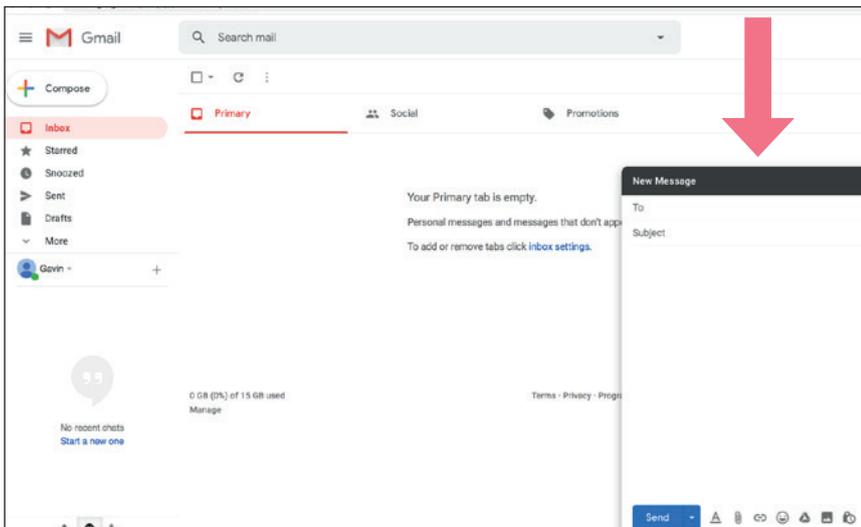
Then fill in your **password** and **click** the blue '**next**' button.

## Step 2: You are in your Gmail account.



Click the 'compose' button in the top left of the screen.

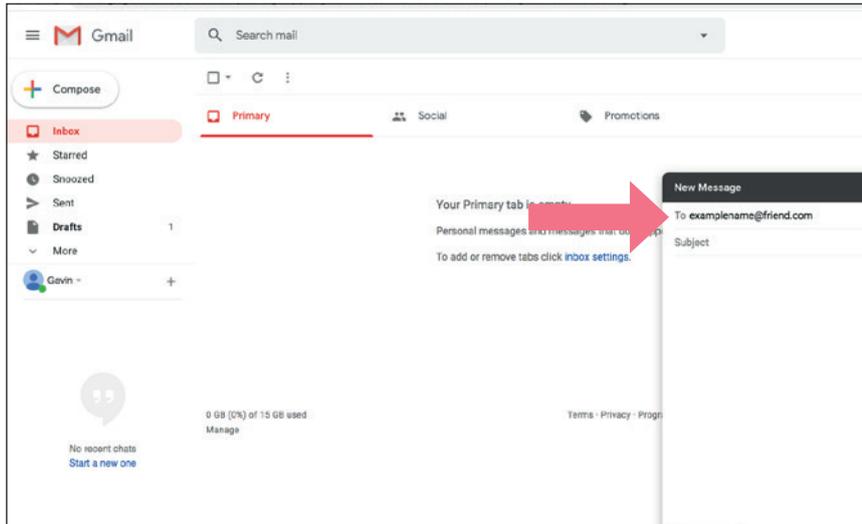
You will now see a **blank email pop up**.



### Step 3: Add the other person's email address.

Put the **email address** in the 'to' space at the top.

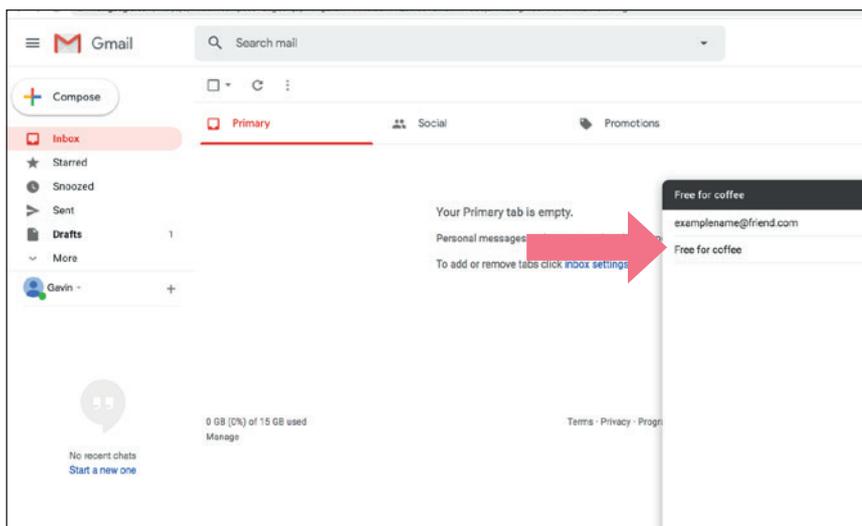
In this example we are writing to our friend to invite them for coffee.



### Step 4: Add a subject.

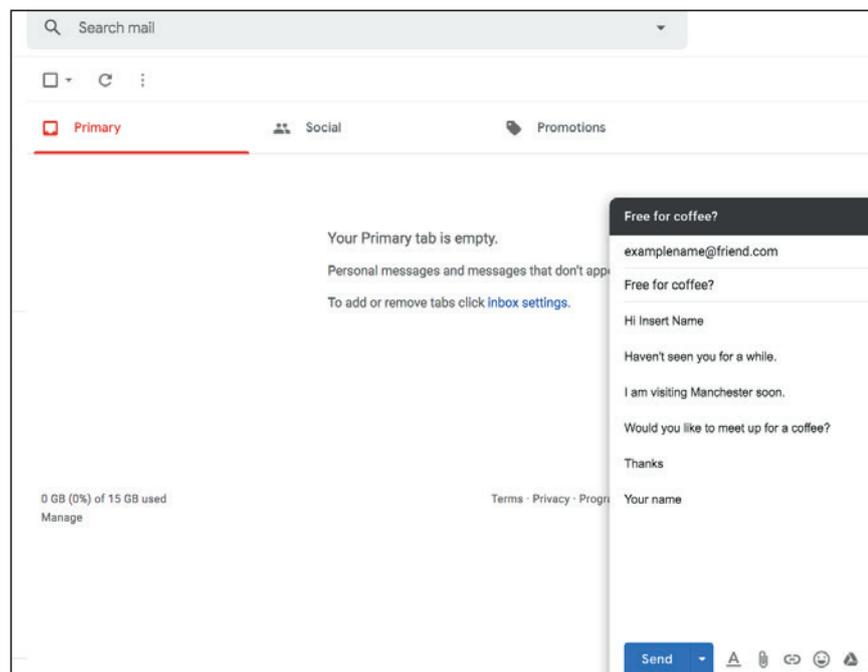
A **subject** is the email **title**.

It **gives information** about your email.



## Step 5: Write your message

You can **write** as little or as much as you like.



Gmail has a feature called '**smart compose**'.

A **pop up** might ask you if you want to use it.

As you write it will **suggest words** and **sentences**.

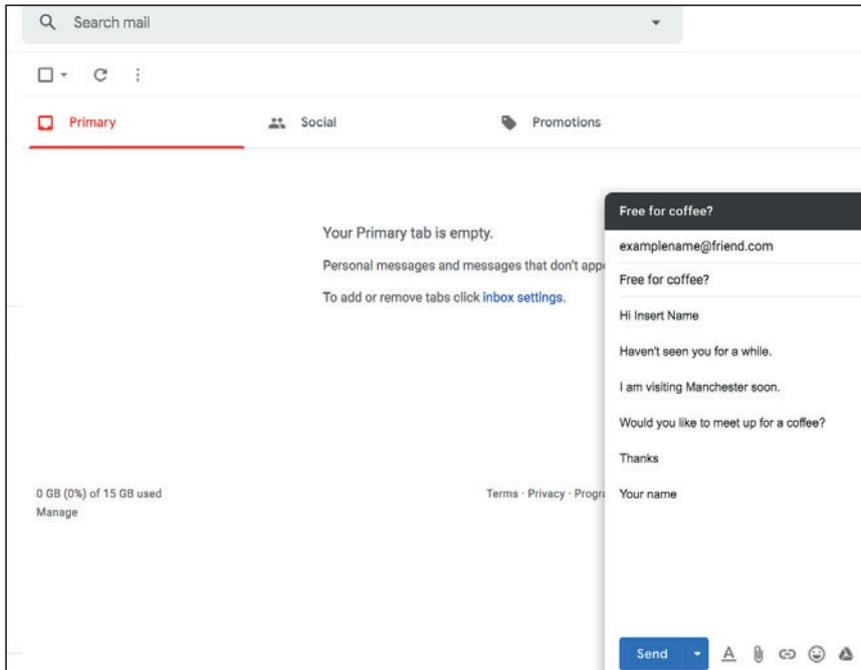
If this is helpful then **click 'OK'**.

If it does not help you then **click 'turn off'**.

## Step 6: Send your email.

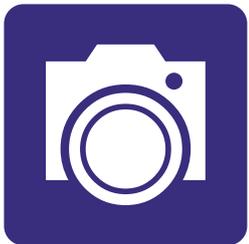
To send your email, **click** the blue 'send' button.

You can find this button at the **bottom of the page**.



## Challenge yourself:

Send an **email** to **friend**.



## Section 9: Sending a photo by email

### In this section:

- Attach a **photo** to your **email** on your **computer**.
- Attach a **photo** to your **email** on your **tablet**.
- **Share photos** with family and friends.



A photo can help **tell a story**.

You can **share photos** with family and friends.

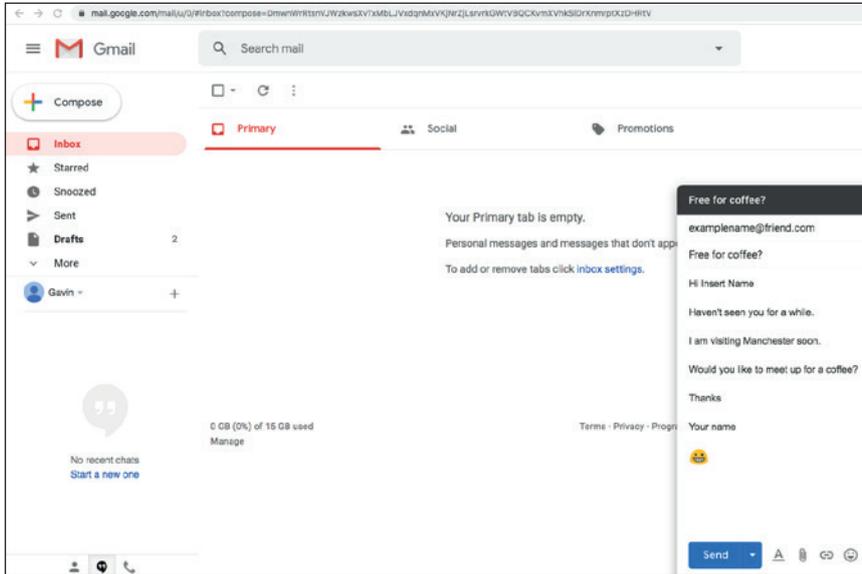
You can **send photos** by **email**.

You can also share photos in **other ways**.

# Steps to send a photo

## Step 1: Write an email but don't send it yet.

You are now ready to **attach your picture**.



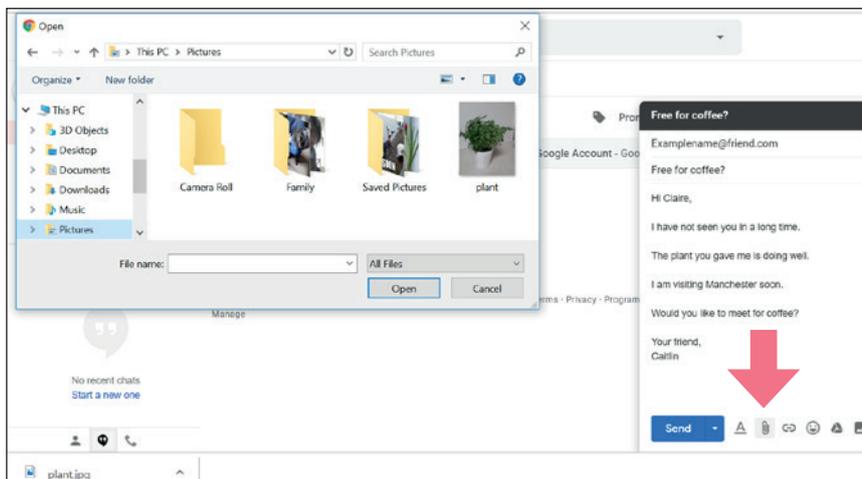
## Step 2: Click on the paperclip icon at the bottom of your email.

This will **open files** on your computer.

Find the **folder** where your photo is saved. This might be in the **folder 'pictures'**.

Your photo could be in a **different folder** or on a **cloud account**. If you are not sure, **ask for help** finding the photo.

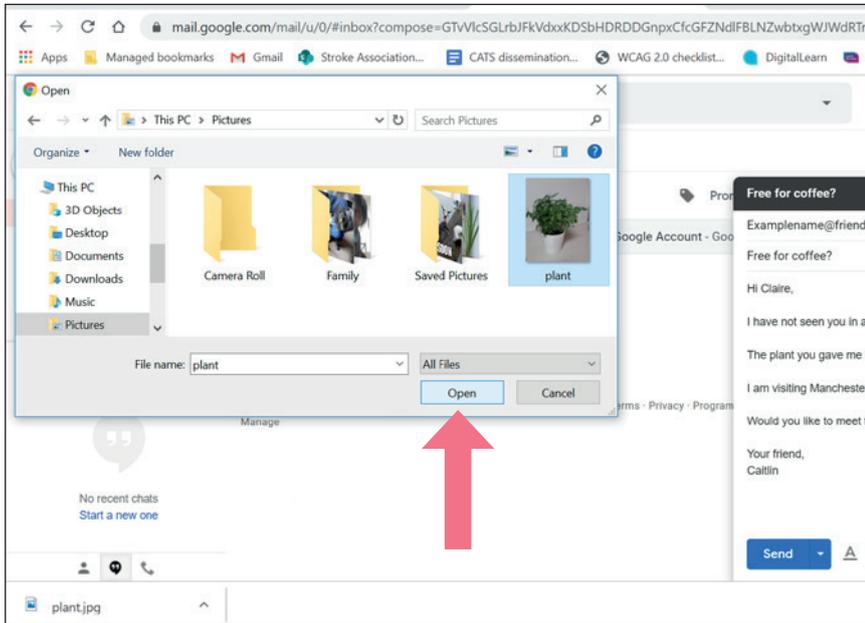
Select the **folder**.



**Step 3: Select the photo you want to share.**

Click on the photo.

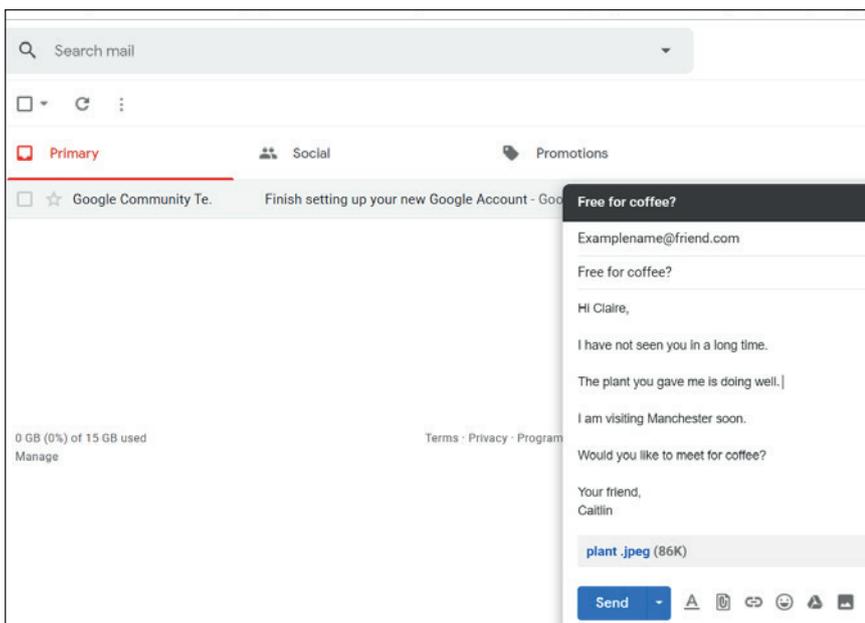
Then click 'open'.



**Step 4: Your photo is now attached to your email.**

Send your email.

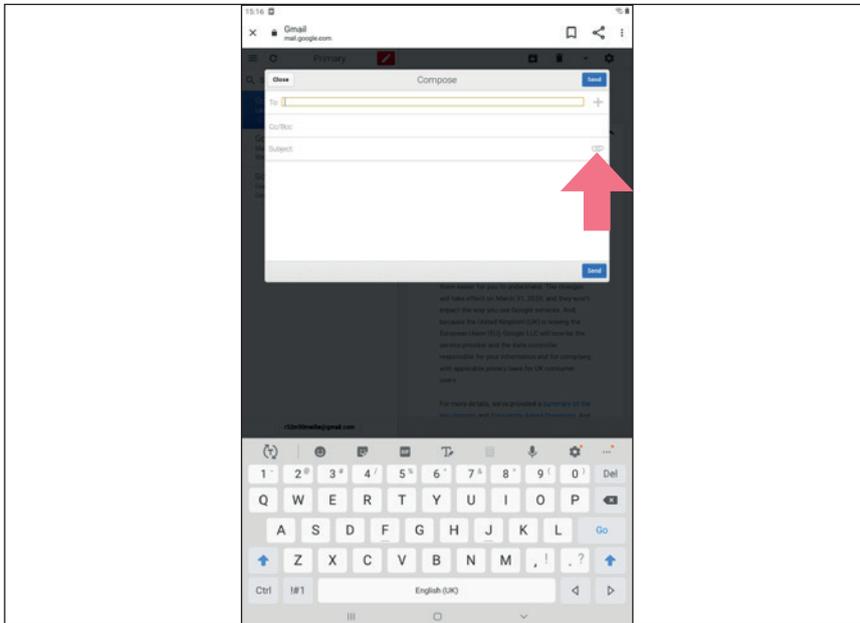
Your friend can click on the blue link to open the photo.



# Steps to sharing a photo on an android tablet

## Step 1: Write and email but don't send it yet

You are now ready to **attach your photo**.



## Step 2: Tap the paperclip icon

Tap 'attach a file'.

You can **choose 'open camera'**.

You can then **take a photo**.

This will **attach** to your email.

If you have already **taken the photo**, tap 'files'.

**Select your photo** from the images file.

**Tap** on the **photo** you want to share.

It will **attach** to the email.

You can now **send your email**.

## Others ways to share a photo on an android tablet

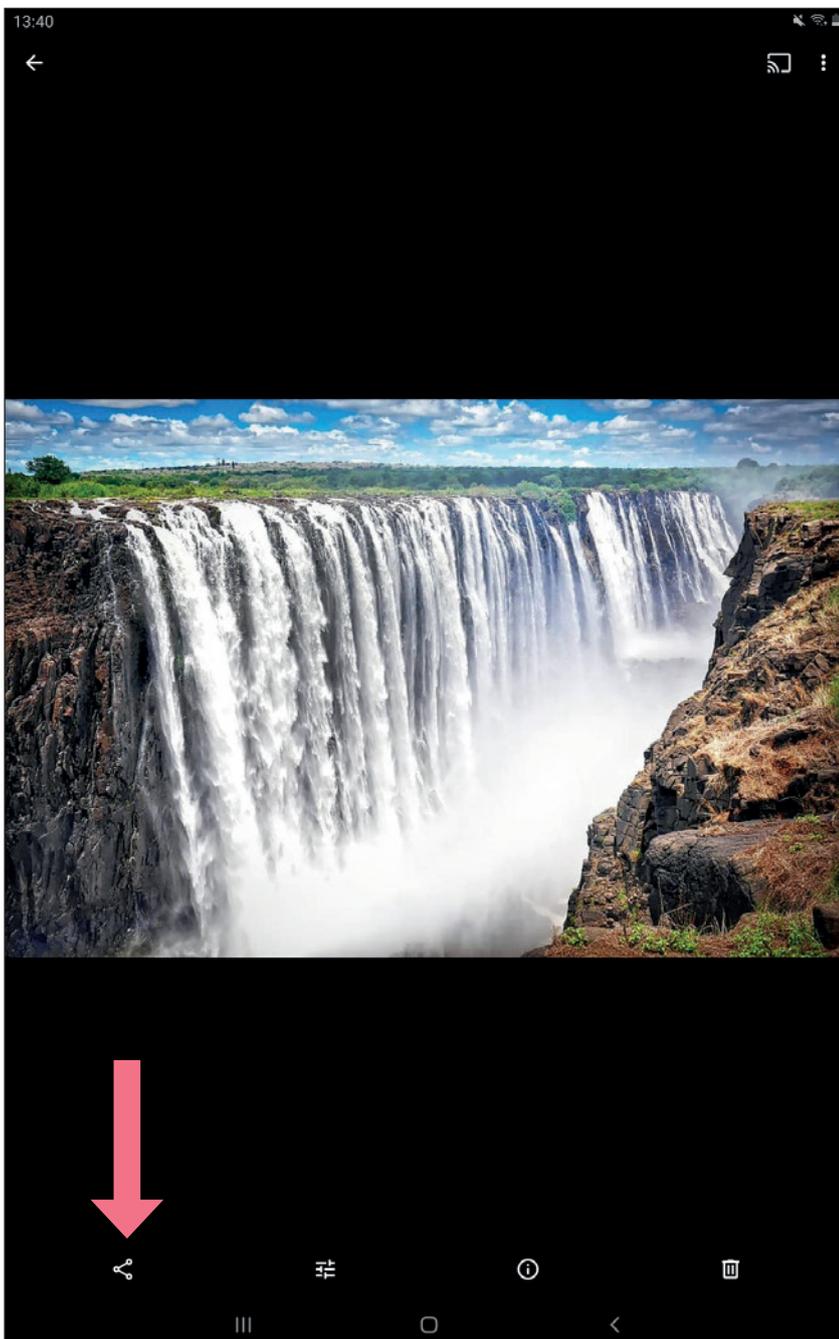
**Step 1:** Open your photos gallery.

**Step 2:** Find the photo you want to send.

**Step 3:** Tap the share icon at the bottom of the picture.

**Step 4:** Select the email icon.

**Step 5:** Tap the blue 'send' button.



## Steps to sharing a photo on an iPad

**Step 1:** You have completed the email steps from section 8.

You are now ready to **attach your picture**.

**Step 2:** Tap on the email and tap 'Insert Photo or Video'.

**Step 3:** This will open your photos.

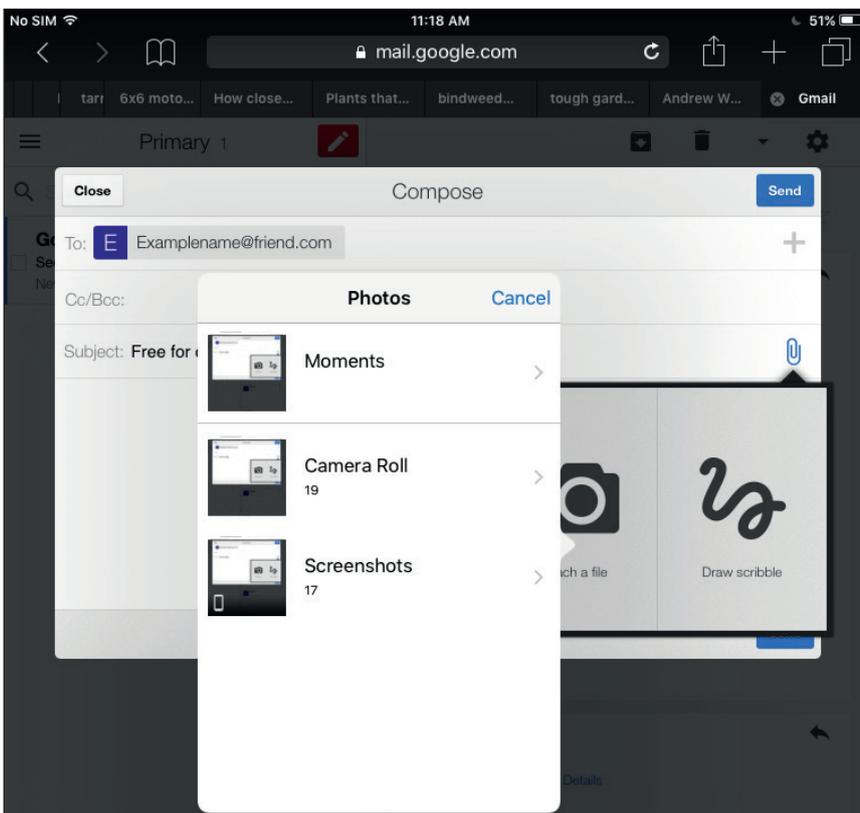
Click on 'Camera roll'.

Tap the **photo** you want to send.

Tap 'Use' in the top right corner.

**Step 4:** Your photo will be attached to your email.

You can now **send your email**.



# Others ways to share a photo on an iPad

**Step 1:** Open your Photos app.

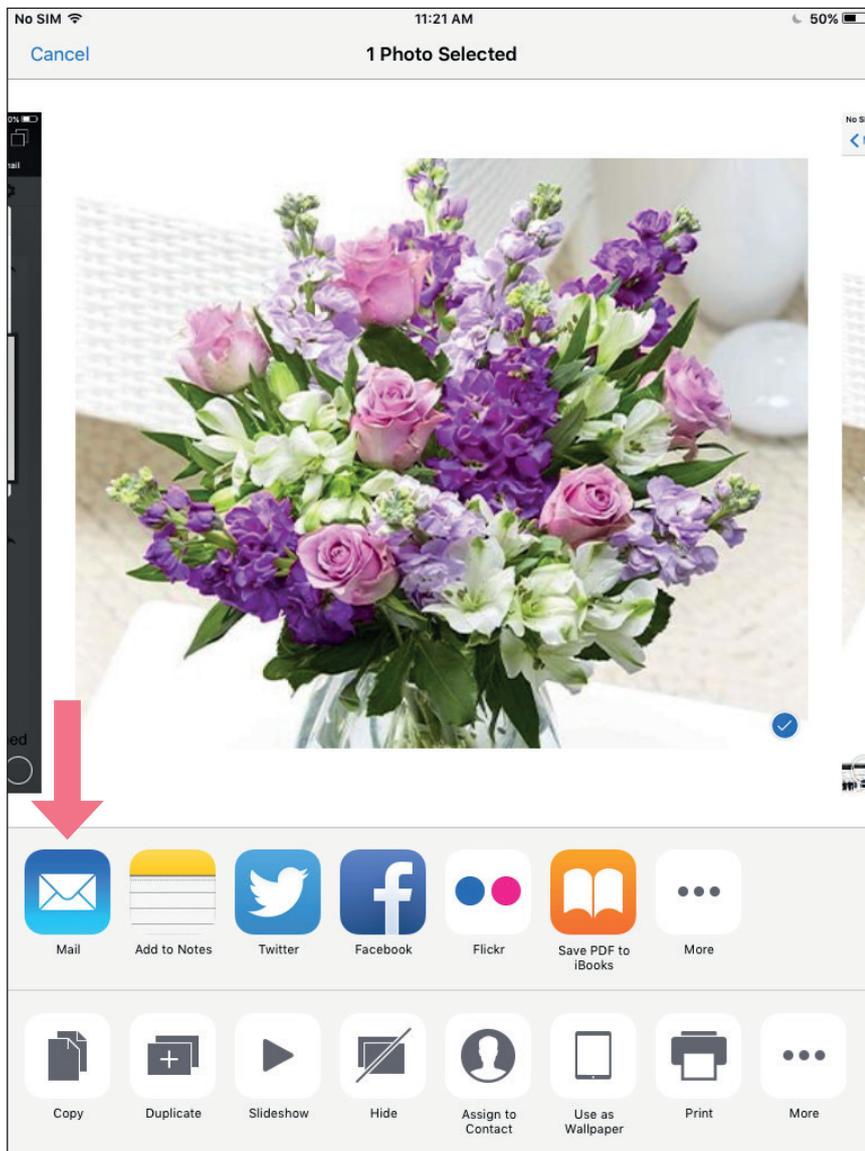
**Step 2:** Find the photo you want to send.

**Step 3:** Tap the share icon at the top right of the picture.

**Step 4:** Tap the mail icon

**Step 5:** Type in the email address

**Step 6:** Tap the blue Send button.





## Challenge yourself:

Think of a **friend** that you would like to share a **photograph with**.

This might be a picture of **yourself**, your pet **cat** or a **flower** in your garden.

Using your **email account**, **send** your friend the picture.



## Section 10: Using Google Maps

### In this section:

You can use **Google Maps** to:

- **Find a location.**
- **Get directions** between two locations.
- Find **public transport options.**
- **Find a café** near you.



**Google Maps** is a **free** website.

You can use Google Maps on your **computer, tablet or smart phone.**

You can also download the **Google Maps app** on your **smart phone.**

To use the map you need to be connected to the **internet.**

# How to use Google Maps on your device

## Step 1: Open your internet browser.

There are many different **internet browsers**.

You might use one of these browsers:



- Chrome



- Safari



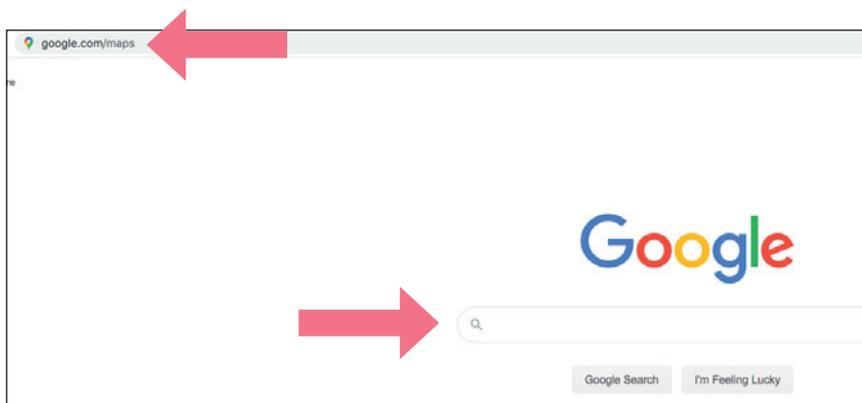
- Microsoft edge



- Firefox

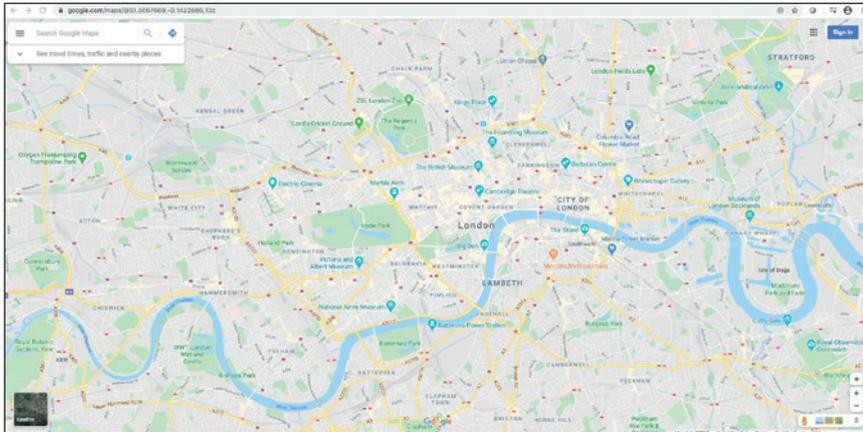
## Step 2: Search for Google Maps.

You can also put this **url** in your search bar **google.com/maps**.



### Step 3: Use the Google Maps home screen.

The home screen will look like this.



## Finding an address on the map

You can **search** for an **address**.

Put the **address** or **postcode** into the **search bar**.

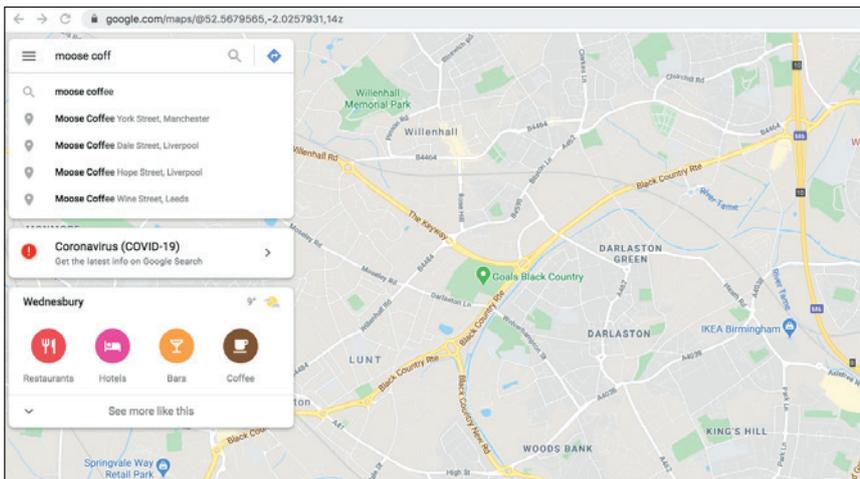
Click the **magnifying glass icon** to search. 

You can also search for a **business name**.

**For example:** you want to visit Moose Coffee in Manchester.

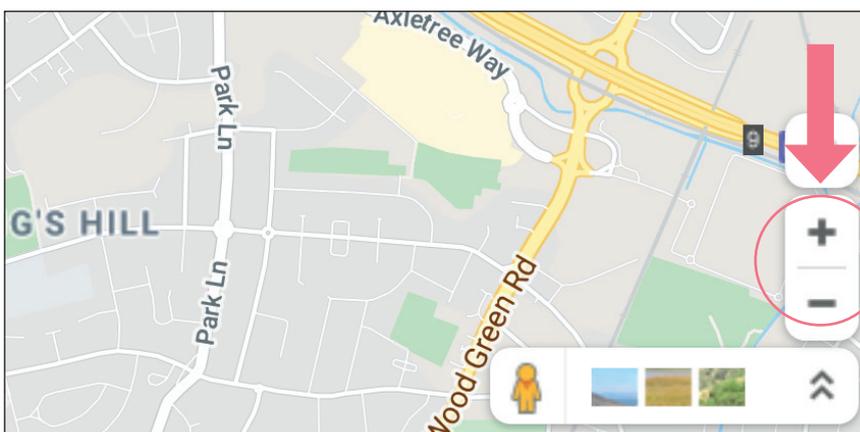
Put "Moose coffee" into the search bar.

Google Maps will give you some **suggestions**.



You can make the **map bigger** by clicking the **plus sign** in the bottom right corner.

You can make the **map smaller** by clicking the **minus sign**.

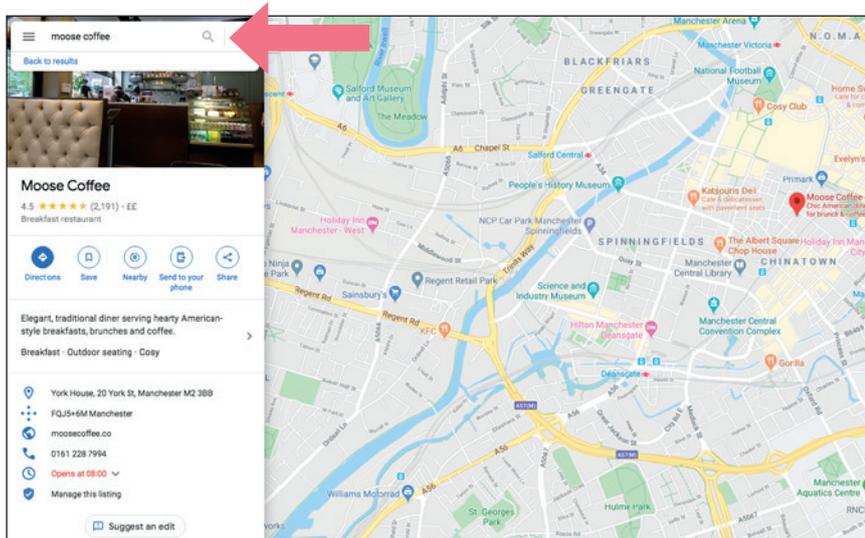


## Get directions

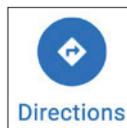
Google Maps can **give** you a **route**.

For example: you want to meet a friend at a coffee shop called Moose Coffee.

In the **search bar** put the **name** of the coffee **shop**.



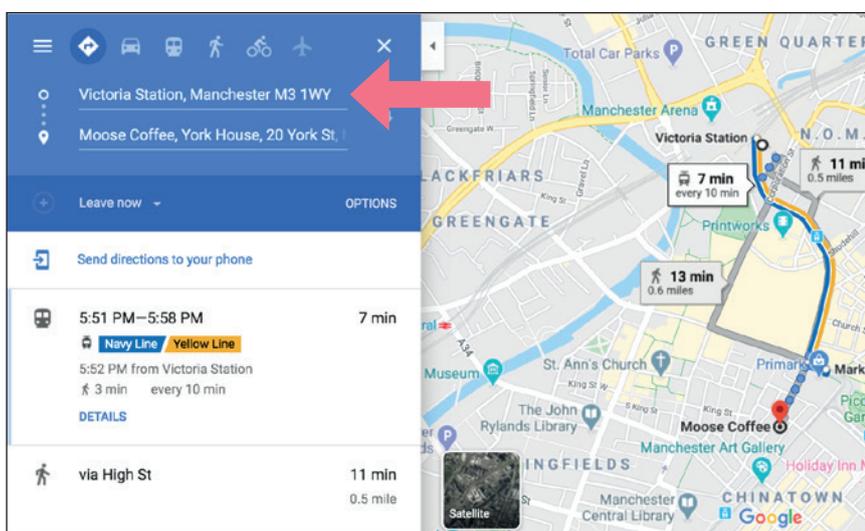
Now **click** the **blue 'directions'** icon.



Put in **your location**.

In this **example** you might be staying at the **Ibis Hotel** in the city centre.

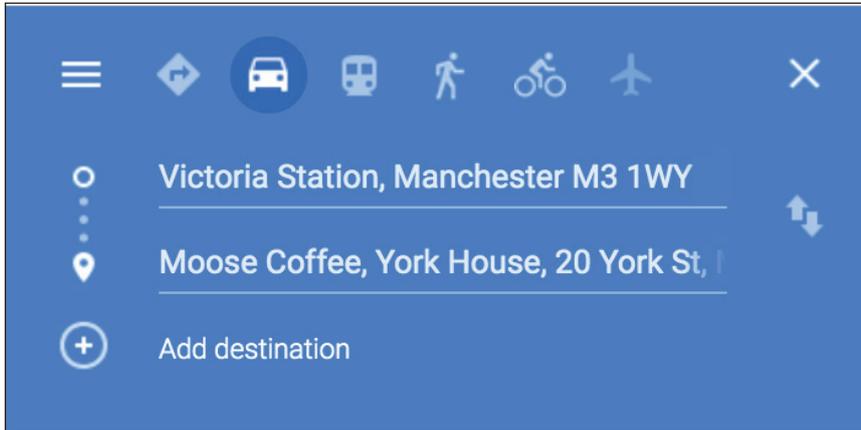
The map will now show **how to travel** to your location.



## Different ways to travel

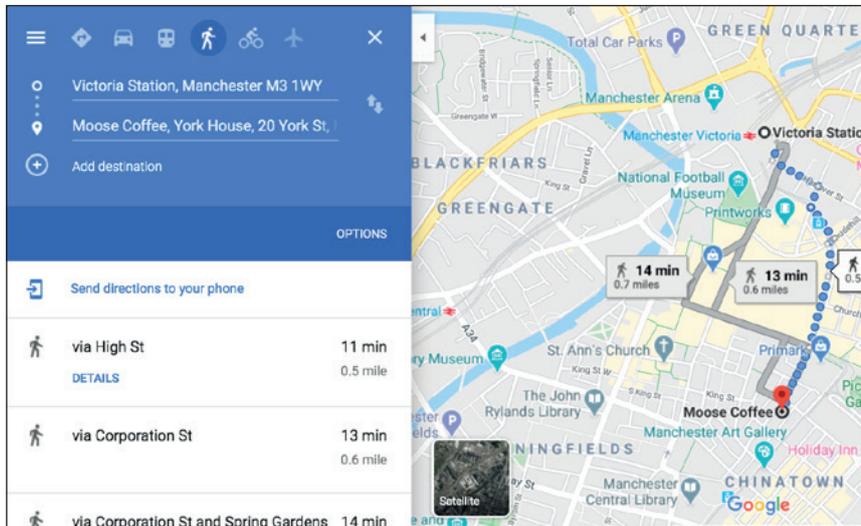
Google Maps can give you a **route using car, walking and public transport.**

Look at the **icons above your search bar.**



To get **directions for walking**, click on the 'walking' icon. 

It will also tell you **how long** it will take.



Click on the 'bus/train' icon to tell you about **public transport options.** 

Click on the 'car' option for a car route. 

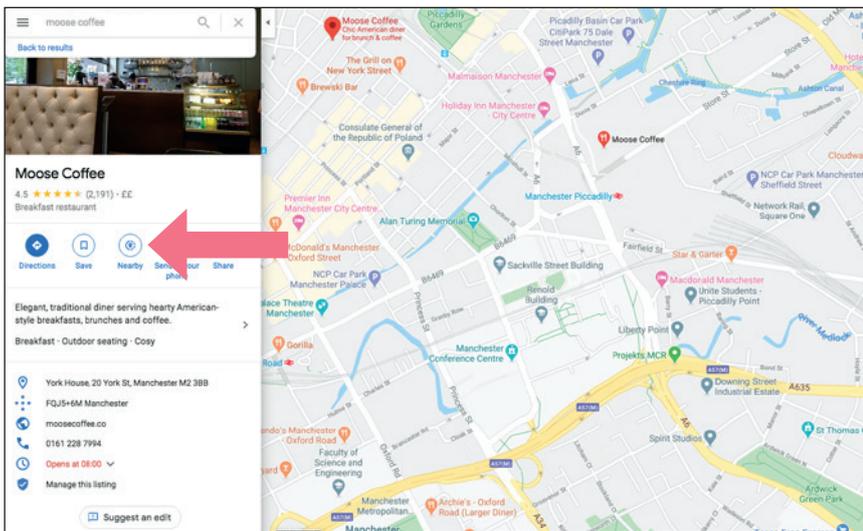
# How to find places of interest

Google maps can also tell you about **interesting places nearby**.

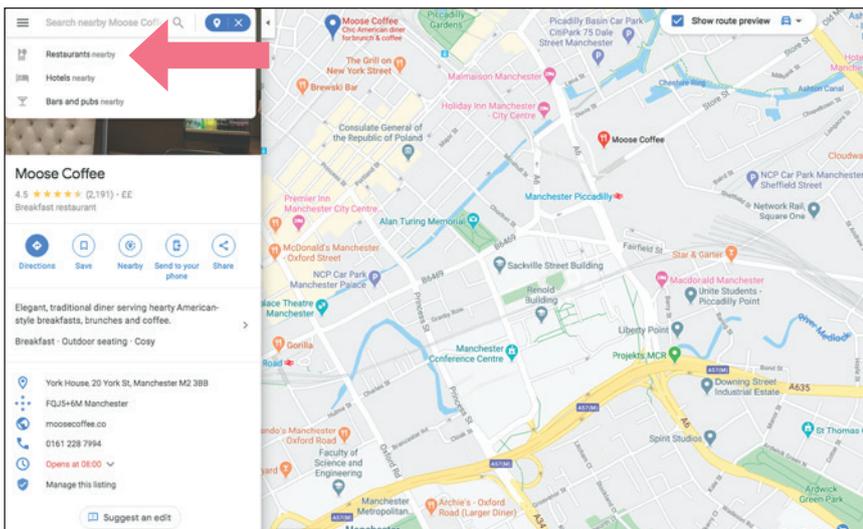
For example, after you meet your friend for coffee you might want to go for lunch.

You can **search** for **restaurants** near you.

Search your location.

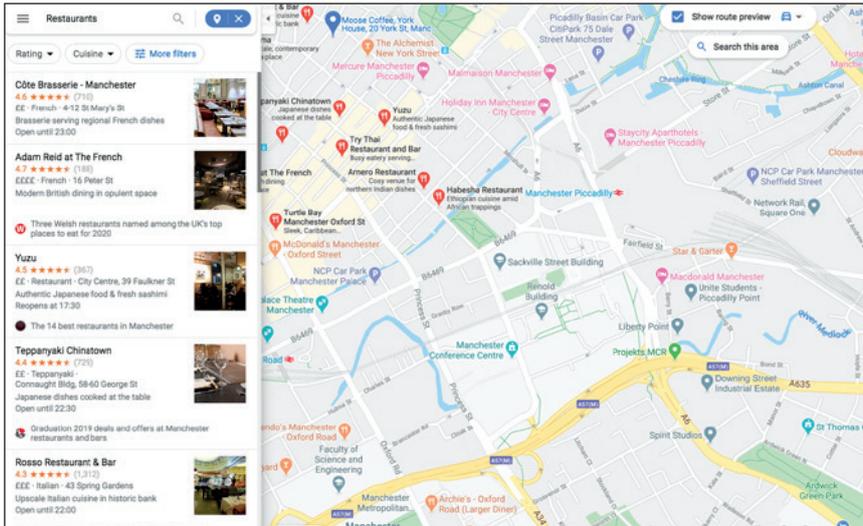


Now click the 'nearby' icon.



Select 'restaurants nearby'.

Google Maps will now **show all** the **restaurants** that are near you on the map.



On the left hand side Google Maps gives you **information about the restaurants**:

- Star rating.
- Cost.
- Opening hours.



## Challenge yourself:

Open Google Maps and practice your skills.

1. Find a **post office** near you.
2. Find out **how long** it would take to **travel** to the post office using the bus or by car.
3. Find your **local library**.
4. Can you see the **opening hours** for the library?
5. What would be the **best way to travel** to your library?



# Section 11:

## Apps

### In this section:

- **Download** and **install** an **app** for your **android tablet**.
- **Download** and **install** an **app** for your **iPad**.

You can use apps to:

- Practise **speech and language activities**.
- **Communicate** with family and friends.
- Have **fun**.



An **app** or **application** is a piece of **software** on your smartphone or tablet.

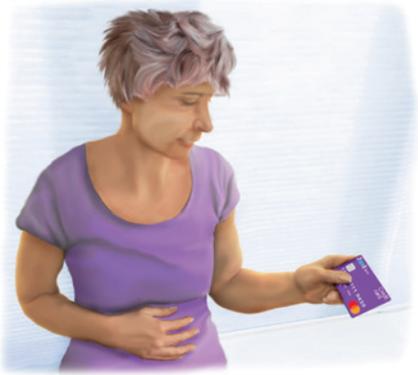
There are many **different apps**.

Some apps can **help** you with **communication**.

Other apps help with **practical** activities like **banking** and **shopping**.

Apps can also be for **fun**, like **games** and **music**.

## Cost



Some apps are **free**.

You have to pay for some apps.

The apps might have a **one-off cost** or **monthly subscription**.

Some apps might be **free to download** but may have **in-app purchases**.

This means that you can choose to buy **extra features** in the app.

Always check the **cost of apps**.

**Before** buying an app, always **check** if there is a **free version**.

The free version is often called a '**lite**' version.

**Test** the **lite version** to see if you find the app **helpful**.

Most **free apps** use **advertising** to cover their costs.

You might find **adverts distracting**.

## Apps to help you communicate



Many people who have **aphasia** use **speech therapy apps**.

**Speech and language** therapy can help you **communicate** better.

Using **apps** to **practise** speech and language therapy **activities** can also help.

You can use an app **anywhere** and at **any time**.

Apps can focus on **different communication activities**.

You can **choose** what you want to practise.

For **example**, some apps will have activities for **reading** and **writing**.

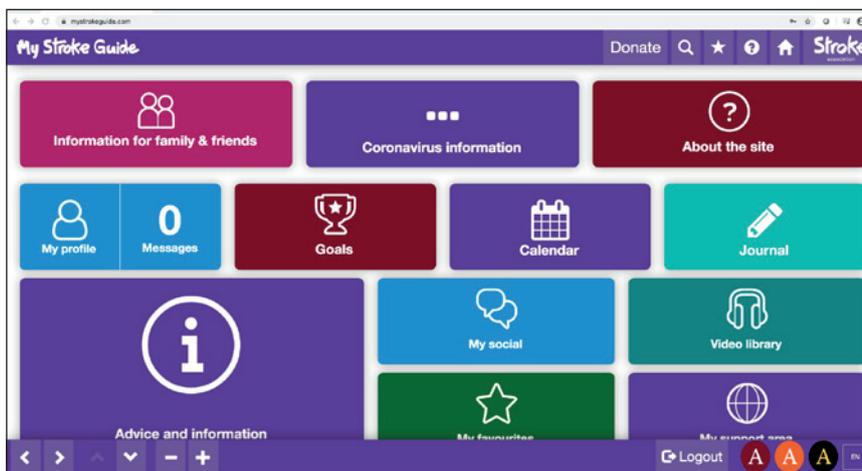
## Choosing apps for communication

You can find apps on **My Stroke Guide**.

Visit **mystrokeguide.com**.

The list of apps will give you some ideas.

If you have a **speech and language therapist**, ask them about **apps** you can try.



## Apps for fun



There are many **different apps** you might enjoy.

For example, you can use an **app** to:

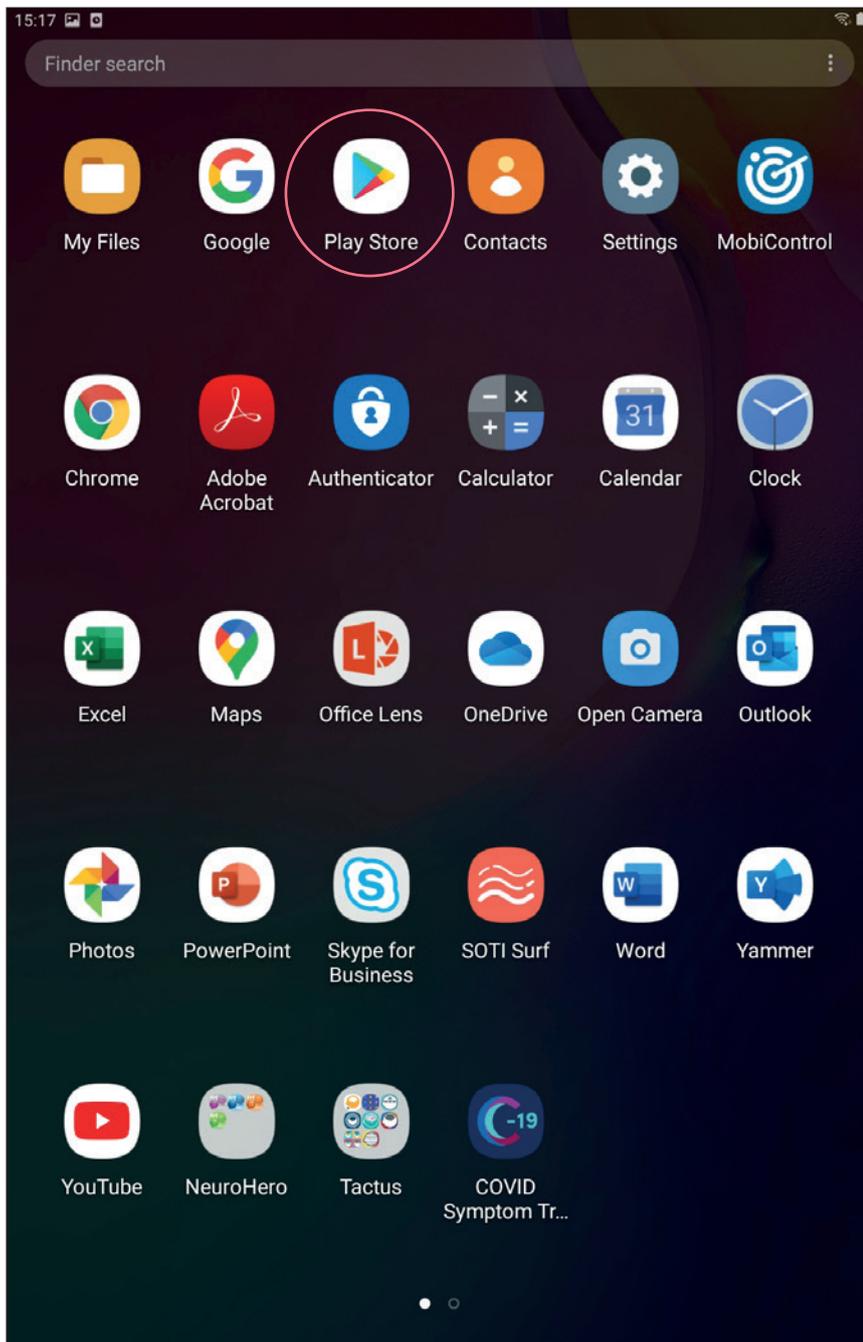
- Play **games**.
- Listen to **music**.
- Send **messages** and have **video chats**.
- Edit **photos**.

# How to download an app on your Android smart phone or tablet.

**Step 1: Open the Google Play Store app.**

Look for an icon like this: 

To **open** the Play Store app, **tap** on the icon.



## Step 2: Search for the app you want to download.

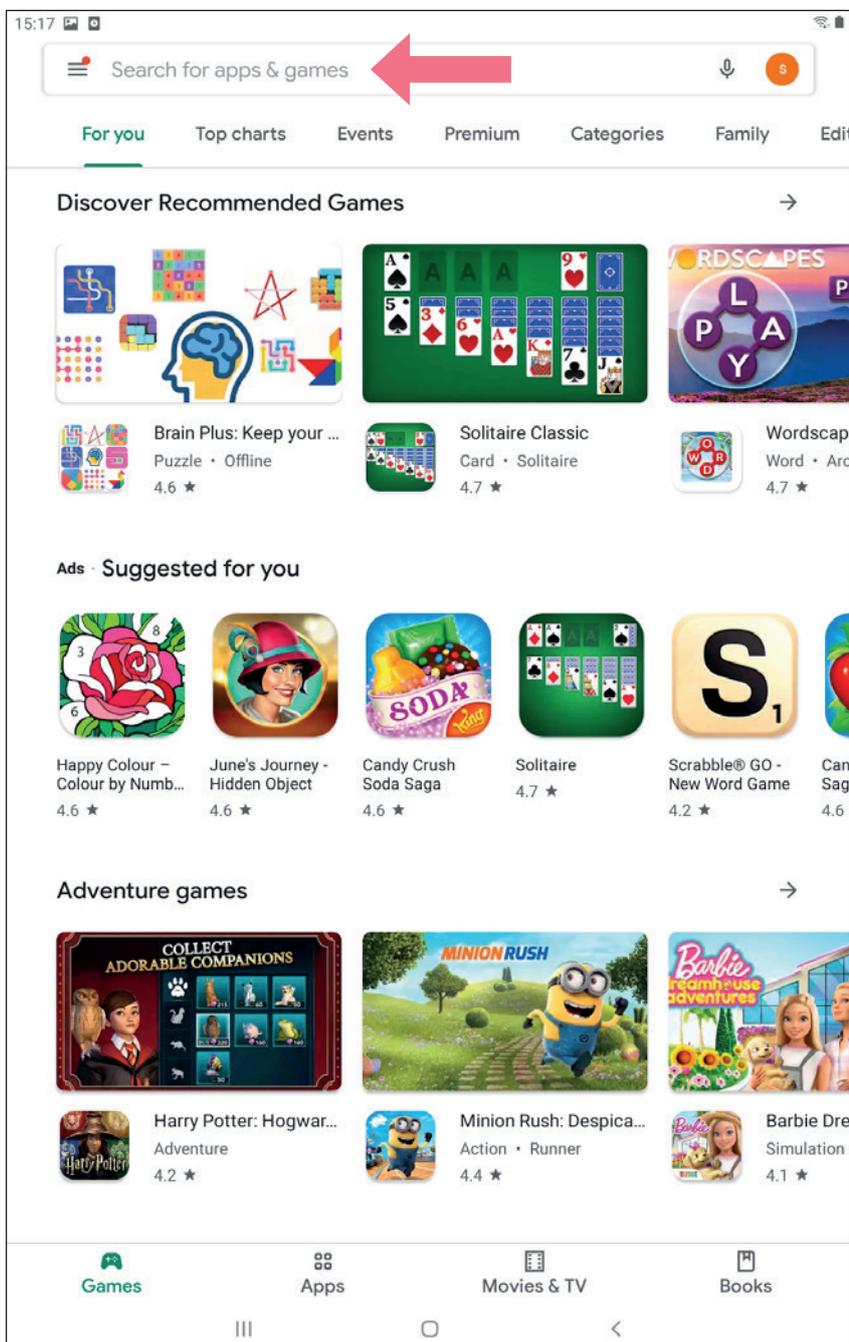
Once you have signed in to Play Store, you will see the **home page**.

At the **top** of the screen is a **search bar**. 

Type in the **name** of the app.

You can also search for key **words** like 'aphasia' or 'communication'.

Tap the **magnifying glass icon** to **search**.



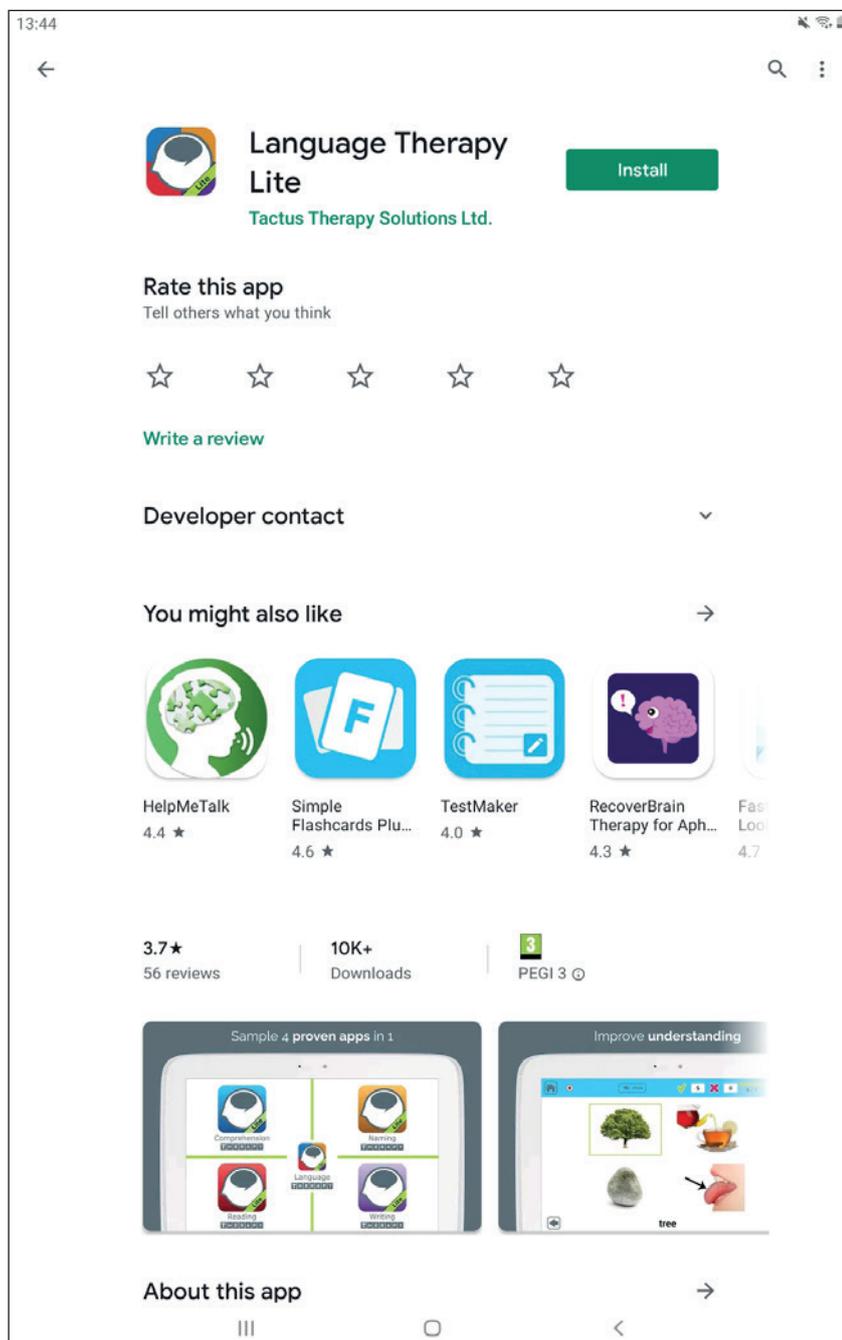
**Step 3: Tap the app you want from the search results.**

Tap the app you want to open.

There might be many **apps** with **similar names**.

If you tap the **wrong app**, go back to the search results.

To go back **tap** the **arrow** in the **top left corner**.



#### Step 4: Install or buy the app

If the app is **free** to download, you will be able to **install** it straight away.

Tap the green 'install' button.

A green rectangular button with the word "Install" written in white text.

If your app costs money, you will see the **cost** of the app.

If you would like to buy the app, click the **green button**.

The device will ask you to **confirm**.

Tap the green 'buy' button.

A green rectangular button with the text "£19.99" written in white text.

Your account is linked to a **credit card** or **debit card**.

If your card is **not linked** it may ask you for **details**.

It might ask you for your **password**.

The app will begin **installing**.

A **green status circle** will appear around the app.



#### Step 5: Open the app

When the app has downloaded, tap the green 'open' button.

A green rectangular button with the word "Open" written in white text.

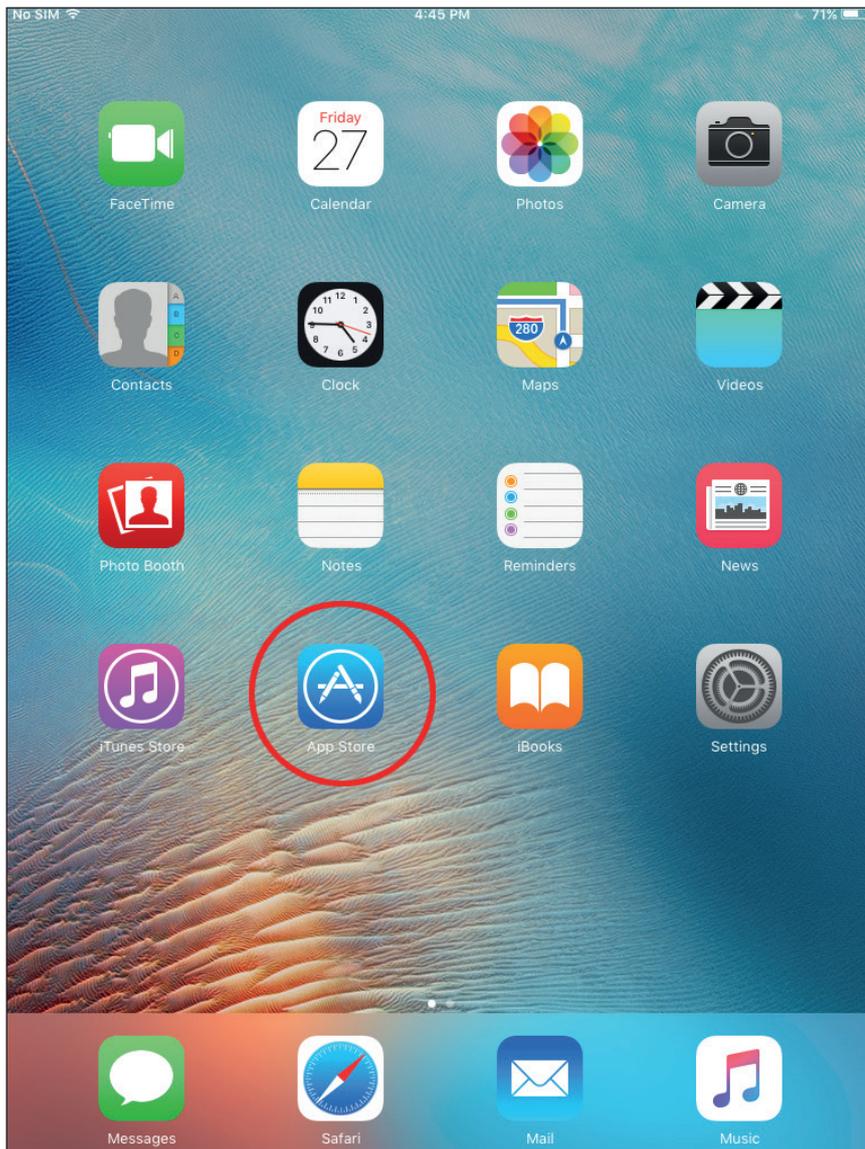
You can now **begin** using the app.

# How to download an app on your iPhone or iPad

## Step 1: Open the Apple Store

Look for an icon like this: 

To **open** the Apple Store, **tap** on the icon.



## Step 2: Search for the app you want to download

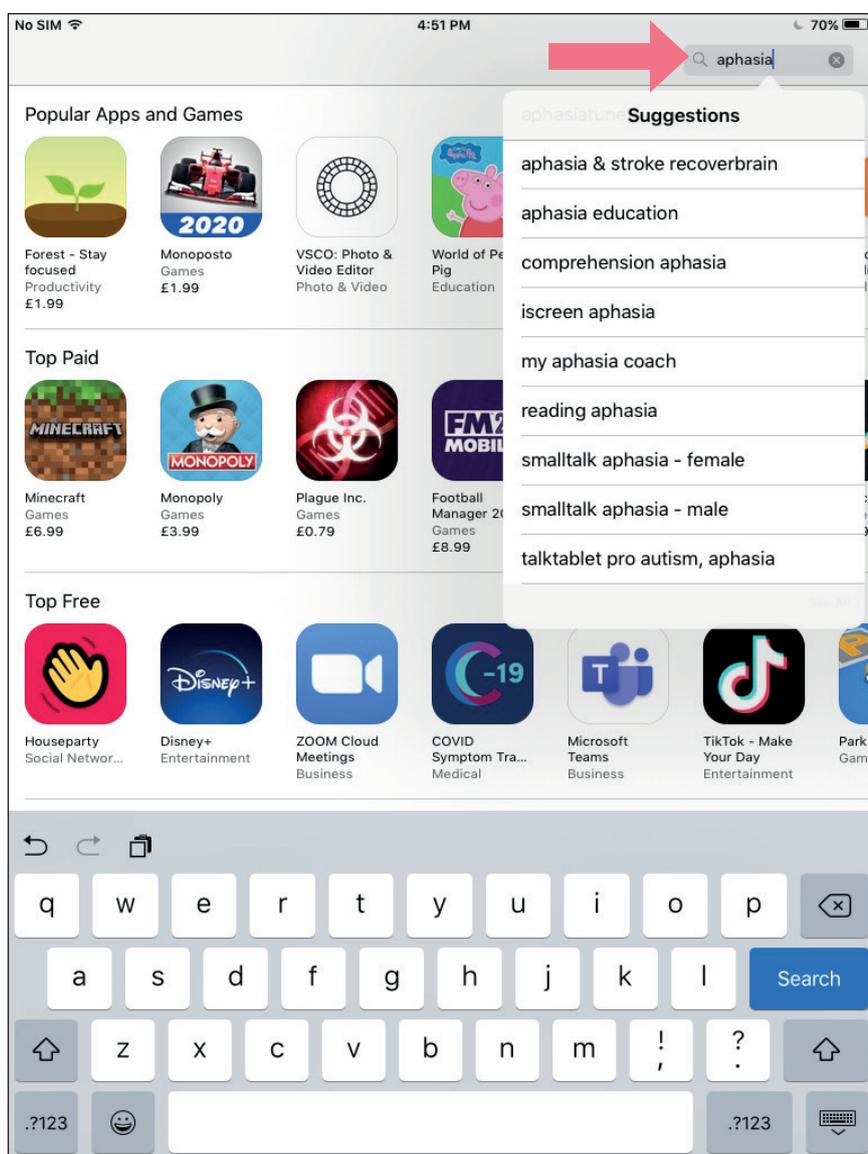
At the **bottom of the screen** is the **search** button.

Tap the **magnifying glass** icon to **search**. 

Type in the **name** of the app you are looking for.

You can also search key **words** like 'aphasia' or 'communication'.

Tap the app you want from the **search results**.



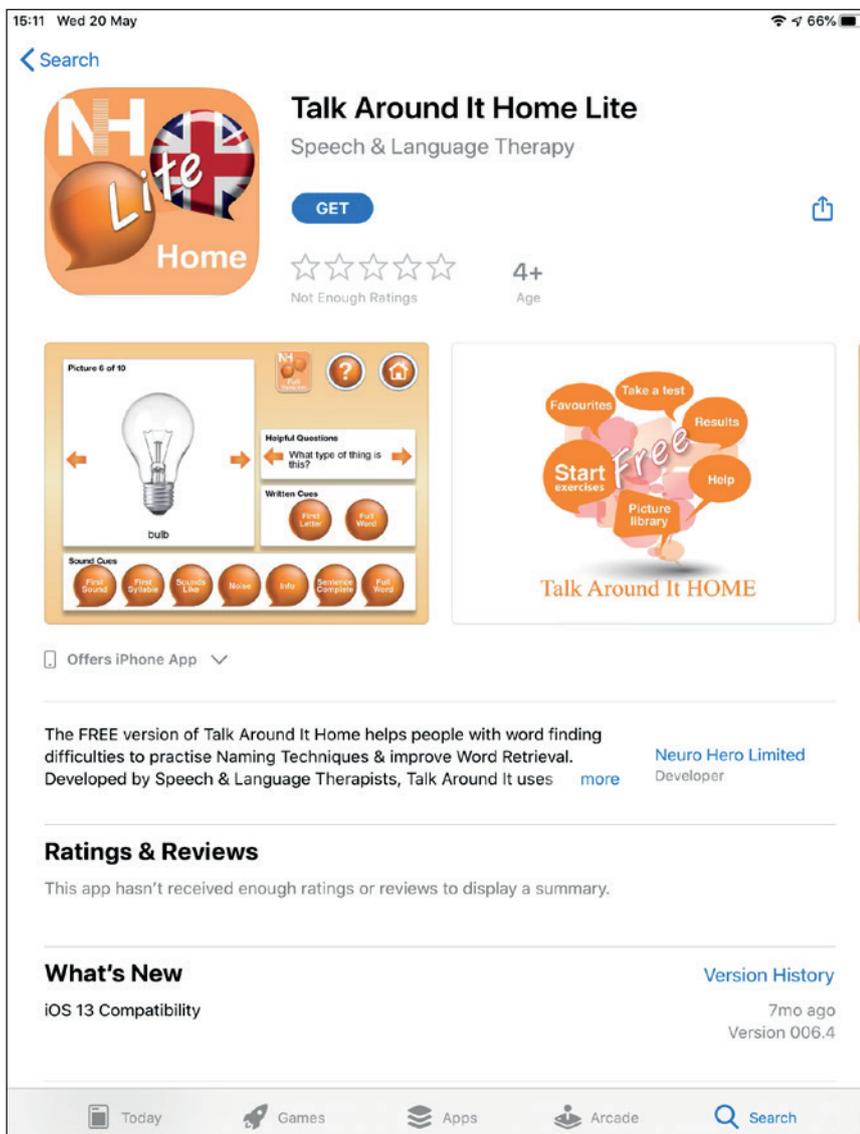
### Step 3: Select the app you want from the search results

Tap the app you want to open.

There might be many apps with similar names.

If you tap the wrong app, go back to the search results.

To go back tap the arrow in the top left corner.



#### Step 4: Install or buy the app

If the app is **free** to download, you will be able to **install** it straight away.

Tap the blue 'get' button:



**Some apps cost money.**

Instead of the blue 'get' button, you will see the **cost** of the app.

If you would like to **buy** the app, tap on the **price**.



The device will ask you to **confirm**.

Your Apple account is linked to a **credit card** or **debit card**.

If your card is **not linked** it may ask you for **details**.

It might ask for your Apple **password** or your **fingerprint**.

The app will begin **installing**.

There will be a **small status circle** to the **right** of the app.



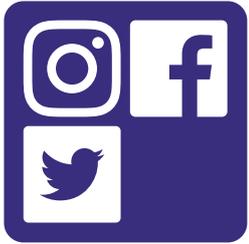
This shows the app **downloading**.

#### Step 5: Open the app

When the app has downloaded, tap the blue 'open' button.



You can now **begin** using the app.



## Section 12: Social media

### In this section:

- Create a **social media profile**.
- **Connect** with family and friends.
- Join **interest groups**.

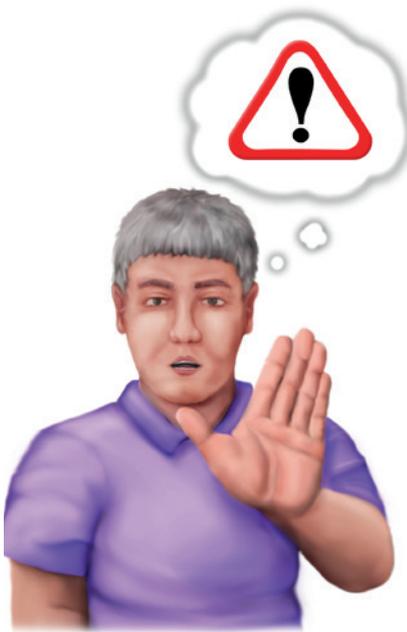


**Social media** has many **benefits**. You can use it to **keep in touch** with family and friends.

You can join **interest groups** where they can **share their views**.

You can follow local business or **community groups**.

You can find out about **events** in your area.



It is important to **remember**:

- **Never** share **confidential information** such as banking details.
- Do not post any **information** you would not want the general public to see.
- If someone is acting **inappropriately** or threateningly, **report them** immediately.
- Look at the **privacy settings** on the account.
- Be in **control** of **how you share information**.
- You can choose **who sees** your **information**.

**Facebook, Twitter** and **Instagram** are **popular** social media sites.

These social media apps are **free**.

Before you use the **site** you will need to open an **account**.



## Facebook facebook.com

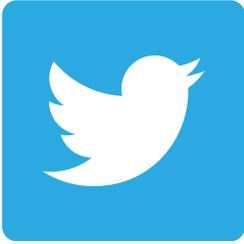
Facebook is best for **keeping in touch**, and finding people with similar interests.

On Facebook you can:

- Write **updates** and share your thoughts.
- **Share pictures** and videos.
- Send **messages**.
- Join **groups**.



**Section 11** shows you how to **download an app**, like Facebook, to your device.



## Twitter

twitter.com

Twitter is best for **online news real time updates**.

Twitter allows you to **send** and **receive** short posts called **tweets**.

Tweets can be up to **280 characters long**.

Tweets can have **links** to **websites** and **resources**.

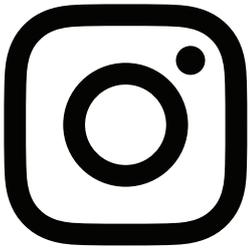
You can create your **own tweets** or you can **retweet others**.

You can **follow people** who you find interesting.

This could be celebrities, researchers or people in your family.



**Section 11** shows you how to **download an app**, like Twitter, to your device.



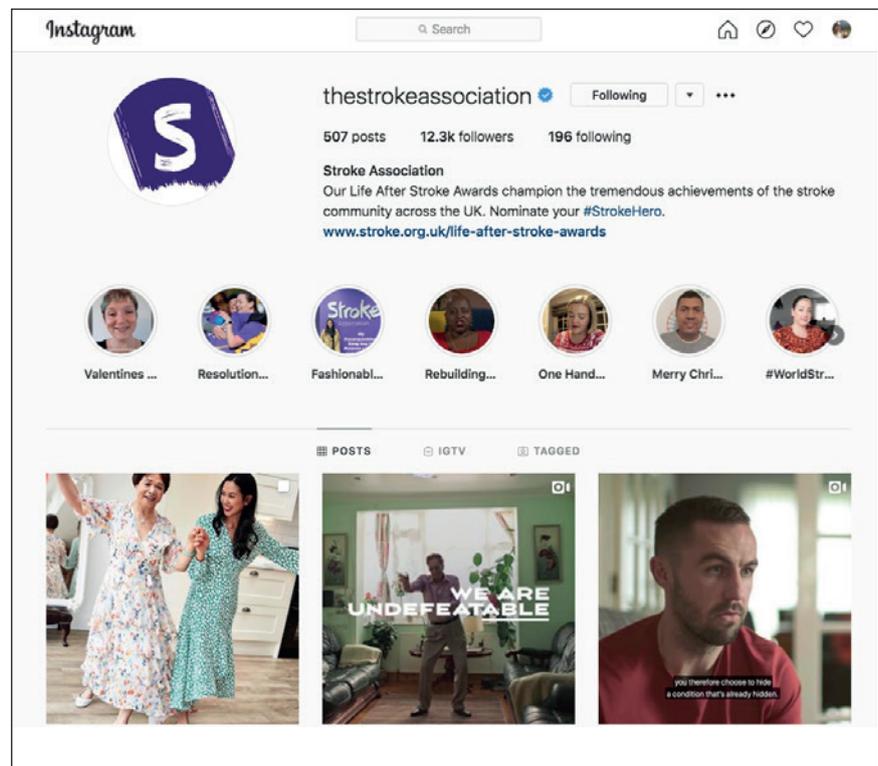
## Instagram Instagram.com

Instagram is best for **photo** and video-sharing, personal stories and trends.

The app allows you to **edit** your **photos**.

View the **photos** of **people** you **follow**.

You can **connect** your **Instagram** account to **Facebook** and **Twitter**.



**Section 11** shows you how to **download** an app, like Instagram, to your device.



## Challenge yourself:

**Sign up** for one of the **social media accounts**.

**Create a profile** and add a picture of yourself.

**Find people or groups** that you think are interesting to follow.

Write your first **post or share a picture**.



## Section 13: Fun technology

### In this section:

- Try **video calling** a friend on skype.
- **Watch a video** on YouTube.



The **internet** has endless **sites** to visit.

There are many **fun sites**.

You can:

- Play **games**.
- Watch **videos**.
- Listen to **music**.
- Talk with others on **social media**.
- Read the **news**.
- Explore interesting topics.



## Skype

Skype is a **free video call** service.

You can **speak** to a **friend** over video call.

You can also **turn off** the **video** and use it like a **phone**.

To use Skype you need to be **connected to the internet**.

Your device needs a camera and microphone.

Some people with aphasia find **Skype easier** to use than a phone.

- The video means you can use **gesture** or point to objects.
- During the call you can also **send written text**. A person with aphasia might want to write down key words.

There are **similar video call apps** like Facetime for iPhone and Messenger.

You can **download** Skype on your computer, tablet or smartphone. **Section 11** shows you how to **download an app**, like Skype, to your device.



## YouTube

Anyone can **watch videos** or upload their **own videos**.

People can **share comments** on videos.

You can **search** for **topics** you are interested in.

For example:

- You might search for videos from **music artists**.
- Watch the highlights from a **football match**.
- Or even learn a **new skill**.

YouTube can be useful to **support conversations**.

There are lots of **topics** to **talk** about.

**Section 11** shows you how to **download an app**, like YouTube, to your device.



## Challenge yourself:

Open **YouTube** on your device.

Find a video from your **favourite musician**.

Find a video about the **rainforest** in Peru.

Find a video on **Big Ben** in London.



## Section 14: Additional support

### In this section:

This section gives **information** about other resources.

For example:

- **Connect** with other stroke survivors online.
- Ask for IT **help**.
- Continue **learning** about technology.
- Find out about more **aphasia software** and **apps**.



## Stroke Association

The Stroke Association is a **charity** that helps people rebuild their lives after **stroke**.

Our **Stroke Helpline** can help with **practical** and **emotional support**.

The helpline can give **information about stroke**.

They can tell you about what **support is in your area**.

They can give you information about **stroke groups**.

You can **phone** 0303 3033 100.

The Helpline is open Monday to Saturday.

You can **email** the helpline [helpline@stroke.org.uk](mailto:helpline@stroke.org.uk)

Contact details:

Helpline: **0303 3033 100**

Email: **helpline@stroke.org.uk**

**My Stroke Guide** is an **online** website. <https://mystrokeguide.com/>

It is for stroke survivors, family members, carers and professionals.

My Stroke Guide can **connect you** with others through our online community.

It is **free** to use.

My Stroke Guide can **help** you with:

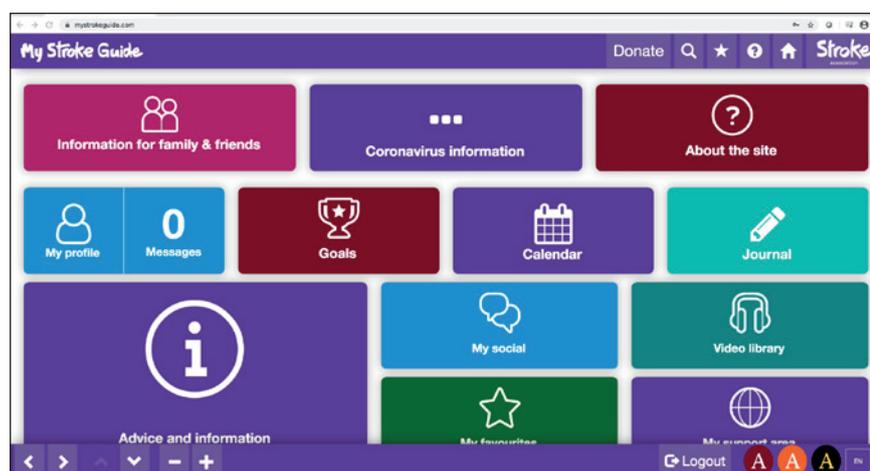
- Advice
- Information
- Videos
- Support

For **help** using My Stroke Guide visit <https://mystrokeguide.com/help>

There is a free **picture guide**.

**Contact details:**

Visit: [mystrokeguide.com](https://mystrokeguide.com)





## AbilityNet

AbilityNet is a **charity** which helps disabled people to use **technology**.

They have a **free helpline** for **advice** and **information** on technology.

The **helpline** number is 0800 048 7642.

AbilityNet have a **website** [www.abilitynet.org.uk](http://www.abilitynet.org.uk)

The website has **free online resources**.

They have an **online guide** called My Computer My Way.

This guide gives **advice** about how you adjust your technology to make it easier to use.

This advice is **helpful for people** who might have **visual, hearing, motor or cognitive difficulties**.

AbilityNet have trusted technology **volunteers** across the UK.

Volunteers **visit people** in their **own homes** to **offer support with technology**.

This support includes help with **computers, tablets** or **smartphones**.

To find out more phone or email.

### **Contact details:**

Free phone advice and information line: **0800 048 7642**

Email: [enquiries@abilitynet.org.uk](mailto:enquiries@abilitynet.org.uk)

Visit: [www.abilitynet.org.uk](http://www.abilitynet.org.uk)

To request help: <https://abilitynet.org.uk/at-home/request-free-it-support-home>



## Learn My Way

Learn My Way is a website owned by the **charity** Good Things Foundation.

They offer **free online courses**.

The courses help to **develop digital skills**.

These courses **teach people** about:

- Using a computer
- Browsing the internet
- Sending an email
- Finding work online

To **watch** the **videos** you will need to **create an account**.

**Section 7** shows you how to **create an account**.

**Contact details:**

Visit: <https://www.learnmyway.com/>



## Aphasia Software Finder

Aphasia Software Finder is **free to use**.

It is **funded by The Tavistock Trust for Aphasia**.

The website has **information about apps and software programs** for people with aphasia.

The **website** is divided into different sections:



- **Aphasia Therapy Apps and Software.** All aphasia therapy apps and software in the **English language** are brought together onto one website. Each has been **analysed** by a highly trained **SLT specialist** and an **aphasia friendly summary** can be found, as well as a **detailed analysis for aphasia professionals**.
- **General** apps and software. These are **not designed for people with aphasia but may be useful**. It includes a **short description** of the apps and what **platforms they work on**.
- **Links** to useful **websites, resources** or organisations that can **help with using computers**.
- List of **published research** about computer therapy.

The website is for **people with aphasia** and **aphasia professionals**.

It is **not connected with any App or software provider**.

**Contact details:**

Visit: <https://www.aphasiasoftwarefinder.org/>

Phone: **01525 290 002**

A **stroke** happens **every five minutes** in the UK.

Stroke **changes lives**.

**Recovery** is tough.

But with the **right specialist support** the brain can **adapt**.

Our **specialist support, research and campaigning** are only possible with the support of the **stroke community**.

With more **donations** and **support** we can **rebuild** even more **lives**.

## Contact us

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We're here for you. Contact us for expert information and support by phone, email and online.

Stroke Helpline: **0303 3033 100**

From a textphone: **18001 0303 3033 100**

Email: **helpline@stroke.org.uk**

Website: **stroke.org.uk**

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Rebuilding lives after stroke

**Stroke**  
Association