

AbilityNet

Technology levels the playing field

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About AbilityNet

- Supported by Microsoft and IBM.
- We support disabled and older clients to use tech more efficiently.
- We run an Advice and Information Line, and we have lots of free resources on our website.
- (www.abilitynet.org.uk)
- We have a network of 300 volunteers who can provide remote support to clients.
- We hope to be able to restart our home visiting service sometime this year, but it is very dependent on the vaccine rollout.

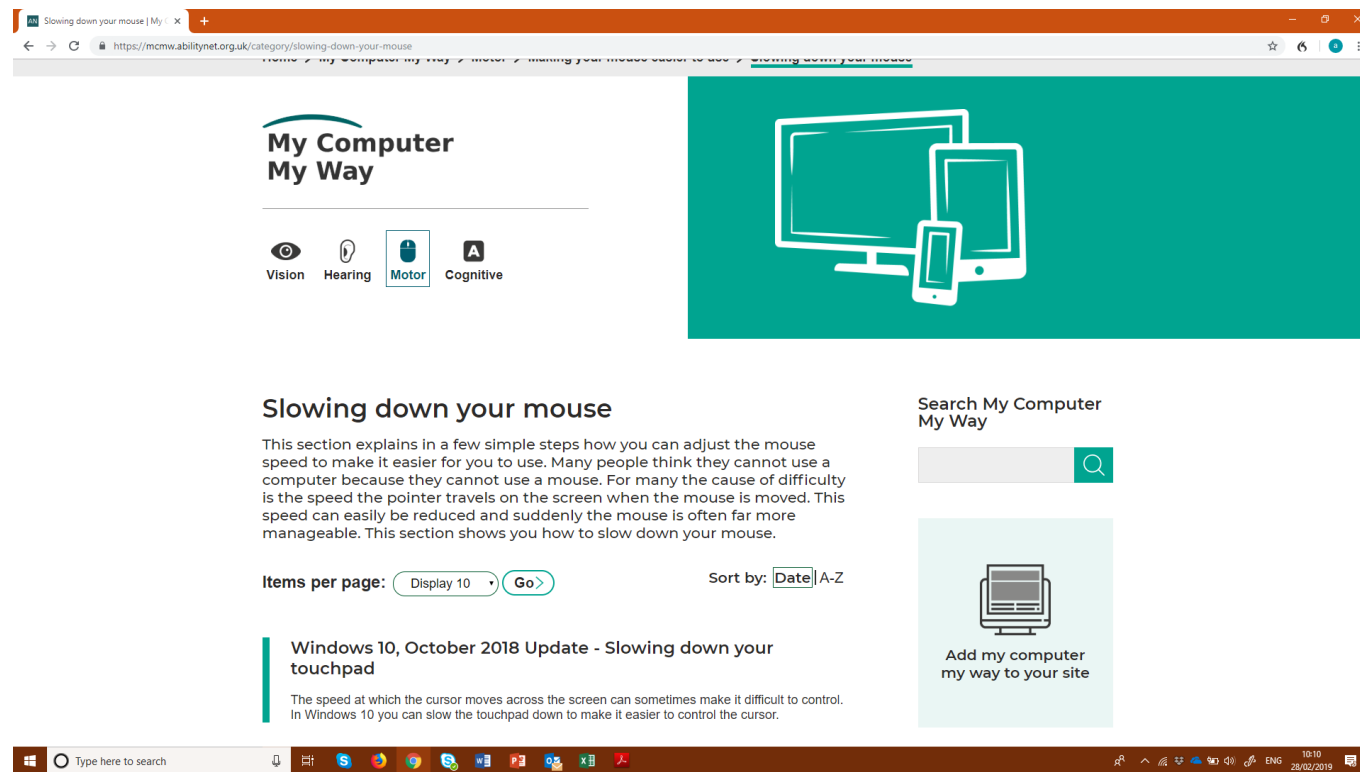
Types of condition where we could assist

- Strokes
- MS
- Vision loss
- Dyslexia
- MND
- Parkinson's
- ME/CFS
- CP
- Mental health

Snapshot of calls

- Woman calling on behalf of her 47 yr old son who has Learning Difficulties and who wants advice and guidance on what computer to go for.
- Client with Parkinson's needing help to source funding for a new computer.
- Call from a local stroke group asking if we can support a client in accessing Zoom/Access Anywhere/ Teams etc....
- Client from an elder abuse charity wanting to know how we can support her clients use IT more effectively to stay connected and at less of a risk of suffering abuse.
- Client seeking help for her Dad who lives 150 miles away and doesn't have any access to tech

My Computer My Way

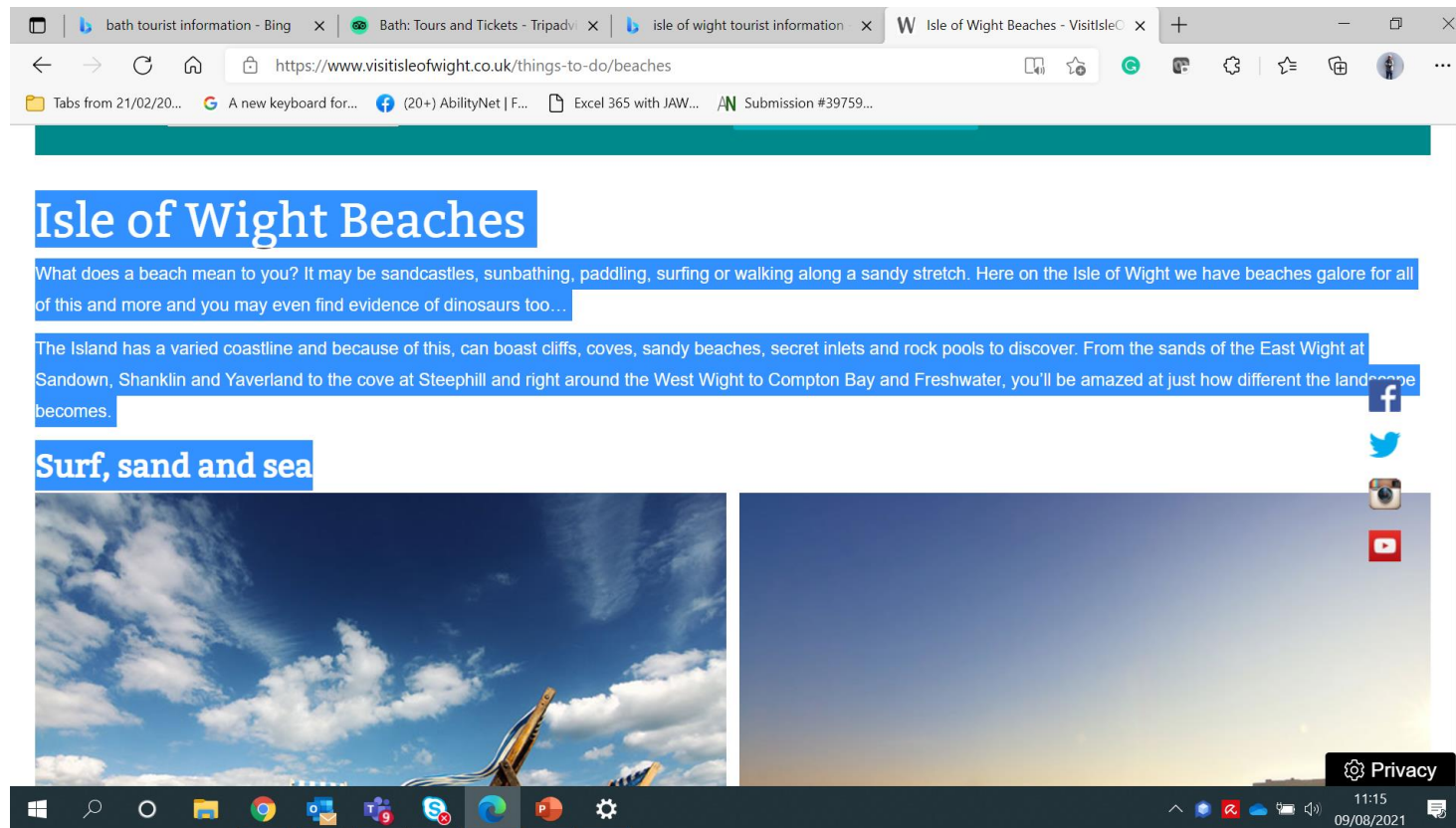


The screenshot shows a web browser window with the URL <https://mcmw.abilitynet.org.uk/category/slowng-down-your-mouse>. The page features the 'My Computer My Way' logo and navigation icons for Vision, Hearing, Motor, and Cognitive. A large teal banner displays icons for a monitor, tablet, and smartphone. The main content area is titled 'Slowing down your mouse' and includes a search bar, a 'Display 10' dropdown menu, and a 'Sort by: Date | A-Z' option. A card titled 'Windows 10, October 2018 Update - Slowing down your touchpad' is visible at the bottom left. A 'Search My Computer My Way' section with a search bar and a 'Add my computer my way to your site' button is on the right. The Windows taskbar at the bottom shows the search bar, taskbar icons, and system tray with the date 29/02/2019 and time 10:10.

Built in technology

- You can set up Narrator or Voice Over to read out text to you.
- You can magnify text if you want to do so.
- You can change the size of fonts
- You can change the speed of the mouse
- You can change the speed of the keyboard

Text to speech

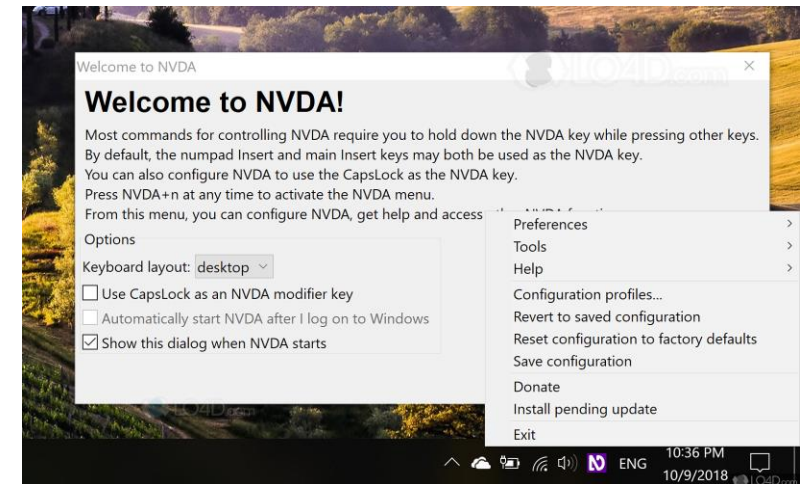
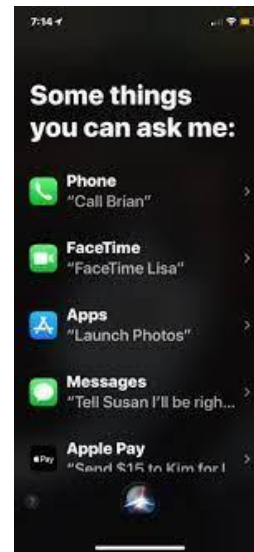
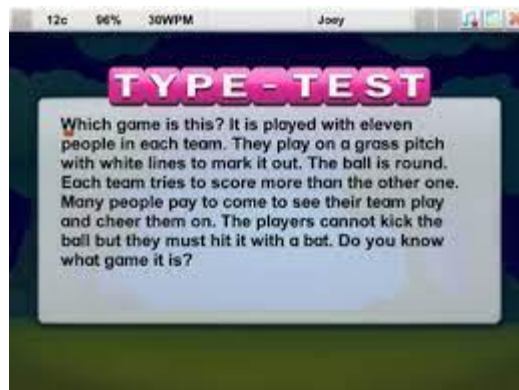
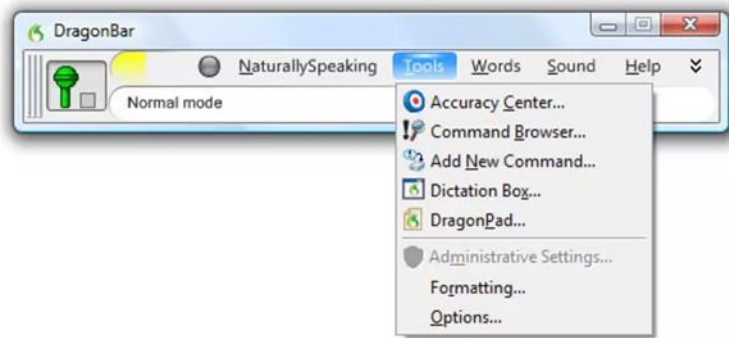


We can help identify IT equipment



There are many companies that can offer equipment to trial out on a sale or return basis.
Contact us for details!

We can chat to you about software



Please note.....

AbilityNet is not an organisation which is able to advise on medical issues

If there is an app which we think MIGHT benefit a client we will suggest that this is downloaded and installed on their device.

However we would always want to work in conjunction with medical professionals to find the best outcome for the client.

Examples might be apps that can help with conditions such as aphasia

Smart Tech



Scams

- **Scams cost the UK economy £5-£10 Billion a year**
- **53% of people over 65 have been targeted by scams**
- **Only 5% of scams are reported**
- **Our statistics indicate that the average scam victim has lost over £3000**

Source: <https://www.friendsagainstscams.org.uk/>

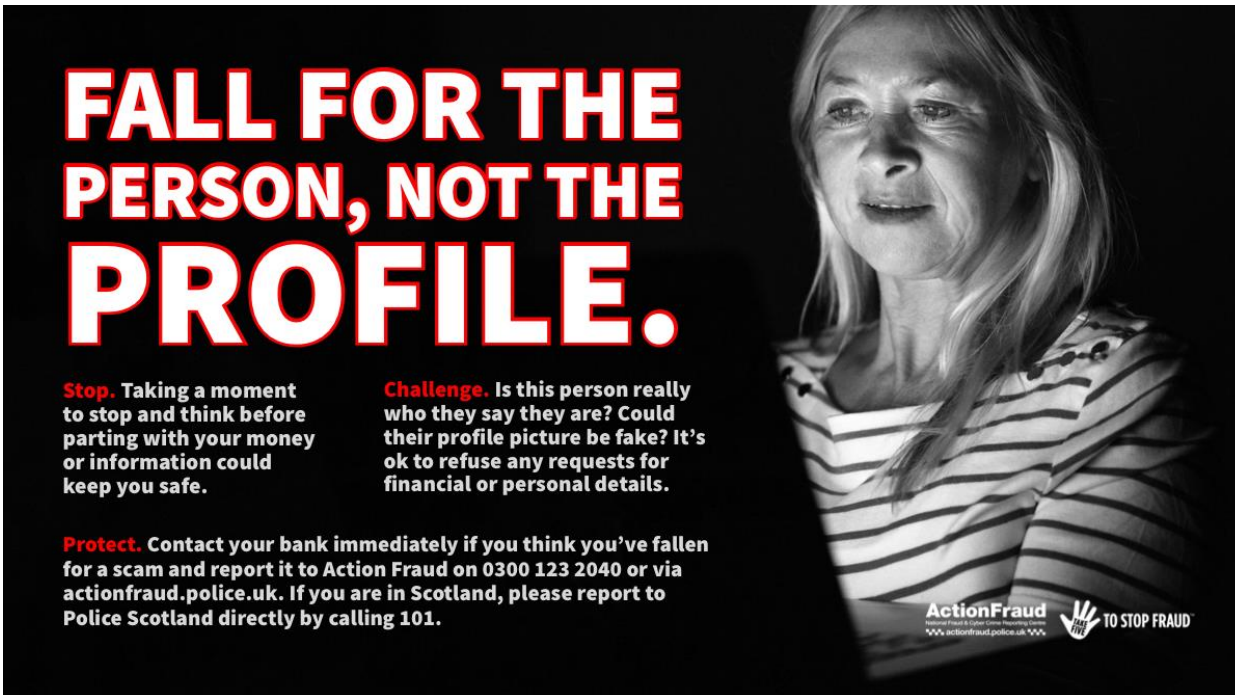
Examples of scams



The image displays three separate text message screenshots, each representing a different type of scam. Each screenshot includes a back arrow, a contact icon, and a contact name or number.

- Scam 1:** From contact +44 7407 278314. The message reads: "HSBC: We have flagged your account due to an unusual payee request. To confirm or cancel the payee request, click here: <https://review-device-id.com/HSBC>".
- Scam 2:** From contact +44 7483 883389. The message reads: "Royal Mail: Your Package Has A £2.99 Unpaid Shipping Fee, If You Do Not Pay This Your Package Will Be Returned To Sender, <http://redelivery-settlement-fees.com>".
- Scam 3:** From contact UK_Gov. The message reads: "GOV.UK CORONAVIRUS ALERT New rules in force now: you must stay at home. More info & exemptions at gov.uk/coronavirus Stay at home. Protect the NHS. Save lives."

More scams

An advertisement with a black background. On the right side, there is a close-up, black and white photograph of a woman's face, looking slightly to the right. On the left side, there is large, bold, white text with a red outline. Below the main text are three paragraphs of smaller white text, each starting with a red word: "Stop", "Challenge", and "Protect". At the bottom right, there are two logos: "ActionFraud" with a website URL and a hand icon, and "TO STOP FRAUD" with a hand icon.

FALL FOR THE PERSON, NOT THE PROFILE.

Stop. Taking a moment to stop and think before parting with your money or information could keep you safe.

Challenge. Is this person really who they say they are? Could their profile picture be fake? It's ok to refuse any requests for financial or personal details.

Protect. Contact your bank immediately if you think you've fallen for a scam and report it to Action Fraud on 0300 123 2040 or via actionfraud.police.uk. If you are in Scotland, please report to Police Scotland directly by calling 101.

ActionFraud
Report Fraud & Cyber Crime. Protect Yourself.
www.actionfraud.police.uk

TO STOP FRAUD

Contact us!

- Free and impartial advice from our Advice and Information Line (0800 048 7642)
- Email us: enquiries@abilitynet.org.uk
- <https://www.facebook.com/AbilityNet/>
- <https://twitter.com/AbilityNet>
- Website: www.abilitynet.org.uk
- Make a referral: <https://abilitynet.org.uk/at-home/request-free-it-support-home>

Any questions
