

## Guide 2: **Getting learners started on Learn My Way**



**Good Things**

**DU**  
Digital Unite

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**In the first guide in this series (The benefits of using Learn My Way for you and your learners), we looked at the benefits of using Learn My Way to help you and your learners develop digital skills. In this second guide we will look at how to know if someone is ready to use Learn My Way, how to help them register, and tips for supporting them as they get started.**

This guide is for anyone who is helping someone else to learn new digital skills. To help you in your Digital Champion role, we have more resources on the Good Things website. These include session ideas and advice on helping different types of learners.

These guides are produced by the Good Things Foundation, a national charity that helps people to get online, in partnership with Digital Unite, a social enterprise working towards a more digital inclusive world.



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### Introduction

In your role as a Digital Champion, you may be working with learners who come along to see you occasionally, or you may see the same learners every week. You may help someone individually or be working with groups of learners. The good news is Learn My Way can be used in all of these scenarios!

#### What skills does someone need to register on Learn My Way?

These are the skills you would need to develop with your learner, so they are ready to use Learn My Way:

- Using an email account or mobile phone.
- Creating and remembering a password.
- Selecting items on the screen with a mouse, touchscreen, or keyboard navigation.

There are open topics on Learn My Way that can be used without registering to help your learner with these skills:

Using a device	Email	Passwords
Basic touchscreen controls	Creating an email account	Making a good password
Common touchscreen features	Receiving and replying to an email	
Basics of using a keyboard		
Basics of using a mouse		
Clicking with a mouse		
Basic features of forms		

## Is your learner ready to use Learn My Way?

When you start helping someone, you should spend time getting to know them. Ask them about their personal circumstances and get an understanding of their digital needs and current skill levels. This will help you decide whether they are ready to start on Learn My Way.

### Here are some important questions to ask:

#### What have they come to see you about?

If they have come to you with an urgent need, particularly if they are in crisis, it is not a good time to introduce Learn My Way. If appropriate, you could still mention Learn My Way and encourage them to come back for more support in the future.

#### What previous experience have they had of learning to use technology?

Anxieties around their abilities to learn, or previous poor experiences, may mean you will have to build a learner's confidence before you can introduce Learn My Way.

#### Do they have any additional needs?

Learners with, for example, a disability may not be able to complete formal learning. If appropriate, you could help them try a topic on Learn My Way and discuss with them how they felt about it.

#### Are they able to read English?

The good news is that low literacy or English levels are not a barrier to using Learn My Way. In the next guide (Great ways to use Learn My Way to boost digital skills) we will look in more detail at examples of how you can adapt Learn My Way to fit the learners' needs.



## **What are their previous experiences of using technology and getting online?**

### **Have they ever used a device before? Do they have their own device?**

Learn My Way can be used on any device. It has topics to help learners get familiar with their device, but some learners may need help to build confidence using their device before they start using Learn My Way.

### **Do they have any concerns about getting online?**

This is an important question to ask. It is important to address their concerns before introducing Learn My Way. Safety is often a big concern for people new to the internet, but they may also have other worries.

People with previous experience of getting online should be able to begin on Learn My Way straight away. If you are unsure if they are ready, then maybe get them to try a topic, it might help boost their confidence as well.

## **Introducing Learn My Way to a learner**

If your learner needs a bit of extra encouragement to use Learn My Way, here are some ideas for some conversation starters:

- You really seem to be gaining confidence and learning really quickly, I could show you a free website called Learn My Way that has learning you could do on your mobile at home.
- We haven't got time in our session to cover everything around video calling. I can show you a website that has free learning to help you become confident with **video calling**. If we get you set up next week you could then learn in your own time.
- If you are keen to look for a job, then having good digital skills will really help you. Let me introduce you to Learn My Way, which is a free website to learn digital skills. They have this great resource on **the digital skills** that are needed for different jobs.
- You seem to be really confident with your tablet now. There are more touchscreen skills we can practice and there is this great website that you can use on your mobile at home to help you practice and remember these skills.



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### Supporting learners to register on Learn My Way

The process of registering on Learn My Way may be difficult for someone who is less confident online, so you may need to provide support.

#### Before beginning the registration process a learner will need:

- An email address or mobile phone number and have access to these during the registration process.
- Your organisation code, if you are getting your learner to register as part of your organisation.



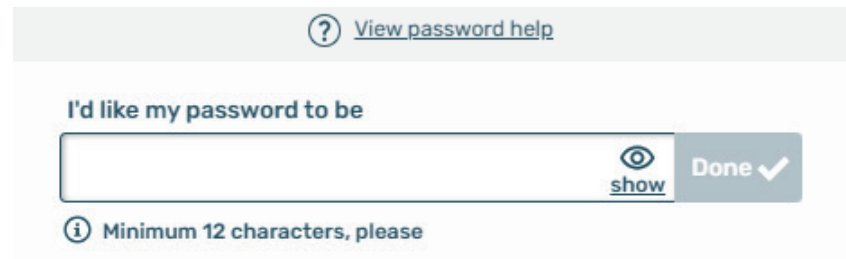
This **video** walks you through the signing in process.  
<https://www.youtube.com/watch?v=dx2K7bo1g2U>

## Troubleshooting common registration problems

### Passwords

The only personal information that is held on Learn My Way is a name, email address and postcode, there is no financial information. Telling your learners this can help reassure them that registering is relatively safe. To increase safety, encourage your learners to use a different password on Learn My Way to those they use on other sites, particularly those they use for their email or internet banking.

A Learn My Way password needs to be at least twelve characters long. For help on creating a password they can select 'View password help.' You should make sure you always look away when someone is entering a password.



It can be difficult to remember a long password. If a learner selects 'Show' in the password box, they can see the password they have entered on the screen and take a picture of it on their phone. Alternatively, get them to write down a password prompt somewhere to help them remember.





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### Privacy and Terms & Conditions

To progress with registration learners must accept the privacy policy. A link to the policy is on the page if they want to read what Good Things do with the information given to them.

In brief, Good Things do not sell the information people provide when they register on Learn My Way. They only share the information with people who help deliver their services. They may use the information to improve what they do and learn how people use their services. They may also use it to provide evidence of the impact of their work.

Learners also need to accept the terms and conditions (T&Cs). A link to the T&Cs is also provided, which details what's acceptable when using Learn My Way.

The T&Cs explain that sometimes the website might be unavailable due to maintenance. They also explain why learners should keep their email address / mobile number confidential.

### Consent to contact

Learners have the option to give Good Things permission to contact them. Sometimes, Good Things may want to contact people who register on Learn My Way. This can be to send them helpful news, to get their feedback or tell them about new services. Learners can opt in or out and can change this preference after they've registered.

### Validation codes

When registering on Learn My Way, learners will need access to the email account or mobile phone they used to register with. A validation code will be sent to the method they used. You may need to help them access this code and enter it into the validation box on Learn My Way.

If after creating their account someone wants to change any of their details, consent or password, they can select their name at the top of the screen, this will open an 'Edit my details' page.

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### Helping someone to start learning

The topics on Learn My Way are grouped into subject areas. You may have already discussed with your learner what they want to learn, if so, you can help them to choose topics that are suited to them. It is best to start with a single or small number of topics. Each topic can be completed in 5-10 minutes.

If your learner is not sure what they want to learn then you could ask them:

- Do they have an immediate need, for example are they being required to apply for benefits online or do they want to book doctor appointments?
- Is there something someone else has told them about that they would like to do online? E.g. do their grocery shopping or talk to their relatives on a video call.
- Are there any online tasks that they find difficult or have difficulty remembering?



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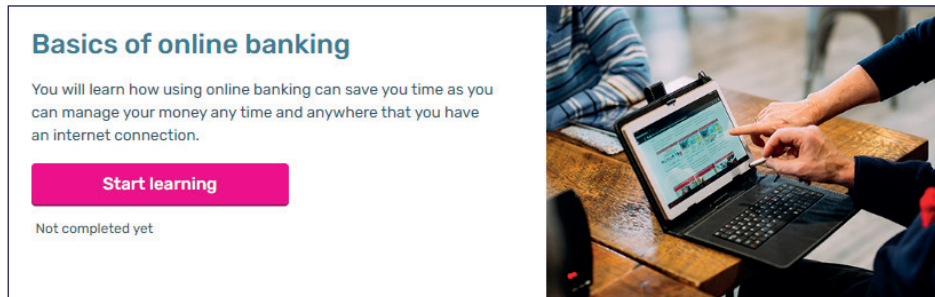
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### Completing their first topic

All topics are listed within their relevant subject areas. Start by selecting the word **Subjects**, selecting the required subject, and then help your learner scroll through the topics. They may need help to understand what each of the topics will cover and whether it will be relevant to them.

As an example, if you are helping your learner understand online banking you should choose the subject **Managing your money online**. There are various topics in here that cover online banking, the best one to start with would be **Basics of online banking**.

When they have chosen the topic, they begin by selecting 'Start learning.'



**Basics of online banking**

You will learn how using online banking can save you time as you can manage your money any time and anywhere that you have an internet connection.

**Start learning**

Not completed yet

### Navigating through the topics

To move between screens and progress through the topic select Continue or Previous:



Most topics have a quiz question at the end. Reassure your learner that it doesn't matter if they get the answers wrong, it's not a test. They can choose to repeat the quizzes, but there is no pass grade, so getting the answers right isn't essential.

If instead of reading the onscreen text, your learner would prefer to have the contents on the screen read out to them, they can select the speaker icon. This is displayed in the top right corner of each topic screen.



## Encouraging your learners

Here are some tips that will help ensure your learners feel comfortable and learn at their best:

- **Let them do it themselves** - don't control the computer for them or read things out.
- **Encourage them to take it slowly and to take notes** if they need to.
- Make sure to take **regular breaks**.
- **Be encouraging and supportive** and let them repeat things if they need to. Remind them how far they have already come.

### At the end of a session:

- Congratulate them!
- Ask them to **summarise what they have learnt**.
- Get them to **think about a practical way they could use what they have learnt**.
- They could move onto another lesson, or you could make a plan for what they will do in their own time, or in the next session.



**Case study: A turning point was discovering Learn My Way**

*"15 years ago, my life was on a downward spiral. I had just got out of an abusive relationship, and I had to be moved for my own safety. From there, my mental health declined.*

*I decided to make an appointment at the doctors and after one of my sessions I noticed a poster for digital classes. I was desperate to learn new skills and get out of the house. I knew I needed something to sharpen my mind. I wasn't interacting with any people, so I thought why not just go for it, you've got to open your hands to receive. I came to North Manchester Community Partnership and started the Learn My Way courses, and it was brilliant.*

*Learning how to use a computer helped me to do so many things. It helped me to sort out my medication, I learnt how to order my prescription on the NHS app which I didn't have a clue how to do before. Now I know how to use comparison sites, do online shopping and more. I improved my skills so much that I was able to become a digital mentor at the hub and now I've been working here for 6 years."*

### What next?

In this guide we have covered how to get a learner started on Learn My Way. Hopefully as they gain confidence, and with your support, they will be able to use it on their own.

Learn My Way is a very flexible learning tool. In the next guide we will look at some imaginative ways you can use it with different types of learners to plan sessions around Learn My Way topics.

### Links

- Resources, Good Things Foundation  
[www.goodthingfoundation.org/discover/digital-inclusion-resources](http://www.goodthingfoundation.org/discover/digital-inclusion-resources)
- Video: Registering on Learn My Way  
<https://youtu.be/dx2K7bo1g2U>
- Learn My Way subjects  
[www.learnmyway.com/explore-the-subjects](http://www.learnmyway.com/explore-the-subjects)