Stroke Association

Finding **strength** through **support**

Getting online for people with aphasia

Contents page

Foreword
Using this guide **4**

Section 1:
Aphasia and technology **6**

Section 2:
Why get online? **10**

Section 3:
Online basics **14**

Section 4:
Online safety **26**

Section 5:
Connecting to Wi-Fi **36**

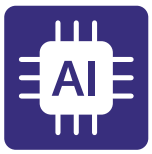
Section 6:
How to find information online **46**

Section 7:
Creating an account **52**

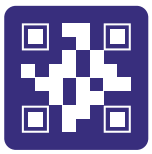
Section 8:
How to send an email **60**

Section 9:
Sending a photo by email **66**

Section 10:
Using Google Maps **74**



Section 11:
Artificial Intelligence **82**



Section 12:
Using QR codes **85**

Section 13:
Apps **88**

Section 14:
Social Media **100**

Section 15:
Fun technology **106**

Section 16:
Additional Support **110**

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 **16 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 our **website**.

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.

Stroke Association

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

Look at **section 16** 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

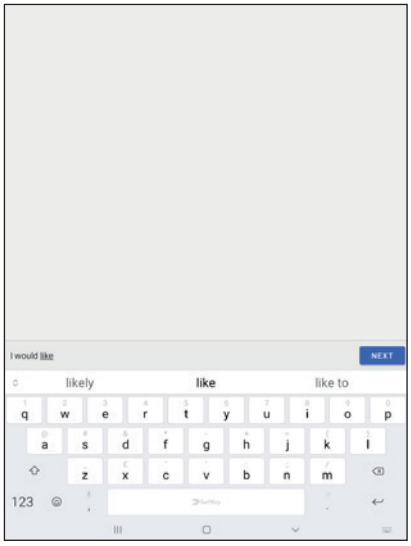
Take or **show pictures** to help communicate.

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.

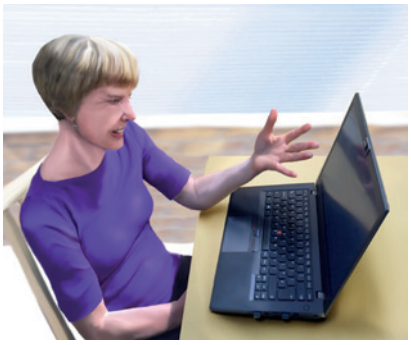


Technology can help with reading and writing.

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 Wi-Fi.

Wi-Fi works with most computers and devices.

Many **public areas** and shops offer **free Wi-Fi**.

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

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.

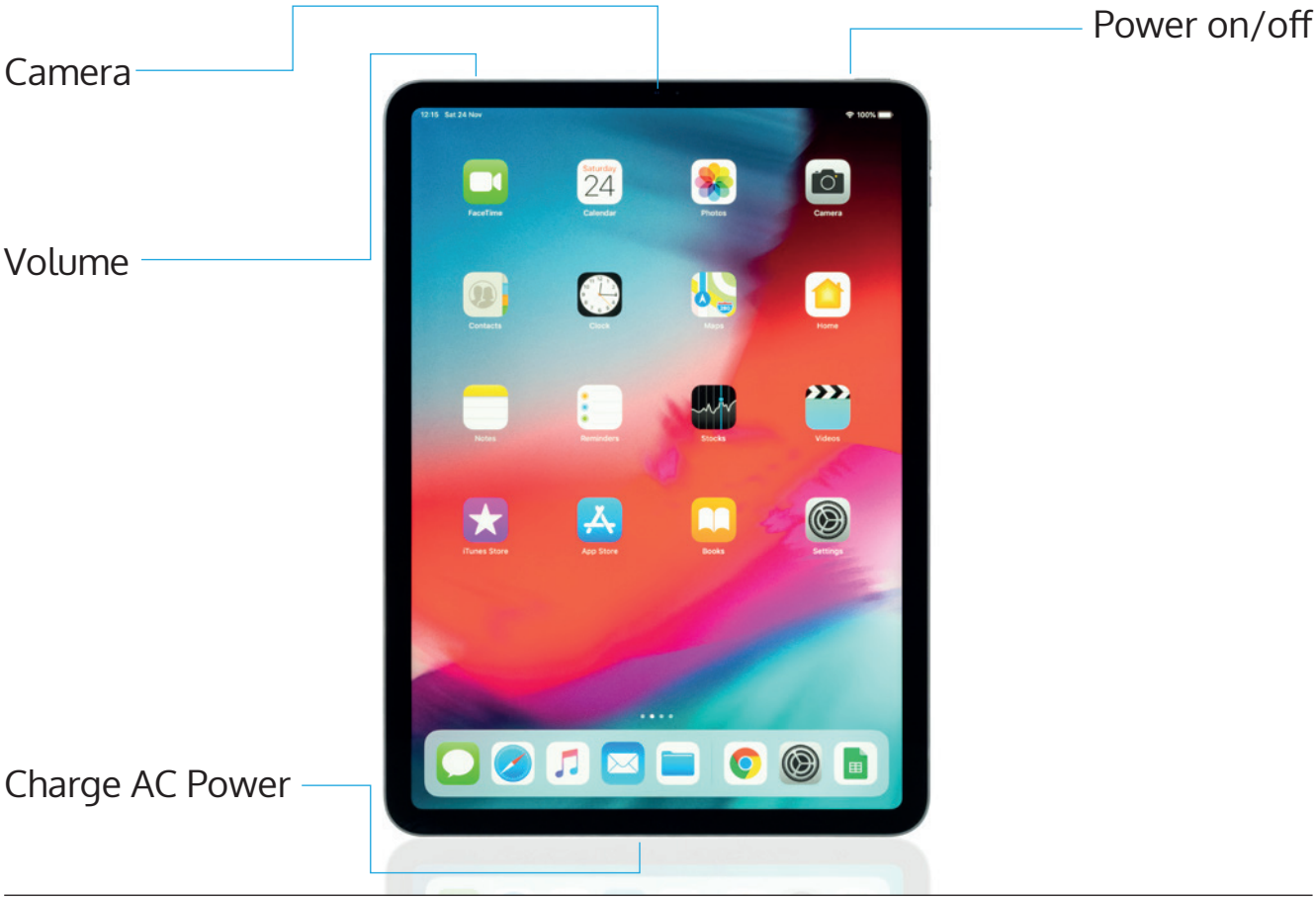
- Smart phone.
- Tablet.
- Desktop computer.
- Laptop.

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.

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.

Touchpad

Left (main) mouse button

Right mouse button

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

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

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

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.

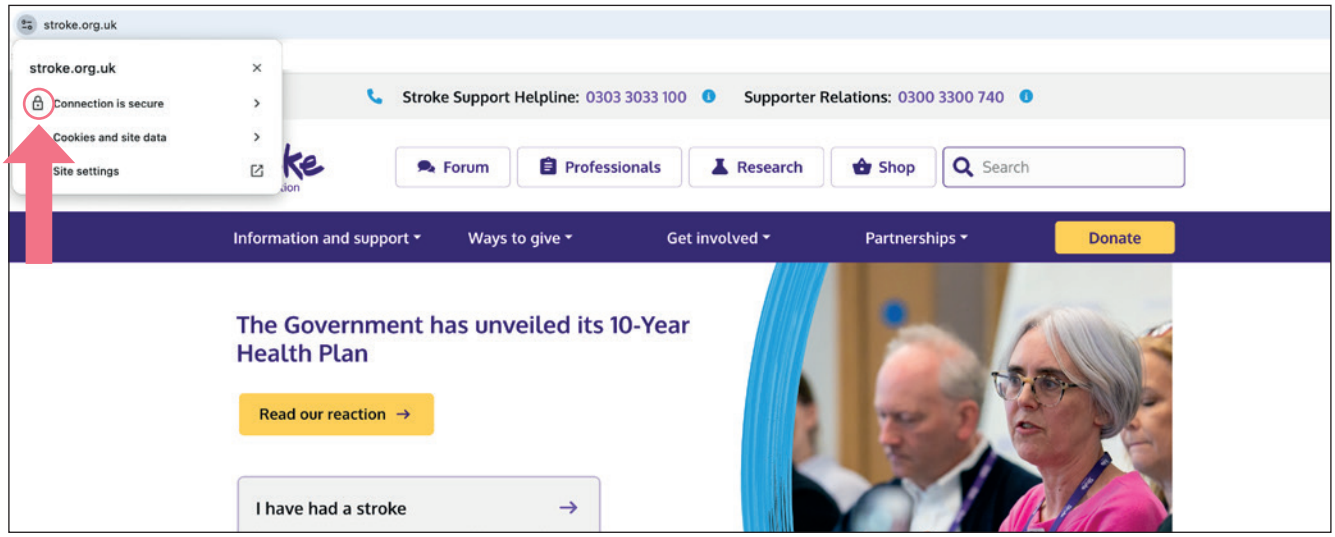
Look at the **top** of the **page** at the **address bar**.

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**.

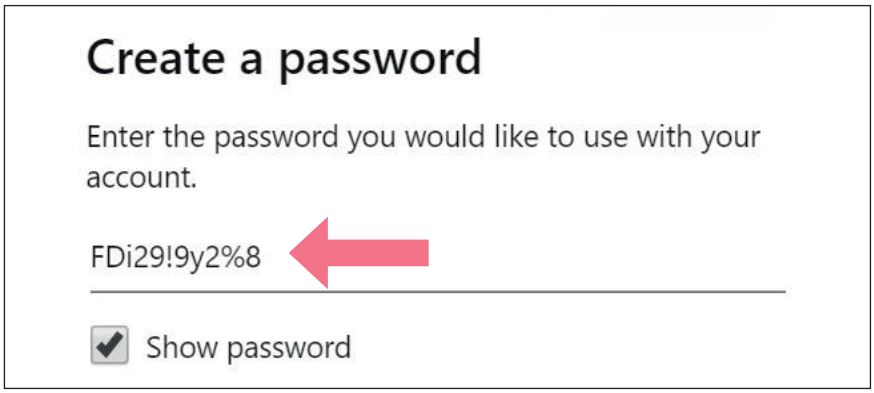
Your password must be **kept private**.

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.



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.

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**.

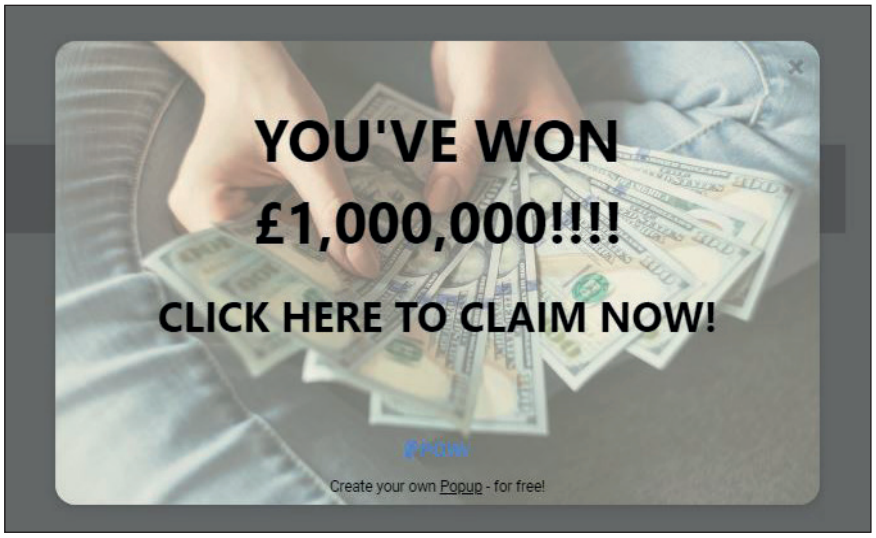
They may **try harm** your device with a **virus** or malware.

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**.

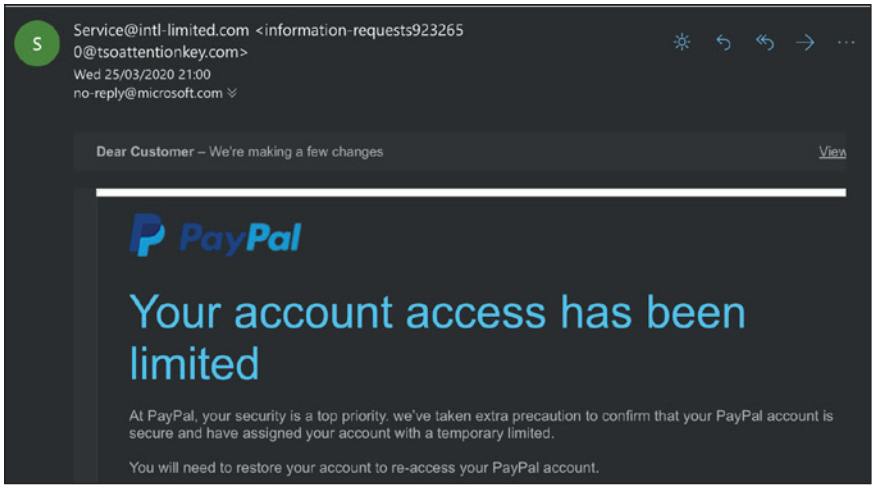


If you have an email account you might get **spam emails**.

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 Wi-Fi

In this section:

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

About Wi-Fi

Wi-Fi connects you to broadband without a cable.

Wi-Fi works in a **specific area**.

You need a **password** to start using **Wi-Fi** in a new place.

You can get Wi-Fi in **your home**.

Your home password is printed on the router.

You can also get Wi-Fi in **public**, like a café or library.

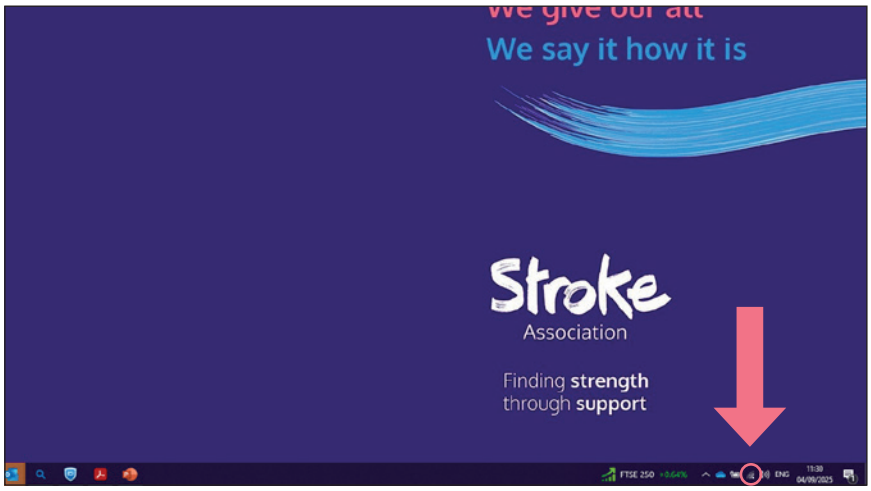
This is called a **public network**.

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

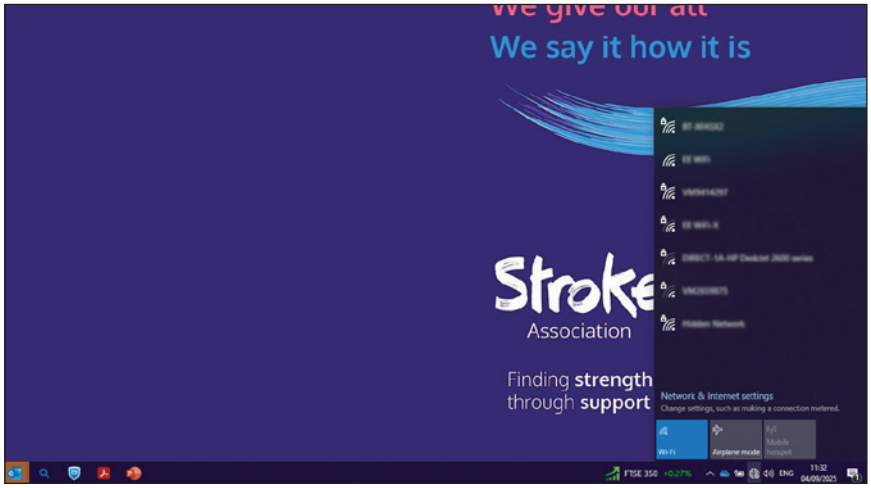
For example, they may ask your name and email address.

Connecting to Wi-Fi on a PC

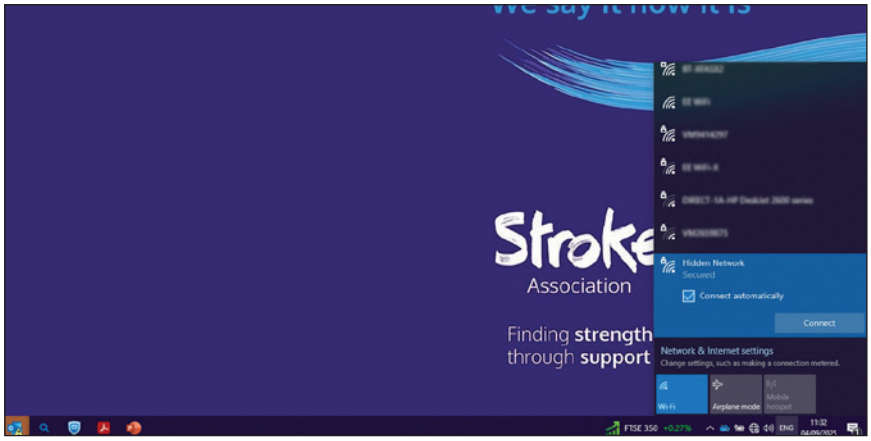
1. Look for the **Network** or icon in the bottom right corner of your screen.



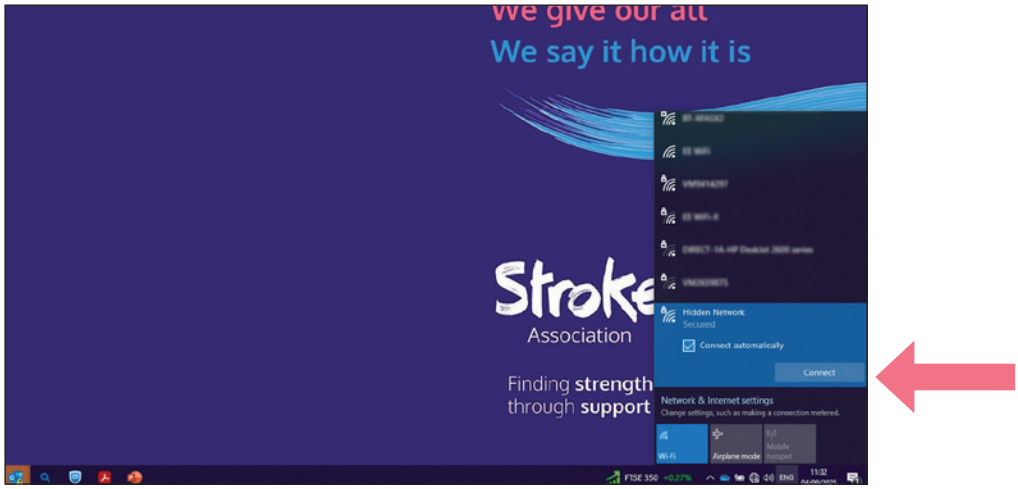
2. **Click** on the **icon** and a list of networks will appear.



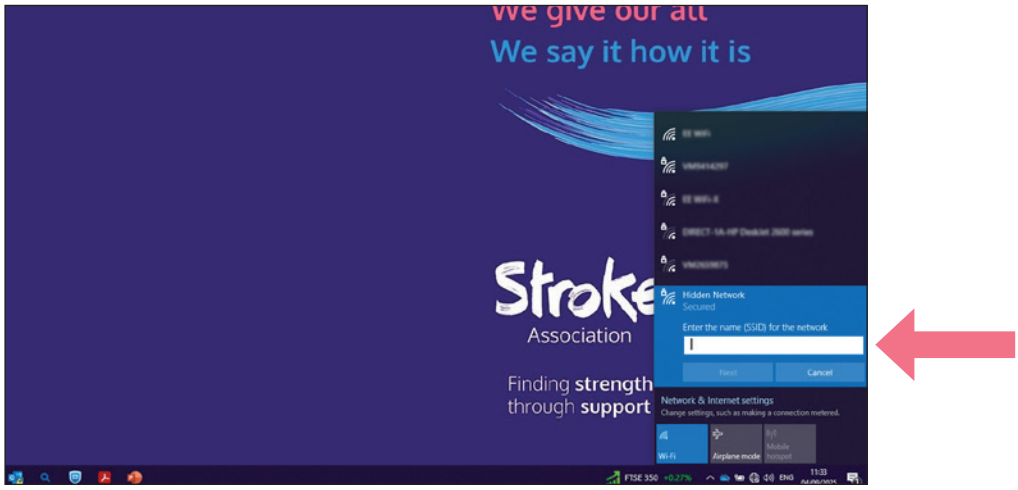
3. Choose the network that you want to connect to by **clicking on it**.



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

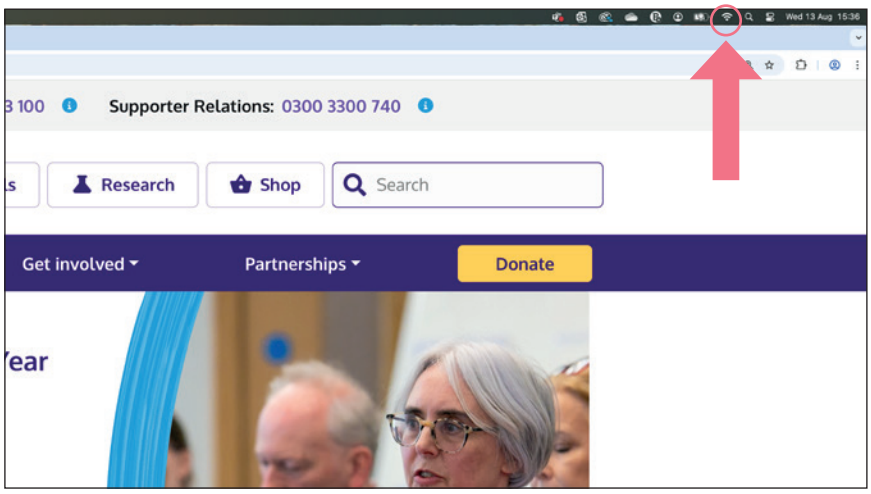


5. Type in the **security key** (the password).

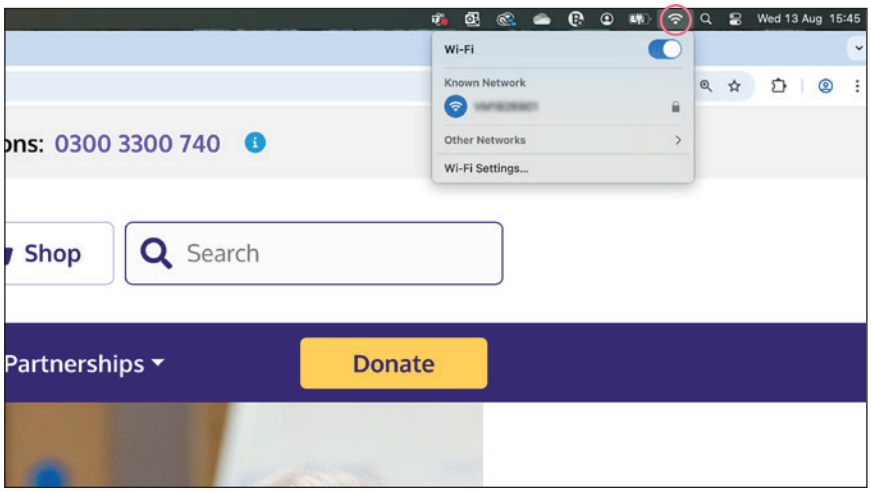


Connecting to Wi-Fi on a Mac computer

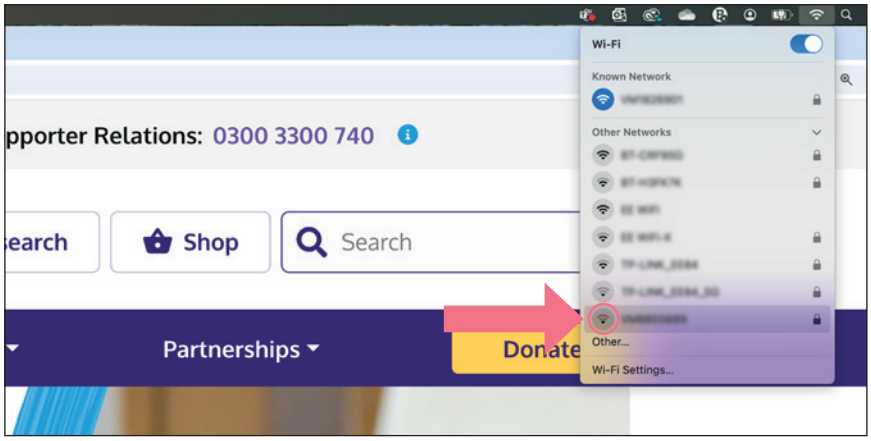
1. Look for the **Network** or icon in the top right corner of your screen.



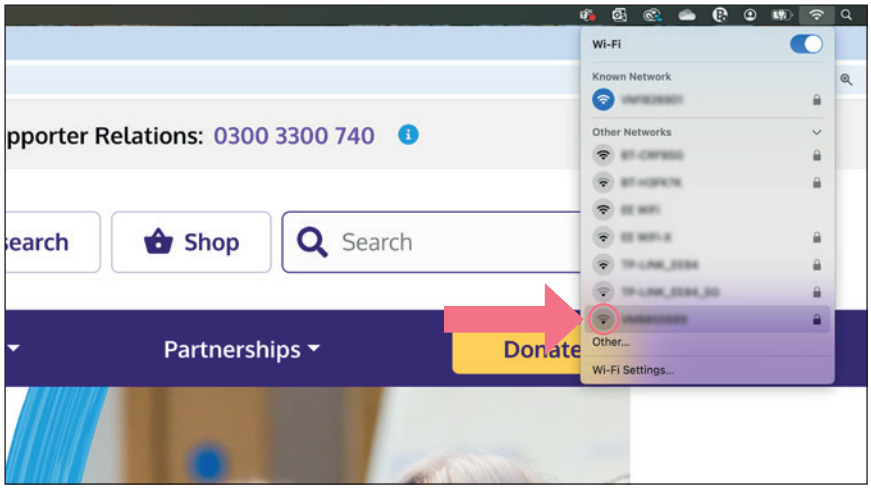
2. **Click** on the **icon** and a list of networks will appear.



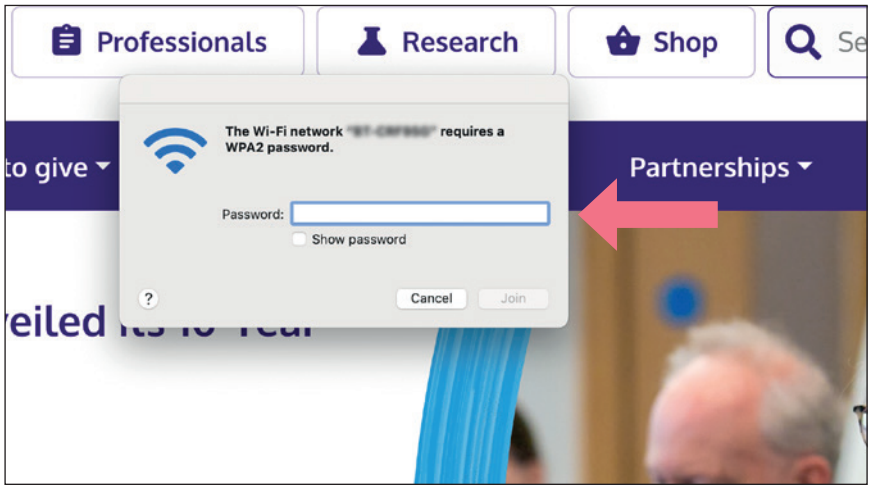
3. Choose the network that you want to connect to by **clicking on it**.



4. Select the network name.



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



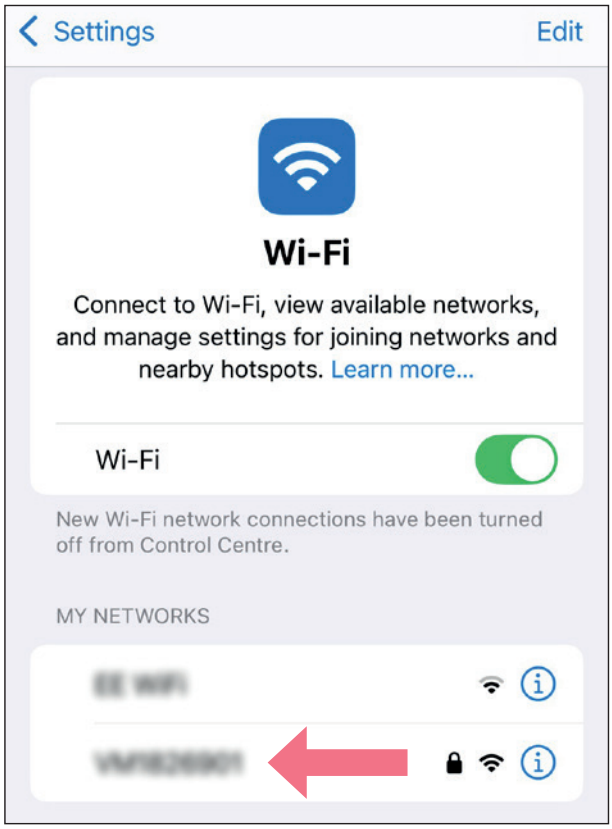
Connecting to Wi-Fi on an iPad or iPhone

1. Tap the **Settings** icon on your Home Screen.

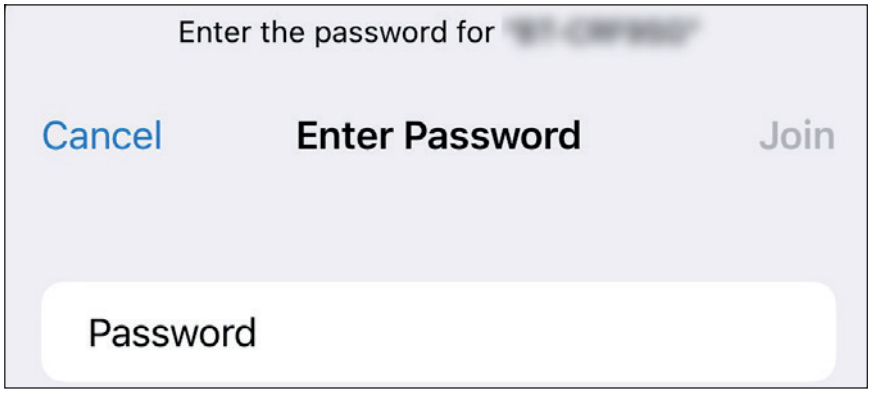
2. Tap **Wi-Fi** near the top of the menu.

3. Make sure Wi-Fi is **turned on** — the switch will be **green** when it is on.

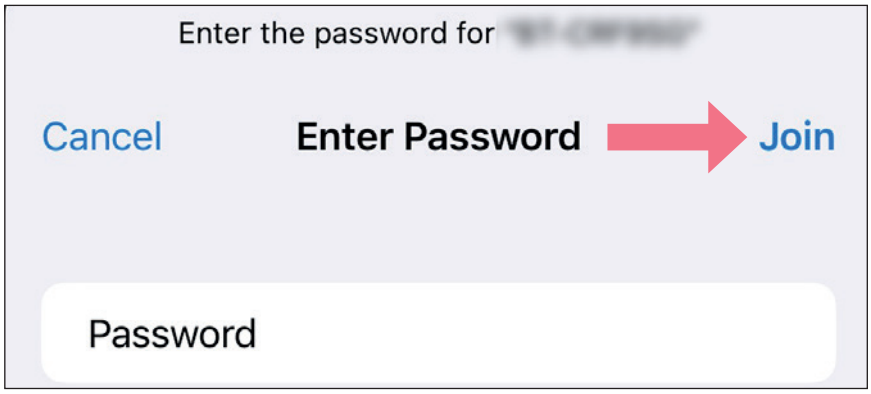
4. Choose your **Wi-Fi network** from the list.



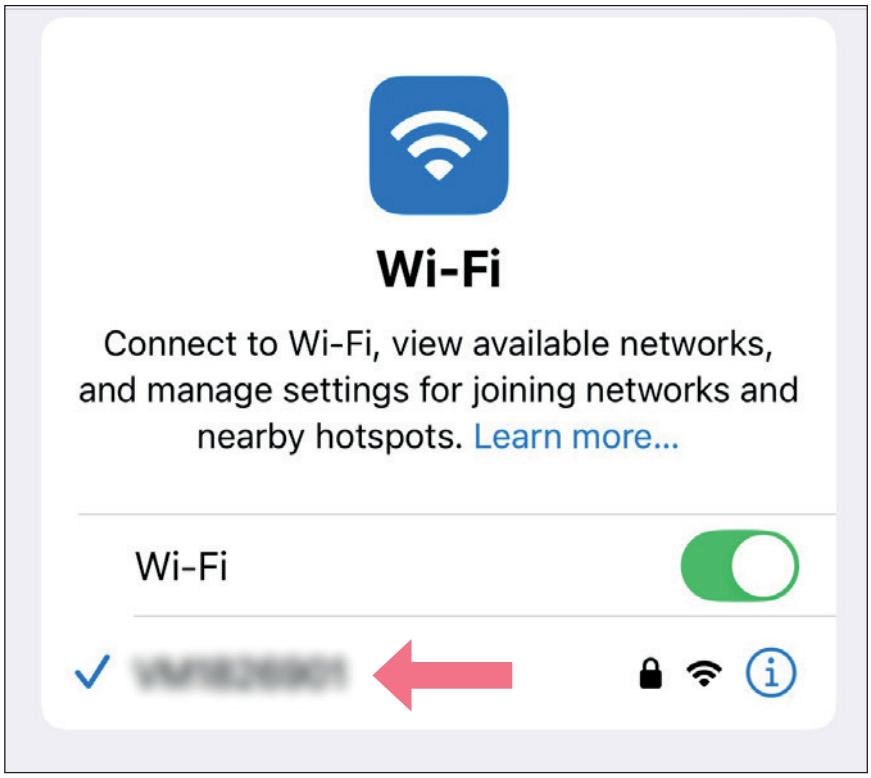
5. If asked, enter your **Wi-Fi password**.



6. Tap **Join**.



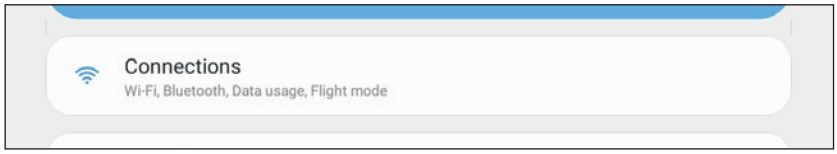
7. Once connected, a **blue checkmark** will appear next to the network name.



Connecting to Wi-Fi on an android tablet

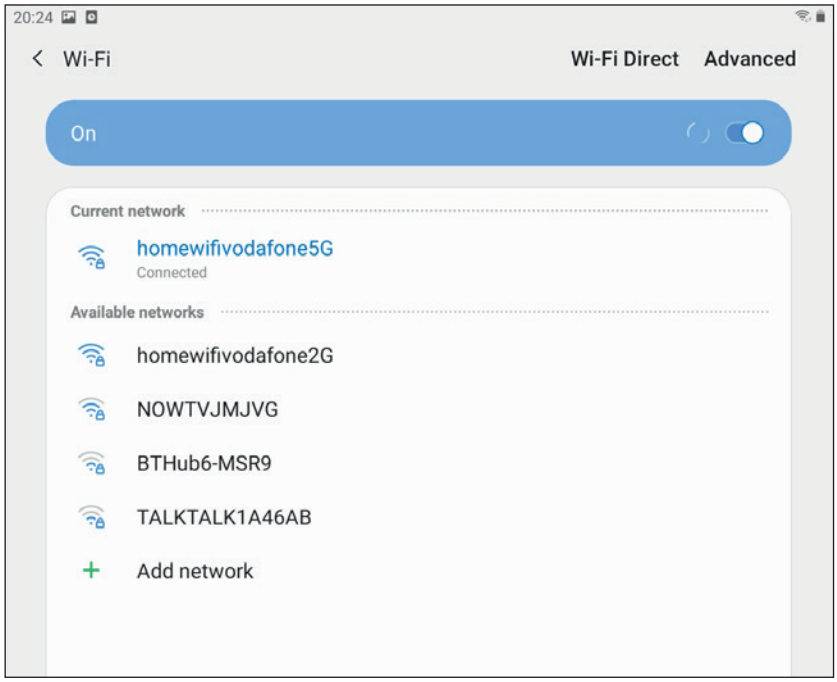
1. Tap the Settings icon.

2. Tap **Wi-Fi/ connections** to open.

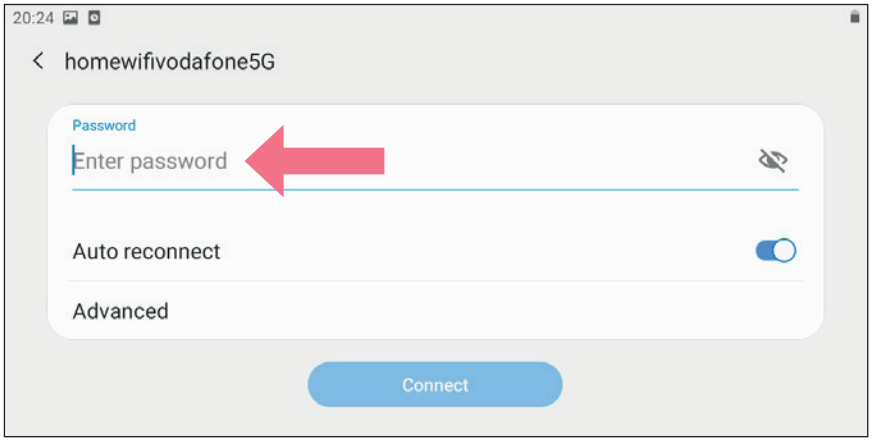


3. Confirm that Wi-Fi is set to '**on**'.

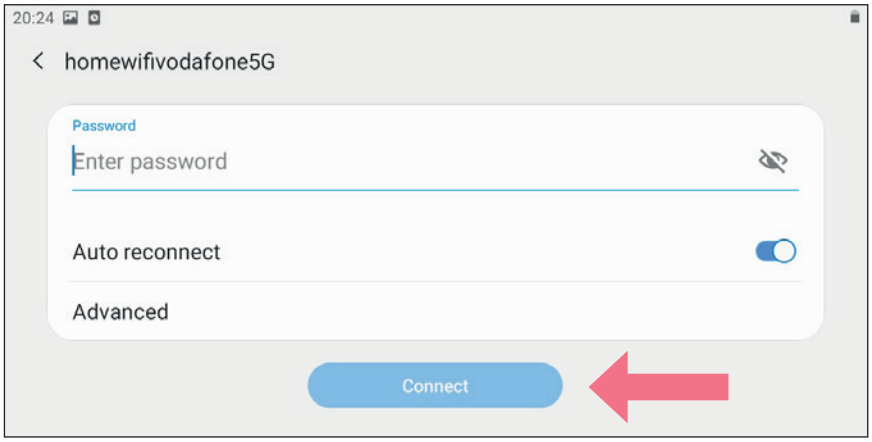
4. **Choose** your **network** from the list.



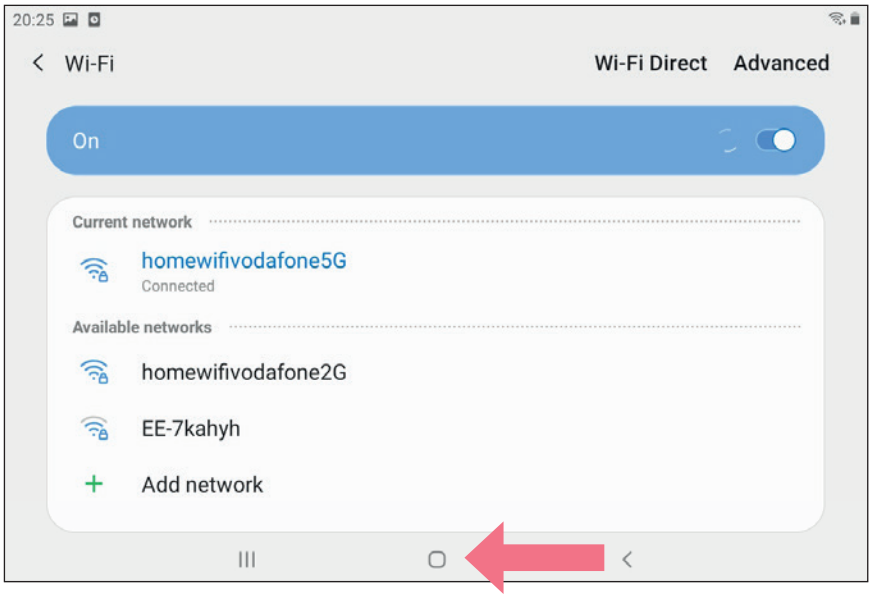
5. **Enter** your network's **password** if asked.



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 Wi-Fi**.

2. **Ask** for the **password**.

3. **Practise connecting** your device to Wi-Fi.

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**.

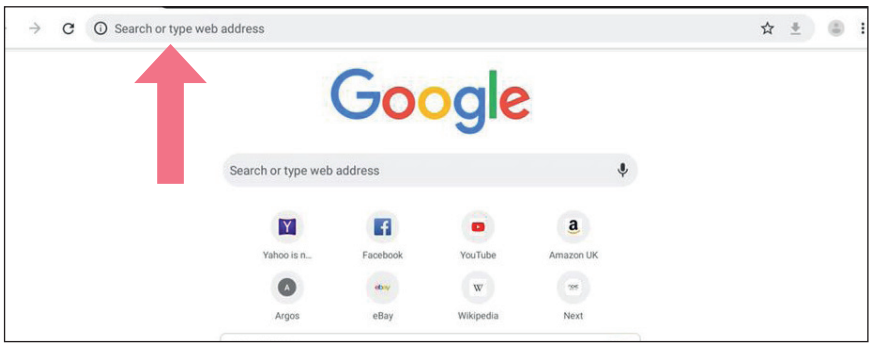
You might use one of these browsers:

- Chrome
- Safari
- Microsoft Edge
- Firefox

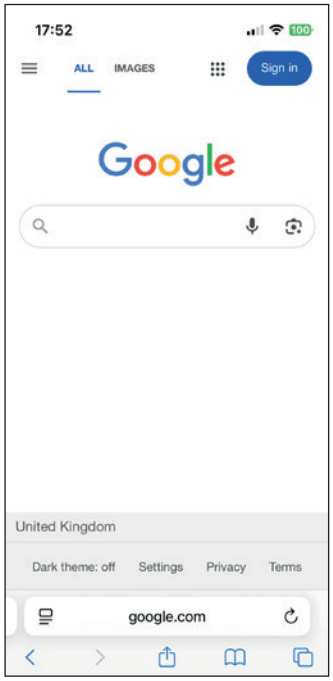
Step 2: In the top bar, type in google.co.uk

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**.

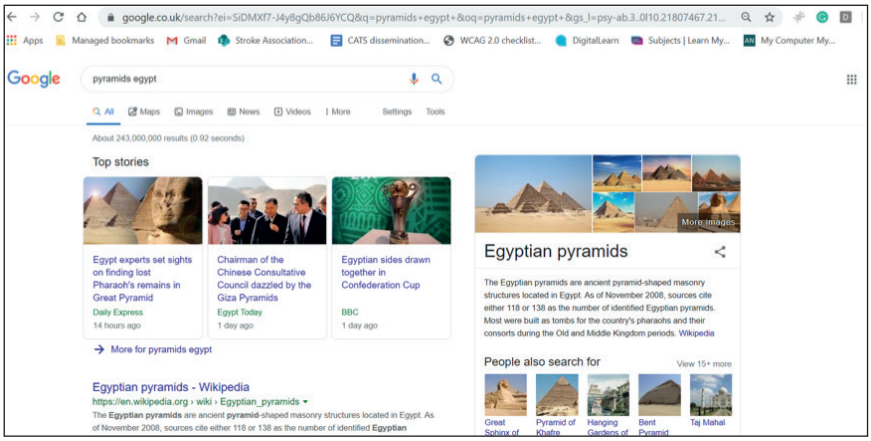
The more **specific** you are the **better** your **search results**.

For example:

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

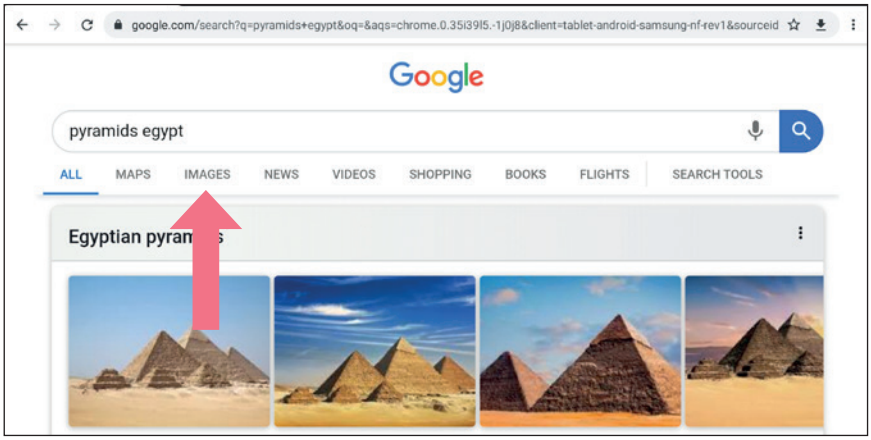
You could **search** 'pyramids Egypt'.

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



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

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



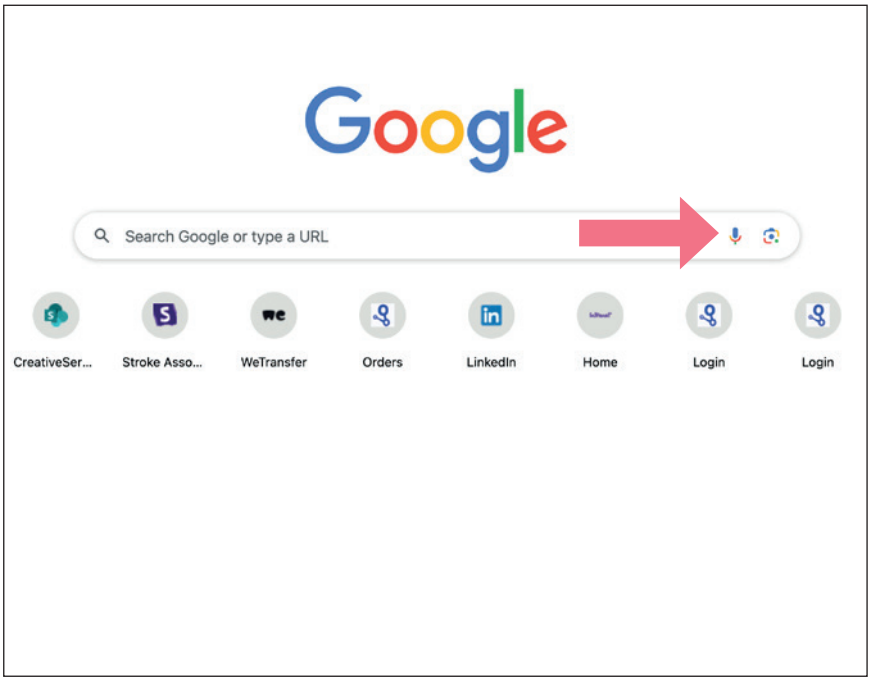
You can also search for **news** or **videos**.

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.

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

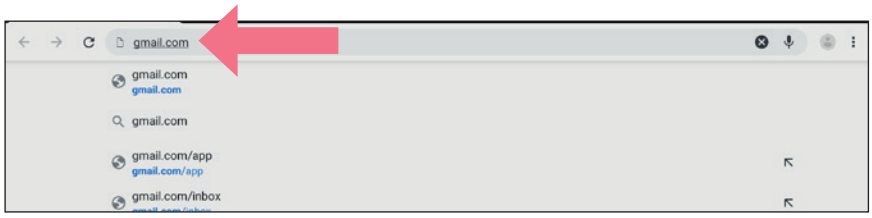
- Safari

- Microsoft Edge

- Firefox

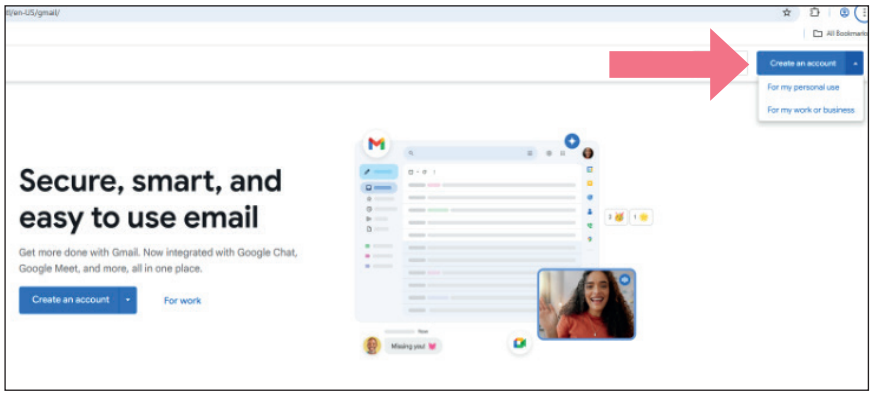
Step 2: In the top bar, **type** in **gmail.com**

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



Step 3: **Click** on '**Create an account**'.

Choose **'for my personal use'.**



Step 4: A form will open to **create** a **Google account.**

This **form asks** for:

- First name.
- Last name.

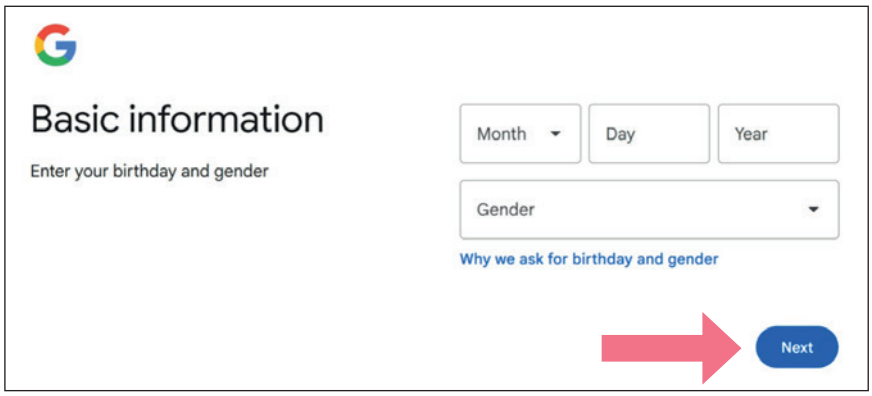
Fill in your **details** and **click next.**

Step 5: A form will open asking for **basic information.**

This **form asks** for:

- Date of birth.
- Gender.

Fill in your details and **click next**.



Step 6: A **new form** will open to **create** an **email address**.

This form asks you to create a **Gmail address** for signing in to your Google Account.

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

You can use **letters**, **numbers** and **full stops**.

Fill in a Gmail address and **click next**.

Step 7: A **new form** will open to **create a password**.

This form asks you to **create** a **password**.

Sites have different **rules** about **passwords**.

In this example your **password** must have a **mix** of:

- **Letters.**
- **Numbers.**
- **Symbols such as ! $ *%.**

Fill in your password.

You can **tick** the '**show password**' box to **see** what you are **typing**.

You will need **type** your **password** a second time.

Click **next**.

Step 8: A new form will open to **confirm** you are **not** a **robot**.

The form asks you to **add** a **mobile phone number**.

Click **next**.

You will get a **text message** on your **phone** with a **number**.

A new form will open for you to **type** this **number** into the **box**.

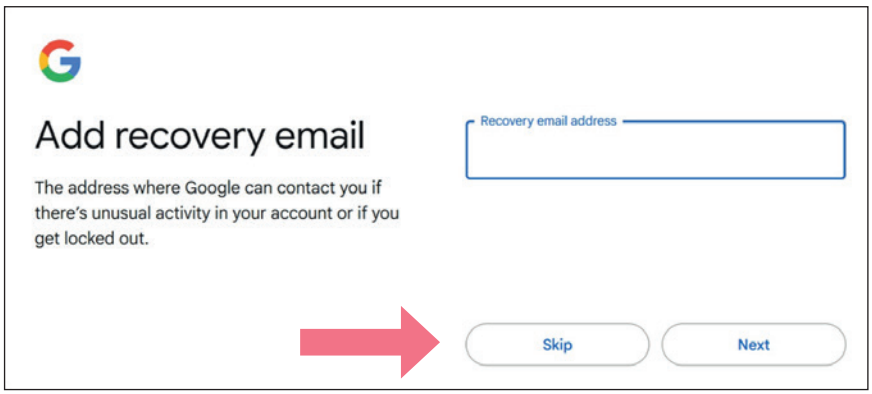
Step 9: A new form will open to **add a recovery e-mail**.

This form asks you to **add** a **recovery email**.

A **recovery email** helps Google **contact you** if there is **unusual activity** in your account or if you **cannot log on** to your email.

Add a recovery email address and click **next**.

Or you can choose click **skip** to **miss this step** but we **do not recommend** this.

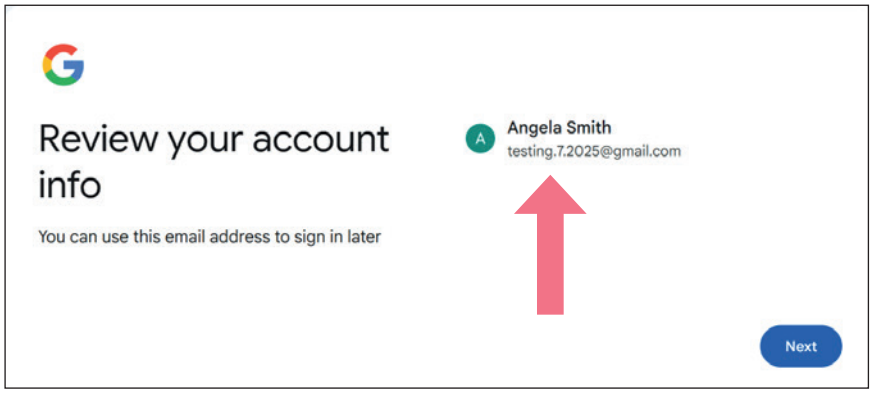


Step 10: A new form will open to **review your account.**

This form shows your completed **email address.**

You can **use** this email address to **sign in.**

Click **next.**



Step 11: You will get new forms that may include:

- **Choosing your settings**.
- **Privacy**.
- **Terms and conditions**.

Choosing your **settings** gives you **control** over how **your data** is used.

This will affect the **adverts** you see.

Choose the **settings** you are happy with.

Read the **information** on each form.

You will need to **accept** the **terms** and **conditions**.

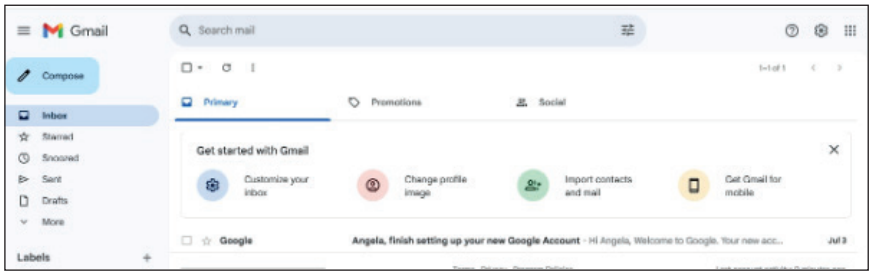
Read through and if you agree click '**I agree**'.

Step 12: Your **email** account will now **open**.

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.

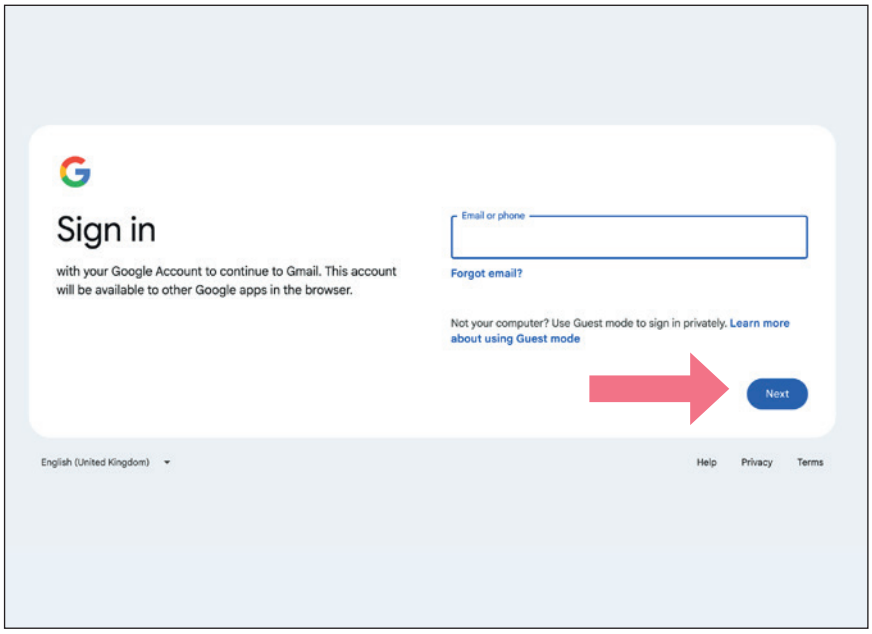
You can **sign up for emails** from a charity you support.

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**



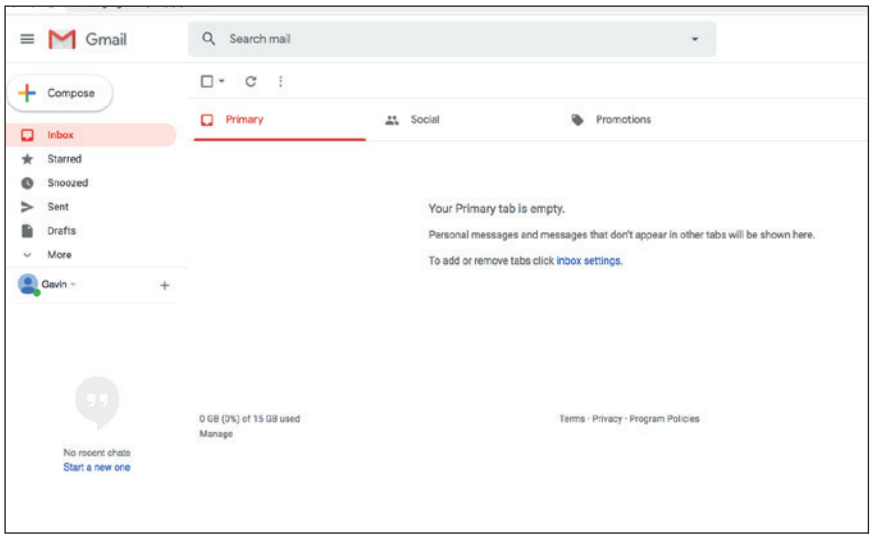
Fill in your email address.

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

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

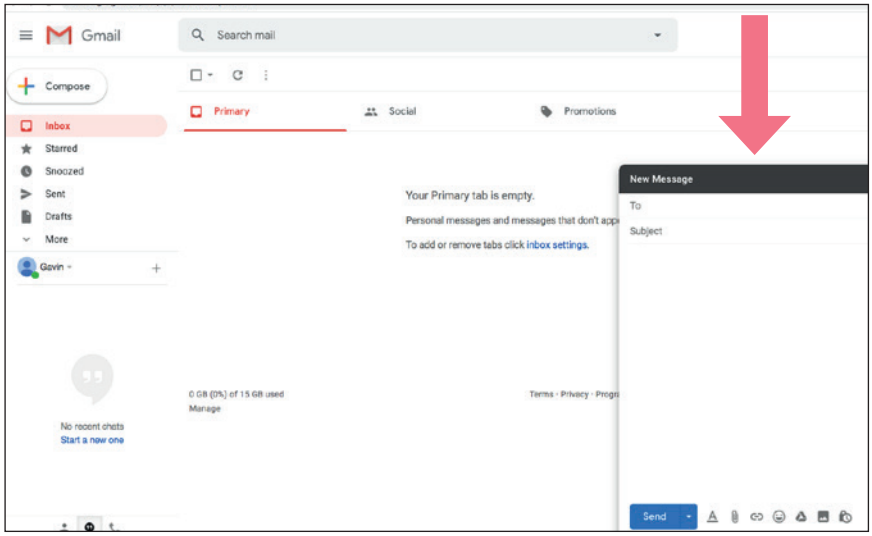
Then fill in your **password** and **click** the blue '**next**' **button**.

Step 2: You are in your Gmail account.



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

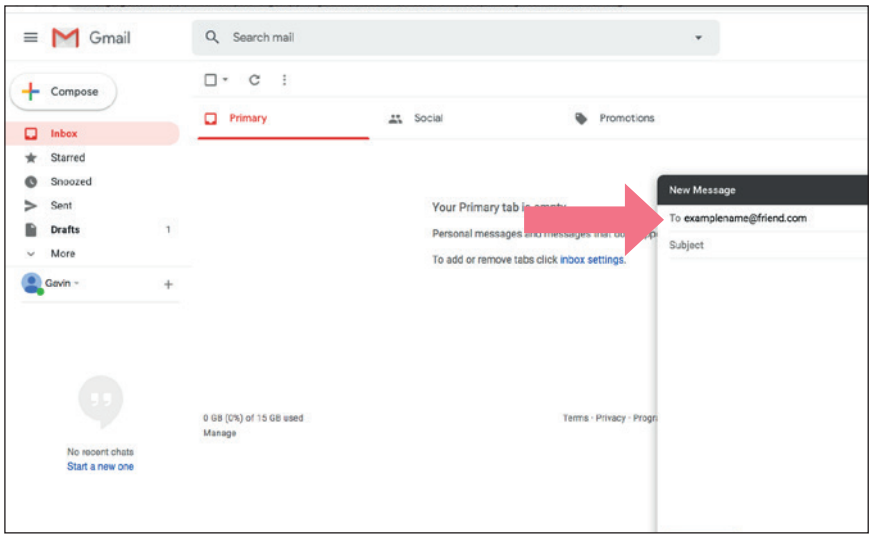
You will now see a **blank email pop up**.



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

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

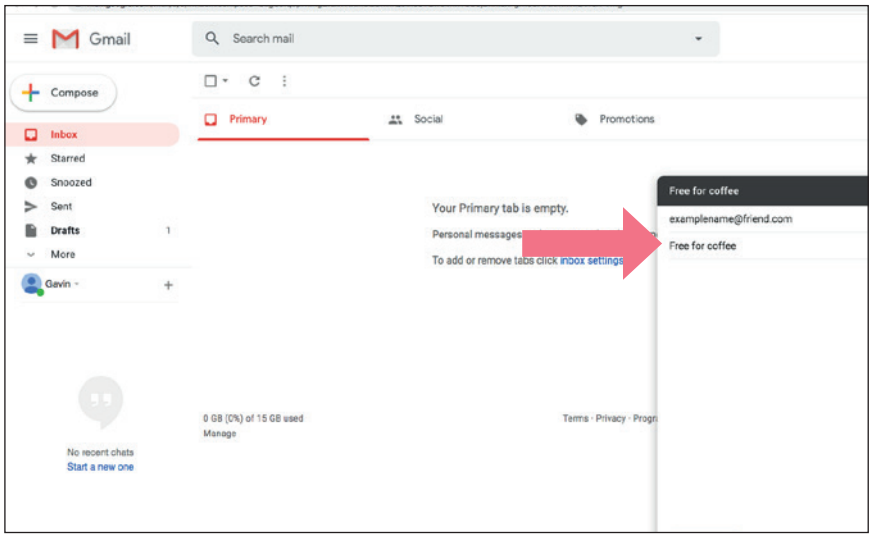
In this example we are writing to our friend to invite them for coffee.



Step 4: Add a subject.

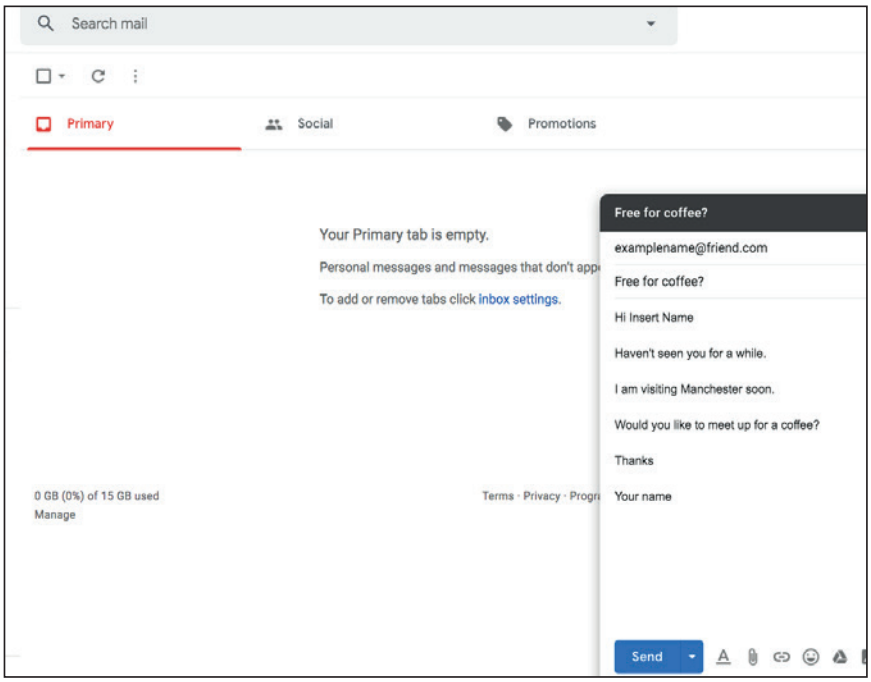
A **subject** is the email **title**.

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**.

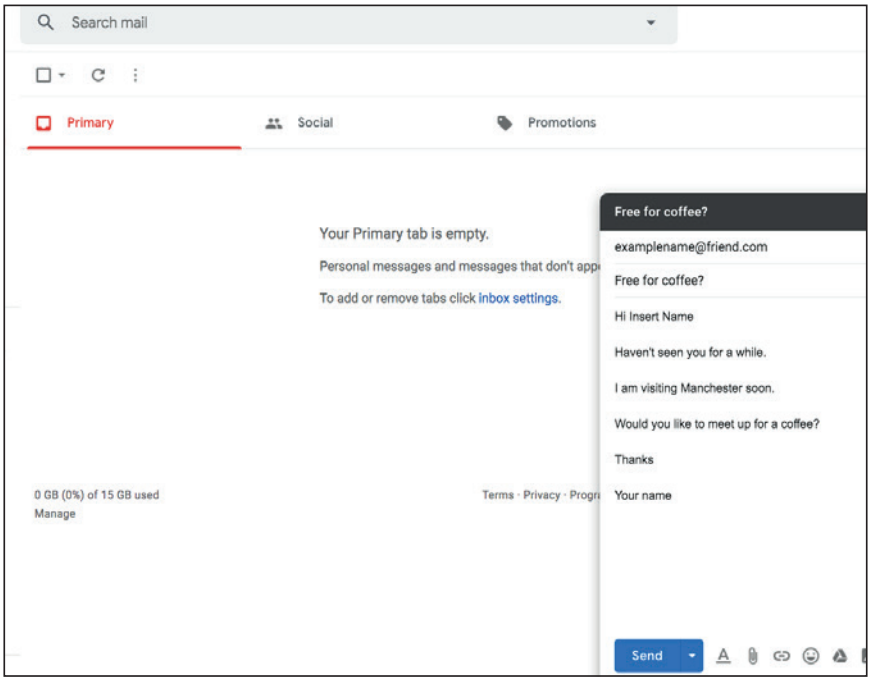
If this is helpful then **click** '**OK**'.

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.

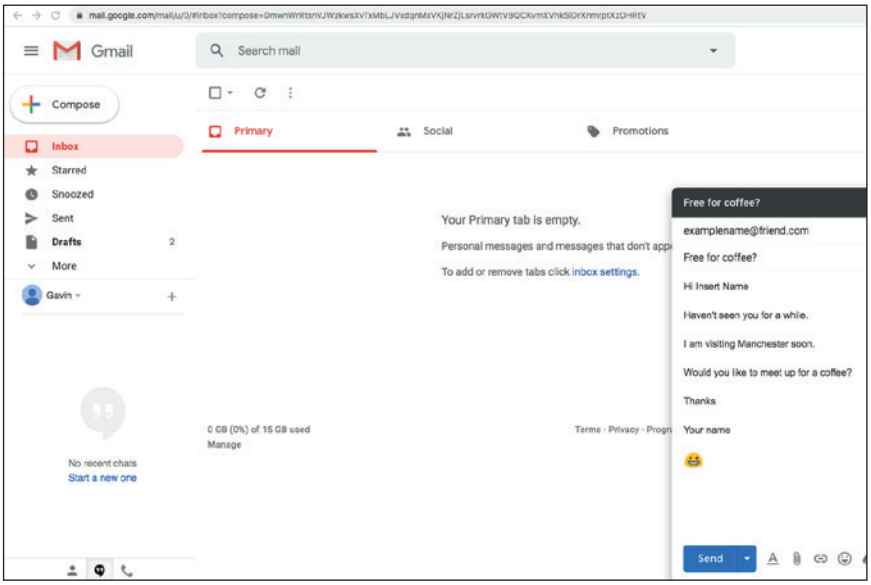
You can **send photos** by **email**.

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**.



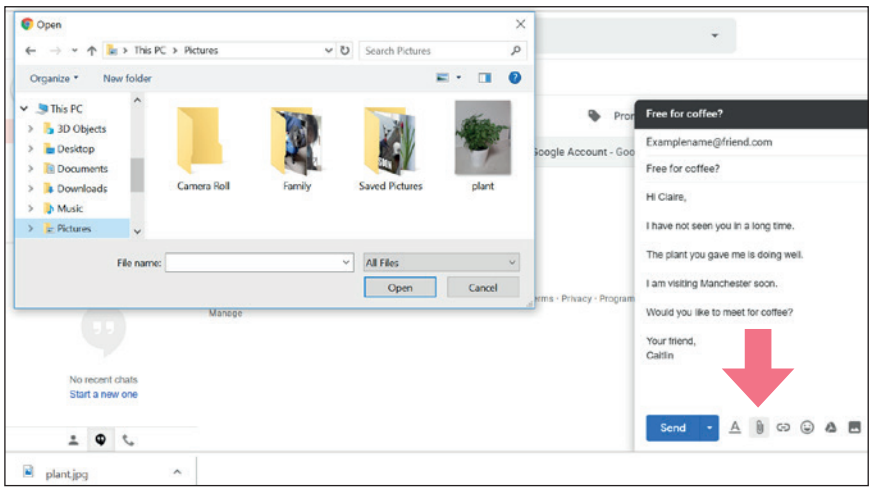
Step 2: Click on the paperclip icon at the bottom of your email.

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.

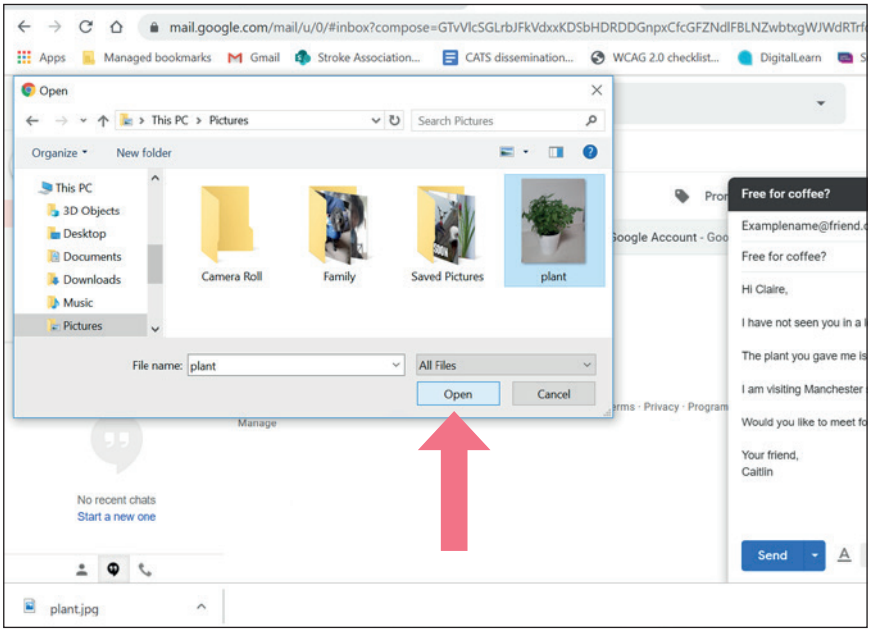
Select the **folder**.



Step 3: Select the photo you want to share.

Click on the **photo**.

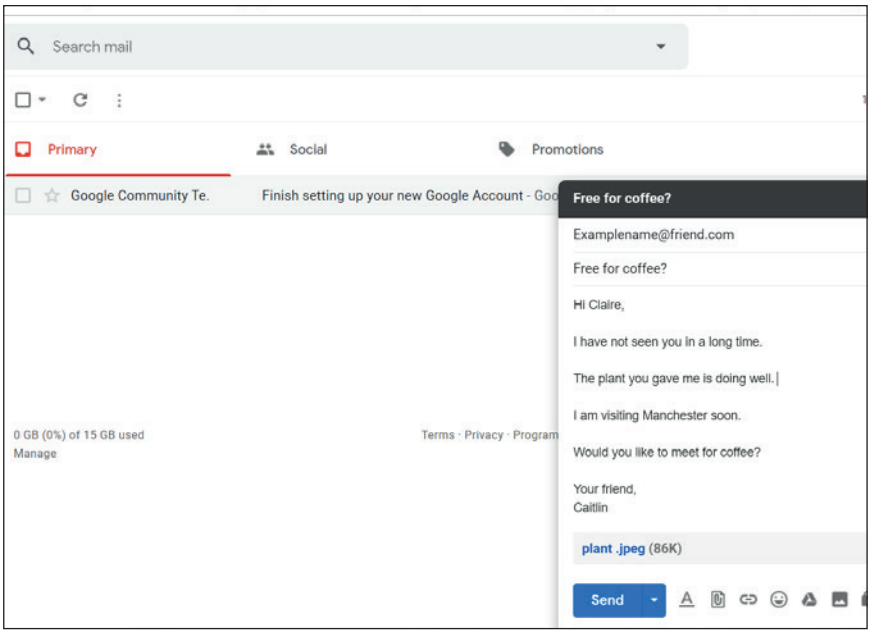
Then **click** '**open**'.



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

Send your **email**.

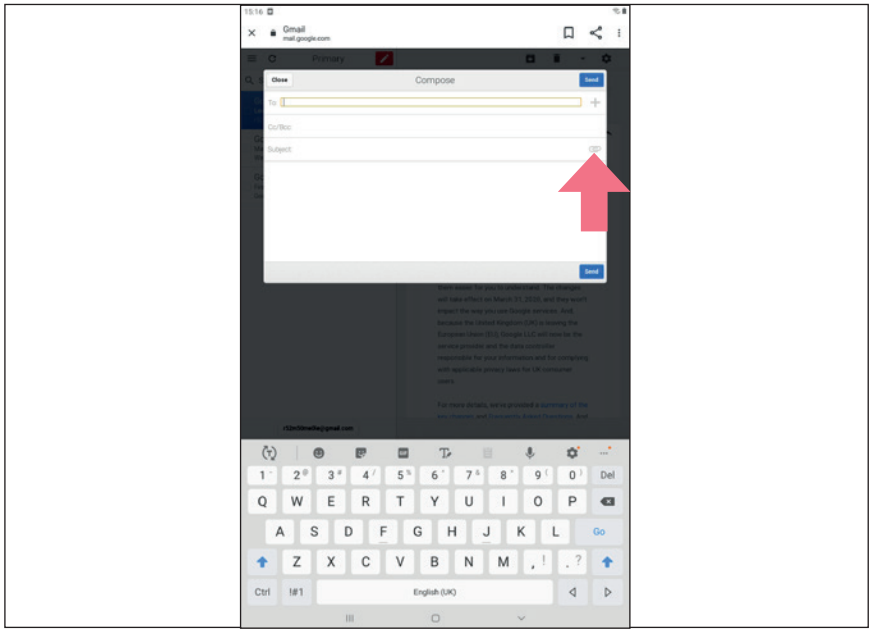
Your friend can **click** on the **blue link** to **open** the photo.



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** '**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

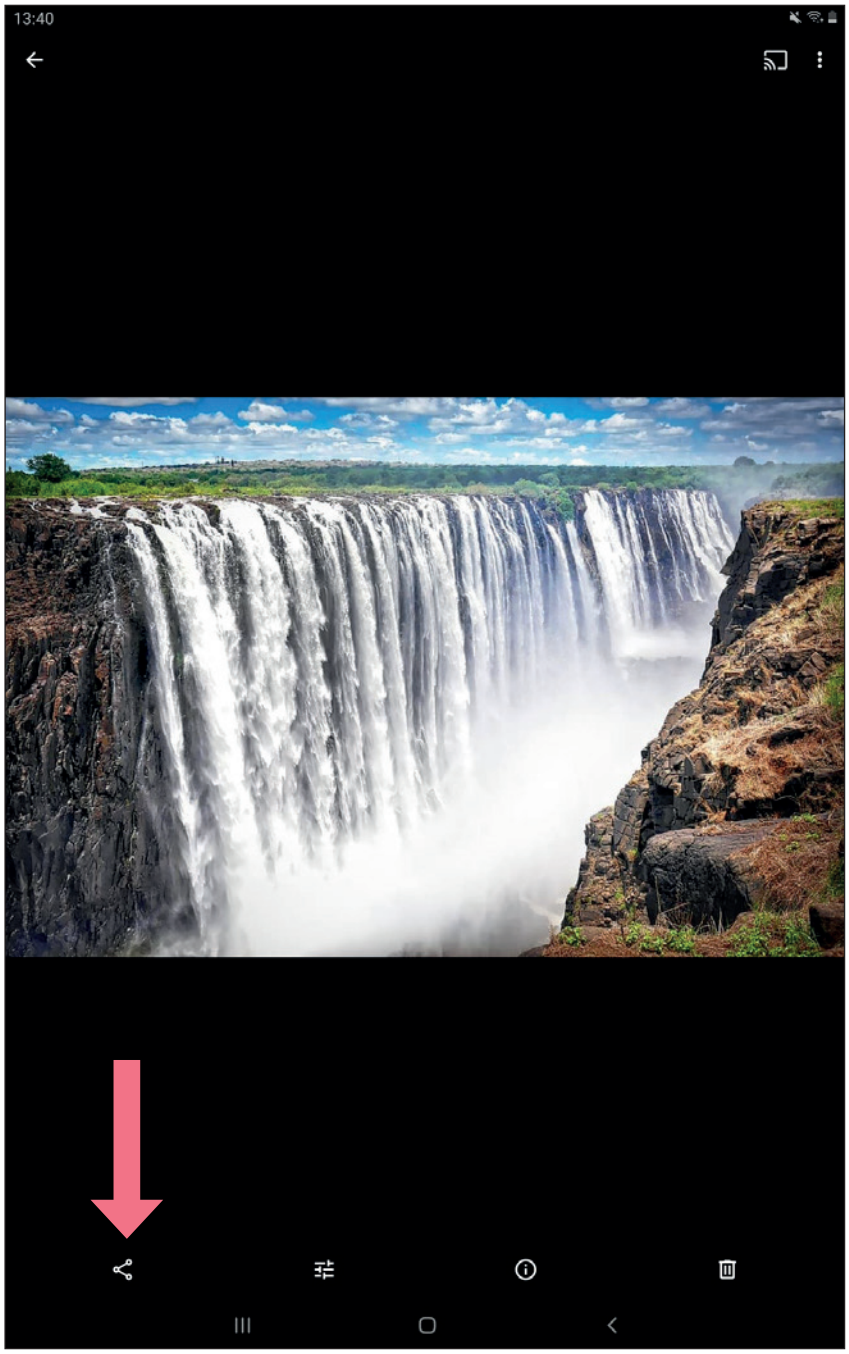
Step 1: **Open** your **photos gallery**.

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 already **started your email** (see section 8). Now you are ready to **attach** a **photo**.

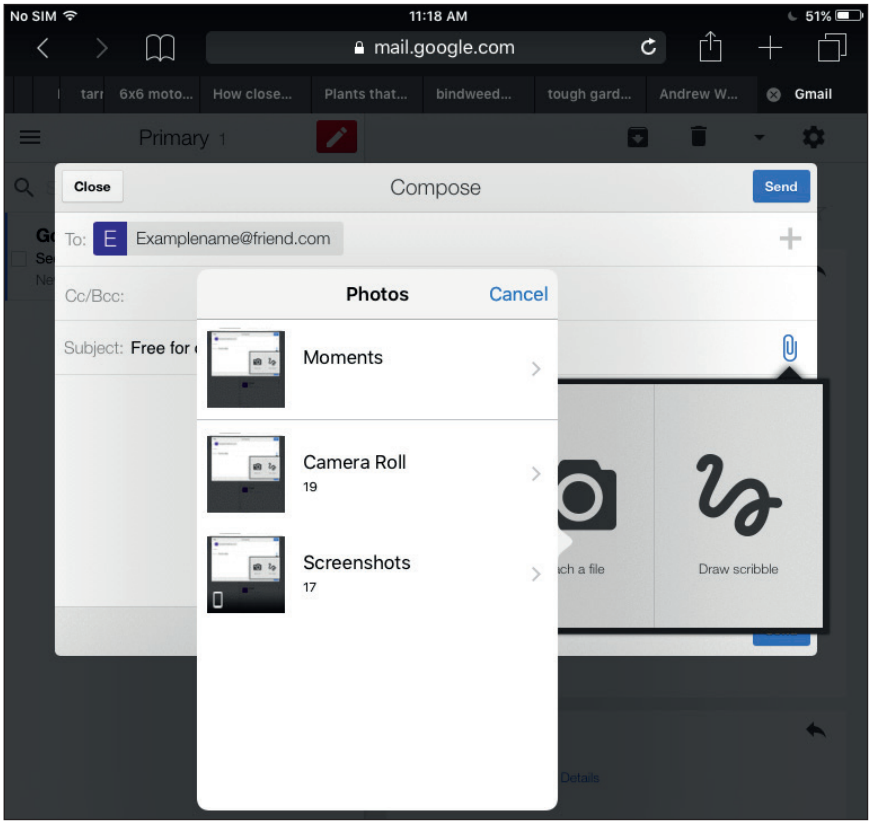
Step 2: Tap inside the **body** of the **email**. Then tap '**Insert Photo or Video**' from the menu that appears.

Step 3: Your **photo library** will **open**. Tap '**Recents**' or another album, then select the photo you want.

Tap '**Add**' or '**Use**' in the top right corner.

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

Tap the **blue Send button** when you're ready.



Others ways to share a photo on an iPad

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

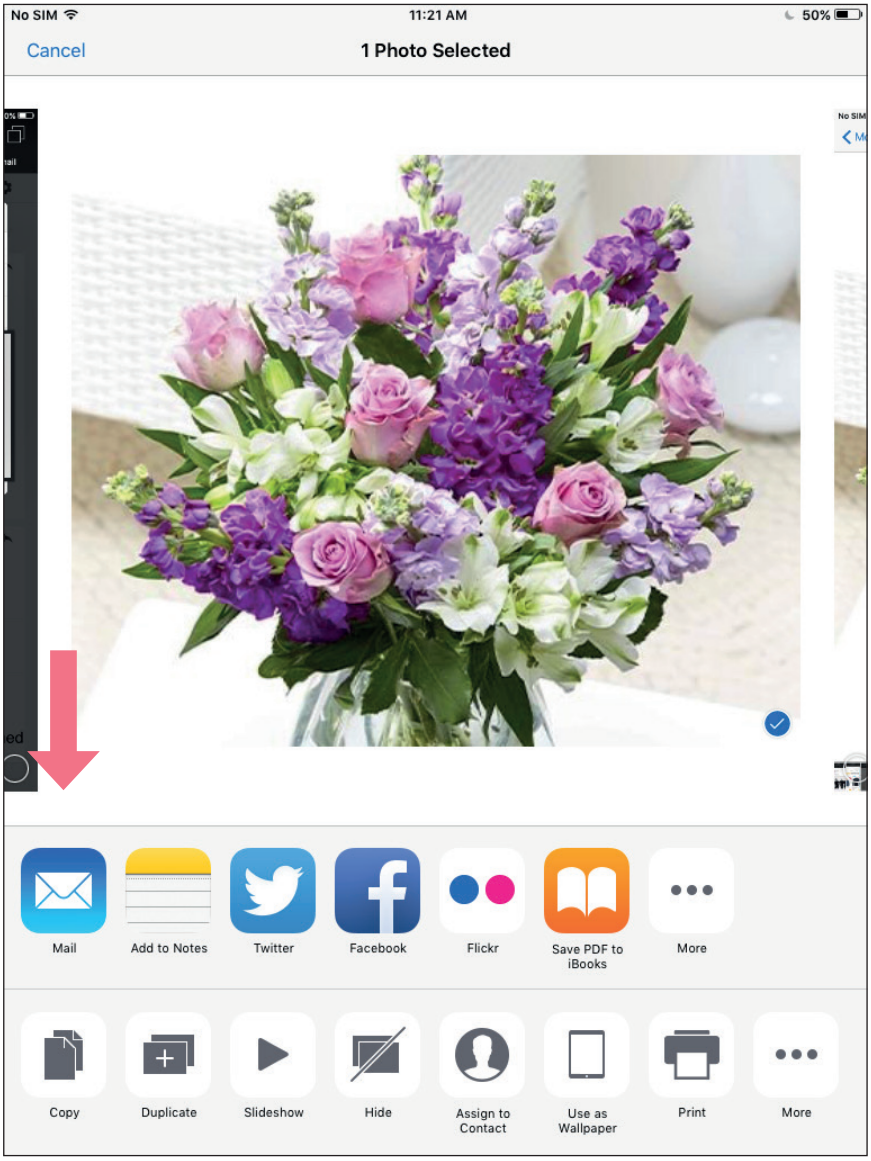
Step 2: Find and **tap** on the **photo** you want to send.

Step 3: Tap the **share icon** (a square with an arrow pointing up). It is usually at the **bottom of the screen**.

Step 4: In the menu that appears, tap the **Mail** app icon. You might need to scroll to find it.

Step 5: Type in the **email address** of the person you want to send it to.

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

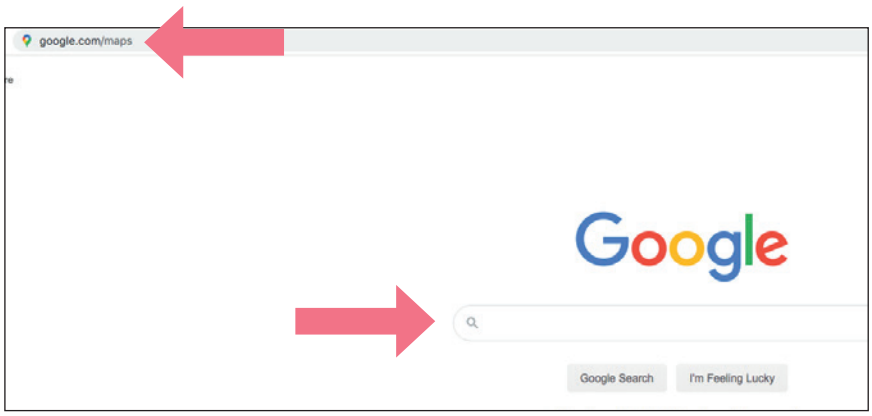
- Safari

- Microsoft Edge

- Firefox

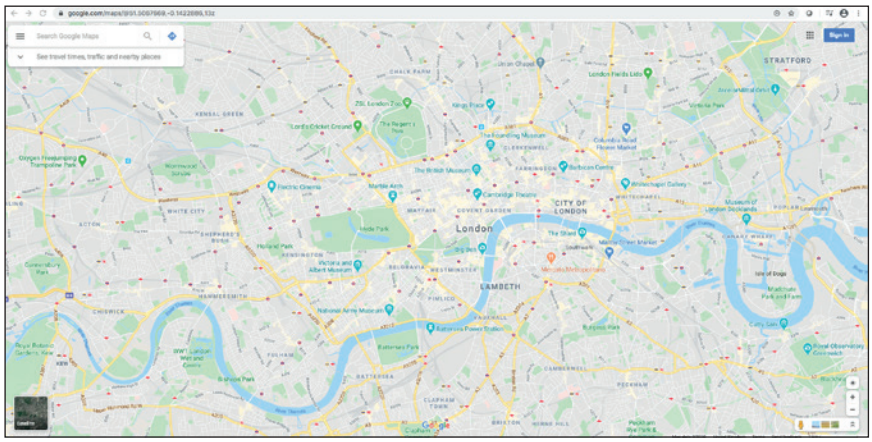
Step 2: Search for Google Maps.

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**.

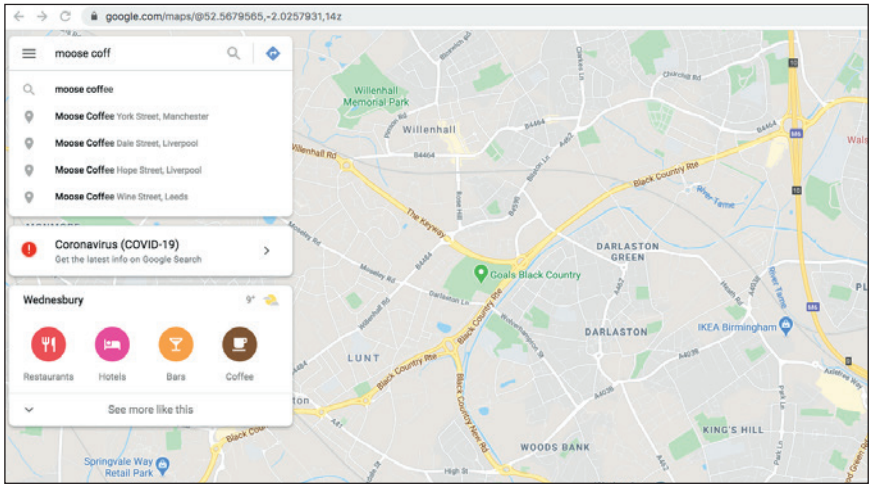
Click the **magnifying glass icon** to search.

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

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

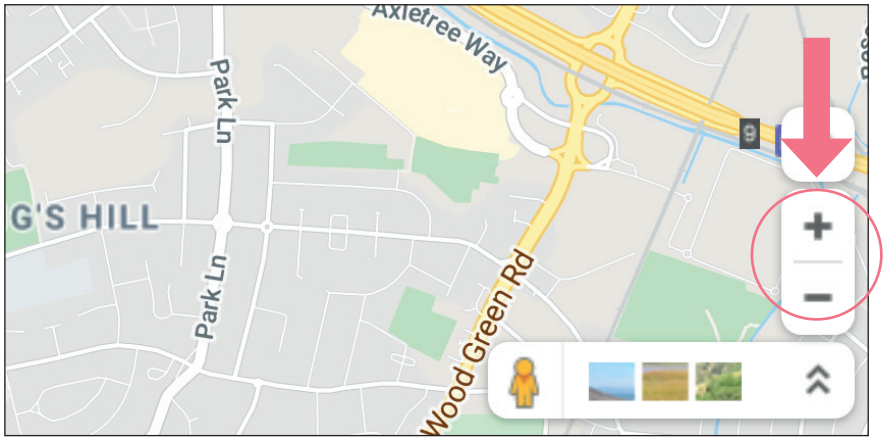
Put 'Moose Coffee' into the search bar.

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**.

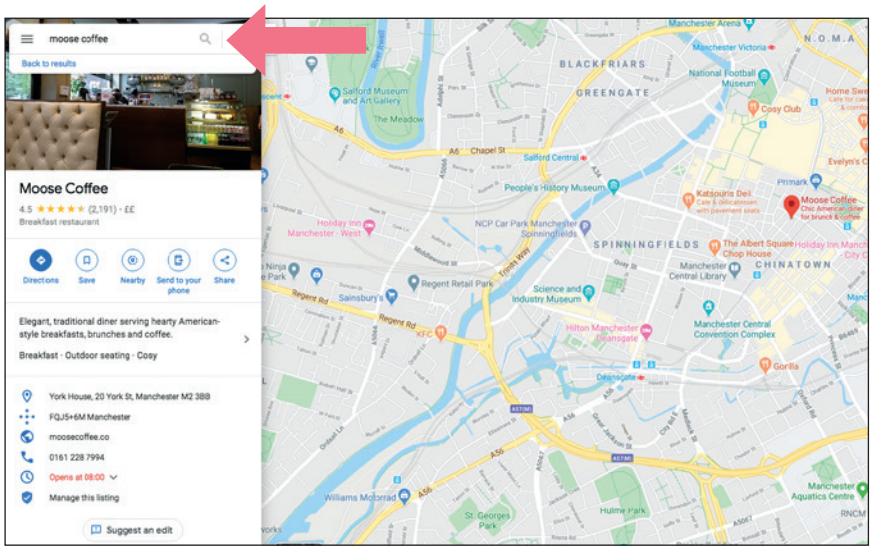


Get directions

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**.

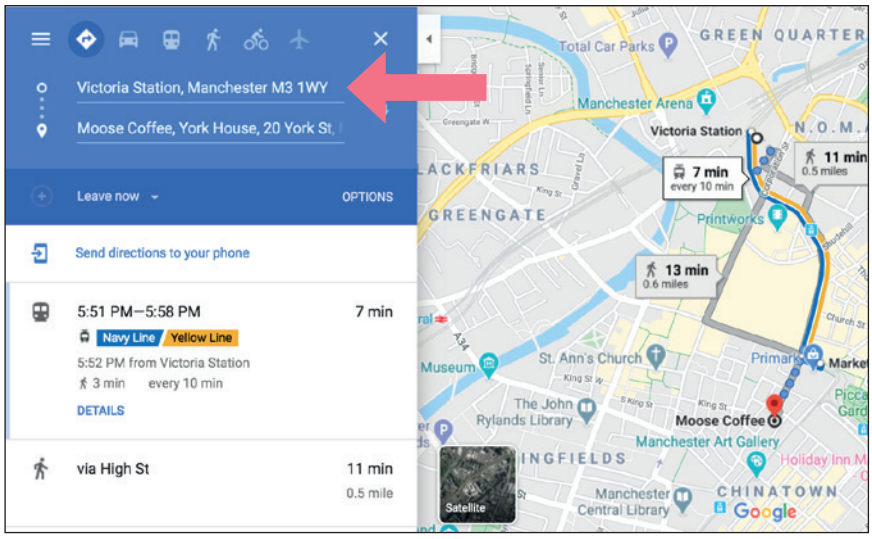


Now **click** the '**directions**' **icon**.

Put in **your location**.

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

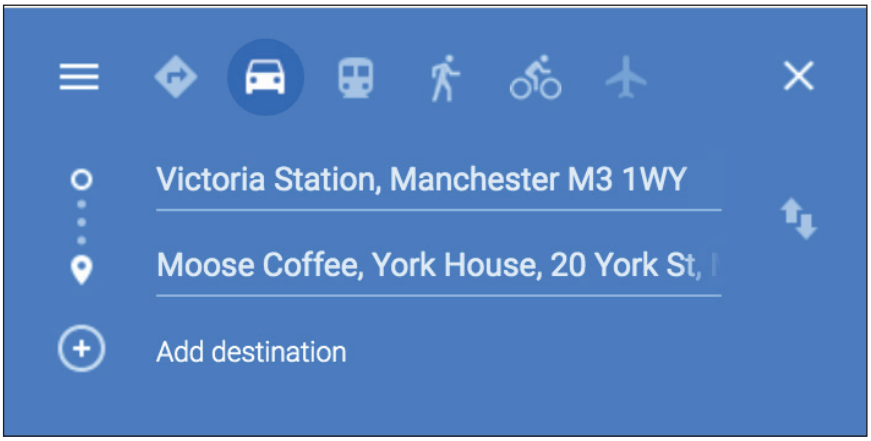
The map will now show **how to travel** to your location.



Different ways to travel

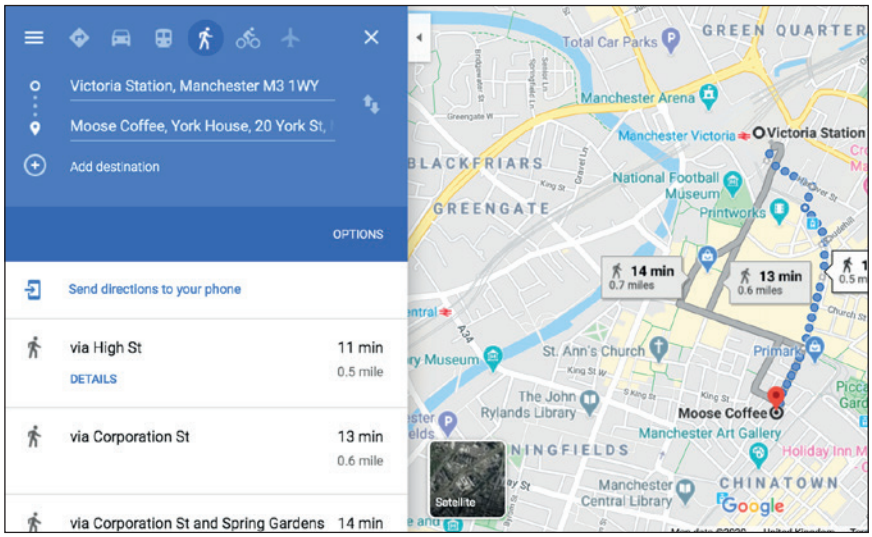
Google Maps can give you a **route using car, walking** and **public transport**.

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.

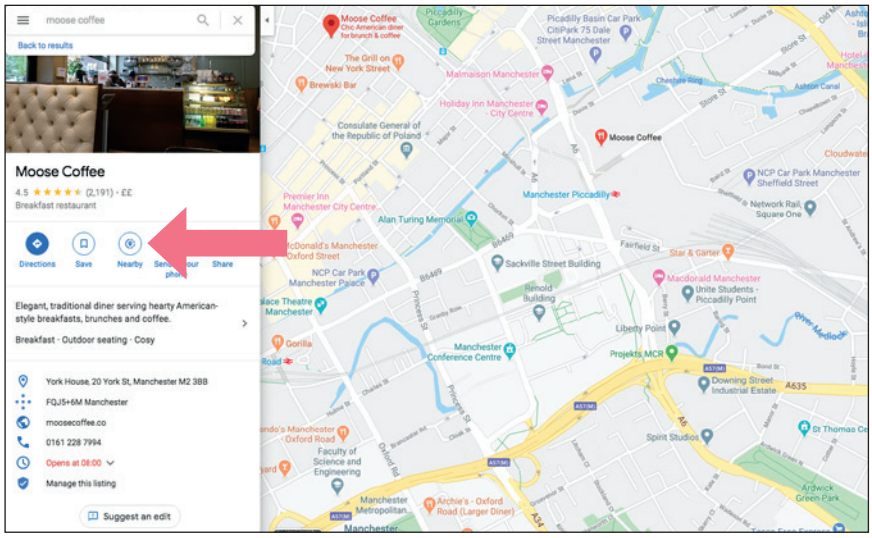
How to find places of interest

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

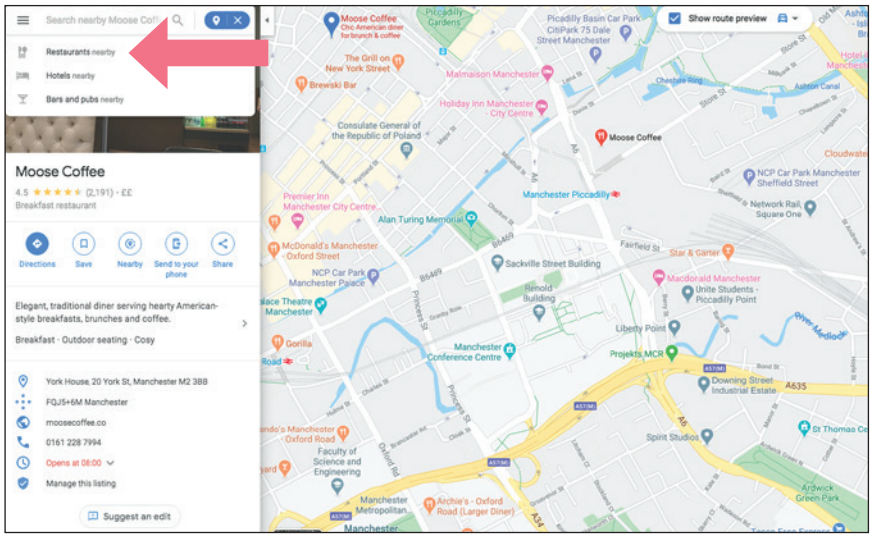
For example, after you meet your friend for coffee you might want to go for lunch.

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

Search **your location**.

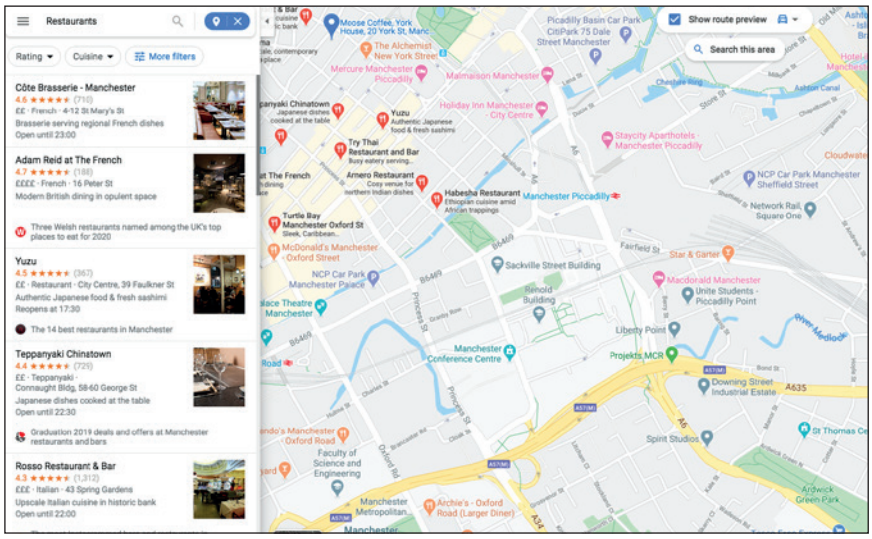


Now click the '**nearby**' **icon**.



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:
Artificial Intelligence

In this section:

- Learn how to use **Artificial Intelligence**.

Artificial Intelligence is also known as **AI**.

AI is when **machines** or **computers** learn to **perform tasks** or provide **information** that usually needs **human intelligence**.

You might **already** be **using AI** in your daily life.

For example:

- **Voice assistants** like Alexa.
- **Online platforms** like Netflix use AI to **recommend shows** based on what you have watched.
- Websites might use AI in their **chatbots** to **answer questions**.

One example of AI is **ChatGPT**.

You can use a **free** version of ChatGPT.

You can **set up** a **free account**, but you **do not need** an **account** to use it.

Using ChatGPT

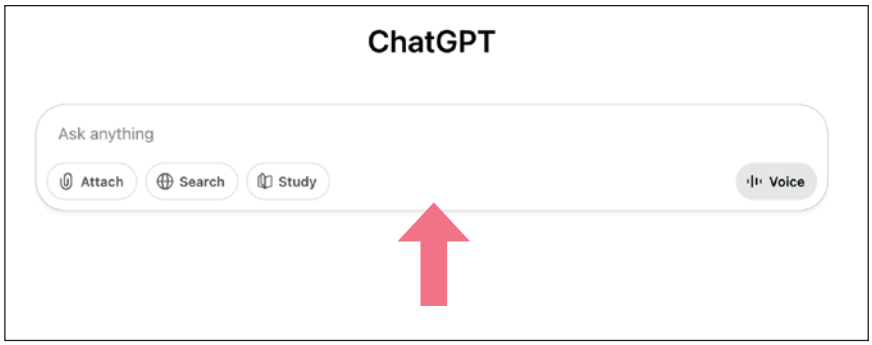
Step 1: Open chatgpt.com

Step 2: **Create** an optional **account** or **log in** if you already have an account.

Step 3: **Type** in the **box** to ask ChatGPT a question.

For example:

- **Ask** a **question**.
- **Describe** a **picture** for AI to make.
- Ask for **ideas** for a birthday **present**.
- Ask ChatGPT to help **write** an **e-mail**.



Dictation tool

- Look for the **microphone** in the chat box.
- **Click** the icon and **say your message** out loud.
- Your **words** will **appear** as text.
- Then press **send**.

You can also listen to the answer instead of **reading it**.

- Click the **speaker** near the message.
- The **message** will **read** out **loud**.
- You can **pause** or **replay** the message.

AI has lots of uses but it **can** be **wrong** or **biased** depending on the information it was trained on.

Do not share **personal information** with AI.

Do not rely on AI for **medical**, **financial** or **legal information**.

For more information on **keeping safe online** see Section 4.

Section 12:
QR codes

In this section:

- Learn how to **use** a **QR code**.

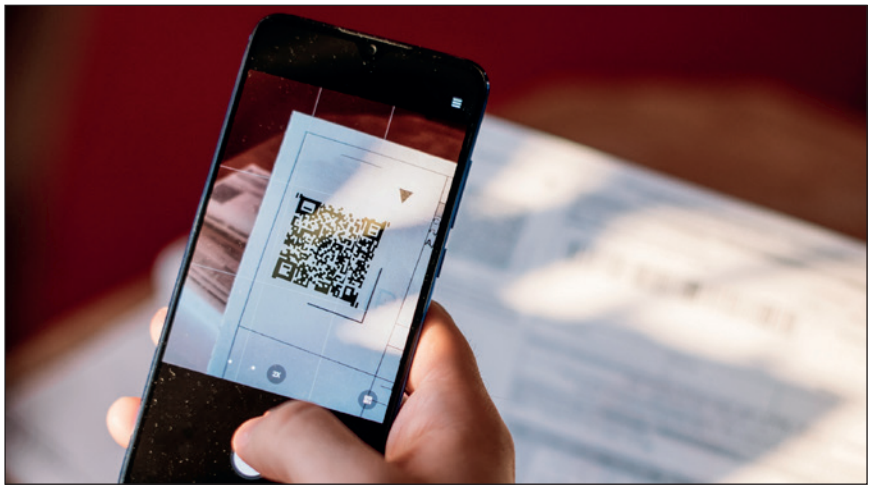
QR codes are black-and-white square **barcodes**.

QR codes **store information**, such as contact numbers or a link to a website.

You can **use** a **mobile phone** or **device** with a **camera** to **read** a **QR code**.

Step 1: **Open** the **camera** on your mobile phone.

Step 2: **Hold** your **camera** over the QR code so that it can be seen on the screen.



Step 3: Your **mobile phone** reads the **code**. You will see a **link** to **click**.

Some phones will ask you to **press** a **button** to **scan** the code.

Step 4: **Click** on the **link** to open the **webpage**.

Try using your phone to read the **QR codes** on this page.

This QR code will take you to the **Stroke Association website**.

Remember **online safety** when using **QR codes**.

They can be **safe** to use.

Be **aware** of **online scams**. Only **click** on a link if it is from a **trusted source**.

See Section 4: **Online safety** for more **tips** on **keeping safe** online.

Section 13:
Apps

In this section:

- **Download** and **install** an **app** to your **tablet** or **phone**.

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 app**s.

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**.

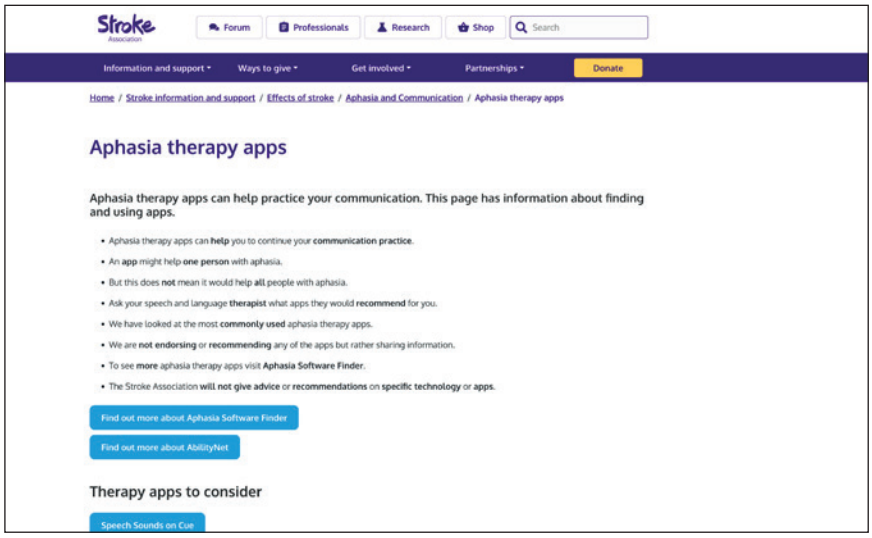
Choosing apps for communication

You can find apps on the **Stroke Association website.**

Visit **stroke.org.uk**

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:

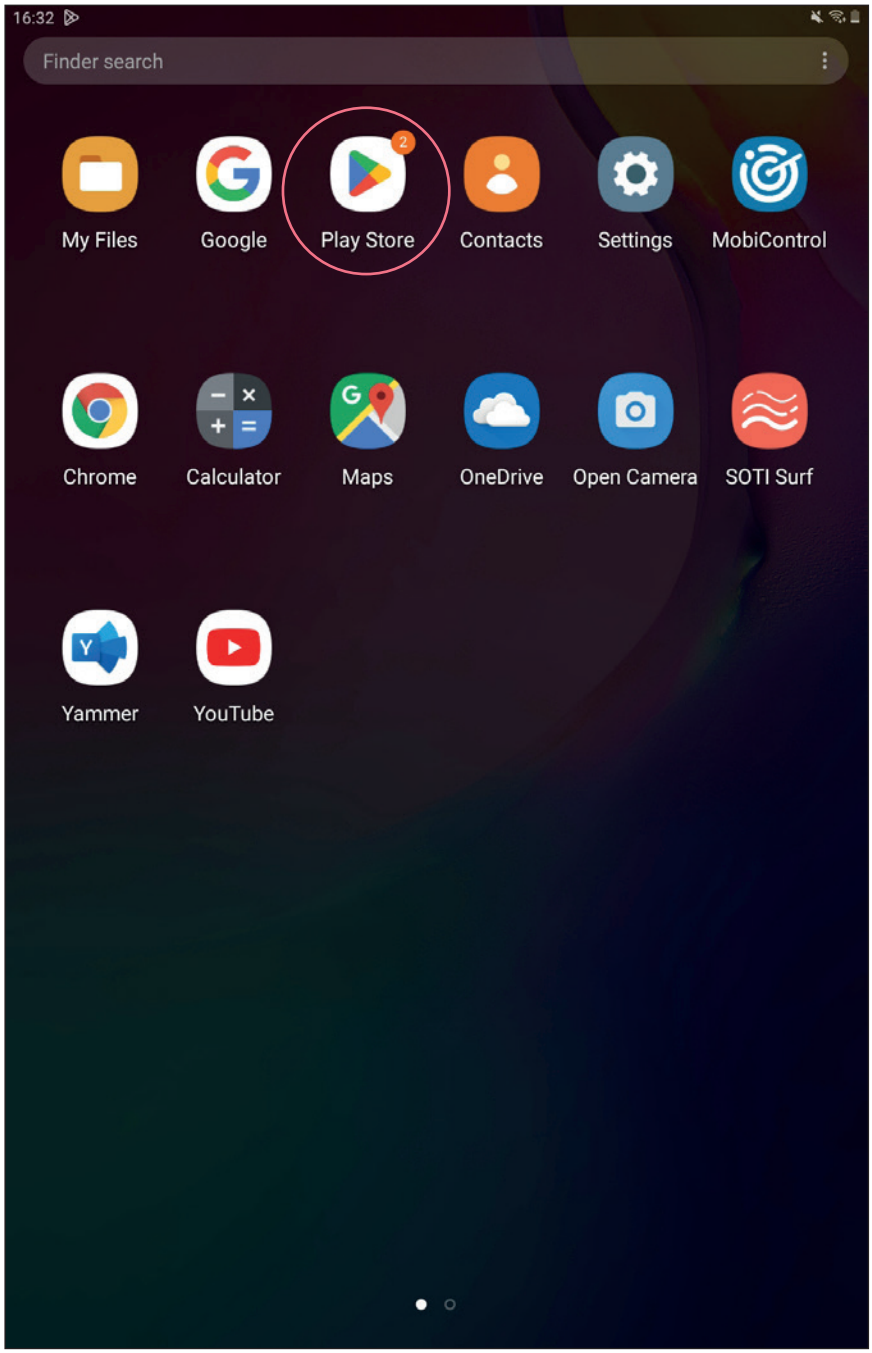
- Play **games**.
- Listen to **music**.
- Send **messages** and have **video chats**.
- Edit **photos**.

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.

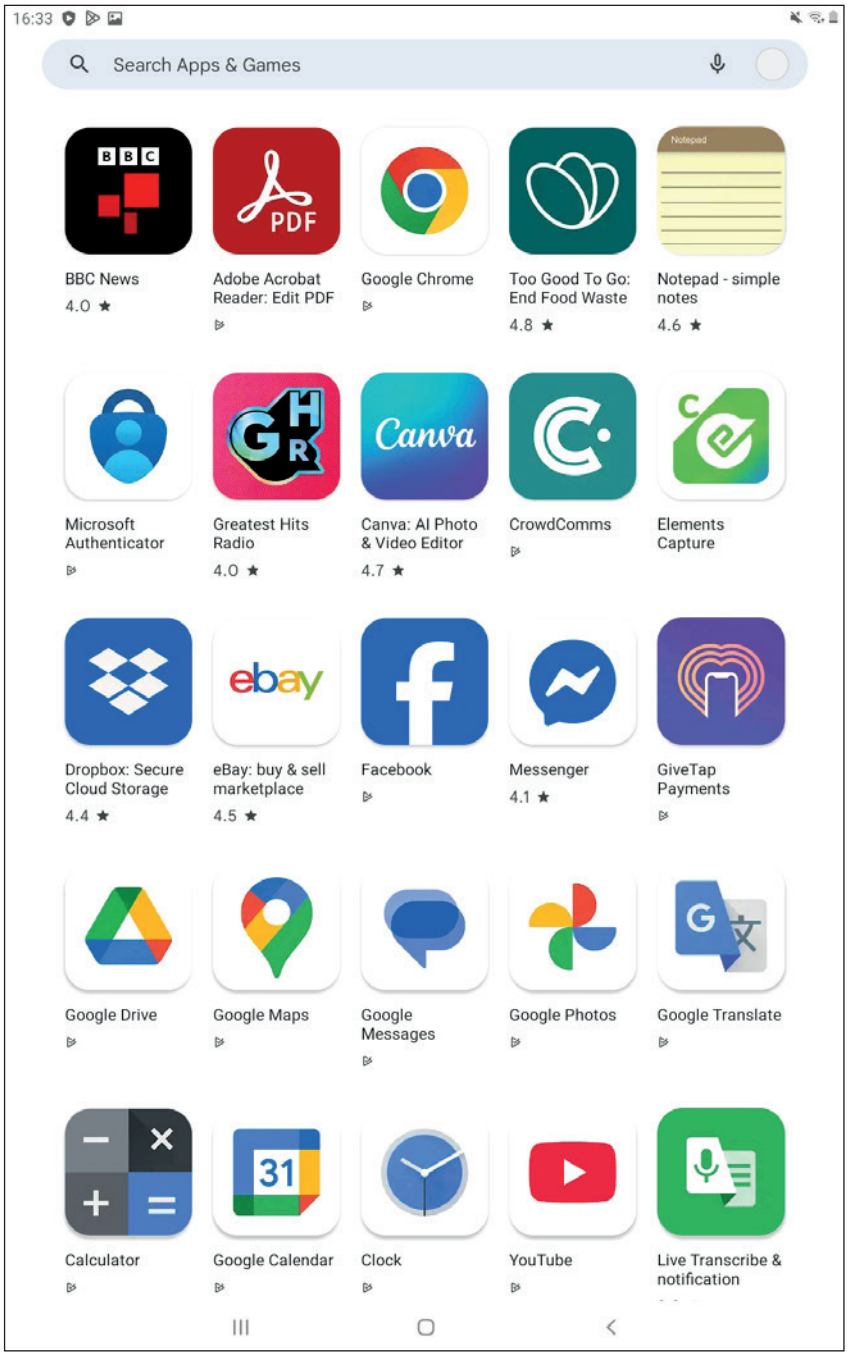
Once you have signed in to Play Store, you will see the **home page**.

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**.



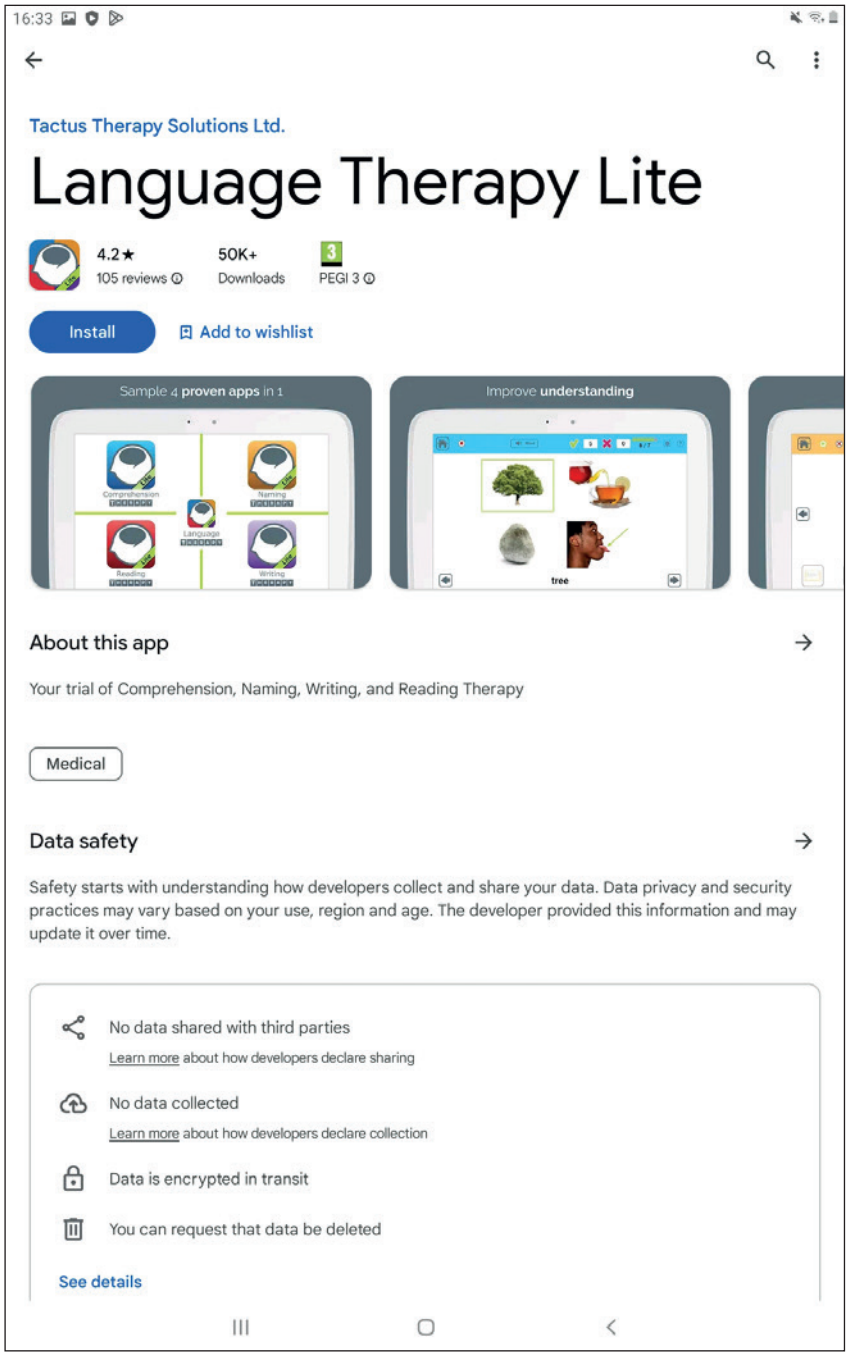
Step 3: Tap the app you want from the search results.

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 '**install**' button.

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

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

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

Tap the green '**buy**' button.

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

Step 5: Open the app

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

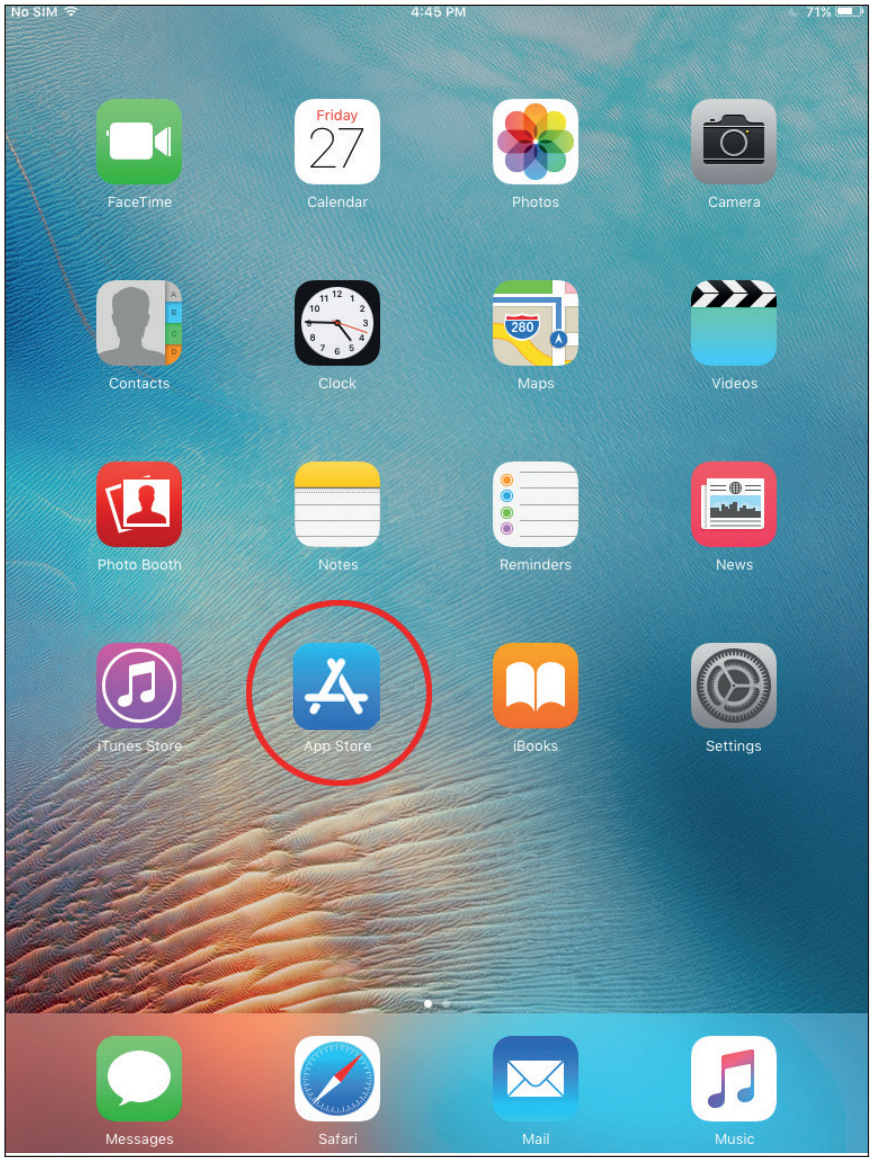
You can now **begin** using the app.

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

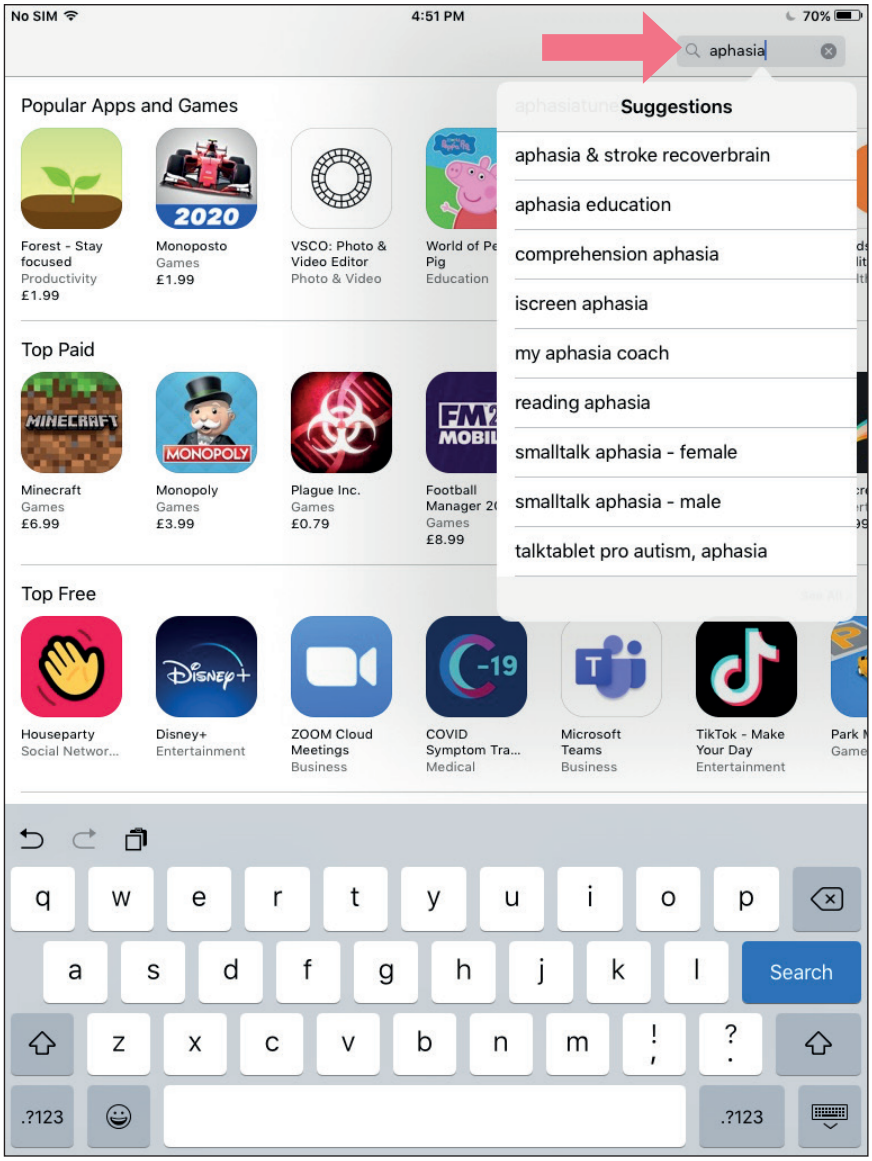
At the **bottom of the screen** is the **search** button.

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**.



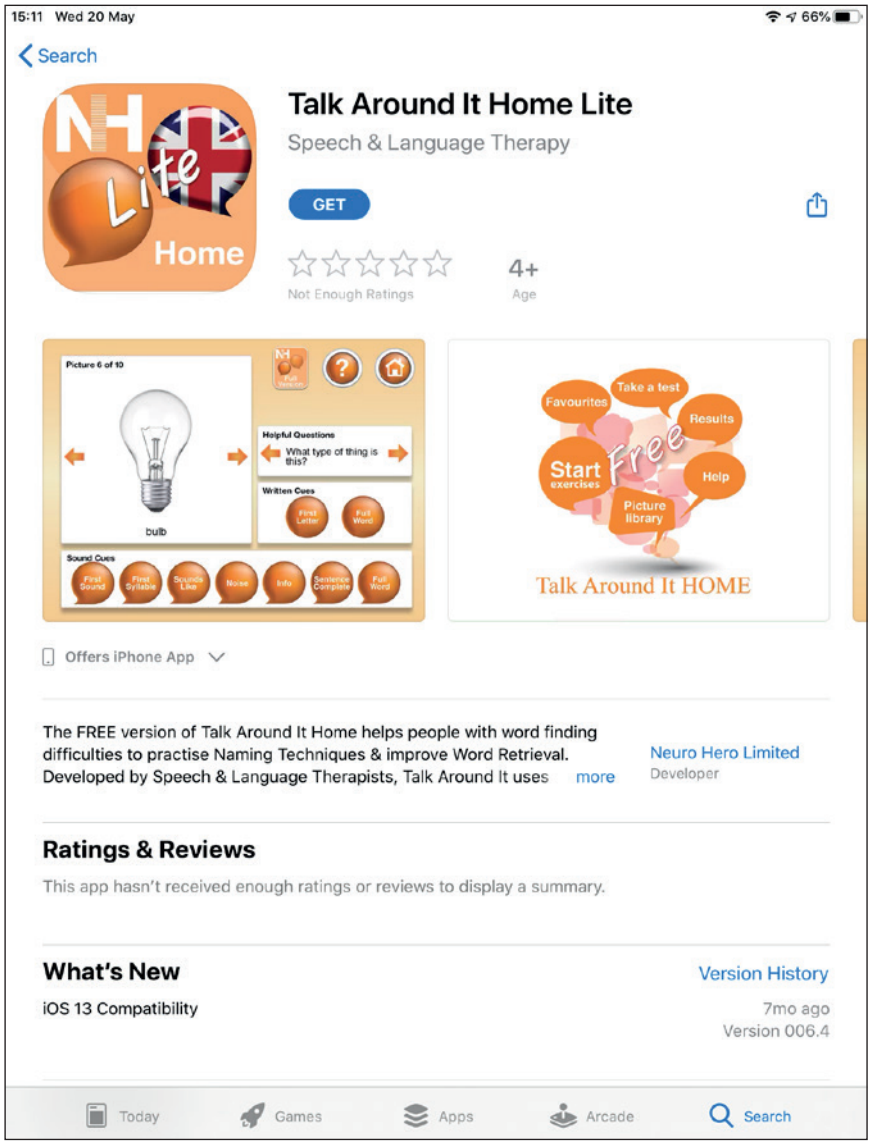
Step 3: Select the app you want from the search results

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: GET

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**. £59.99

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. OPEN

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

Section 14:
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.

There are lots of different kinds of social media. For example, TikTok, Facebook, Instagram and X.

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 and **Instagram** are **popular** social media sites.

These social media apps are **free**.

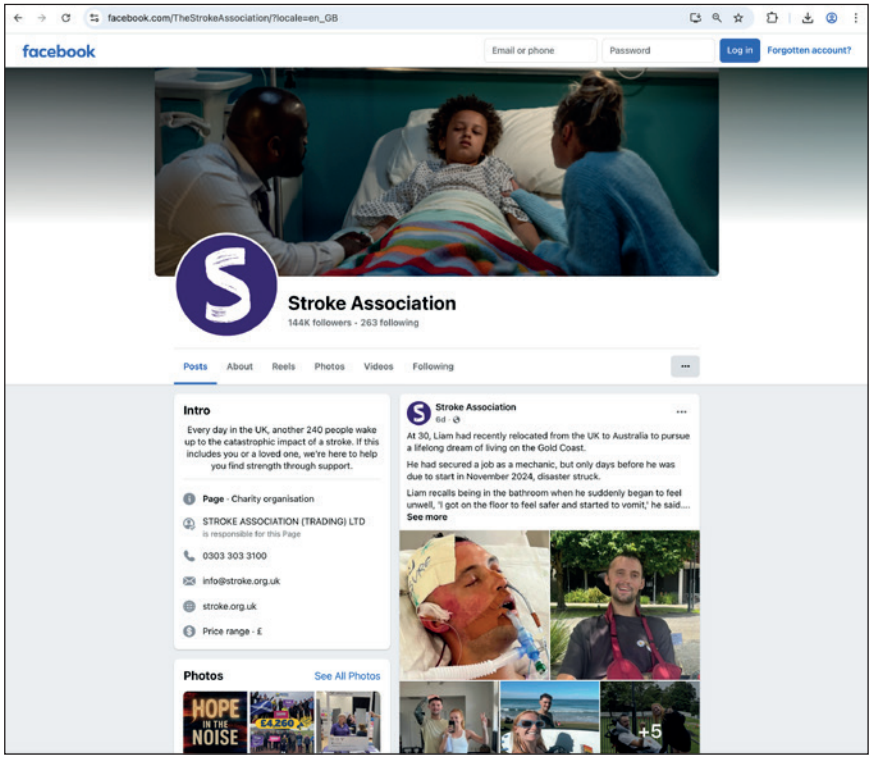
Before you use the **site** you will need to open an **account**.

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

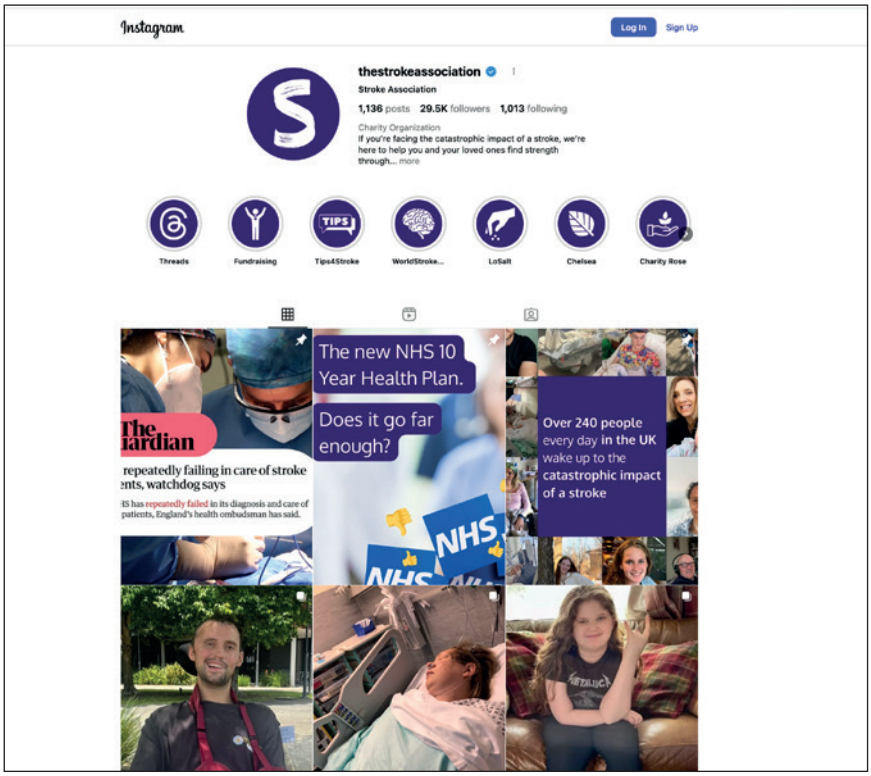
Instagram
Instagram.com

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**.



Section 13 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 15:
Fun technology

In this section:

- **Try video calling** a friend on **Zoom**.
- **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.

Zoom

Zoom 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 Zoom you need to be **connected to the internet**.

Your device needs a camera and microphone.

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

- The video means you can use **gesture** or point to objects.

- During the call you can also **write** in the **chat bar**.

A person with aphasia might want to write down key words.

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

You can **download** Skype Zoom on your computer, tablet or smartphone. **Section 13** shows you how to **download an app**, like SkypeZoom, 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 13 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 16:
Additional support

In this section:

This sections 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 affected by **stroke**.

Our **Stroke Support 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.

You can **email** the helpline helpline@stroke.org.uk

The helpline is open:
Monday – Friday: 9.00am – 5.00pm
Saturday: 10.00am – 1.00pm
Sunday: Closed

Online Community

You can **connect** with others through our **Online Community**.

It is for **stroke survivors**, their **family members**, and **friends**.

It is **free** to use.

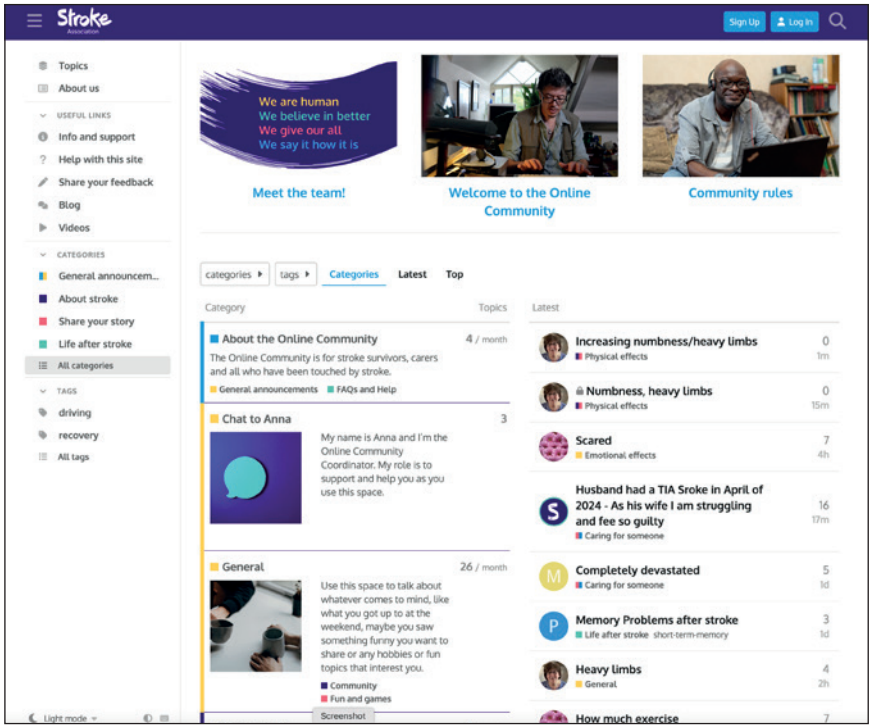
You can **ask questions** about things that are **important** to **you** and **learn** from other stroke survivors.

The Online Community can **help** you with:

- Advice.
- Information.
- Support.

Visit: **https://onlinecommunity.stroke.org.uk**

You **do not** have to **sign up** to **read** the **posts**.



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 0300 180 0028.

AbilityNet have a **website** 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: **0300 180 0028**

Email: **enquiries@abilitynet.org.uk**

Visit: **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**.

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 speech and language therapist **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**

Remember, you are **not alone.**

We are here to **support you** throughout your **recovery**, whenever **you need** us.

Contact us

Stroke Support Helpline: **0303 3033 100**
Textphone: **18001 0303 3033 100**
Email: **helpline@stroke.org.uk**
Website: **stroke.org.uk**

Stroke Association

Finding **strength** through **support**

Item code: **A05V07** © Stroke Association 2025
Stroke Association is a company limited by guarantee, registered in England and Wales (No 61274).
Registered office: Stroke Association House, 240 City Road, London EC1V 2PR.
Registered as a charity in England and Wales (No 211015) and in Scotland (SC037789).
Also registered in the Isle of Man (No. 945) and Jersey (No. 221), and operating as a charity in Northern Ireland.

JN 2526-151