Getting online for people with aphasia

Rebuilding lives after stroke

Stroke Association
Foreword
Using this guide

This guide is for people with aphasia.

This guide is also for your family and friends.

It has information about getting online and using technology.

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

This guide has 14 sections.

You do not need to use all sections.

Take your time and work at your own pace.

Practise with a family member or friend.

There are videos with step-by-step guidance.

You can find the videos on My Stroke Guide.
At the start of each section there is an ‘In this section’.

This tells you what is in the section.

We try to give clear instructions.

The instructions might not work on all devices.

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

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

Look at section 14 to find out about additional support.

Thank you

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

Thank you to our Aphasia Digital Access Working Group.

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

Thank you to AbilityNet.

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

Thank you to the Norris Legacy who funded this project.
What is aphasia?

Aphasia affects language.

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

Your own aphasia is unique to you.

Aphasia does not affect your intellect.

One third of stroke survivors have aphasia.

Technology can help you communicate

Communication is more than just talking.

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

Technology can help communication.
Try different things and see what works for you.

Try using a video call.

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

You can type **keywords**.

You can show **facial expressions**.

**Try using pictures**

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

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

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

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

Use a **film website** in a **conversation** about what **film** you want to see.
Technology can help with reading and writing.

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

Use predictive text on phones and tablets.

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

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

Technology can change quickly.

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

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

It might be hard to remember passwords.
Learn at your own pace

You do not need to learn everything at once.

Take things one step at a time.

It might take time to build your confidence.

It can help to practise with a family member or friend.
Section 2: Why go online?

In this section:

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

How going online can help you

Going online can keep you informed.

Keep up-to-date with the news.

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

Read health information.

Renew your prescription with your GP practice.

Going online can help you stay in touch

Share your experiences and hear other people’s stories.

Keep in contact with family and friends.

Share pictures on social media.

Connect with other people with aphasia.
Going online can help you communicate.

There are apps to support communication.

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

There are apps to help you practise your communication skills.

Going online helps you gain independence.

Learn new skills with online training.

Shop online and have it delivered to your home.

Use online banking to pay your bills.

Set an online calendar to remember important events.

Use an online map to travel somewhere new.

Go online for fun.

Watch interesting or funny videos.

Play online games.

Video call a friend, or have a group chat.
What to think about before getting online

Here are three questions you can ask yourself.

1. What am I interested in?

   Think about what you might want to do online.

2. What do I need to get started?

   **A device or computer**

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

   Local libraries have computers you can use for free.

   **A connection to the internet.**

   You can use mobile data on your phone or tablet.

   You can use broadband through a cable or wifi.

   Wifi works with most computers and devices.

   Many public areas and shops offer free wifi.

   You might have a family member or friend who can offer support.
3. Will I need adjustments?

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

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

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

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

www.abilitynet.org.uk.
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

- Front camera
- Touch screen
- Receiver
- Status bar
- App button
- Home button

iPad

- Camera
- Audio jack (for headphones)
- Charge AC Power
- Power on/off
- Volume
- Home button
Android tablet

- Audio jack (for headphones)
- Touchscreen
- Microphone
- Front camera
- Back key
- Home key

Desktop computers

- Computer case
- Monitor
- Mouse
- Keyboard
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.

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**Cable**
Connects to USB port on computer.

**Wheel**
To scroll up or down the page or menu.

**Left-click**
To move cursor or select an object.

**Right-click**
To open context sensitive menus.
Touchpad

A touchpad does the same thing as a mouse.

Touchpads are found in laptop computers.

It is a small flat area on the keyboard.

You move your finger on it to control the cursor.

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

Tablets and smartphones use touchscreens.

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

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

**How to use a touchscreen**

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

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

A keyboard will appear.

Touch the keys you want to use.
**Making an image larger:**

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

Your fingers need to *move slowly apart*.

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

**Making an image smaller:**

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

*Slowly pinch* your fingers *together*.

Keep your fingers on the screen until the *image* is *small* enough.
# Words used online

<table>
<thead>
<tr>
<th>Word</th>
<th>Definition</th>
</tr>
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<tbody>
<tr>
<td>Antivirus</td>
<td>Antivirus is a <em>software program</em>. It <em>protects</em> your computer from viruses.</td>
</tr>
<tr>
<td>Bookmark</td>
<td>A way to <em>save</em> a <em>web page</em> in a browser.</td>
</tr>
<tr>
<td>Broadband</td>
<td>Broadband is <em>fast internet connection</em>.</td>
</tr>
<tr>
<td>Browser</td>
<td>A browser also known as a <em>web browser</em>.</td>
</tr>
<tr>
<td></td>
<td>A browser is a software app for <em>finding information</em> on the internet.</td>
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<tr>
<td></td>
<td>The most common are Chrome, Firefox, Internet Explorer and Safari.</td>
</tr>
<tr>
<td>Cloud</td>
<td>The cloud is the <em>remote server</em>.</td>
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<tr>
<td></td>
<td>The cloud is used to <em>store information</em>.</td>
</tr>
<tr>
<td>Cookies</td>
<td>Cookies <em>help websites</em> know who you are.</td>
</tr>
<tr>
<td></td>
<td>Cookies <em>store information</em> about what you have done online.</td>
</tr>
<tr>
<td>Download</td>
<td>To download is to <em>copy data</em> from one place to another.</td>
</tr>
<tr>
<td></td>
<td>For example, someone might download a video.</td>
</tr>
<tr>
<td>Email</td>
<td>Email is <em>electronic mail</em>.</td>
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<tr>
<td></td>
<td>People use emails to write letters and send <em>photos</em>.</td>
</tr>
<tr>
<td>Homepage</td>
<td>The homepage is the <em>opening page</em> of a website.</td>
</tr>
<tr>
<td>Hotspot</td>
<td>A hotspot is a <em>place where you can use wifi away from your home</em>.</td>
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<tr>
<td></td>
<td>Coffee shops and libraries have hotspots.</td>
</tr>
<tr>
<td></td>
<td>To use the hotspot you might need to <em>sign in</em>.</td>
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</tbody>
</table>
| **Install** | Install means to **add software** to a device.  
For example, you can install apps on a tablet. |
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<tbody>
<tr>
<td><strong>Load</strong></td>
<td><strong>download data</strong> or information onto a device.</td>
</tr>
</tbody>
</table>
| **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. |
| **wifi**   | **wifi** 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.

Create a password

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

FDi29!9y2%8

☑ Show password
Try to **memorise** your password.

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

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

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

**Click ‘Forgot Password’ on the sign in page.**

![Enter password form]

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

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

Now you can **create** a **new password**.
Online fraud, scams and crime

There are different types of online scams.

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

Scammers want your personal information or your money.

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

An untrustworthy website might:

• Give you a virus

• Collect your personal information without your permission

• Give incorrect information to get you to buy something

• Trick you into clicking on another link
Some emails might have a **pop up message**.

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

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

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

A spam email might include **adverts**.

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

A scam email or website contains false information.

It might come from a fake company.

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

It might look like it is from someone you know.

It is called phishing.

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

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

In a scam email they may:

- ask you to click on a link
- phone a fake number or give information
- ask for money
Questions to ask when you think it might be a scam:

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

Remember:

1. Do not give **personal information**.

2. **Do not reply** if you think an email comes from a scammer.

3. **Do not click** on **unknown links** or download items from unknown sites or emails.

4. **Delete spam emails** or mark them as spam.

5. If you are **unsure** always **contact** the person or organisation directly.

Safety tips when using a shared device

Sometimes we might **share a device**.

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

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

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

   • ‘Remember my ID on this computer.’
   
   • ‘Remember me.’
   
   • ‘Store my password.’

   **Do not tick** this box. You **do not** want your **details saved** on a computer others use.
2. Sign out of your accounts

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

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

You can log out of most accounts the same way.

There will usually be ‘sign out’ written in the top right corner.

Click on ‘sign out’.

3. Avoid banking and other confidential activities

A public computer might have a virus or spyware.

Limit banking or private activities for home or personal devices.
Section 5: Connecting to wifi

In this section:

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

About wifi

Wifi connects you to broadband without a cable.

Wifi works in a specific area.

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

You can get wifi in your home.

Your home password is printed on the router.

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

This is called a public network.

A public network may ask for extra information from you.

For example, they may ask your name and email address.
Connecting to wifi on a PC

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

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

3. Choose the network that you want to connect to by clicking on it.
4. Select ‘**connect**’ next to the network name.

5. Type in the **security key** (the password).
Connecting to wifi on a Mac computer

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

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

3. Choose the network that you want to connect to by clicking on it.
4. Select the network name.

5. Type in the **security key** (the password).
Connecting to wifi on an iPad or iPhone

1. Tap the ‘settings’ icon.

2. Tap ‘wifi’ to open.

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

4. Choose your network from the list.
5. Enter your network’s **password** if asked.

6. Then tap ‘**join**’.

7. Tap the ‘**home**’ button to return to your home page.
Connecting to wifi on an android tablet

1. Tap the Settings icon

2. Tap wifi/ connections to open.

3. Confirm that wifi is set to ‘on’.

4. Choose your network from the list.
5. Enter your network’s **password** if asked.

![Password entry screen]

6. Then tap ‘**connect**’.

![Connect button highlighted]

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

![Home button highlighted]
Challenge yourself:

1. Visit a local coffee shop that has free wifi.

2. Ask for the password.

3. Practise connecting your device to wifi.
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.

[Image of Google homepage on a smartphone]

**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?
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.

![Image showing step 2: Typing in gmail.com](image)

Step 3: You will see this homepage.

![Image showing step 3: Homepage](image)

Step 4: Click on 'Create account'
Step 5: A form will open.

Fill in your details.

This form asks for:

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

Username is used to identify you.

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

It needs to be unique.

The account wants you to choose a password.

Sites have different rules about passwords.

In this example your password needs:

- Eight or more characters with a mix of letters.
- Numbers.
- A symbol such as ! $ *
**Step 6:** Once you have filled in this information, click the blue ‘next’ button.

You will now see this page.

Now enter your **phone number**.

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

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

This is in case you forget your password.

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

You also give:

- Date of birth.
- Gender.
Step 7: Click the blue ‘next’ button.

You will now see the terms of service.

This includes information on the privacy policy.

Scroll through the information.

You can move down the page by click the blue arrow at the bottom.
Step 8: Tick the two boxes at the end of the document.

To tick the boxes click on them.

Only tick on the boxes if you agree:

- The terms of service.
- The processing of your information.
Step 9: Click the blue ‘Create Account’ button.

A message will pop up.

Click the blue ‘confirm’ button.

Your email account will now open.

Click the blue ‘next’ button.

You will have an email in your account.

To open the email click on it.

It is a welcome email from Google.
Section 8: How to send an email

In this section:

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

Emails are a great way to send and receive information.

Emails are fast.

Emails are free.

You can attach documents and photos to your email.

You can include emojis in your messages.

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

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

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

You can sign up for emails from a charity you support.
Steps to send an email

In section 7 we set up an email account.

Step 1: Open your email account.

To log in, go to gmail.com

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**.

![Image of email interface](image)

**Challenge yourself:**

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

![Email interface]  

**Step 2: Tap the paperclip icon**

Tap ‘attach a file’.

You can choose ‘open camera’.

You can then **take a photo**.

This will **attach** to your email.

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

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

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

It will **attach** to the email.

You can now **send** your **email**.
Others ways to share a photo on an android tablet

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

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

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

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

**Step 5:** Tap the blue ‘send’ button.
Steps to sharing a photo on an iPad

Step 1: You have completed the email steps from section 8. You are now ready to attach your picture.

Step 2: Tap on the email and tap ‘Insert Photo or Video’.

Step 3: This will open your photos. Click on ‘Camera roll’. Tap the photo you want to send. Tap ‘Use’ in the top right corner.

Step 4: Your photo will be attached to your email. You can now send your email.
Others ways to share a photo on an iPad

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

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

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

**Step 4:** Tap the mail icon

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

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

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

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

Using your email account, send your friend the picture.
Section 10: Using Google Maps

In this section:

You can use Google Maps to:

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

Google Maps is a free website.

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

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

To use the map you need to be connected to the internet.
How to use Google Maps on your device

Step 1: Open your internet browser.

There are many different internet browsers.

You might use one of these browsers:

- Chrome
- Safari
- Microsoft edge
- Firefox

Step 2: Search for Google Maps.

You can also put this url in your search bar google.com/maps.
Step 3: Use the Google Maps home screen.

The home screen will look like this.
Finding an address on the map

You can search for an address.

Put the address or postcode into the search bar.

Click the magnifying glass icon to search.

You can also search for a business name.

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

Put “Moose coffee” into the search bar.

Google Maps will give you some suggestions.

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

You can make the map smaller by clicking the minus sign.
Get directions

Google Maps can give you a route.

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

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

Now click the blue ‘directions’ icon.

Put in your location.

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

The map will now show how to travel to your location.
Different ways to travel

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

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

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

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

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

Click on the ‘**car**’ option for a car route.
How to find places of interest

Google maps can also tell you about interesting places nearby.

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

You can search for restaurants near you.

Search your location.

Now click the ‘nearby’ icon.

Select ‘restaurants nearby’.
Google Maps will now show all the restaurants that are near you on the map.

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

- Star rating.
- Cost.
- Opening hours.

Challenge yourself:

Open Google Maps and practice your skills.

1. Find a post office near you.

2. Find out how long it would take to travel to the post office using the bus or by car.

3. Find your local library.

4. Can you see the opening hours for the library?

5. What would be the best way to travel to your library?
An app or application is a piece of software on your smartphone or tablet.

There are many different apps.

Some apps can help you with communication.

Other apps help with practical activities like banking and shopping.

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

Some apps are free.

You have to pay for some apps.

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

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

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

Always check the cost of apps.

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

The free version is often called a ‘lite’ version.

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

Most free apps use advertising to cover their costs.

You might find adverts distracting.
Apps to help you communicate

Many people who have aphasia use speech therapy apps.

Speech and language therapy can help you communicate better.

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

You can use an app anywhere and at any time.

Apps can focus on different communication activities.

You can choose what you want to practise.

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

You can find apps on My Stroke Guide.


The list of apps will give you some ideas.

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

Apps for fun

There are many different apps you might enjoy.

For example, you can use an app to:

- Play games.
- Listen to music.
- Send messages and have video chats.
- Edit photos.
How to download an app on your Android smart phone or tablet.

Step 1: Open the Google Play Store app.

Look for an icon like this: 🔴

To open the Play Store app, tap on the icon.
Step 2: Search for the app you want to download.

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

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

Type in the name of the app.

You can also search for key words like ‘aphasia’ or ‘communication’.

Tap the magnifying glass icon to search.
**Step 3:** Tap the app you want from the search results.

**Tap** the app you want to open.

There might be many apps with similar names.

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

To go back **tap** the arrow in the top left corner.
**Step 4: Install or buy the app**

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

Tap the green ‘**install**’ button.

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

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

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

Tap the green ‘**buy**’ button.

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

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

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

The app will begin **installing**.

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

**Step 5: Open the app**

When the app has downloaded, tap the green ‘**open**’ button.

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

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

You can follow local business or community groups.

You can find out about events in your area.
It is important to remember:

- **Never** share **confidential information** such as banking details.

- Do not post any **information** you would not want the general public to see.

- If someone is acting **inappropriately** or threateningly, **report them** immediately.

- Look at the **privacy settings** on the account.

- Be in **control** of **how** you **share information**.

- You can choose **who sees** your **information**.

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

These social media apps are **free**.

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

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

On Facebook you can:

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Sign up for one of the social media accounts.

Create a profile and add a picture of yourself.

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

Write your first post or share a picture.
Section 13: Fun technology

In this section:

• Try video calling a friend on Skype.

• Watch a video on YouTube.

The internet has endless sites to visit.

There are many fun sites.

You can:

• Play games.

• Watch videos.

• Listen to music.

• Talk with others on social media.

• Read the news.

• Explore interesting topics.
Skype

Skype is a free video call service.

You can speak to a friend over video call.

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

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

Your device needs a camera and microphone.

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

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

- During the call you can also send written text. A person with aphasia might want to write down key words.

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

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

Anyone can watch videos or upload their own videos.

People can share comments on videos.

You can search for topics you are interested in.

For example:

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

YouTube can be useful to support conversations.

There are lots of topics to talk about.

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

Open YouTube on your device.

Find a video from your favourite musician.

Find a video about the rainforest in Peru.

Find a video on Big Ben in London.
In this section:

This section gives information about other resources.

For example:

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

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

Our Stroke Helpline can help with practical and emotional support.

The helpline can give information about stroke.

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

They can give you information about stroke groups.

You can phone 0303 3033 100.

The Helpline is open Monday to Saturday.

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

Contact details:
Helpline: 0303 3033 100
Email: helpline@stroke.org.uk
**My Stroke Guide** is an online website. [https://mystrokeguide.com/](https://mystrokeguide.com/)

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

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

It is **free** to use.

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

- Advice
- Information
- Videos
- Support

**For help** using My Stroke Guide visit [https://mystrokeguide.com/help](https://mystrokeguide.com/help)

There is a free **picture guide**.

**Contact details:**
Visit: [mystrokeguide.com](https://mystrokeguide.com)
AbilityNet

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

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

The helpline number is 0800 048 7642.

AbilityNet have a website www.abilitynet.org.uk

The website has free online resources.

They have an online guide called My Computer My Way.

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

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

AbilityNet have trusted technology volunteers across the UK.

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

This support includes help with computers, tablets or smartphones.

To find out more phone or email.

Contact details:
Free phone advice and information line: 0800 048 7642

Email: enquiries@abilitynet.org.uk

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.

Section 7 shows you how to create an account.

Contact details:

Visit: https://www.learnmyway.com/
Aphasia Software Finder

Aphasia Software Finder is free to use.

It is funded by The Tavistock Trust for Aphasia.

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

The website is divided into different sections:

• Aphasia Therapy Apps and Software. All aphasia therapy apps and software in the English language are brought together onto one website. Each has been analysed by a highly trained SLT specialist and an aphasia friendly summary can be found, as well as a detailed analysis for aphasia professionals.

• General apps and software. These are not designed for people with aphasia but may be useful. It includes a short description of the apps and what platforms they work on.

• Links to useful websites, resources or organisations that can help with using computers.

• List of published research about computer therapy.

The website is for people with aphasia and aphasia professionals.

It is not connected with any App or software provider.

Contact details:

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

Phone: 01525 290 002
A stroke happens every five minutes in the UK.

Stroke changes lives.

Recovery is tough.

But with the right specialist support the brain can adapt.

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

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

Contact us

We’re here for you. Contact us for expert information and support by phone, email and online.
Stroke Helpline: 0303 3033 100
From a textphone: 18001 0303 3033 100
Email: helpline@stroke.org.uk
Website: stroke.org.uk

Rebuilding lives after stroke

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