

High Trees Digital Hub

User guidance

We are introducing additional safety and social distancing measures to be able to offer this service during the current COVID-19 pandemic.

Whilst at the centre we ask that you:

- Always wear a face mask, disposable ones will be available at reception if needed.
- Use the hand sanitiser provided at the entrance of the community centre before getting access to a computer.
- Book in advance by phone or through the online booking form where possible. If this is not possible please pop into High Trees on either Monday or Wednesday between 10am and 4pm and a member of staff at reception will be able to sign you up for the next available spot. Unless you book in advance a space cannot be guaranteed.
- Collect a clean keyboard and mouse from box at the front of the IT room for your computer, these need to be returned to the allocated box for cleaning at the end of the session.
- Start preparing to leave the centre 10 minutes before the end of your allocated slot, save your work and get your things together. It is important that all beneficiaries leave promptly at the end of the slot to ensure the room can be cleaned down in preparation for the following session (please speak to staff if you need more time and they will help you book onto the next available session)

To reduce risks further the following restrictions will also be implemented:

- The number of PCs in use will be limited to 5 per room. To keep everyone safe we have had to restrict the maximum number of users per session to 10.
- Only one person will be allowed to use a PC (unless you need help from staff).
- Children under 8 must be accompanied by an adult.
- We will reduce the amount of contact needed where possible
- Regular cleaning of the PC screens, chair arms, chair backs, chair control levers, mice, keyboards, desks and protective screens will also be conducted before the start of each session.

Please use the PCs considerately, be prepared to leave on time and ensure that you minimise waiting time for other users.

Can children use the computers?

If you are under 16 years of age you will need your parent or carer to either sign a permission form or to use the computer with you.

What can I use the computers for?

The computers are all connected to the internet. You can surf the web, search for information, send or receive email, complete course work, applications, CVs etc. However, internet access at High Trees is filtered, so the filter may occasionally block sites of interest. The computers have the latest Microsoft office so you can complete a broad range of administrative tasks.

If you haven't used the internet before

If you are not familiar with the internet, High Trees staff can help you get started and can help you search for information.

Can you bring your own laptop?

If you have your own laptop and simply need a quiet space to use it and connect to the internet, we can provide you a space. The same booking requirements apply.

Our Adult Learning team will be running remote classes throughout the pandemic and you can [search through our courses and sign up online here.](#)

Can I print pages from the internet?

Yes, there is a charge for printing:

- For black and white A4 you can print 10 for free, after which its 10p per sheet
- For A4 Colour the cost is 30p per sheet

Can I use USB drives in the computers?

Yes, work can be saved to USB drives so please bring one with you.