

Supporting older Australians without email addresses on Be Connected

Some Be Connected Network Partners have raised concerns about registering older Australians on the Be Connected online learning website because they may not have an email address or they are sharing one with their partner/husband/wife. This guide provides suggestions for how Network Partners can help registered learners overcome this issue.

Email is like a phone number - a way for connecting with people online. Apart from searching for information, many of the things we do online require us to have an email address. This is why we encourage older Australians to create an email address and familiarise themselves with a username and password.

1. If possible, encourage your learner to set up an email address

There is a course called “Using Email” on the Be Connected learning site. It is in the Topic Library under “Getting Started Online”. Here you will find the course “Using Email” with five activities:

- What is email?
- Creating an email account
- Sending an email
- Your inbox
- Email Safety and Security.

It can be useful for your learners to complete other beginner courses on the website to familiarise themselves before beginning the “Using email” course. They may then be more willing to set up an email address.

Please note: Learners can only track their progress/see course completions if they are registered and logged in whilst doing courses online.

2. If they don't want to set up an email right away, you can set up a 'generic email account'

You can set up a number of 'generic email accounts' for your learners. We recommend that you do **not** include any personal names or information in these generic email accounts so it's very clear to the older person that this isn't their personal email account, it's just for Be Connected website use.

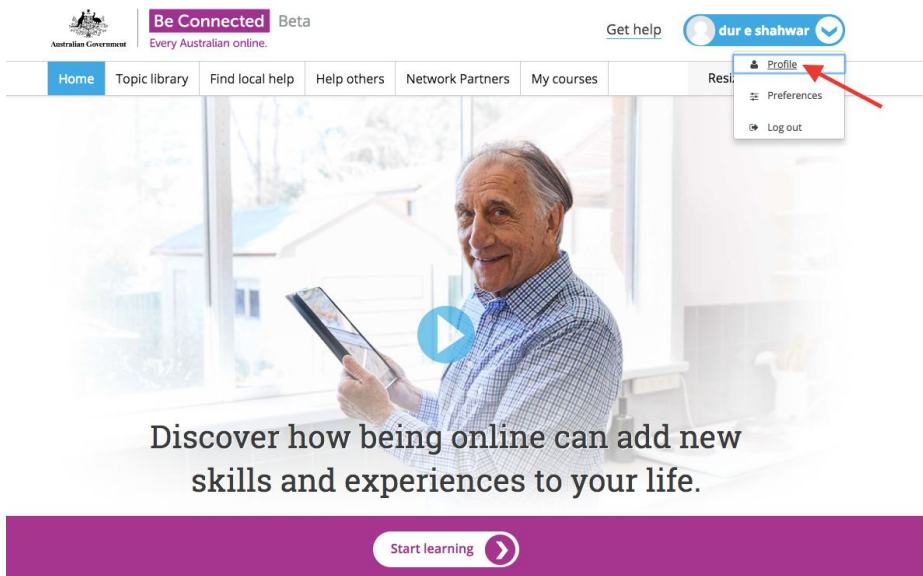
You will need a **unique** generic email account for each person who doesn't want to use their own email account. An example could be - BCUser1@gmail.com then BCUser2@gmail.com and BCUser3@gmail.com or you could incorporate the name of your organisation into the generic email addresses.

They will need to keep record of their email and password in a safe place (as they may forget it). They can write it down in the back of their Be Connected Learner handbook from the Marketing Pack.

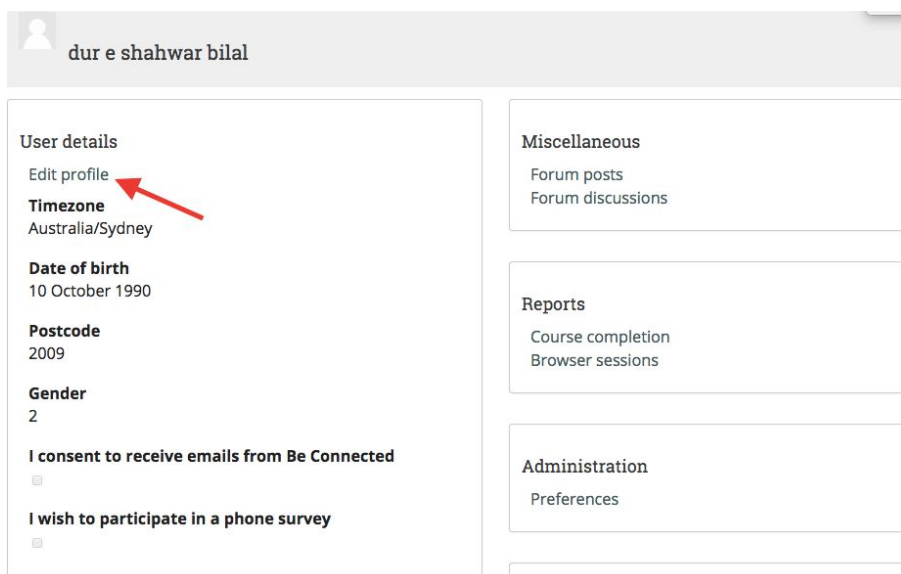
Please tell the person not to use the same password for this generic email as they use for their bank account or any other account they have. This is an email address only to be used to access the Be Connected learning website and save their progress. Using this email address, they will still need to fill in their personal information on the registration form - with details such as name and date of birth.

3. They can update their email address on the Be Connected system later

The learner can update their email address in their profile on the Be Connected learning site if they later decide they are comfortable with having their own email address. To do this, log in with the email address the training centre had provided them. From there go to 'Profile' page:



In the profile page, you click on 'Edit profile':



Here your learner will be able to update their email address. Then click on 'update profile' at the bottom of the page. Next time the learner will have to use their new email address to sign-in on the Be Connected learning website.

4. Safety and Security

We do stress that any unique generic account you create should not be used for any other website or service as you may know their password.

It is advised to first encourage learners to create an email address for themselves. Reiterate that to do online shopping, using social media, and using online video chatting with family all requires an email address first.

Any questions, please ask the team at the Be Connected network office by ringing (02) 9051 9292 or email us on connect@goodthingsfoundation.org.