# A guide to entertainment and hobbies online

Using the internet in your spare time

Publication date: February 2022

# Contents

# Contents

# 1. Introducing you to online entertainment and hobbies

## 1. Introducing you to online entertainment and hobbies

Hello,

Welcome to Age UK's guide to online entertainment and hobbies. This guide shows you how to do things like watch TV, and listen to music and audiobooks online.

Enjoying hobbies online has lots of benefits. For example, being able to watch TV through the internet gives you access to a wider range of programmes and films, including things you won't be able to watch on terrestrial TV. You can also catch up on shows first broadcast on TV that you might've missed.

I love going online and listening to my favourite music on Spotify, a platform that enables you instant access to millions of songs. Sometimes I also watch TV on Netflix, or listen to the Bible on audiobook. It's great to have the ability to enjoy these things at a time that suits me.

### Learning at your own pace

You can work through the guide by yourself, with the support of an Age UK Digital Champion, or with friends, family and carers. It's best to work through it at your own pace, repeating any sections you want to focus on. Try to take the time to reflect on what you've learned and make notes, as this will help to build your skills and confidence to do the things you enjoy online.

If you've got any questions as you work your way through the guide, you may be able to get support from your local Age UK or local Age Cymru. You can find your local Age UK at **www.ageuk.org.uk/services/in-your-area**

I hope you enjoy learning about how to access online entertainment and hobbies.

**Elsie, 82**

# 2. Using this guide

This is a guide for people who'd like to enjoy entertainment online, such as watching TV and movies, listening to music and enjoying audiobooks.

We'll show you how to find popular online services, such as Spotify and YouTube, and create accounts with them. The guide is split into sections: listening to audiobooks, listening to music, and watching TV programmes or movies.

**Before reading this guide, you should:**

• have access to a computer, laptop, tablet or smartphone

• feel comfortable using your device when connected to the internet.

# 3. Understanding key terminology

## 3. Understanding key terminology

We've explained some key terms below to help you understand what's involved in accessing online entertainment and hobbies.

**Android:** The name of the software that many devices use to function. Phones and tablets from lots of different brands fall into the bracket of Android devices. These brands include Alcatel, Google, HTC, LG, Moto, Samsung and Sony.

**Apple:** A technology brand. Apple phones are known as iPhones and tablets are called iPads. If your device isn't Apple, it's likely to be an Android device.

**App Store:** The official, pre-installed virtual shop on iPhones and iPads that gives you access to apps.

**Application, or 'app':** A type of program that you can download for your computer, laptop, tablet or smartphone. There are lots of apps available, from games and puzzles to banking.

**Audible:** A paid-for service you can use to listen to audiobooks and podcasts.

**Audiobook:** A recording of a book being read aloud. This means you can listen to the book rather than read the text.

**Device:** A catch-all term for smartphones, tablets, laptops and computers.

**Double-click:** Pressing a computer mouse, or touchpad on a laptop, twice in quick succession to do something specific, such as opening a document or selecting a file.

**Download:** To transfer files or data stored on the internet onto your smartphone, tablet, laptop or computer. For example, you might download an app from your online app store.

**E-reader:** A handheld device which stores electronic books, magazines and newspapers ready for you to read. The Kindle is a popular type of e-reader. Newer versions allow you to listen to books as well as read them.

**Home screen:** The main screen or main menu you see when you turn on your device.

**Icon:** An image or symbol which represents an app or function on your phone, tablet, laptop or computer. You usually 'tap' or 'click' on an icon to open an app when you're using a touch screen.

**iPad:** A touch screen tablet made by Apple.

**iPhone:** A smartphone made by Apple.

**iPlayer:** A service where you can watch BBC programmes and live TV online.

**Laptop:** A portable computer with an in-built screen and keyboard.

**Netflix:** A paid-for subscription service that allows you watch TV shows and movies without any adverts.

**Password:** A combination of letters, numbers or other characters chosen by you to keep your accounts secure. The National Cyber Security Centre recommends you use three random words as your password – for example, 'cupwalldog' or 'raincowbox'. But don't use these examples.

**Play Store:** An official, pre-installed virtual shop on Android devices which gives you access to apps.

**Podcast:** A series of audio episodes that you can listen to. They usually feature a host and can cover lots of topics and genres, like radio programmes.

**Screen:** Where information or pictures are displayed on a laptop, computer, smartphone or tablet. Some devices have touch screens which allow you to interact with a computer using your finger or a special pen called a 'stylus'.

**Smartphone:** A mobile phone that connects to the internet. You can use it to do everything from sending emails to making video calls.

**Spotify:** A subscription music app which allows you to listen to millions of songs. You can pay for a version to listen without adverts.

**Stream:** To watch TV programmes, movies or music over the internet without having to download it first.

**Syncing:** This is when data is shared across multiple devices. For example, internet browsing history and passwords.

**Tablet:** A small portable computer with a touch screen. You tap the screen with your finger or a special pen called a 'stylus' to connect to the internet rather than using a keyboard and mouse.

**Username:** A name that represents you on an online account. Depending on the kind of account you're using, it might be a made-up name or your email address.

**Web/internet browser:** A program that runs on your device. It allows you to access web pages on the internet.

**Wireless network, or 'WiFi':** How your phone, tablet, laptop or computer connects to the internet without using wires or cables. You can access public WiFi networks – for example, when you're out and about – or arrange a contract with an internet provider so you can use WiFi at home.

**YouTube:** A popular, free video-sharing website. It contains millions of videos, uploaded by individuals and organisations. You can use it to watch documentaries, music videos, tutorials, funny videos and much more.

**TOP TIP**

### Free apps and paid for options

Some apps covered in this guide are free to download and use. Others involve paying a monthly subscription fee. Some of the services in this guide give you a 30-day free trial – but you'll need to cancel it if you decide it's not for you, otherwise you might be charged (see Age UK's 'A beginner's guide to using apps')

# 4. Using headphones

## 4. Using headphones

If you're going to be listening to music or audiobooks while out and about, you may want to buy some headphones. There are lots to choose from depending on what you're using them for, such as walking the dog, sports or travelling.

Headphones usually have an adjustable headband for comfort, or you can choose earphones, which are small buds that sit inside the ear.

There are wired headphones that plug into your device or wireless ones which use technology such as Bluetooth to connect to your device without any wires getting in the way. Some also have special features, such as noise cancelling which helps to muffle the external noise going on around you.

Many large retailers, like Currys, John Lewis and Argos, have online guides to help you choose the right headphones for you and to set them up. You can also get independent advice from consumer organisations like Which?

# 5. Audiobooks

## 5. Audiobooks

An audiobook is a recording of a book being read aloud – so you can listen to one while you're driving, pottering in the garden or cooking a meal.

### Accessing audiobooks for free

Most libraries now offer a service where you can borrow audiobooks digitally for free. To access this service, you'll need to be a member of your local library.

1. Go to **www.gov.uk/local-library-services** to check if the service is available in your area. Local councils use different online services, but some of the popular audiobook apps include Borrow Box, RB Digital and Overdrive/Libby.

2. If you're not already signed up to your local library, you can do this by going in, or often you can sign up online or over the telephone.

3. The next step is to download the free app your local library uses (see Age UK's 'A beginner's guide to using apps'). Once you've opened the app, search for your library and register – you'll need your library membership information for this.

4. You can then search for titles or browse and start borrowing.

Another option is accessing audiobooks on websites and apps, such as YouTube ().

### Paid-for audiobook services

Free services can sometimes have a limited selection. If you would rather try a paid-for audiobook service, one of the most popular options is called Audible. It offers a large selection of books – from classics through to bestsellers and new releases. In this guide, we will look at how to use Audible, but there are other options such as **www.audiobooks. co.uk** and **www.scribd.com.**

On Audible, you can buy audiobooks individually, or you can become an Audible member. There are different membership options with monthly and annual subscriptions, ranging from £7.99 a month to £109.99 a year.

Depending on your type of membership, you'll be given credits to buy audiobooks with. For any additional audiobooks on top of your subscription, you'll have to pay for them. Audible also has podcasts, which are a series of audio episodes that you can listen to on a range of subjects and genres.

Other audiobook services, such as Scribd, also work on a subscription basis but don't have a limit on the number of books you can access. So it may be worth exploring other options if you plan to listen to lots of audiobooks.

### Where can I find Audible?

You can access Audible on your computer or laptop via your internet browser or on your smartphone or tablet via an app.

### Finding and registering for Audible on your computer or laptop

An easy way to access Audible is through a web browser on a Windows or Mac laptop or computer. Common web browsers include Microsoft Edge, Google Chrome, Mozilla, Firefox and Apple Safari. You'll need an Amazon account to sign up for Audible.

1.  Open your web browser.

2.  In the address bar, type in the web address **www.audible.co.uk** and press the Enter key on your keyboard – the website will load.
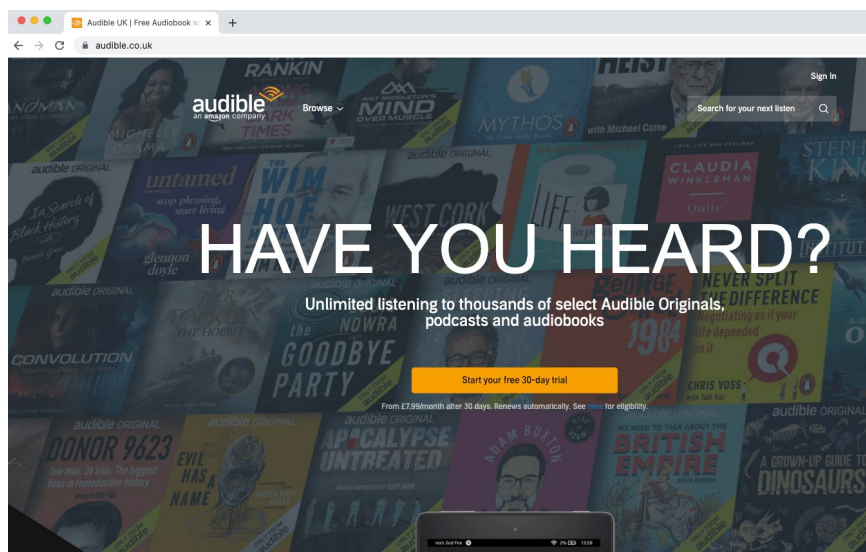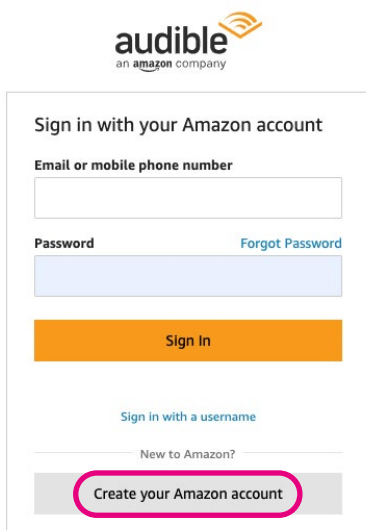


3.  In the top right corner, you'll see the 'Sign in' button – click on this.
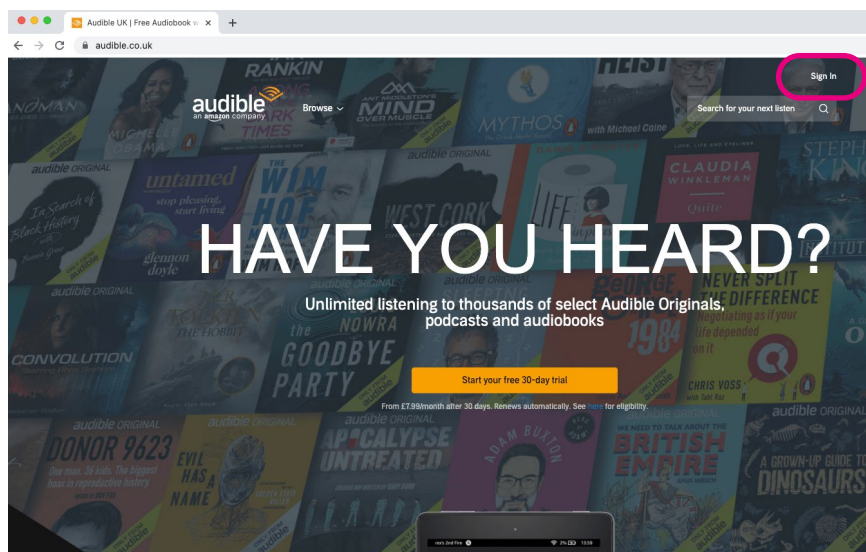
**4.** Audible is owned by Amazon. If you already have an Amazon username and password, enter these into the sign-in page.

**5.** If you don't yet have an Amazon username and password, click on 'Create your Amazon account'.
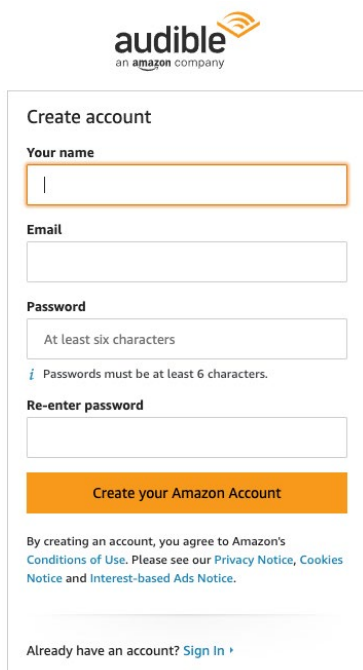


**6.** You'll be asked to enter your name and email address and create a password. It's important to set up a strong password to stay safe when using the internet. For more information about setting up a secure password, read Age UK's 'A beginner's guide to staying safe online'.

7. Click on 'Create your Amazon account'.

8. You'll be sent an email to verify your account. Visit the email account you used to register with Audible, locate the new email from Amazon and click on the link provided. You'll then be fully signed up.

### Finding, downloading and registering for the Audible app on an Android

1. Open the Play Store in your phone or tablet's home screen by tapping on the Play Store icon.

2. First, you'll need to set up a Google account or log in to your Google account. This is the account you'll use to access other Google services, like Gmail, a type of email account (see Age UK's 'A beginner's guide to email'). It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, write down a hint that only you'll understand, rather than the actual password.

3. Search for the app by typing 'Audible' into the search bar at the top of your screen.
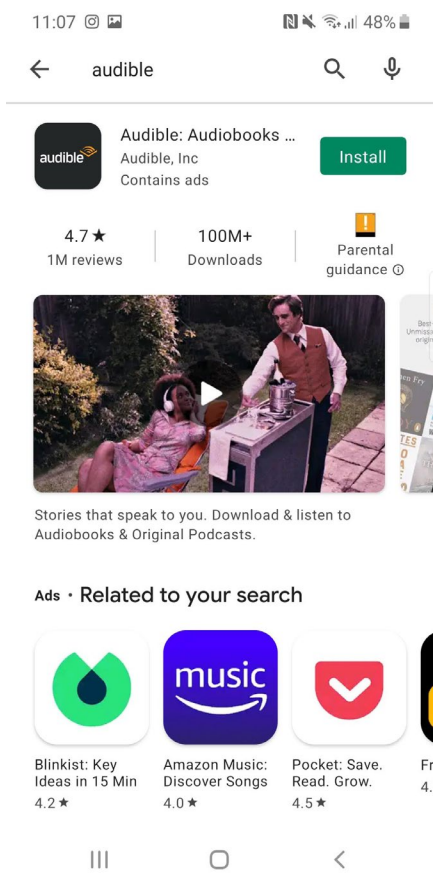


4. When you see 'Audible' in the list that comes up, tap on it.

**5.** Tap 'Install', which is a green button underneath the name of the app. It will say that the app is 'Pending' and then 'Installing'.
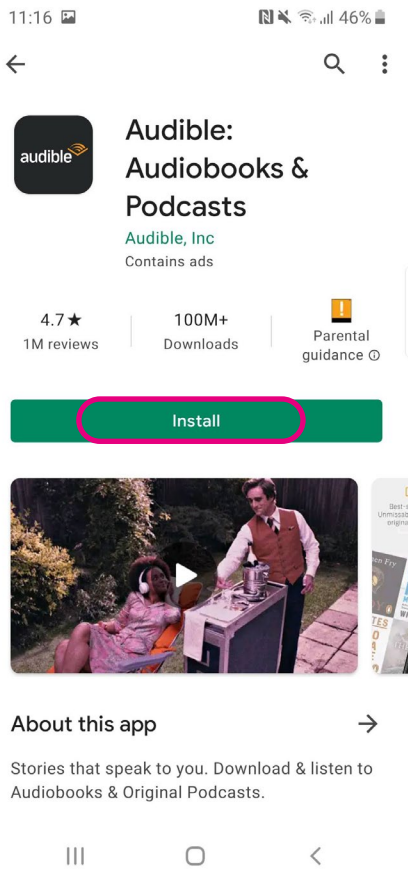


**6.** Once the app is downloaded, tap on it to open it. Audible will automatically be added to your home screen. If you've got a lot of apps already, you may run out of room for new icons – if so, you'll need to 'swipe' across the screen to see the new Audible icon.
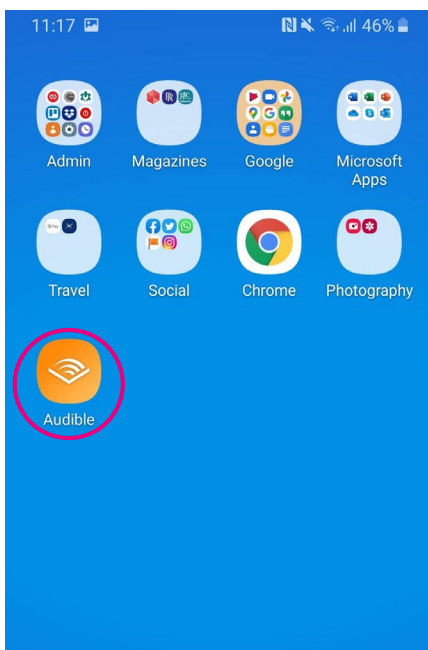
**7.** Tap the 'Sign in' button.
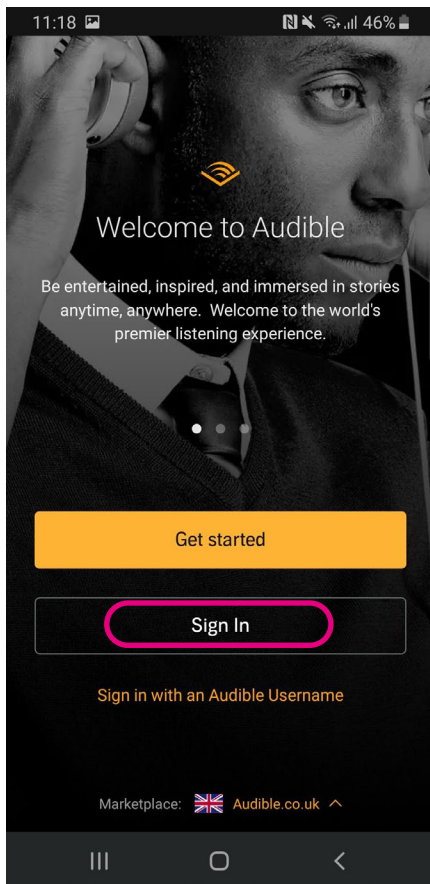


**8.** If you already have an Amazon account, you can use this username and password to log in.

**9.** If you don't yet have an Amazon account, you'll need to create a username and password. Tap on the grey 'Create a new Amazon account' button on the bottom of the screen. Follow the instructions to set up an account.

## Finding, downloading and registering for the Audible app on an iPhone or iPad

**1.** Open the App Store on your iPhone or iPad's home screen by tapping on the App Store icon.

**2.** You'll need to set up an Apple ID or log in to your existing Apple ID account. This is the account you will use to access Apple services. It's important to set up a strong password to stay safe when using the internet and to never write it down. If you need a written reminder, try to write a hint that only you'll understand, rather than the actual password. Please refer to Age UK's 'A beginner's guide to apps' which covers how to reset your password for your App Store account.

## 5. Audiobooks

**3.** Click the 'Search' magnifying glass icon at the bottom right of the screen.
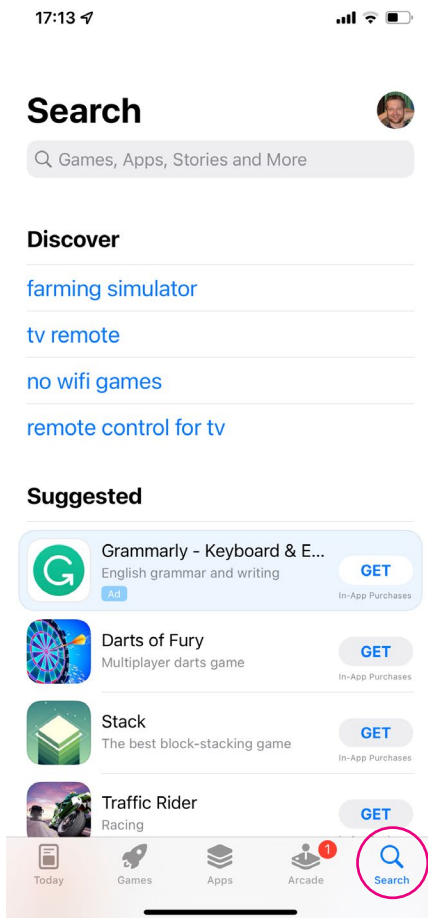


**4.** Type in 'Audible' into the bar that appears at the top. Tap on the app once it appears.

**5.** Tap 'Get' which is a blue button next to the Audible logo.
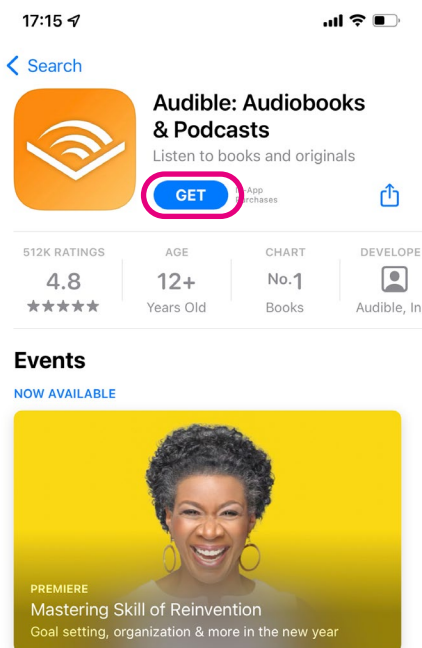
**6.** Audible will download and automatically be added to your home screen. If you have a lot of apps, you may run out of room for new icons – if so, you'll need to 'swipe' across the page to see the new icon.
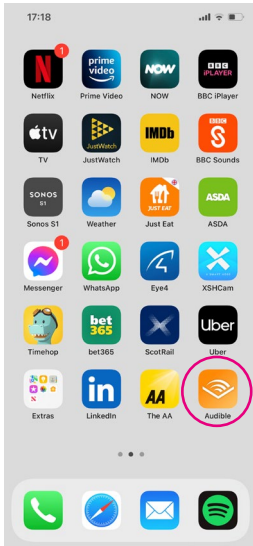


**7.** Tap the new icon to open the app.

**8.** Once the app has opened, you can sign in. If you already have an Amazon account, you can use this username and password by clicking on the 'Sign in' button.
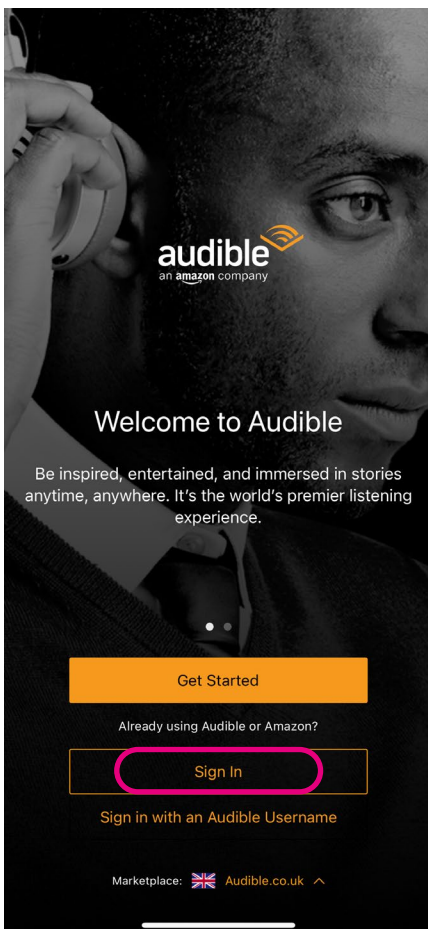
**9.** If you don't have an Amazon account, click the yellow 'Get started' button.
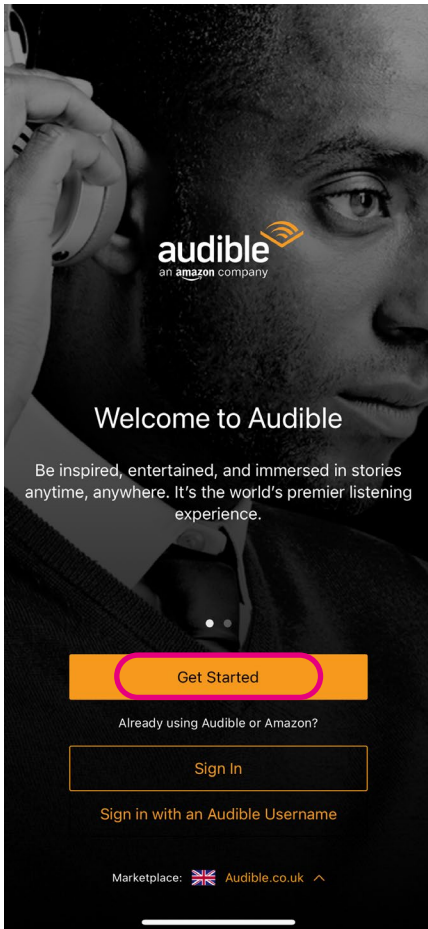


**10.** Tap 'New to Amazon' to create an account with your email address and choose a password. Remember to create a new password that you don't use for your email address or any other account.

## Searching for books or podcasts on Audible

There are two ways to do this:

**1.** To search for a particular book or podcast, click or tap on the search icon (which looks like a magnifying glass) in the top right corner of the screen.
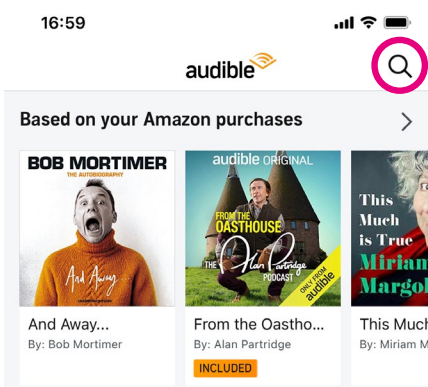
**2.** You can browse audiobooks by genre, such as crime, comedy or science fiction.

- **On an Android phone or tablet:** Tap 'Discover' to explore popular genres.
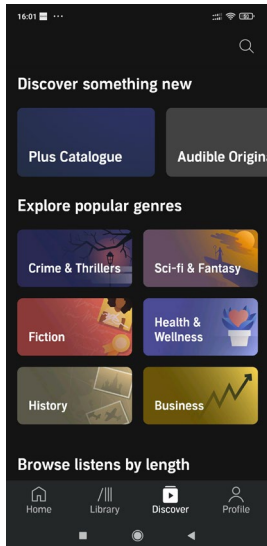


- **On an iPhone or iPad:** Tap the 'Discover' icon on the bottom menu.
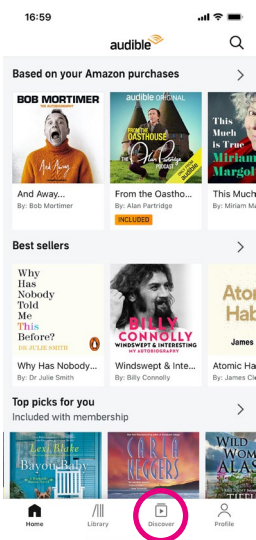


- **On a Mac or Windows computer:** Hover your cursor over 'Browse' at the top of the webpage and select a category.

# 5. Audiobooks

## Buying an audiobook

When you've found an audiobook that you'd like to listen to, tap or click on the image of it. You'll be given the option to buy it for the full price or join as a member and get it as part of your membership plan.

You can choose a range of membership options which give you credits to exchange for audiobooks. The standard membership gives you one credit every month which you can use for one audiobook. There are some free books, but popular titles are charged for.

You may also be offered a time-limited free trial, but make sure you cancel this if you decide not to continue, or you will be charged.

If buying an audiobook at the full price, Audible may already have your payment details, as it's linked to your Amazon account. Otherwise, you'll be asked to enter your credit or debit card details.

## Finding your library

Your library is where you can find all the audiobooks that you've bought.

- **On a Windows computer:** Click 'Library' on the menu at the top of the page.
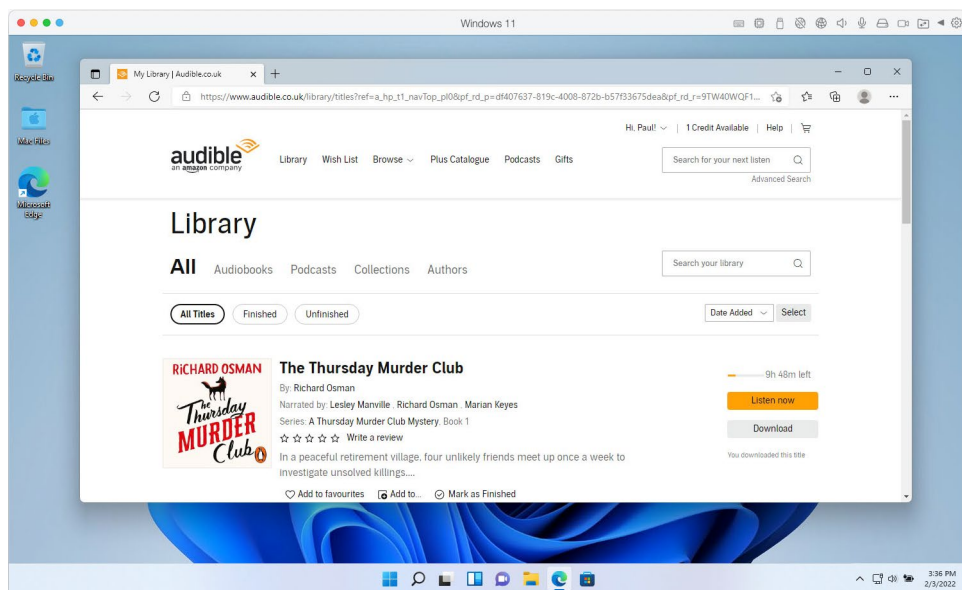
# 5. Audiobooks

- **On a Mac computer:** Hover your cursor over 'Library' at the top of the page and click to see your books.
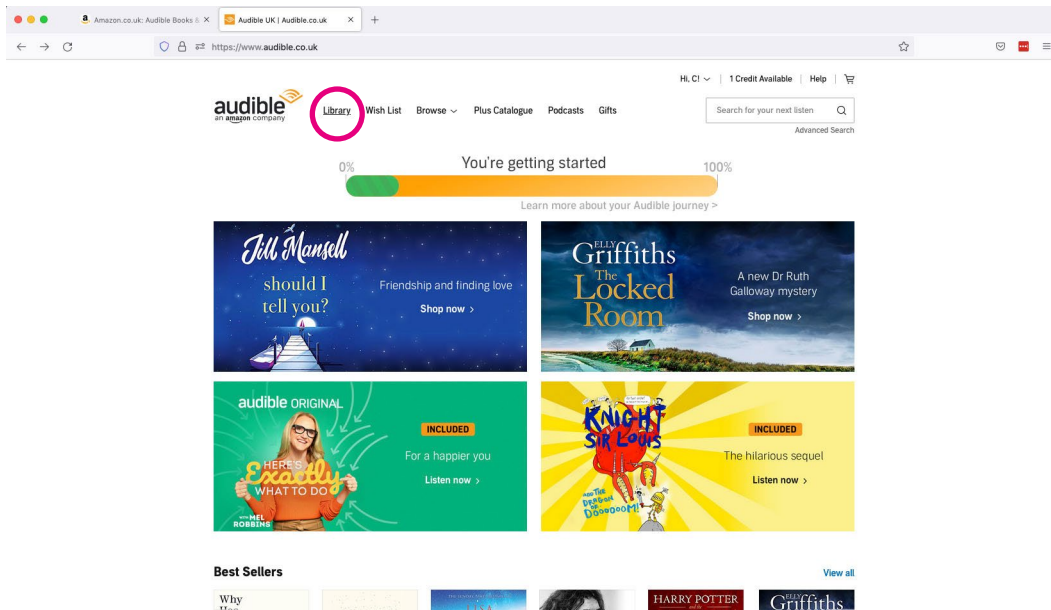


- **On an Android phone or tablet:** Tap the 'Library' icon on the menu at the bottom of your screen.
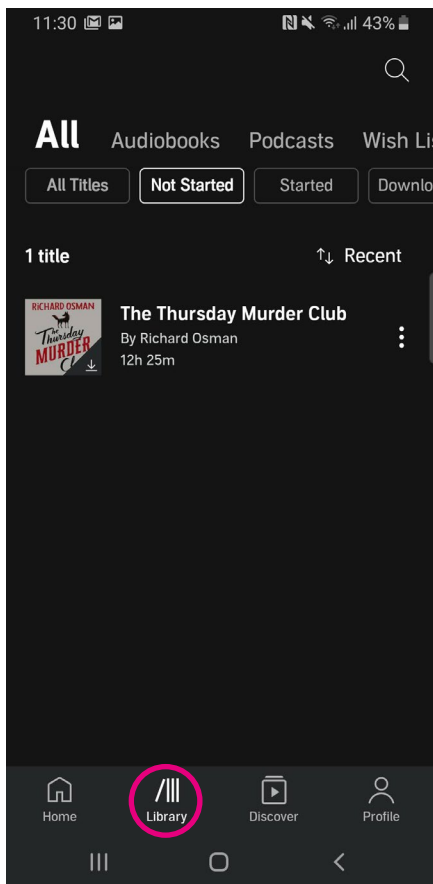
- **On iPhone and iPad:** Tap the 'Library' icon at the bottom of the screen.
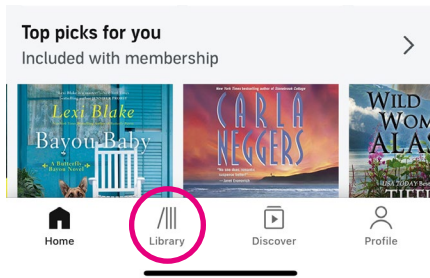


## Downloading an audiobook

To listen to your audiobook, you need to download it. To do this, you'll need to be connected to the internet. On your smartphone or tablet, tap on the book's cover in your library.

In the bottom left corner of the book's image, you'll see a downward arrow. Tap on this and it will download.
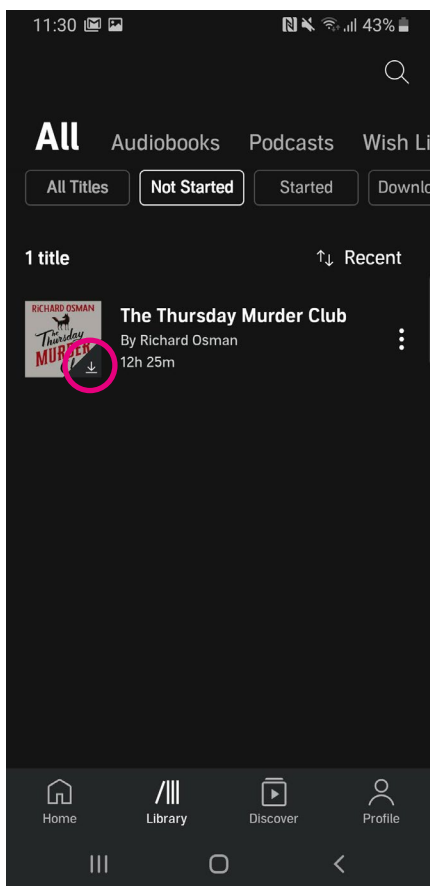


If you're using Audible from the web browser on your computer or laptop, your book will already be downloaded.

## Playing an audiobook

Once your audiobook has been downloaded, you'll be able to play it at any time – you don't necessarily need to be connected to the internet or mobile data. Click or tap on the book's cover to begin playing.

At the bottom of the screen, you'll see different buttons to help you navigate your audiobook – for example, you can play, pause, rewind, fast forward and move to different chapters, like you can when watching recorded TV programmes or DVDs.
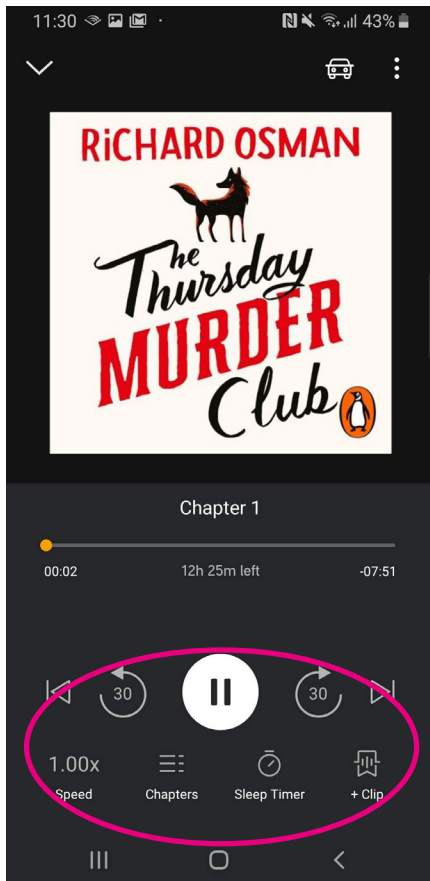


## Using Audible on an e-reader

You can buy audiobooks to use on most Kindle e-readers, except the Kindle basic, Kindle Paperwhite 5th, 6th and 7th generations and Kindle Voyage.

**1.** At the top of your Kindle screen, tap the 'store' icon, which looks like a shopping trolley.
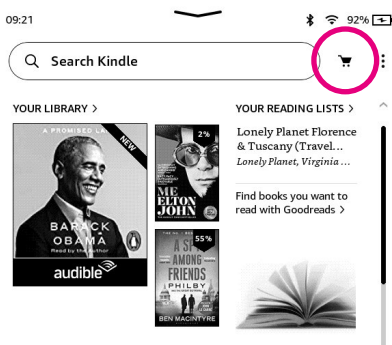
# 5. Audiobooks

2. Under the search bar at the top of the screen, tap 'Audible'.
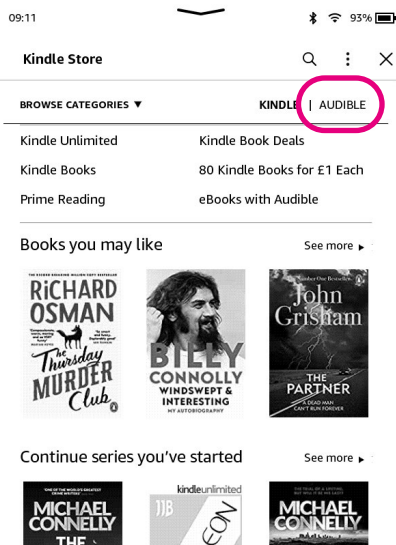


3. Some suggestions will appear based on your Kindle purchases. Scroll down to browse through these.

4. Tap on the audiobook you want to buy.

5. You'll be given the option to either buy the audiobook for a one-off price or sign up for membership – which may include a free trial. Make sure you cancel this if you decide not to continue after the trial or you will be charged.
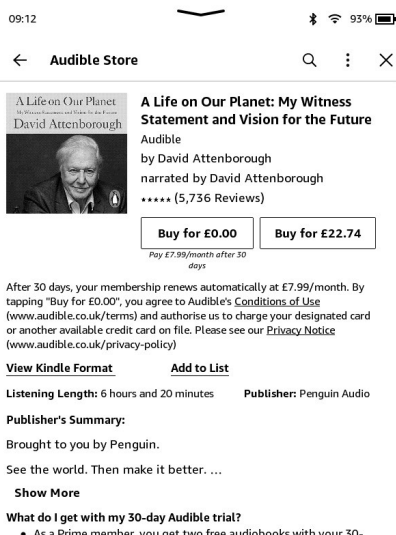
**6.** Once you've purchased your audiobook, tap 'Go to Library' where it will download. When the audiobook has finished downloading, you can listen to it from there.
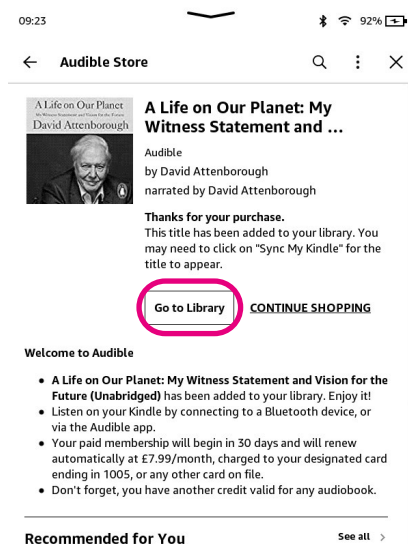


## Syncing across devices

You can use Audible on multiple devices – for example, your smartphone as well as your computer – at no extra cost, and switch between them without losing where you've got to in your audiobook.

Your progress with your audiobook is updated across devices so when you log in your account on any device, you'll be able to pick up where you left off.

# 6. Listening to music

## 6. Listening to music

Once you're online, you can 'stream', or listen to music over the internet. There are millions of songs from different artists out there. One of the most popular music streaming services is called Spotify, which offers both a free and paid-for service.

The free version of Spotify contains adverts and allows you to listen to music whilst connected to the internet. The paid version, Spotify Premium, allows you to listen without adverts and download music to listen to when you're not connected to the internet.

As of November 2021, Premium Membership varies in price from £9.99 to £16.99 a month.

### Finding and registering for Spotify on your computer or laptop

1. Open your web browser.

2. In the address bar, type in the web address **www.spotify.com** and press Enter or return on your keyboard. The website will load.
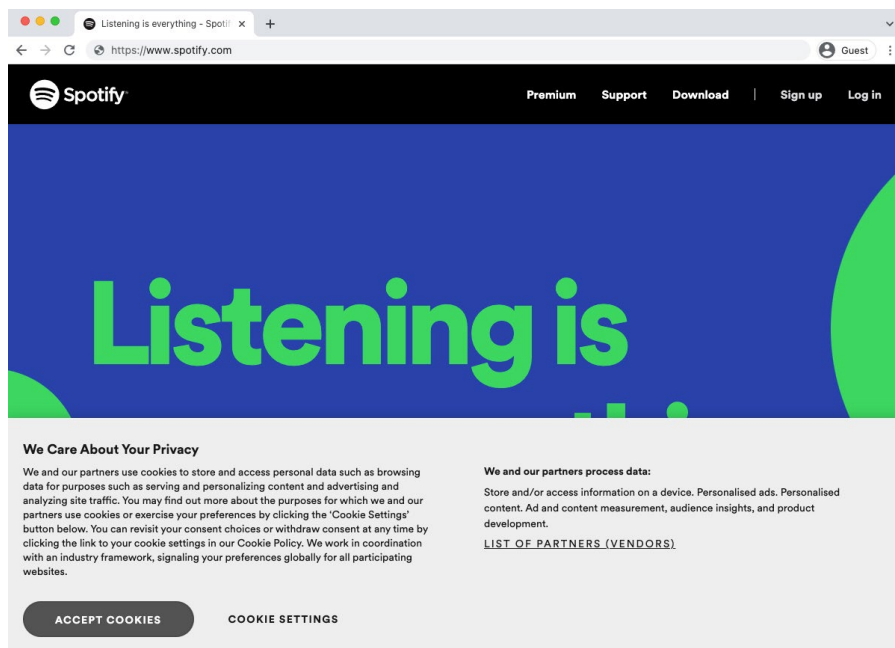
## 6. Listening to music

**3.** In the top right corner, you'll see the 'Sign up' button – click on this.
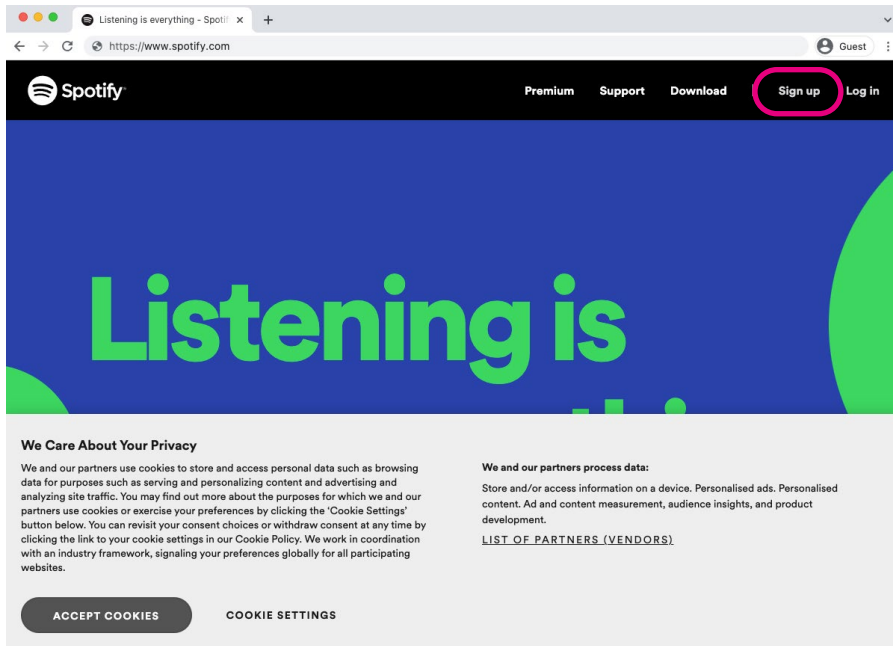


**4.** Alternatively, enter your email address, create a password and username, enter your date of birth and gender, and confirm whether you're happy for Spotify to send you emails.
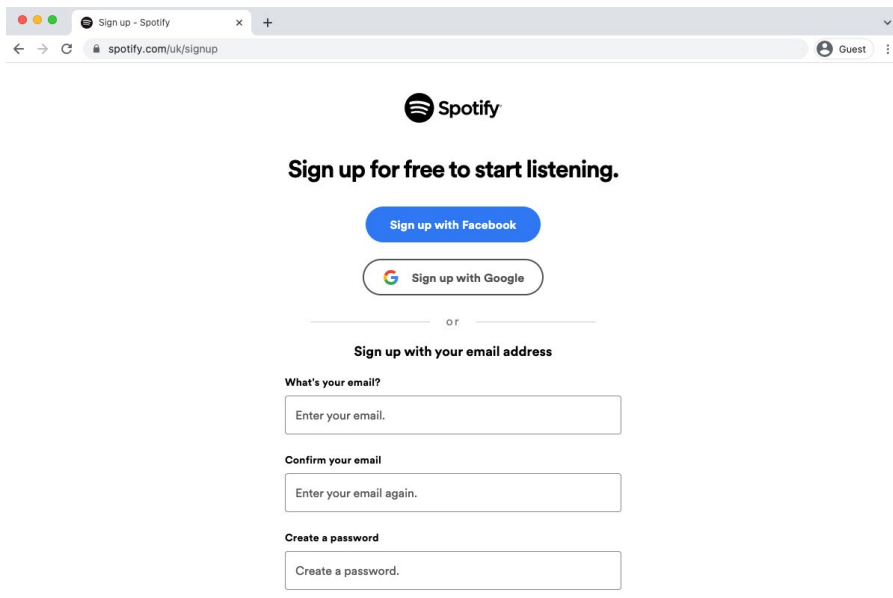


**5.** Click on the green 'Sign up' button at the bottom of the page.

**6.** You'll be sent an email to verify your account. Visit the email account you used to register for Spotify and click on the link provided. You'll then be fully signed up.
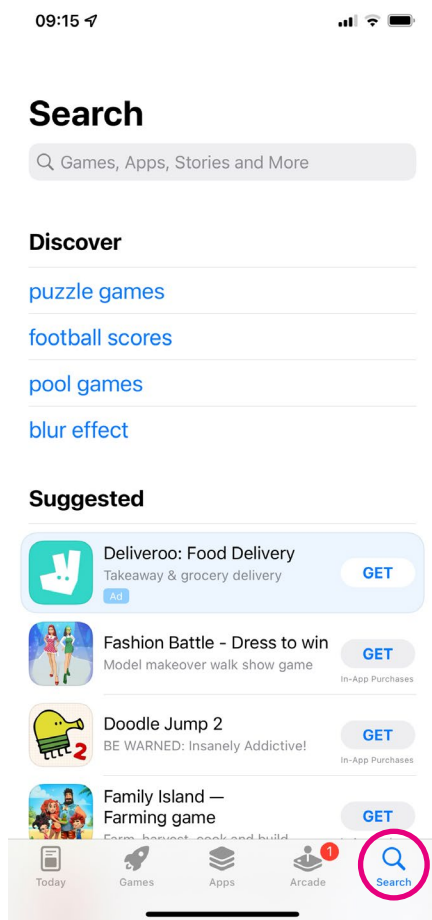
## 6. Listening to music

### Finding and registering for Spotify on an Android

1. Open the Play Store on your phone or tablet's home screen by tapping on the Play Store icon.

2. First, you'll need to set up a Google account or log in to your Google account. This is the account you'll use to access other Google services, like Gmail, a type of email account. If necessary, please refer to Age UK's 'A beginner's guide to email'. It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, write down a hint that only you'll understand, rather than the actual password.

3. Search for the app by typing 'Spotify' into the search bar at the top of your screen.
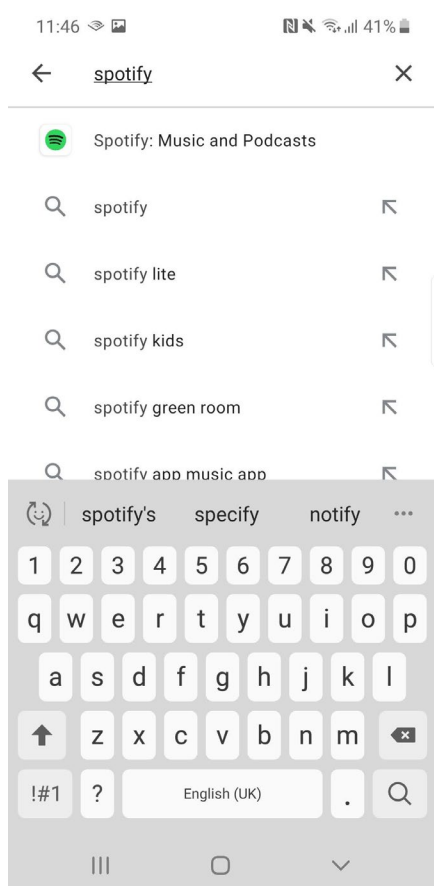


4. When you see 'Spotify' in the list that comes up, tap on it.

# 6. Listening to music

**5.** Tap 'Install', which is a green button underneath the Spotify logo. It will say that the app is 'Pending' and then 'Installing'.
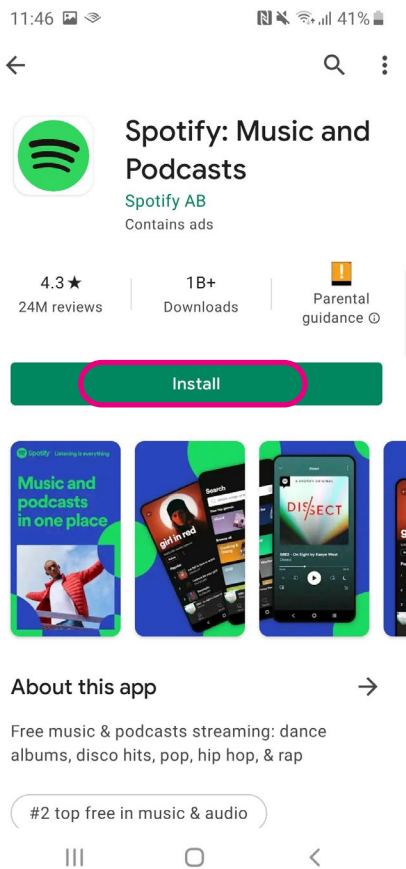


Once the app has finished downloading, tap on it to open it. Spotify will automatically be added to your home screen. If you've got a lot of apps already, you may run out of room for new icons – if so, you'll need to 'swipe' across the screen to see the new Spotify icon.
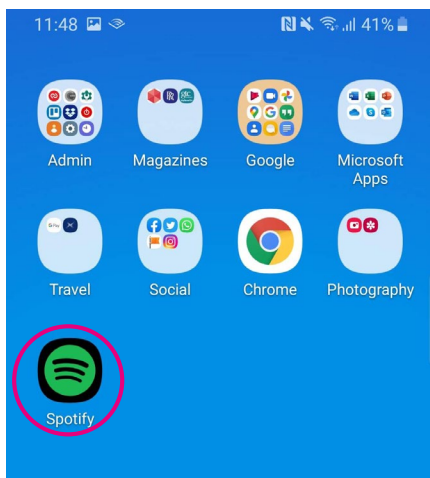
6.  Once the app is open, you can sign up. If you already have an account with Google or Facebook, you can use one of these to register.

7.  If you don't have any of these accounts, click the green 'Sign up free' option.

8.  You'll be prompted to type in your email address, create a password, enter your date of birth and gender, create a profile username, and confirm whether you're happy for Spotify to send you emails. Spotify collects this information so it can recommend music you may enjoy.

9.  It will ask you to choose three artists that you like. This will help Spotify to give you music choices it thinks you'll like. You can choose from the list provided by scrolling down and tapping on them. Or type your favourites into the search bar at the top of the page to find them. Then tap 'done'.
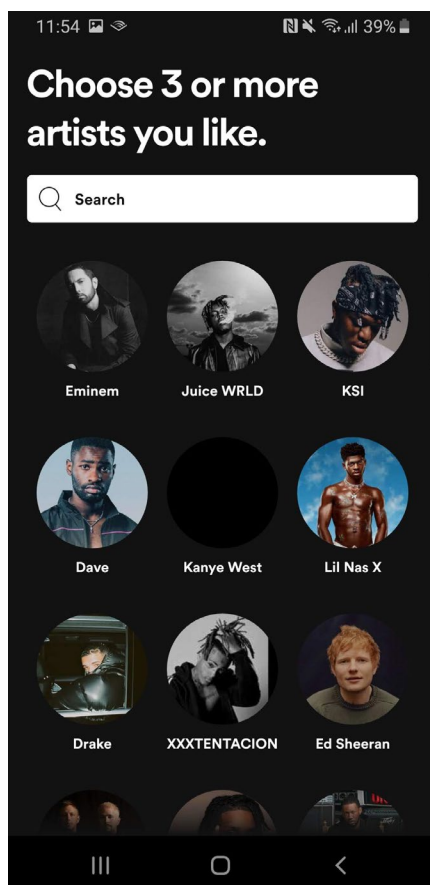


## Finding and registering for Spotify on an iPhone or iPad

1.  Open the App Store on your iPhone or iPad's home screen by tapping on the App Store icon.

2.  You'll need to set up an Apple ID or log in to your existing Apple ID account. This is the account you'll use to access Apple services. It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, try to write a hint that only you'll understand, rather than the actual password.

**3.** Click the 'Search' magnifying glass icon at the bottom right of the screen.



**4.** Type 'Spotify' into the bar that appears at the top. Tap on the name as it appears.

**5.** Tap 'Get' which is a blue button next to the Spotify logo.
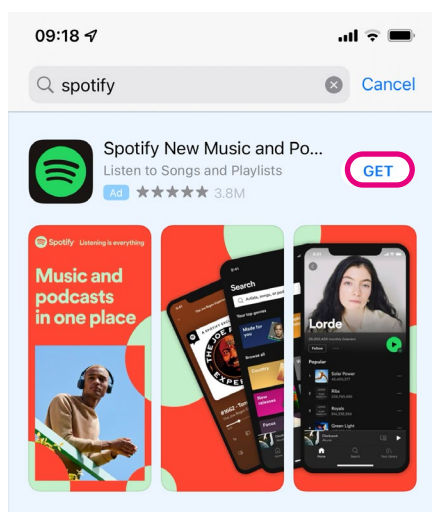
**6.** When the app has finished downloading, you'll be able to tap 'Open'.

Spotify automatically be added to your home screen. If you've got a lot of apps already, you may run out of room for new icons – if so, you'll need to 'swipe' across the screen to see the new Spotify icon.
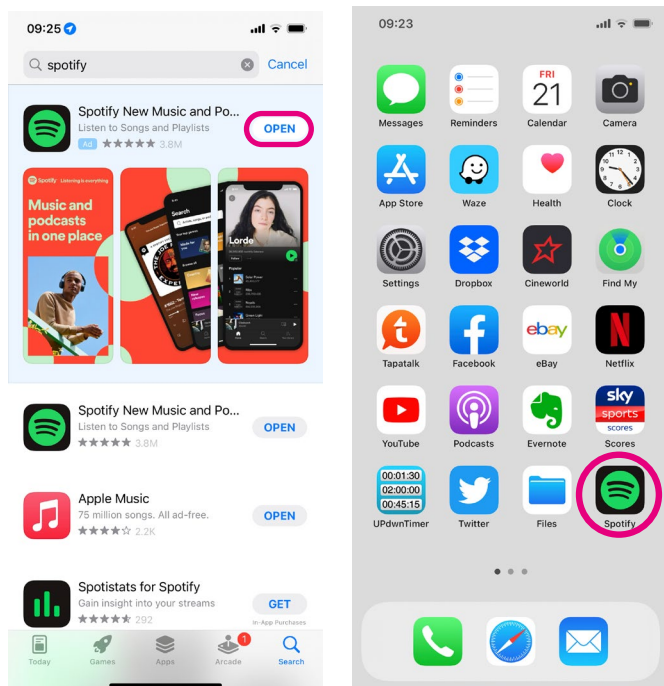


**7.** Tap on the app to open it.

**8.** Once the app is open, you can sign up to Spotify. If you already have an account with Facebook or Apple, you can use one of these to register.

**9.** If you don't have any of these accounts, click the 'Sign up free' option.
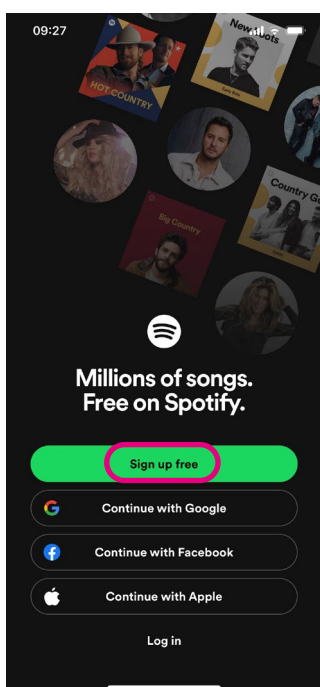
## 6. Listening to music

**10.** You'll be prompted to type in your email address, create a password, enter your date of birth and gender, create a profile username, and confirm whether you're happy for Spotify to send you emails. Spotify collects this information to recommend music you may enjoy.

**11.** It will ask you to choose three artists that you like. This will help Spotify to give you music choices it thinks you'll like. You can choose from the list provided by scrolling down and tapping on them. Or type your favourites into the search bar at the top of the page. Then tap done.
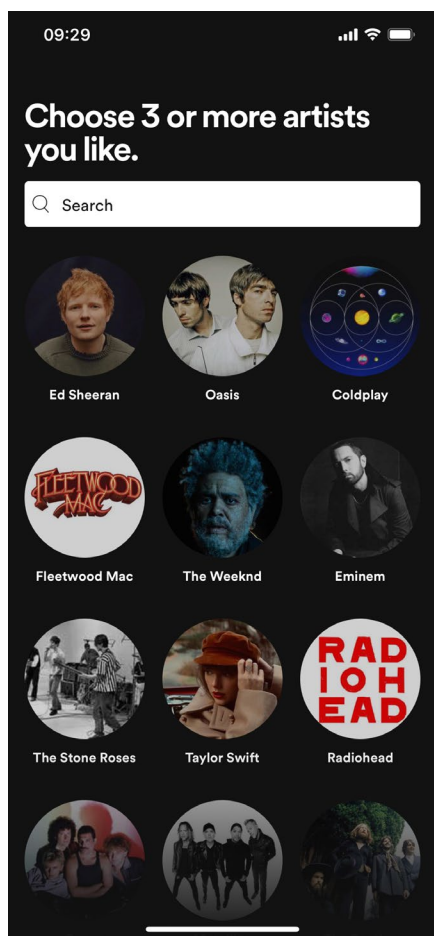
## 6. Listening to music

### Searching for music on Spotify on your computer or laptop

1. Once you've logged into Spotify, the main page will display music suggestions you might like to listen to.

2. To find a particular artist or track, click on the 'Search' icon on the menu on the left side of your screen, which looks like a magnifying glass.
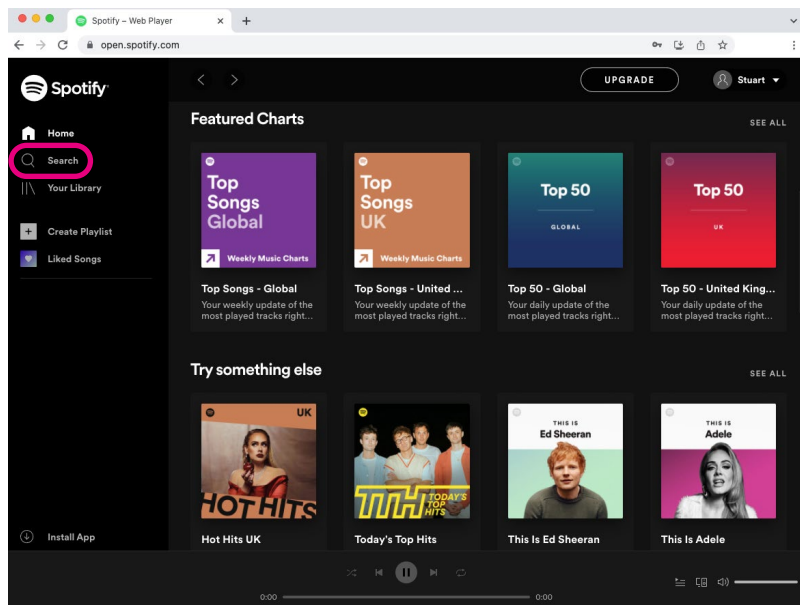


3. Alternatively, you can browse different genres on this page, such as classical, folk or jazz.
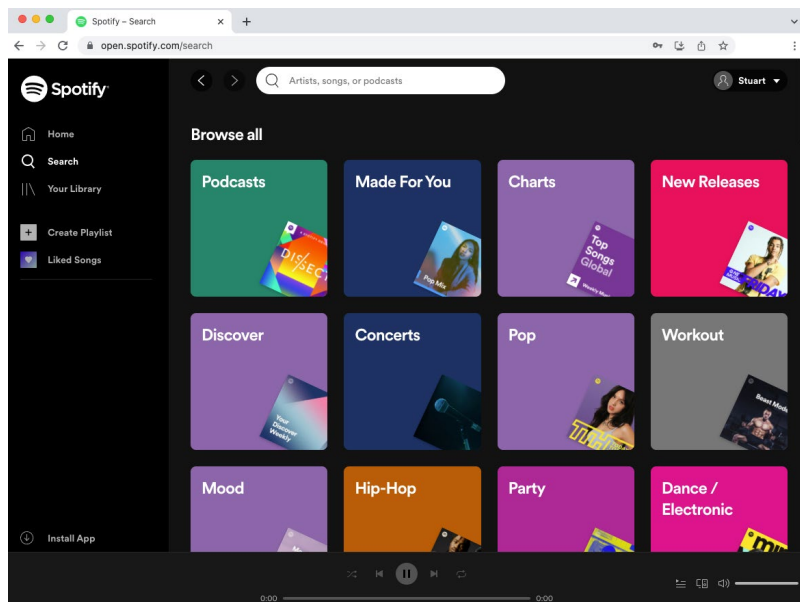


4. Once you've typed in what you are looking for, press 'Enter' or 'Return' on your keyboard.

**5.** The artist or track will appear. To play, click on the green circular play button
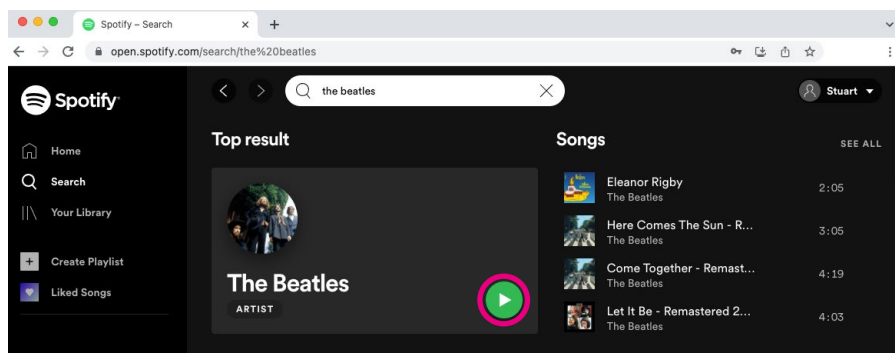


**6.** If you've searched for an artist, Spotify will bring up their most popular songs first. You can then scroll down to see other albums and tracks from that artist.

## Searching for music on Spotify on a smartphone or tablet

**1.** Open the Spotify app on your smartphone or tablet.

**2.** Find the 'search' icon at the bottom of the page which looks like a magnifying glass and tap it. This is the second icon from the left.
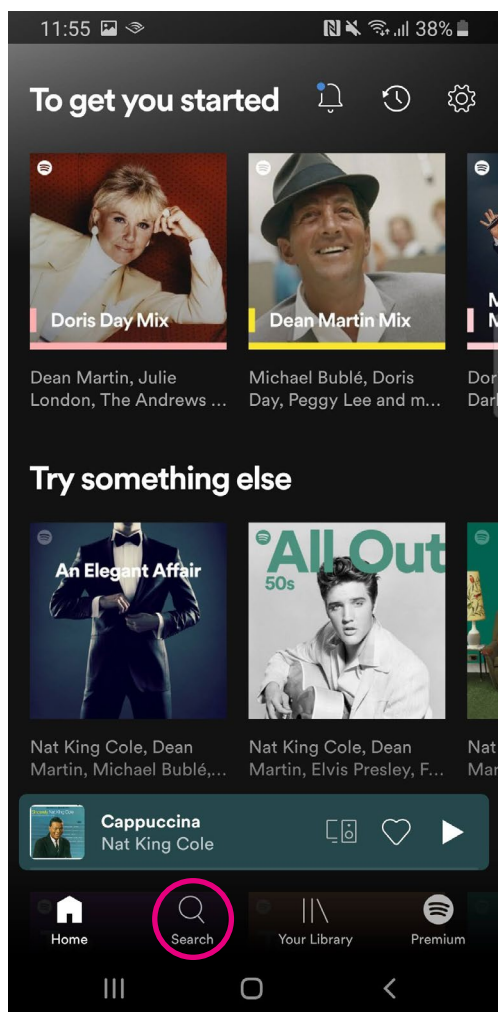
**3.** You can either type the name of an artist, song or podcast into the search bar at the top of the page, or you can scroll down to browse different genres, such as classical, folk or jazz.

**4.** Once you've typed in what you're looking for, press the blue magnifying glass button on your keyboard on the bottom right of your device to search.
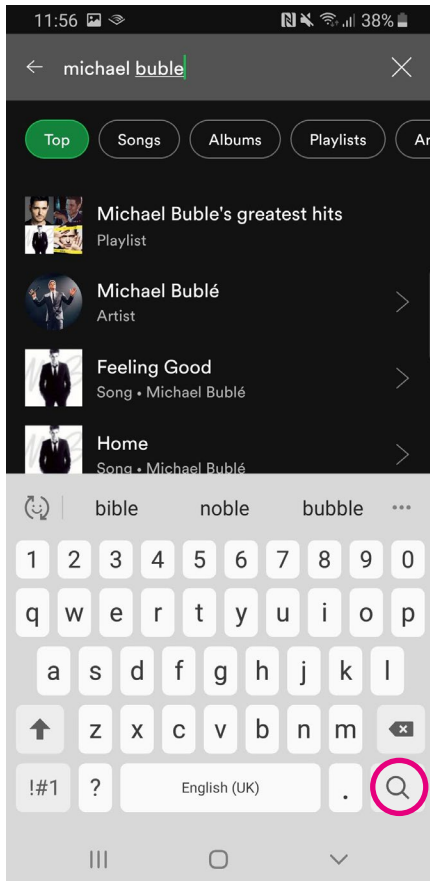


**5.** Press the green circular play button halfway down to the right of the screen to start listening to the song.
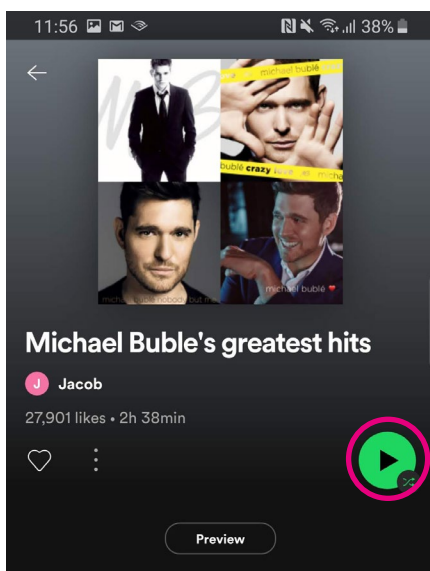
**TOP TIP**

To listen to music on Spotify without adverts, you'll need to sign up for a paid account. To do this, click on the 'Premium' icon at the bottom right of the screen and follow the sign-up instructions.
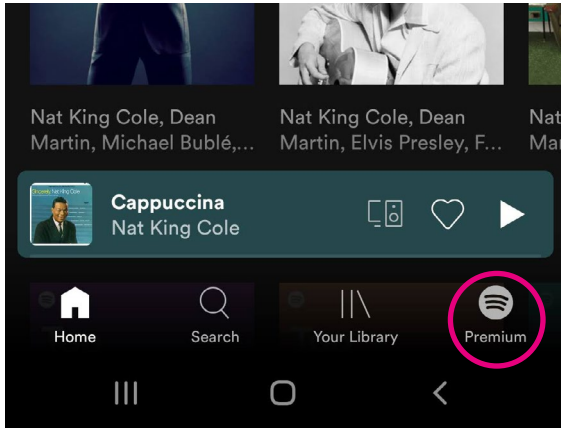


## Downloading music on Spotify on your smartphone or tablet

Spotify allows you to download music on your smartphone or tablet so you can listen to it even when you haven't got an internet connection. On the free version of Spotify, you can only download podcasts, but with the paid version you can also download albums and playlists.

1. When listening to music or a podcast, look for the download icon, which is a circular arrow pointing down.
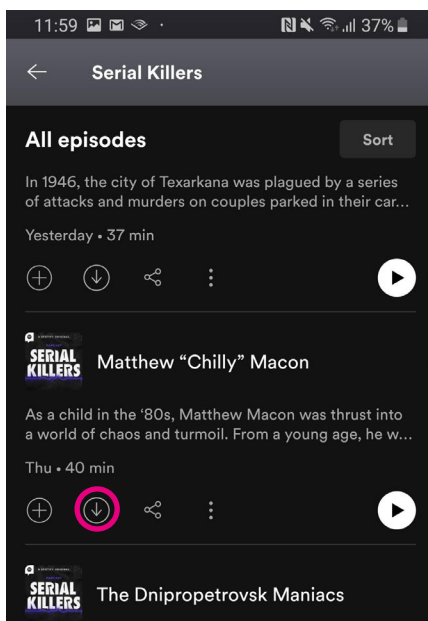
2. Tap on this and it will start to download.

3. When the download has finished, the icon will turn green.
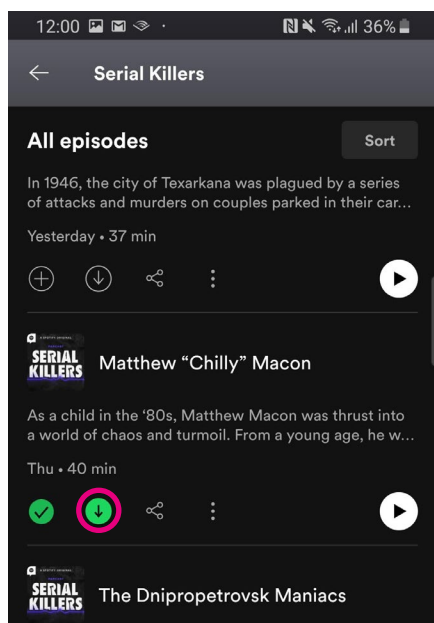


4. To access your list of downloaded songs or podcasts, tap on the 'Your library' icon. If you have an iPhone or iPad, this is at the bottom left of your screen. If you have an Android device, this is the second icon from the right at the bottom of your screen.

**On iPhone/iPad:**
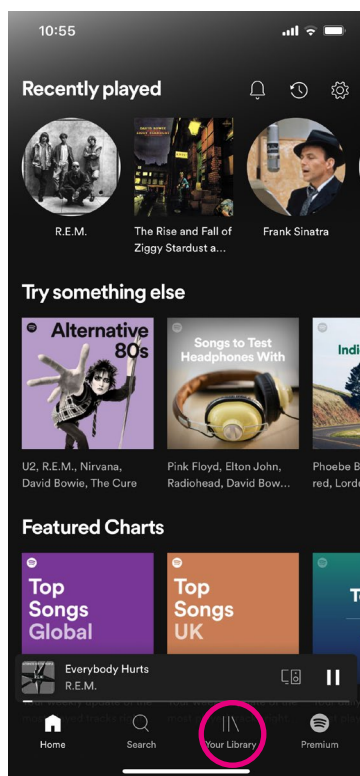
**On Android:**
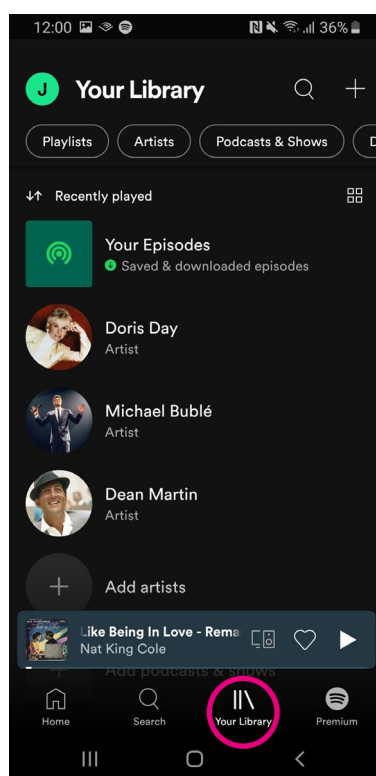
**5.** Scroll along the top menu with your finger to find the 'downloaded' button.
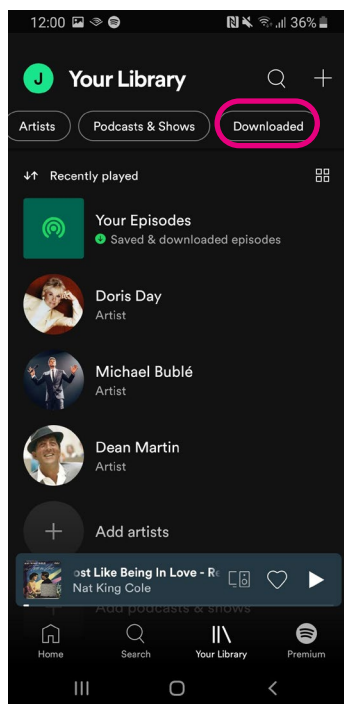


**6.** Tap on this to bring up your downloaded music and podcasts. Simply tap on the music or podcast you want to listen to begin playing.

## Creating a playlist on Spotify

To access your favourite music quickly without having to search for it each time, you can build up a library of playlists. You can name each playlist – they could be mood, occasion or genre related, for example feel-good music, party songs or blues hits.

To add a song to a playlist:

**1.** Tap or click (depending on the type of device you're using) the heart icon on any song or album.
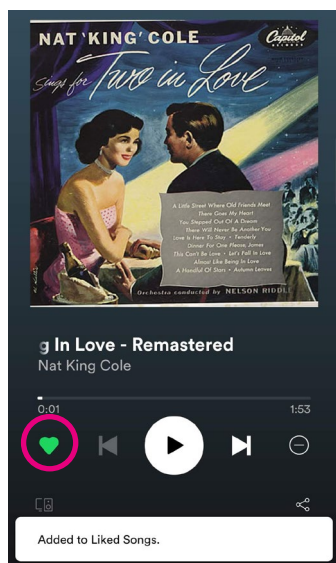
**2.** Tap or click on 'follow' on any artist page or playlist.
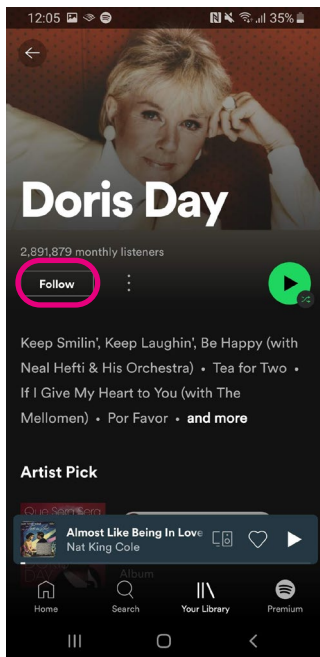


**3.** Tap or click on the plus (+) button on any podcast or show.
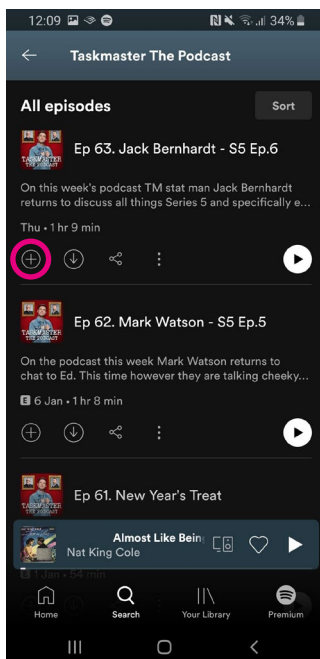
# 6. Listening to music

To access your library, tap or click on the 'Your library' icon on the bottom right of your screen on a smartphone or tablet, or on the menu on the left-hand side of a computer or laptop screen.

**On Smartphone or Tablet:**
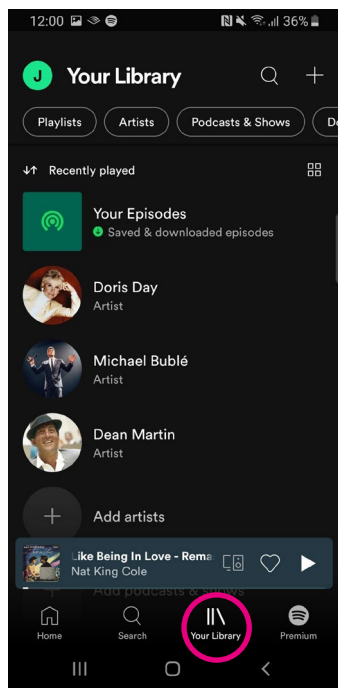


**On Computer or Laptop:**
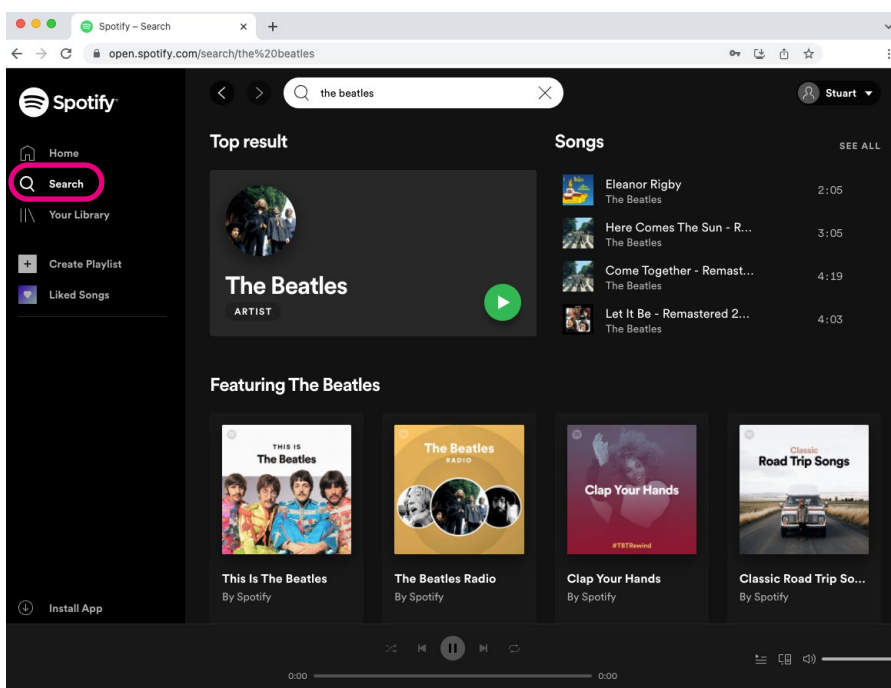
# 7. Accessing YouTube

## 7. Accessing YouTube

YouTube can be accessed on your computer or laptop through your web browser or by downloading an app onto your smartphone or tablet.

### Watching YouTube videos on your computer or laptop

1. Open your web browser.

2. In the address bar, type in YouTube's web address which is **www.youtube.com** and press Enter on your keyboard. The website will load.
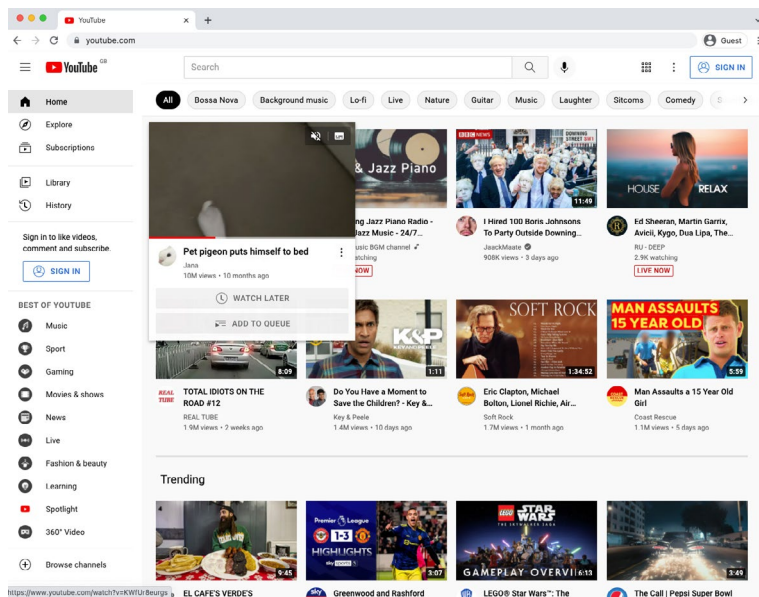


3. On the left side of the page, you'll see the 'Best of YouTube' split into topics such as 'music', 'sport', 'news' and 'learning'.
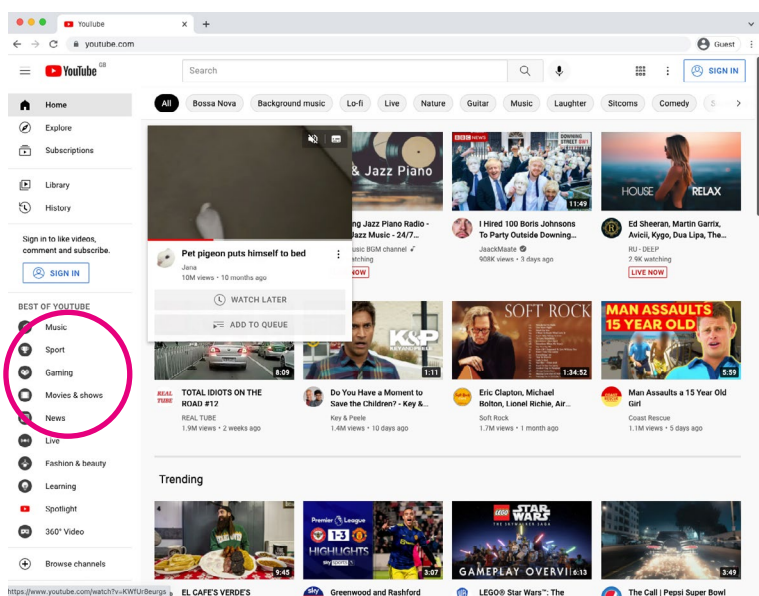
**4.** Choose a topic you're interested in and click on it. This will bring up the most popular videos for this topic. You can scroll down using your mouse to explore these.

**5.** When you've found a video that you want to watch, simply click on the image of that video. This will open the video and it should automatically start playing. If not, you can click on the play button at the bottom of the video.
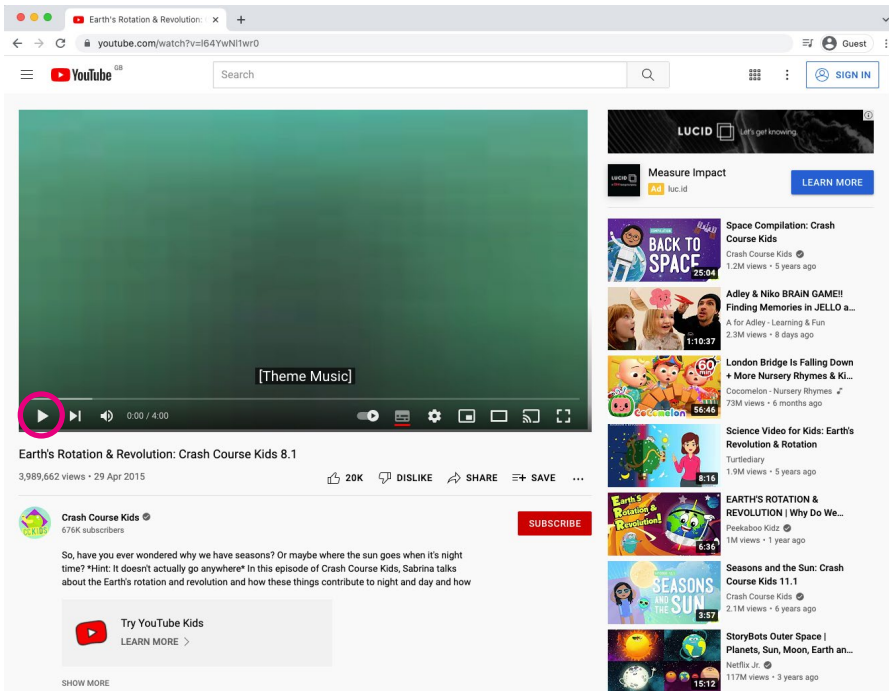


**6.** At the bottom of the video, you'll find buttons that let you play or pause it, increase or decrease the volume level and allow you to play the video in full screen mode.
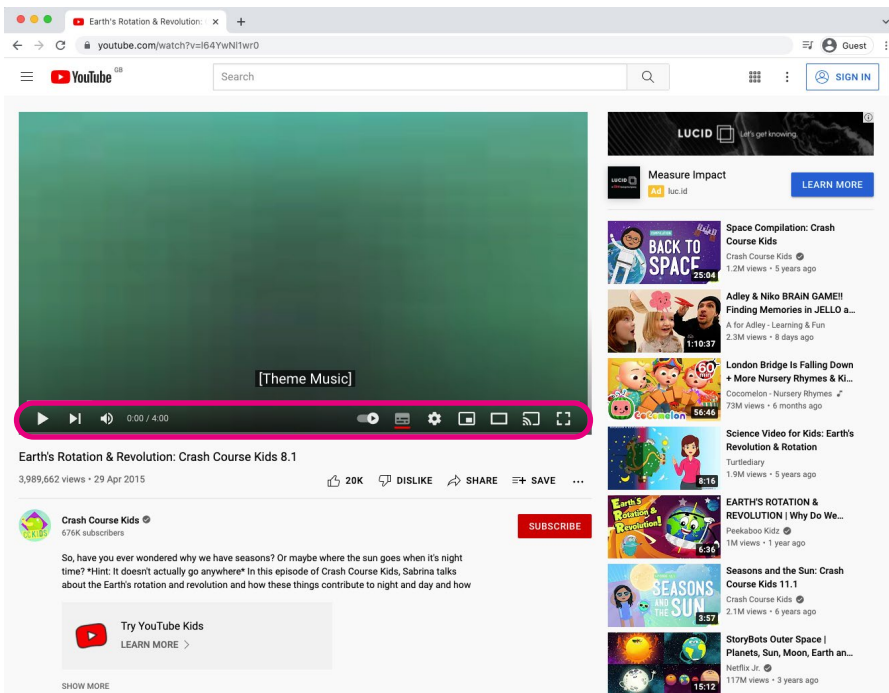
## 7. Accessing YouTube

### Finding and downloading the YouTube app on Android

1. Open the Play Store from your phone or tablet's home screen by tapping on the Play Store icon.

2. First, you'll need to set up a Google account or log in to your Google account. This is the account you'll use to access other Google services, like Gmail, a type of email account. If necessary, please refer to Age UK's 'A beginner's guide to email'. It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, write down a hint that only you'll understand, rather than the actual password.

3. Search for the app by typing 'YouTube' into the search bar at the top of your screen.
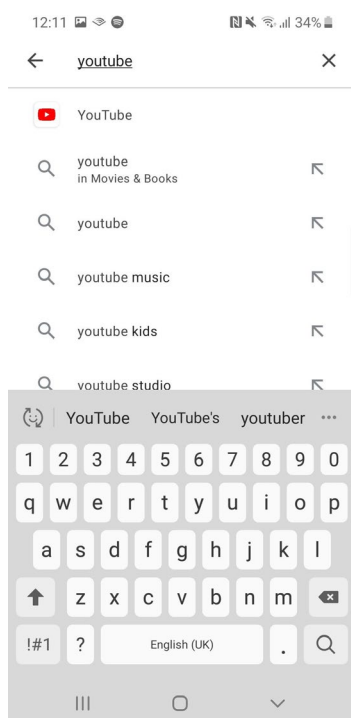


4. When you see 'YouTube' in the list that comes up, tap on it.

5. Tap 'Install', which is a green button underneath the YouTube logo. It will say that the app is 'Pending' and then 'Installing'.

**6.** YouTube will download and be added automatically to your home screen. If you have a lot of apps, you may run out of room for new icons – if so, you'll need to 'swipe' across the page to see the new icon.
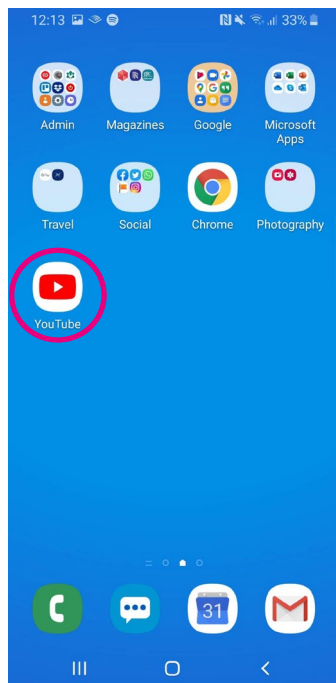


## Finding and downloading YouTube on an iPhone and iPad

**1.** Open the App Store from your iPhone or iPad's home screen by tapping on the App Store icon.
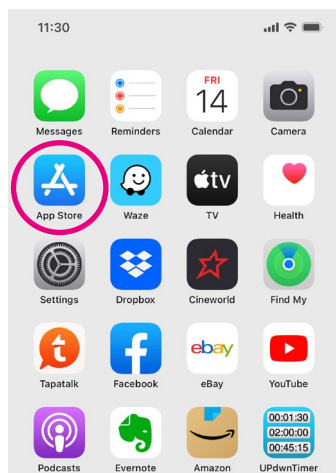


**2.** You'll need to set up an Apple ID or log in to your existing Apple ID account. This is the account you'll use to access Apple services. It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, try to write a hint that only you'll understand, rather than the actual password.

**3.** Click the 'Search' icon at the bottom right of the screen. It has a magnifying glass image. Type in 'YouTube'.
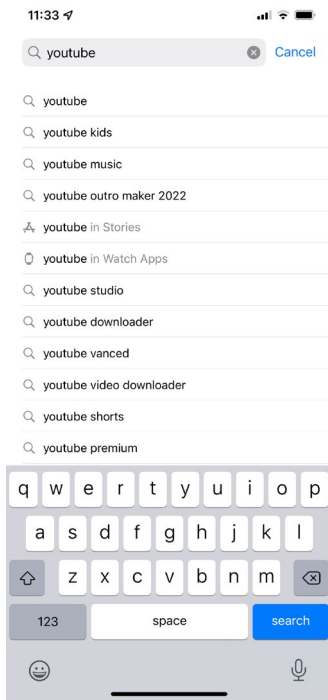


**4.** Tap on the name 'YouTube'.

**5.** Tap 'Get', which is a blue button next to the YouTube logo.
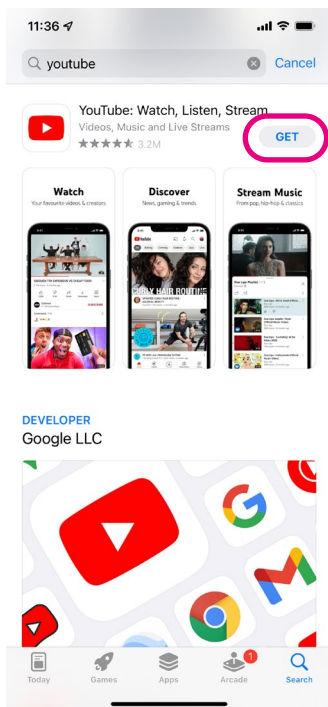
**6.** When the app has finished downloading, tap 'Open'.
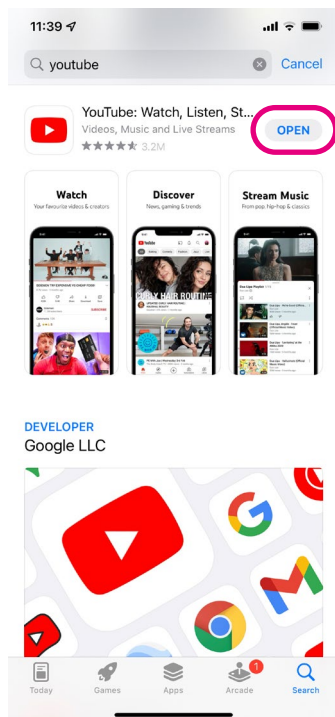


**7.** YouTube will be added automatically to your home screen. If you have a lot of apps, you may run out of room for new icons – if so, you'll need to 'swipe' across the page to see the new icon.

## Searching for videos on YouTube

You can search for a specific video by name, such as a particular TV show or person. Or you can search for a topic, such as 'how to fix a leaking tap'.

**1.** If you're using a web browser, find the search bar. This is a horizontal box at the top of the screen if you're using a browser, or an icon that looks like a magnifying glass if you're using the app.
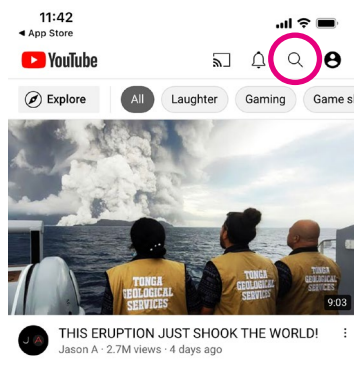
2. Type in what you're looking for. Press 'Enter' on your keyboard if you're using a computer or laptop. If you're using a smartphone or tablet, tap the 'search' button. The relevant videos will then load in a list.

3. You can scroll through to find a video – to watch it, simply tap or click on it.

## Creating a YouTube account

Many videos on YouTube are free to watch and you don't need to create an account to view them. But if you choose to set up an account, you'll be able to save your favourite videos and receive alerts when your favourite 'channels' upload new videos. Channels are organisations or individuals you can follow to make sure you don't miss their latest videos.

YouTube is owned by Google, so if you already have an account for a Google product, like such as Gmail or the Play Store, you can use your username and password to log into YouTube. If not, you can create an account on YouTube's homepage.

## Creating a YouTube account on a computer or laptop

1. On the YouTube homepage, go to the white 'Sign in' box in the top right corner.
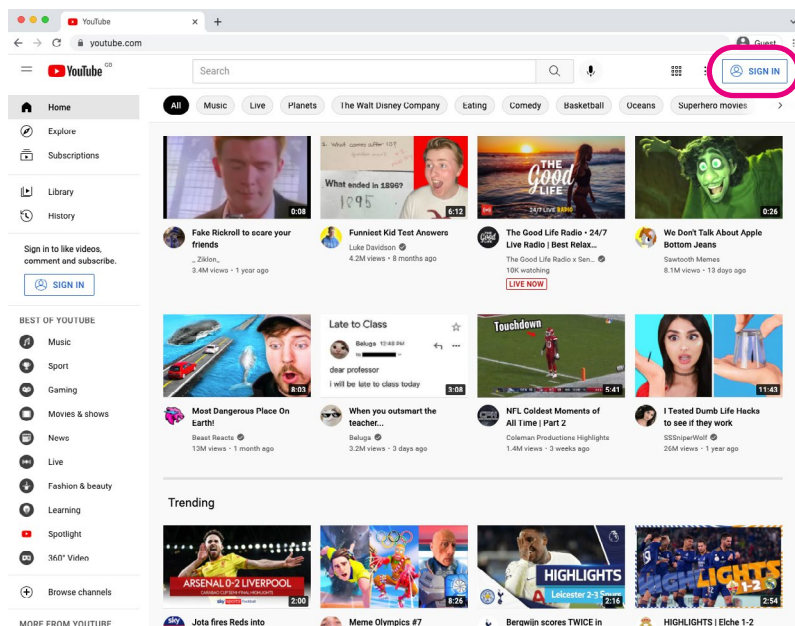
**2.** On the next screen, click 'Create account' and then 'For myself'.
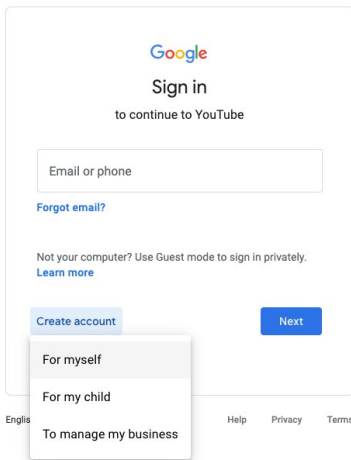


**3.** From here, you'll be asked to fill in your information, such as your name and email address. You'll also need to create a password.
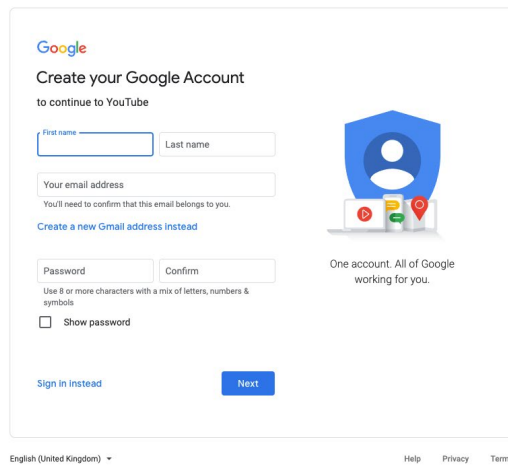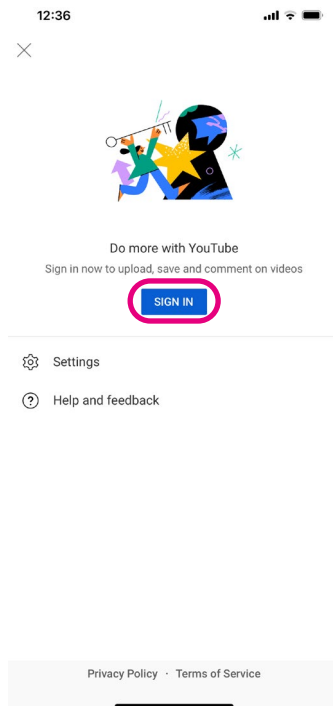




**4.** Click 'Next' or 'Create my account'.

## Creating a YouTube account on a smartphone or tablet

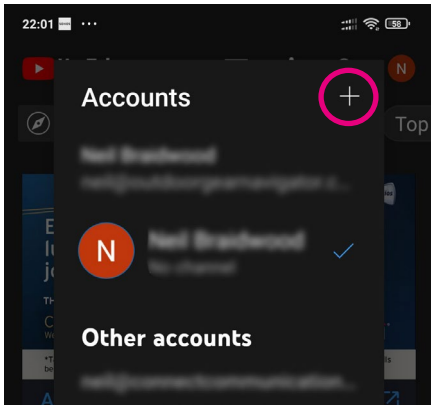**1.** Tap on the profile picture icon on the top right corner of your screen.
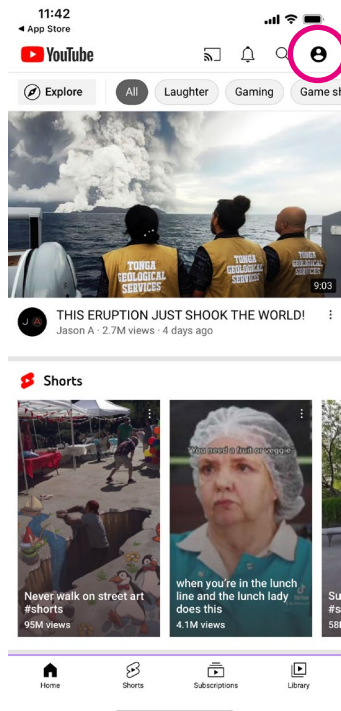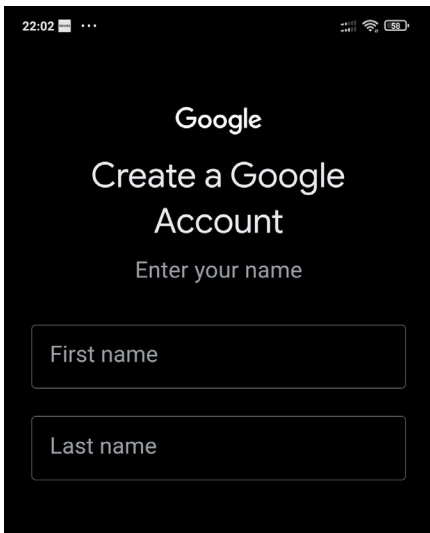


**2.** Then tap 'Sign in'.
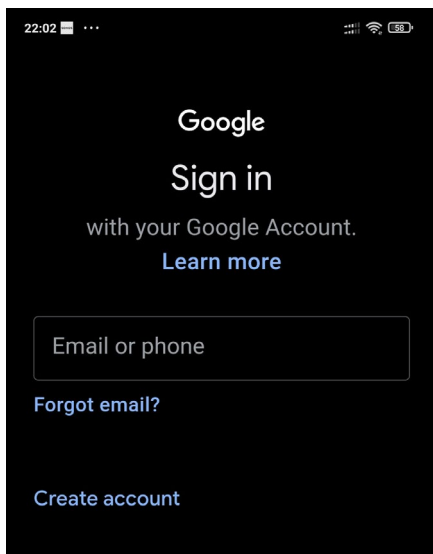
**3.** You'll see a plus (+) icon – tap this.



**4.** On the next page, select 'Create account'.

**5.** From here, you'll be asked to fill in your information, such as your name and email address. You'll also need to create a password.



**6.** Then click 'Create my account'.

## What YouTube channels are and how to subscribe to them

Organisations or individuals can have a YouTube channel which displays all their videos in one place. You can look up and follow your favourite organisations or people – such as Sky Sports Football, Jamie Oliver or Age UK. These are known as 'users'.

You'll be able to browse all the videos from that user and subscribe to them if you choose to. Subscribing to a channel on YouTube is free and you'll receive updates when that user uploads a new video.

To subscribe to a channel:

**1.** Make sure you're signed into your YouTube account.

**2.** Click on any video from the user you want to subscribe to.

**3.** Below the video, you'll see a red 'Subscribe' button. Click or tap on this.
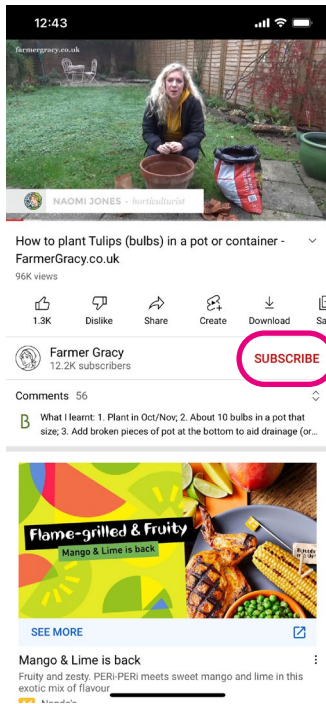


**4.** You're now subscribed to that channel. You can set up or stop notifications about when the channel you have subscribed to has added new videos. To do this, select the bell icon next to the 'Subscribed' text, and select 'All' to receive notifications, 'Personalised' to choose which notifications you do or don't want to receive, and 'None' to stop notifications.
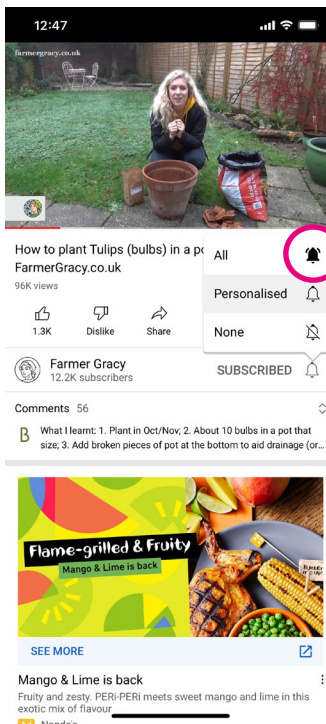
**5.** You can watch the videos from the channels you've subscribed to by clicking or tapping on the 'Subscriptions' icon. This is on the menu on the left side of your screen on a computer or laptop and on the bottom of your screen on a smartphone or tablet.
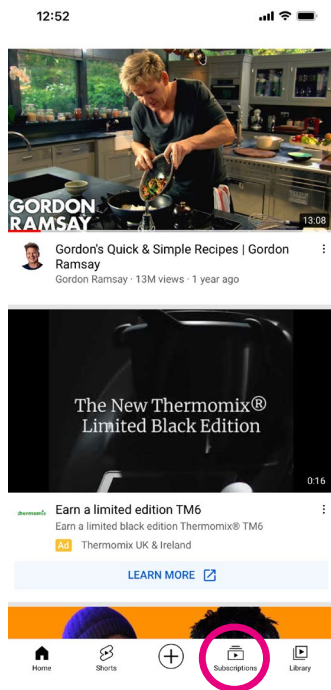


## Using your YouTube library

Registering for an account on YouTube gives you a library where you can revisit videos you've watched.

Your library lets you access:

- 'History': videos you've recently watched

- 'Watch later': videos you've saved or want to go back to

- 'Liked videos': videos that you've liked.

## Finding your YouTube library

- **On a computer or laptop:** Click the menu icon with three horizontal lines at the top left of the screen, next to the YouTube logo. This opens a new menu on the left side. Click the 'Library' icon.
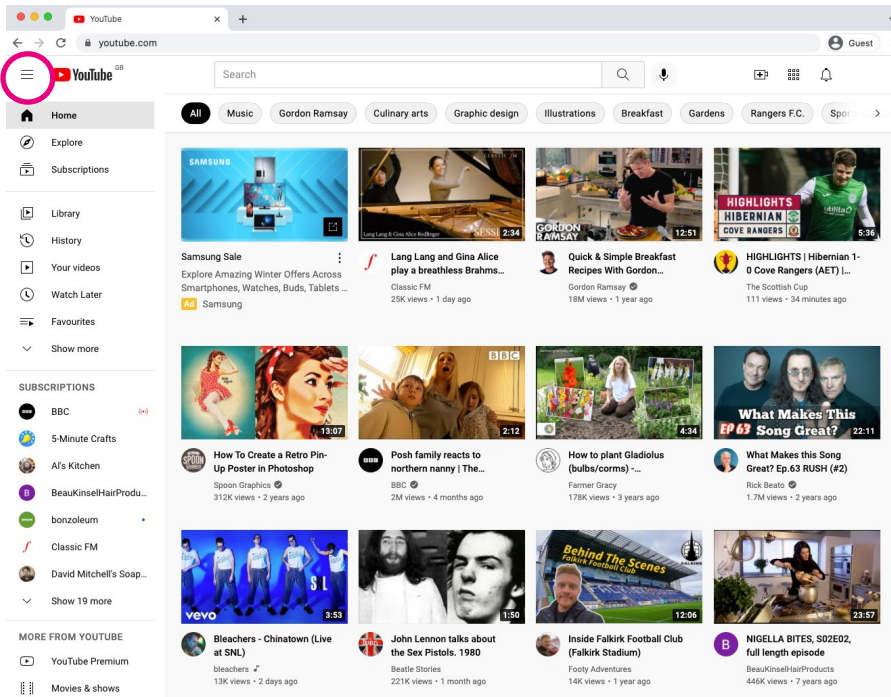


- **On an Android, iPhone or iPad:** Go to the bottom menu bar and select 'Library'.
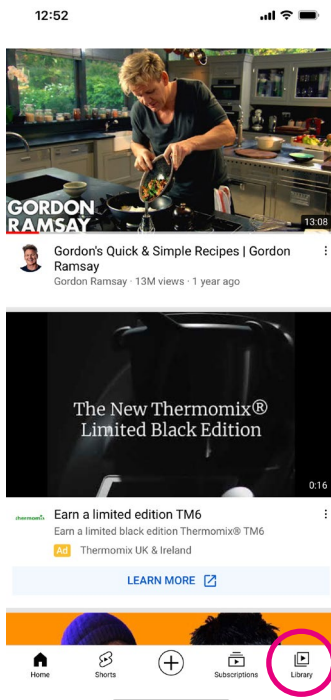
# 8. Using BBC iPlayer

## 8. Using BBC iPlayer

This guide will focus on BBC iPlayer but the main TV channels let you watch programmes online after they've been aired. For example, ITV Hub (for ITV), All 4 (for Channel 4, E4 etc.) and My 5 (for Channel 5). This is called a 'catch-up' or 'on demand' service and may contain adverts.

You can also subscribe to streaming services which allow you to watch TV shows, movies and documentaries through the internet without any adverts, such as Netflix or Apple TV+.

### Using BBC iPlayer

The BBC has a service called iPlayer where you can enjoy live TV programmes or catch up on any you've missed.

### Creating an account with BBC iPlayer and registering on a computer or laptop

To watch programmes on iPlayer, you must create an account.

1.  Open your web browser.

2.  In the address bar, type in iPlayer's web address which is **www.bbc.co.uk/iplayer** and press Enter on your keyboard. The website will load.
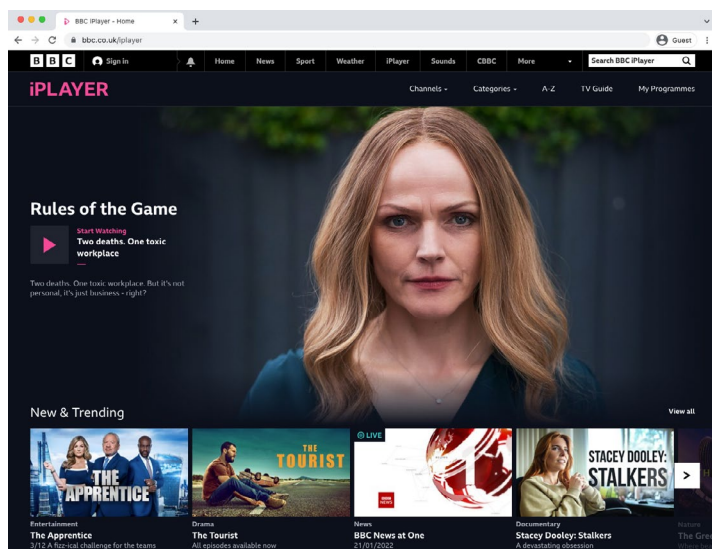
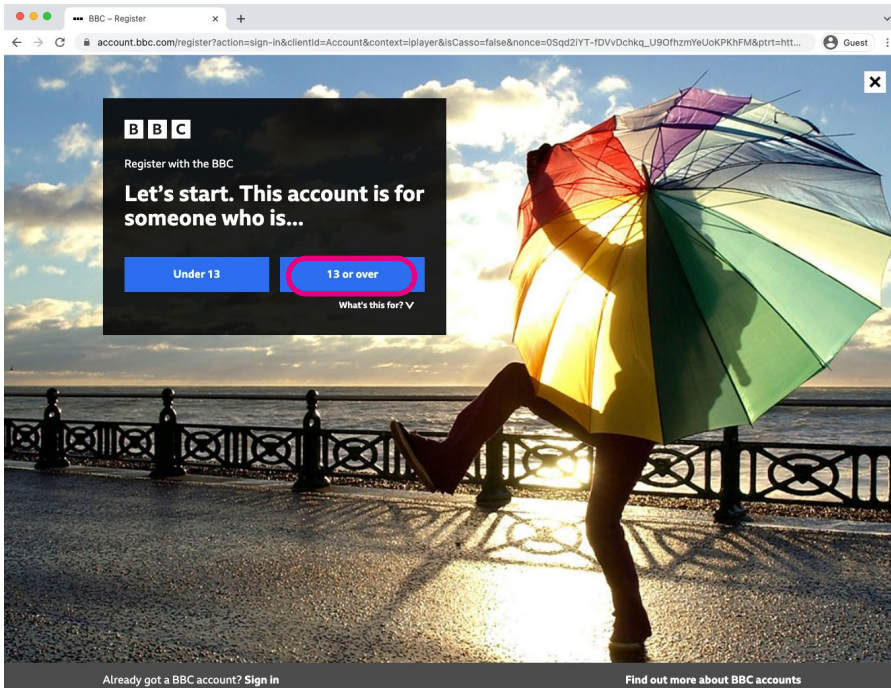**3.** In the top left corner next to the BBC logo, you'll see the 'Sign in' button – click on this.
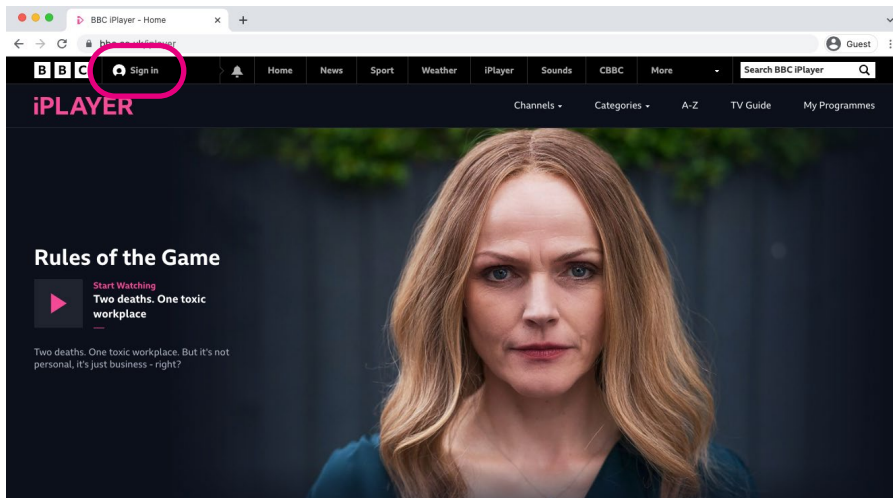


**4.** To register your new account, click on 'Register now' under the 'Don't have a BBC account?' option.
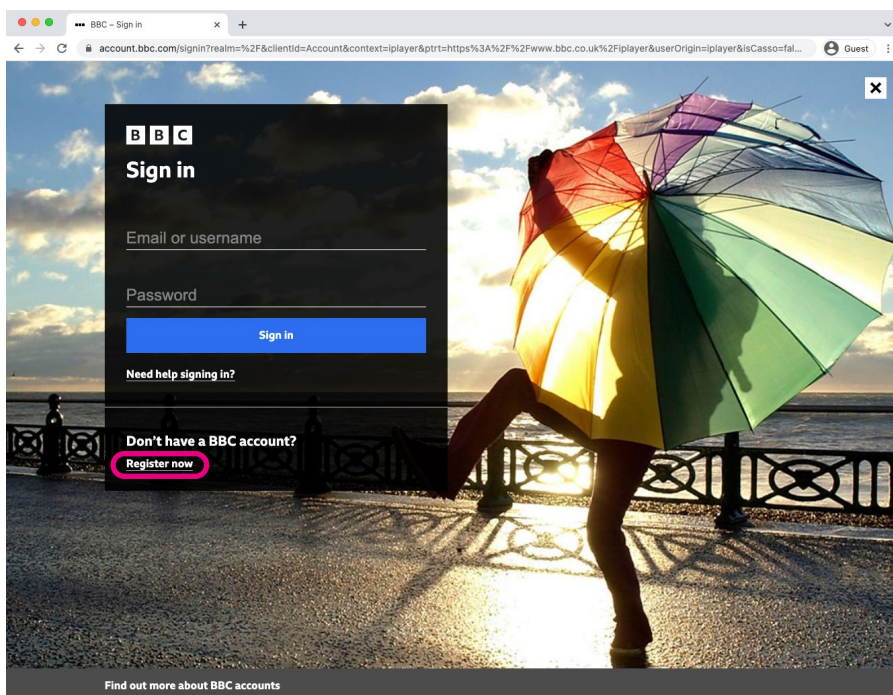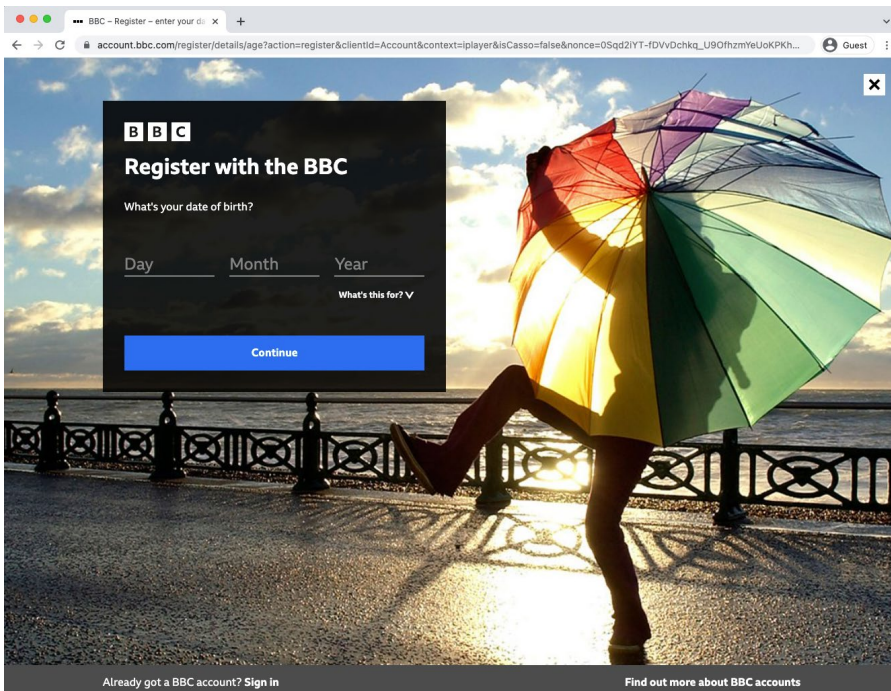
**5.** A window, which is a new page, will appear, asking if you're over the age of 13. Click on the blue box that says '13 or over'.



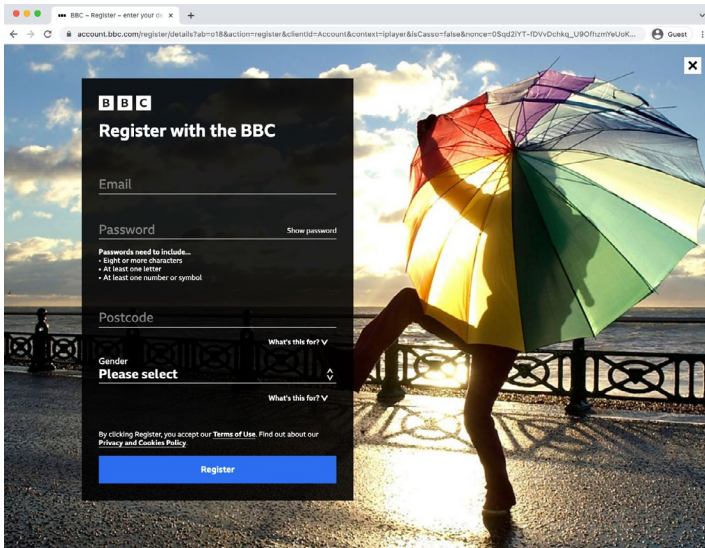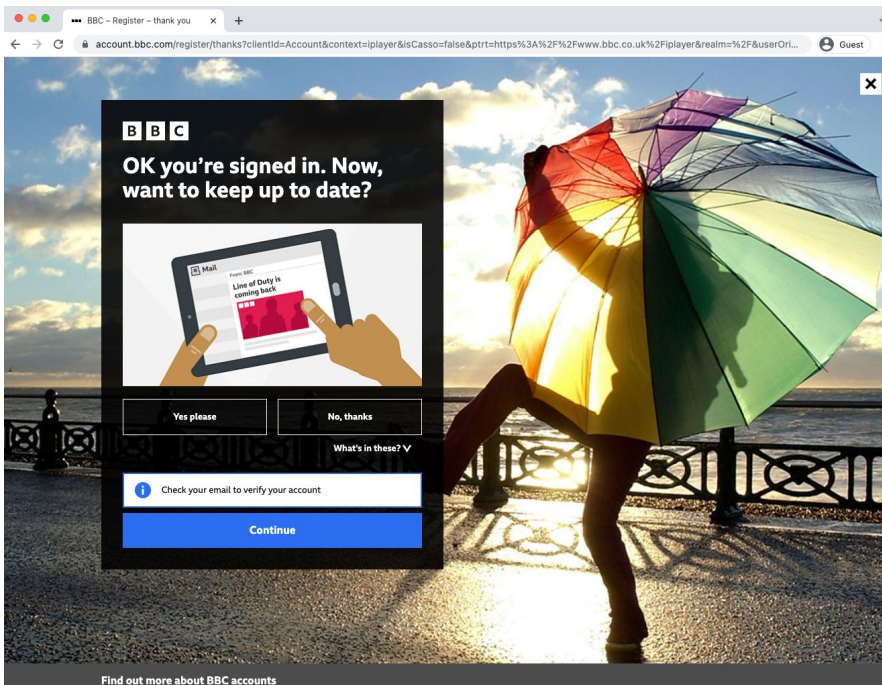**6.** You'll then be asked to enter your date of birth.

**7.** To create your account, you'll be asked to fill in some personal information. This includes your email address and postcode. You'll also be asked to confirm your gender. You'll also need to create a password.

The BBC asks for your gender, age and location to help them check how people in different demographics are using the service and make sure they're providing something for everyone.



**8.** You'll be asked whether you'd like to receive regular emails from the BBC to tell you about programmes and services. You can select 'Yes please' or 'No, thanks' depending on whether you would like these emails.
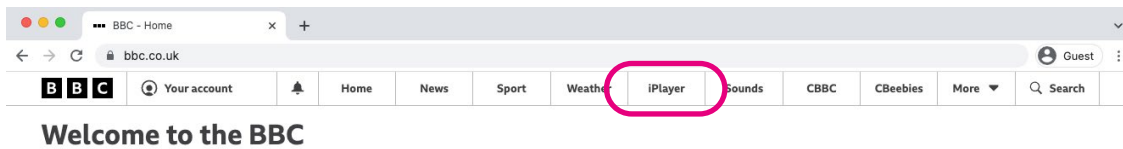
# 8. Using BBC iPlayer

**9.** You'll be sent an email to verify your account. Visit the email account you used to register with BBC iPlayer, locate the new email from the BBC and click 'Verify your email address'. You'll then be fully signed up. Press 'Continue', and you'll be taken to the main BBC website.
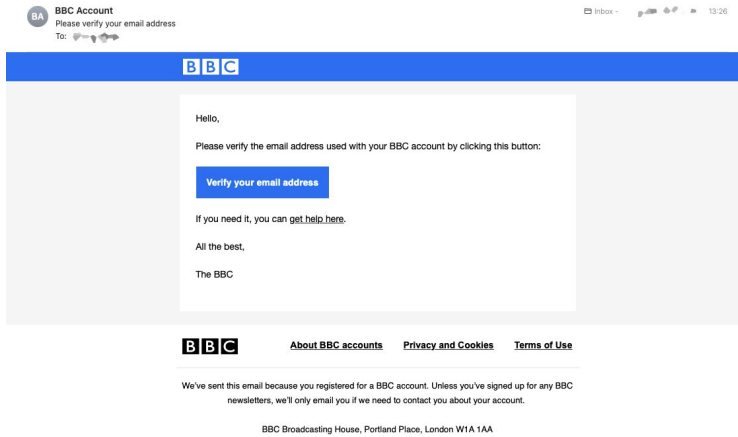


**10.** From here, you can access iPlayer from the menu at the top of the page. Click the 'iPlayer' button and it will take you to the main iPlayer page.

## 8. Using BBC iPlayer

### Finding, downloading and registering for iPlayer on Android

1. Open the Play Store on your phone or tablet's home screen by tapping on the Play Store icon.

2. First, you'll need to set up a Google account or log in to your Google account. This is the account you'll use to access other Google services, like Gmail, a type of email account. If necessary, please refer to Age UK's 'A beginner's guide to email'. It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, write down a hint that only you'll understand, rather than the actual password.

3. Search for the app by typing 'BBC iPlayer' into the search bar at the top of your screen.
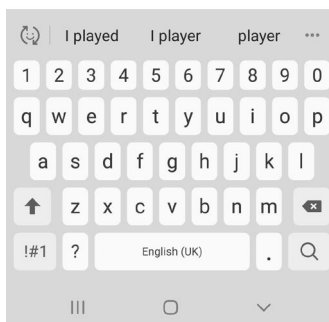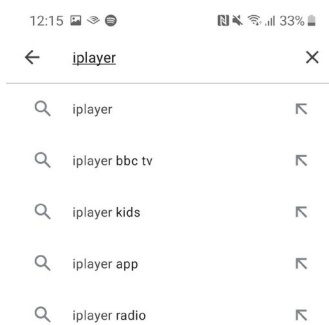


4. When you see 'BBC iPlayer' in the list that comes up, tap on it.

**5.** Tap 'Install', which is a green button underneath the iPlayer name. It will say that the app is 'Pending' and then 'Installing'.
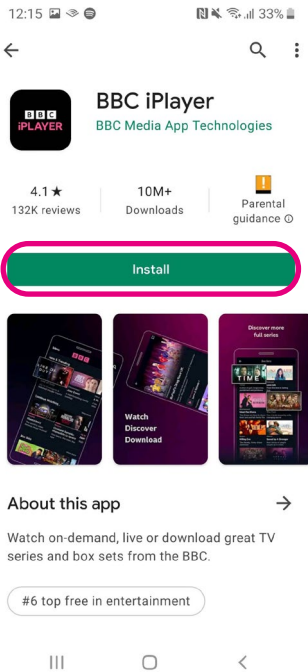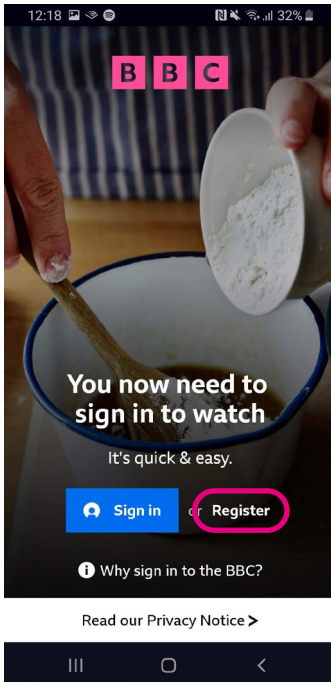


**6.** BBC iPlayer will download and be added automatically to your home screen. If you have a lot of apps, you may run out of room for new icons – if so, you'll need to 'swipe' across the page to see the new icon.
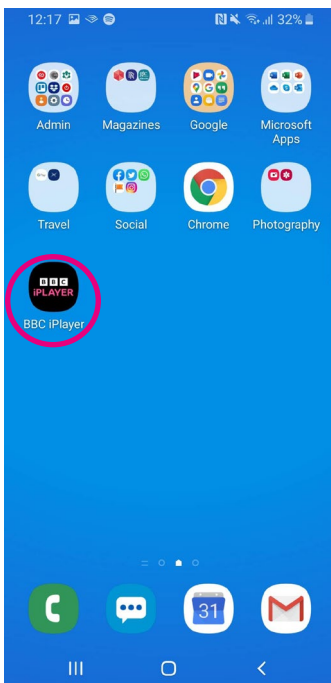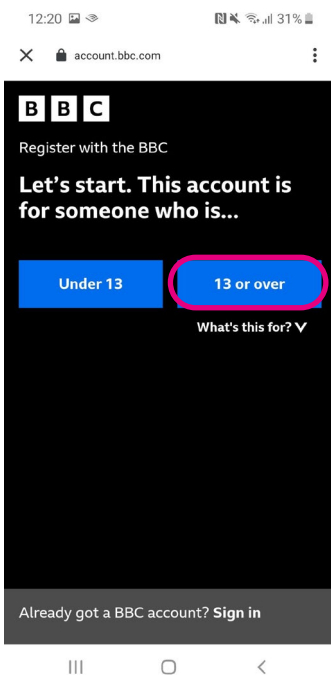
**7.** Tap on the app to open it. You'll need to sign in to watch, so click on 'Register'.



**8.** A window will appear to ask if you're over the age of 13. Click on the blue box '13 or over' to confirm.

**9.** Next, enter your date of birth.

**10.** To create your account, you'll be asked to fill in some personal information. This includes your email address and postcode. You'll also be asked to confirm your gender. You'll also need to create a password.

The BBC asks for your gender, age and location to help them check how people in different demographics are using the service and make sure they're providing something for everyone.
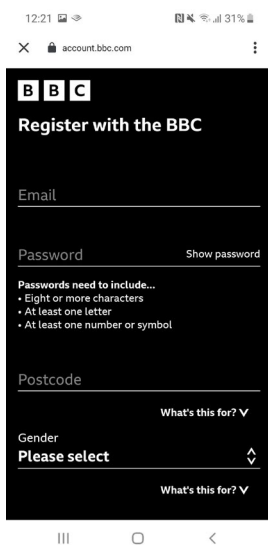


**11.** You'll be asked whether you'd like to receive regular emails from the BBC to tell you about programmes and services. Select 'Yes please' or 'No, thanks' and then tap 'Continue'.
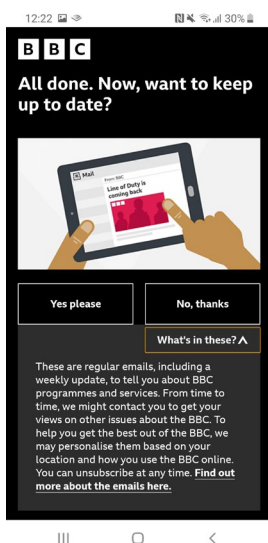
**12.** You'll be sent an email to verify your account. Visit the email account you used to register, locate the new email from the BBC and click on the link provided. You'll then be fully signed up.

## Finding, downloading and registering for iPlayer on an iPhone or iPad

**1.** Open the App Store in your iPhone or iPad's menu by tapping on the App Store icon.

**2.** You'll need to set up an Apple ID or log in to your existing Apple ID account. This is the account you'll use to access Apple services. It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, try to write a hint that only you'll understand, rather than the actual password.

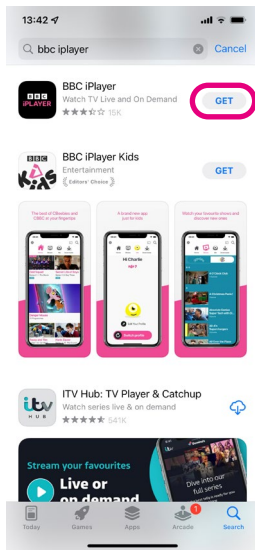**3.** Click the 'Search' magnifying glass icon at the bottom right of the screen and type in 'BBC iPlayer'.
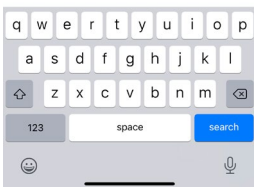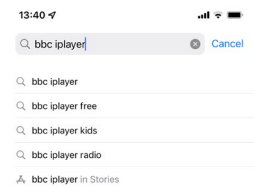


**4.** Tap on the name 'BBC iPlayer'.

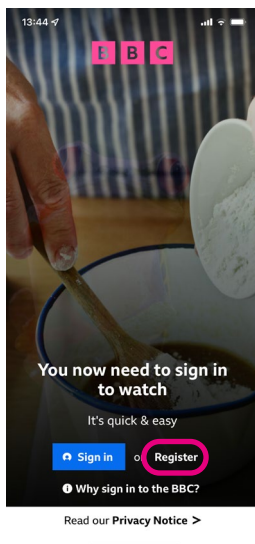**5.** Tap 'Get' which is a blue button next to the iPlayer logo.



**6.** BBC iPlayer will download and be added automatically to your home screen. If you have a lot of apps in your menu, you may run out of room for new icons – if so, you'll need to 'swipe' across the page to see the new icon.

**7.** Tap on the app to open it.

**8.** You'll need to sign in to start watching content, so click on 'Register'.

**9.** A window will appear asking if you're over the age of 13. Click on the blue '13 or over' box.



**10.** Next, enter your date of birth.

**11.** To create your account, you'll be asked to fill in your personal information. This includes your email address and postcode. You'll also be asked to confirm your gender. You'll also need to create a password.

The BBC asks for your gender, age and location to help them check how people in different demographics are using the service and make sure they're providing something for everyone.
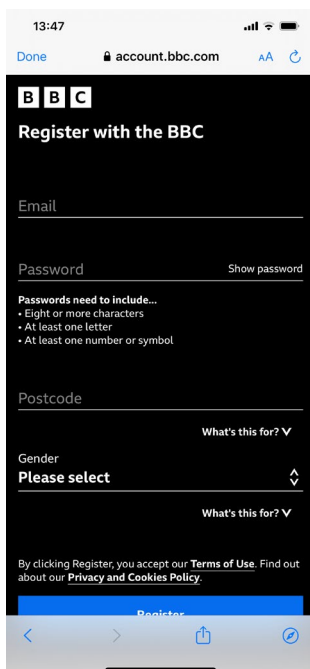
**12.** You'll be asked whether you'd like to receive regular emails from the BBC to tell you about programmes and services – select 'Yes please' or 'No, thanks' and then tap 'Continue'
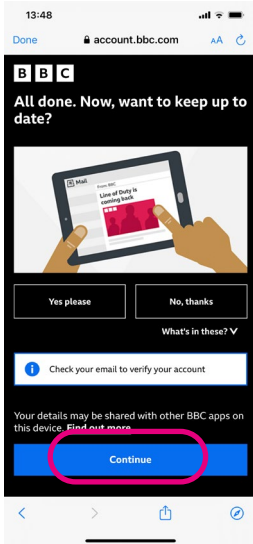


**13.** You'll be sent an email to verify your account. Visit the email account you used to register, locate the new email from the BBC and click on the link provided. You'll then be fully signed up.

## Searching for programmes on your computer or laptop

**1.** The main iPlayer webpage shows you programmes in different categories, including 'popular shows', 'documentaries' and 'drama'. Scroll down the webpage to see the different categories.

**2.** You can also search for programmes on a particular channel by clicking on the 'Channels' button. This is at the top of the iPlayer homepage at the top of the menu.
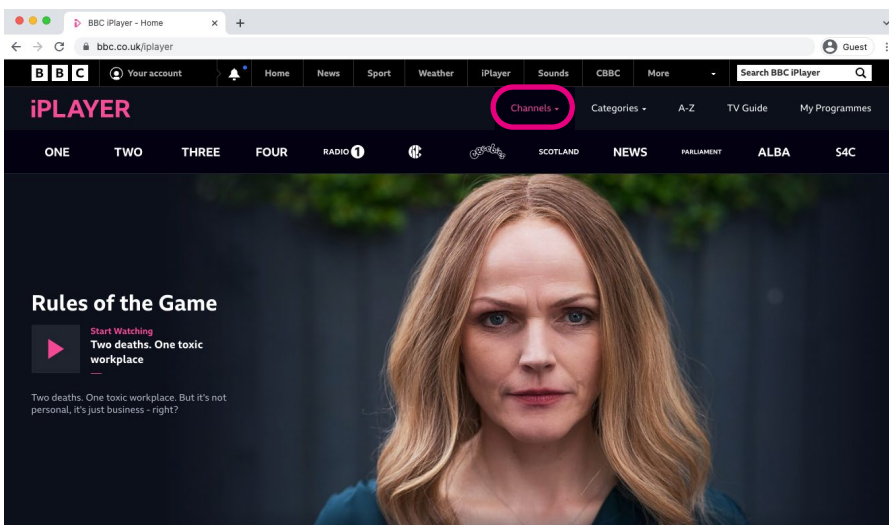
**3.** When you click on this, the different BBC channels will appear in a separate menu below, including BBC One and BBC Two. Click on the channel you'd like to watch and programmes from that channel will appear below.

**4.** Alternatively, if you know the name of the programme you want to watch, you can enter the name in the 'Search BBC iPlayer' box at the top right of the page. Press Enter on your keyboard and, if it's available, the programme will appear.
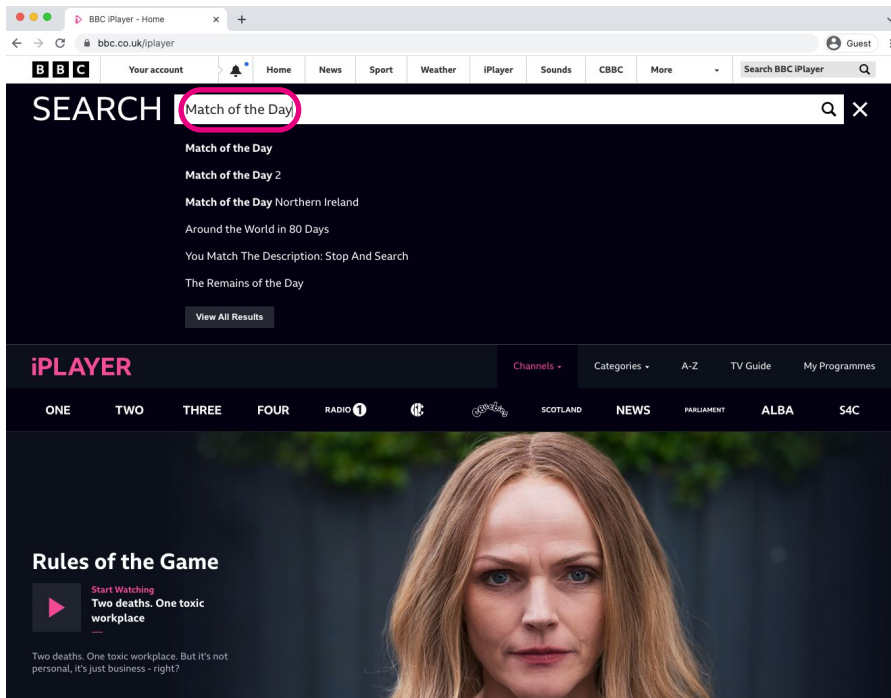


**5.** iPlayer also has a list of programmes organised from A-Z. To access this list, click on the 'A-Z' button at the top of the iPlayer menu – it's the third button from the right. Click on the relevant letter to find your programme.
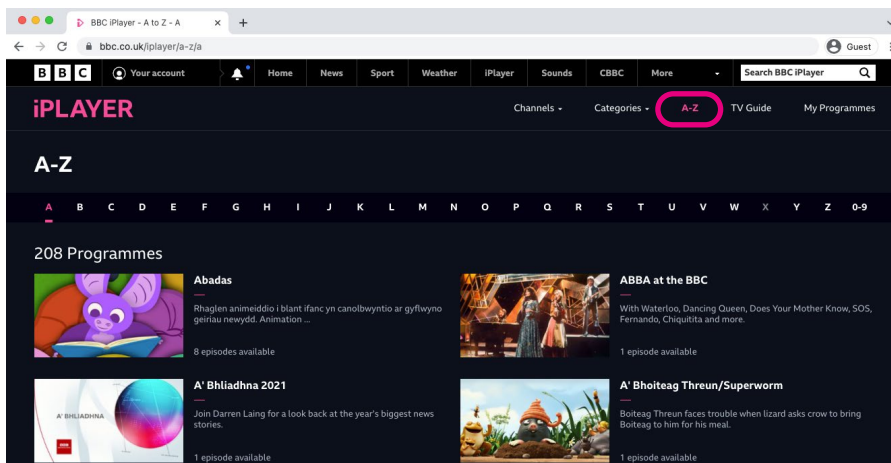
## 8. Using BBC iPlayer

### Searching for programmes on the iPlayer app on your smartphone or tablet

1.  Tap on the iPlayer app on your smartphone or tablet to open it.

2.  You'll see a suggested TV programme for you to watch at the top of the screen – then there are other categories below including 'New & trending'.

3.  If you know the name of the programme you'd like to watch, tap on the magnifying glass search icon in the top right corner of your screen.
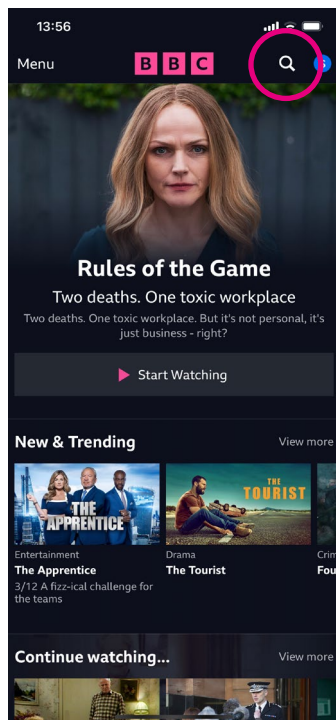


4.  Start typing the name of the programme you'd like to watch. A list of TV programmes will appear below matching what you have entered. Tap the programme you'd like to watch.

**5.** Alternatively, you can browse different BBC channels, such as BBC One or BBC Two. Tap the 'Menu' icon in the top left corner of the screen. This will bring up different channels. Scroll right to see the different menus. Tap on the channel you'd like to watch.
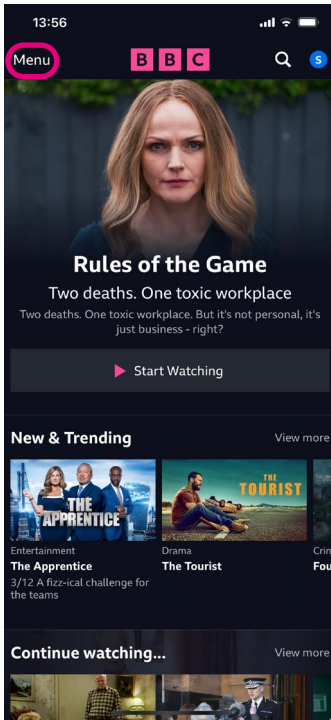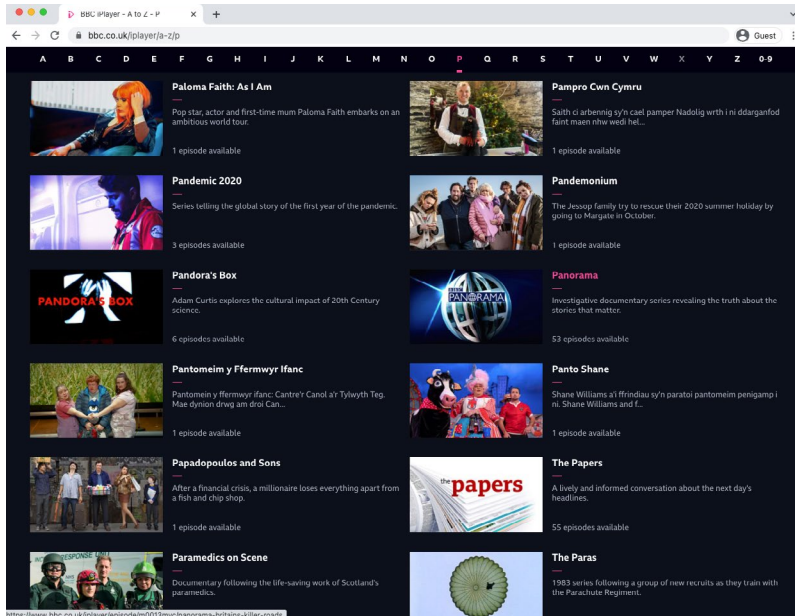


**6.** When you tap on the 'menu' icon, you'll also find the 'TV Guide' button which gives you the TV schedule for the next week.
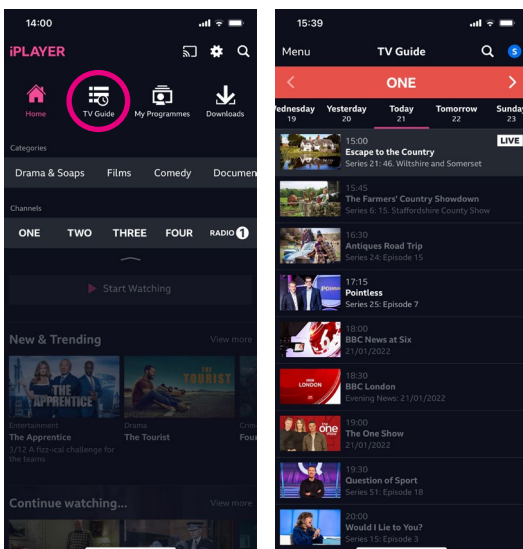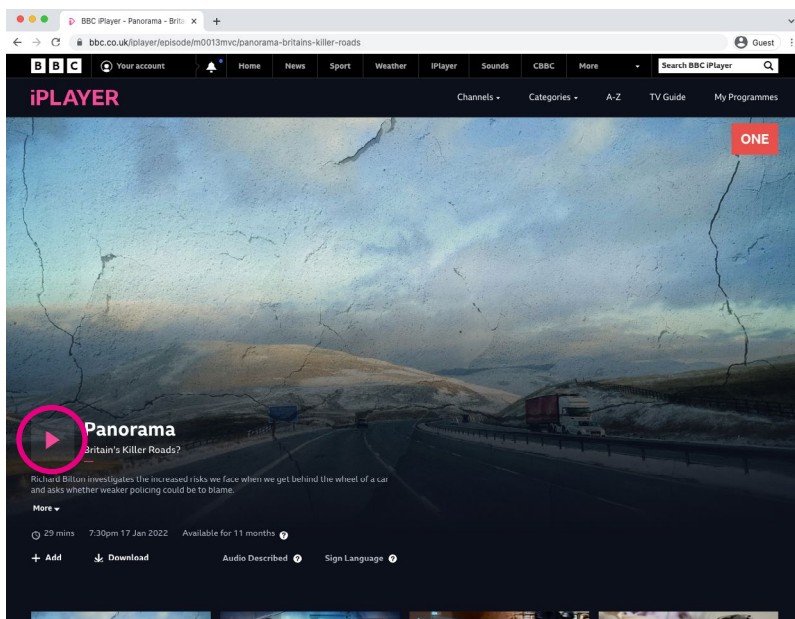
## 8. Using BBC iPlayer

### Watching programmes on iPlayer on your computer or laptop

**1.** When you've found the programme you're looking for, click on the image or name of the programme.
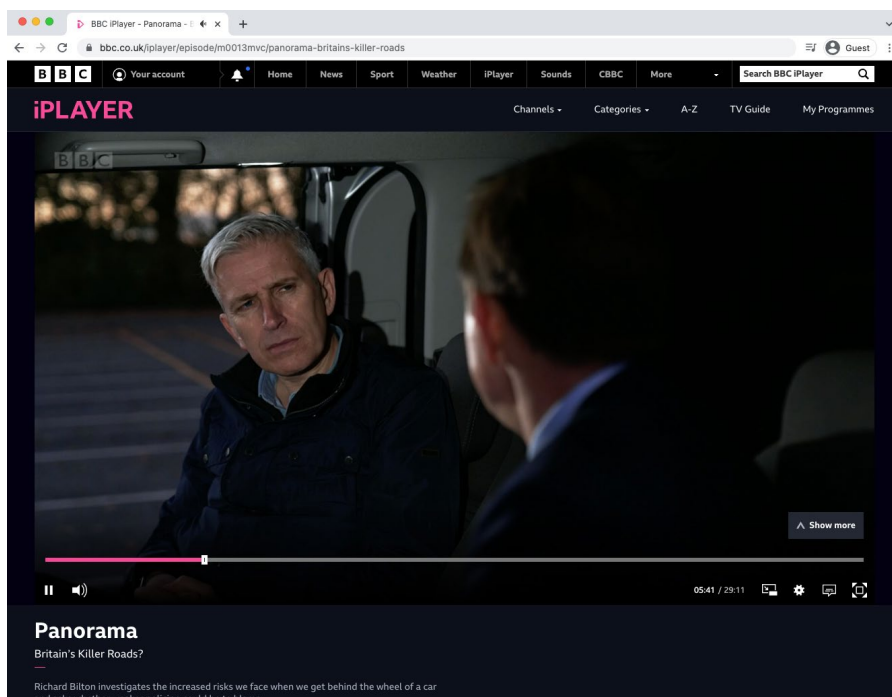


**2.** You'll be taken to another page dedicated to that programme. You'll get a brief outline of what the show is about and, if it's part of a series, you'll see the different episodes available.

**3.** Click on the programme or episode you'd like to watch. You'll see a pink iPlayer icon towards the bottom of the image.

**4.** It may ask you to confirm that you have a TV Licence. If you have one you can click 'I have a TV Licence. Watch now.'

**5.** Depending on the programme you've selected to watch, a pop-up screen may appear asking whether you'd like to turn on a parental guidance lock. If young children use your device, you can set a pin to control who watches content.

**6.** The programme will then start.

**7.** You can change the way you watch or listen to the programme. At the bottom of the screen, you'll find buttons to pause the video, change the volume and watch it in full screen mode.
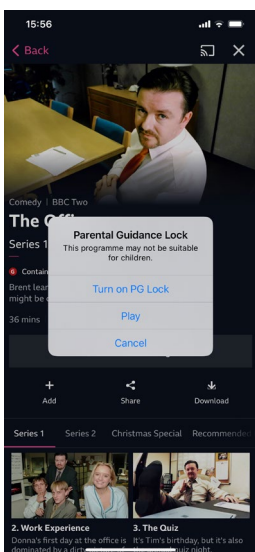
## 8. Using BBC iPlayer

### Watching programmes on the iPlayer app on your smartphone or tablet

1. Open iPlayer on your phone.

2. When you've found the programme you are looking for, tap on the image of it.

3. You'll get a brief outline of what the programme is about and, if it's part of a series, you'll see the different episodes available.

4. Tap on the programme or episode you'd like to watch. On an iPhone or iPad, you'll see a pink iPlayer icon with the words 'Start watching'. Tap on this to watch the programme. On an Android device, you'll see a white right-facing arrow at the bottom left of the image. Tap on this to watch the programme.
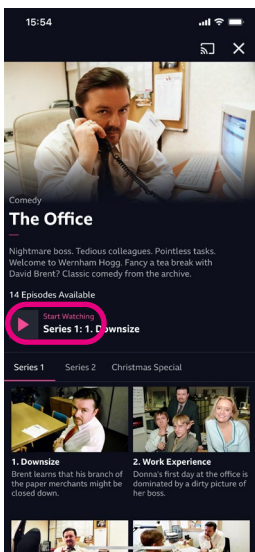


5. Depending on the programme you've selected, a pop-up screen may appear asking whether you'd like to turn on a parental guidance lock. If young children use your device, you can set a pin to control who watches content. Otherwise, tap 'Play'.



6. The programme will then start.

## Downloading programmes

You can also download programmes from iPlayer, which means you can watch them later when you don't have an internet connection, for example when you are out and about. You'll usually have 30 days to watch the programme once downloaded.

### Downloading programmes on a computer or laptop

To download BBC iPlayer programmes to your computer or laptop, you'll need to install the BBC iPlayer Downloads app. You can find this at: **www.bbc.co.uk/iplayer/install.**
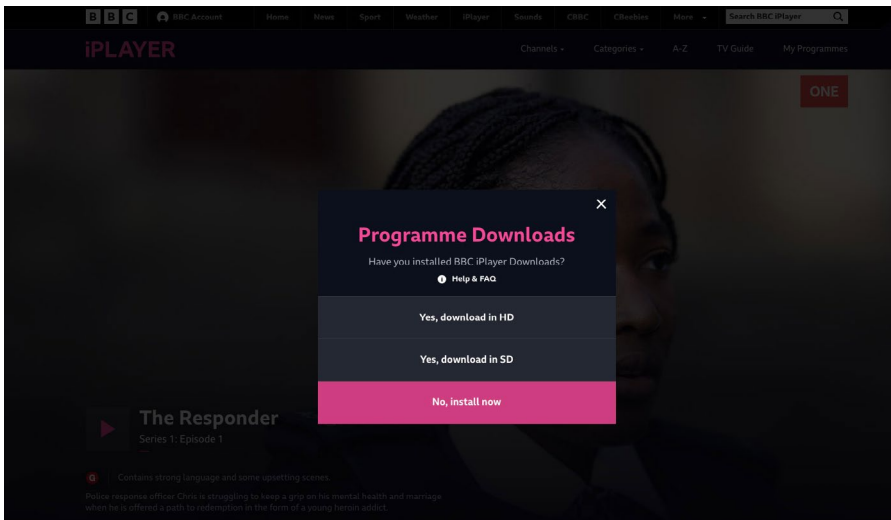
### Downloading programmes on a Windows computer or laptop

**1.** Find the programme you want to watch and click 'Download' below the video picture.
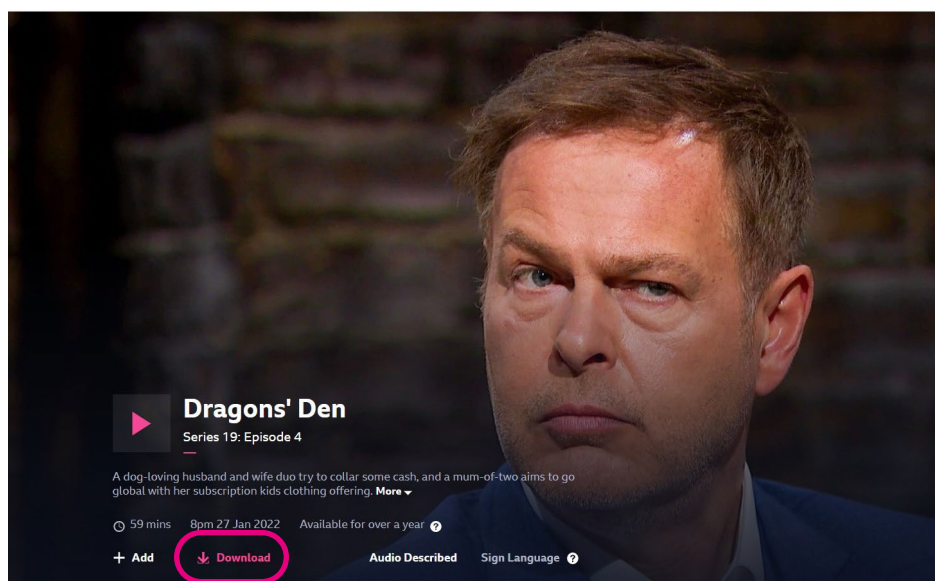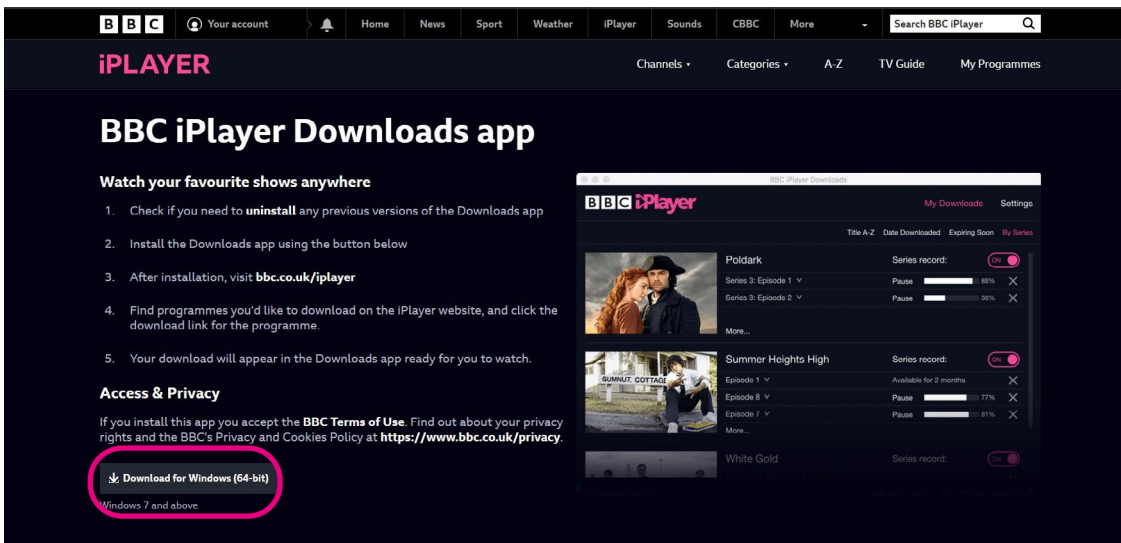
**2.** A window will pop up to ask you whether you have the iPlayer Downloads service installed. Click on 'No, install it now'.



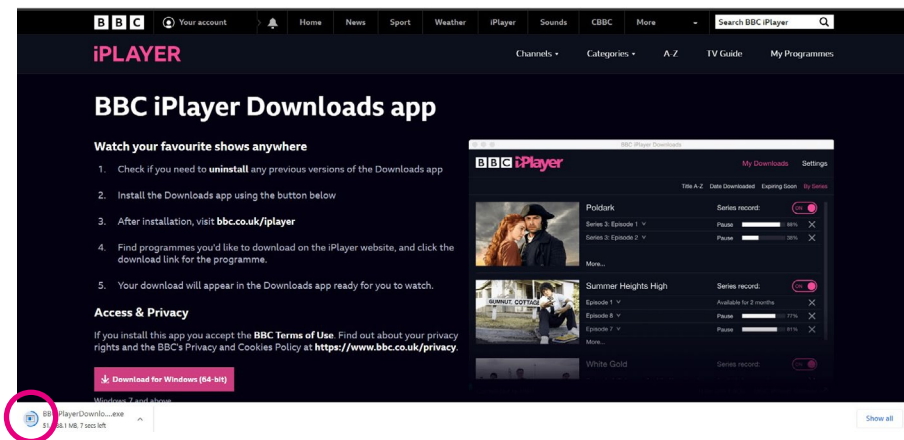**3.** You'll be taken to the installation web page. Click on 'Download for Windows'.

**4.** You'll see a file start to download at the bottom of the page. Once it has finished, click on it.



**5.** A new window will pop up, telling you to visit the iPlayer website to download programmes.
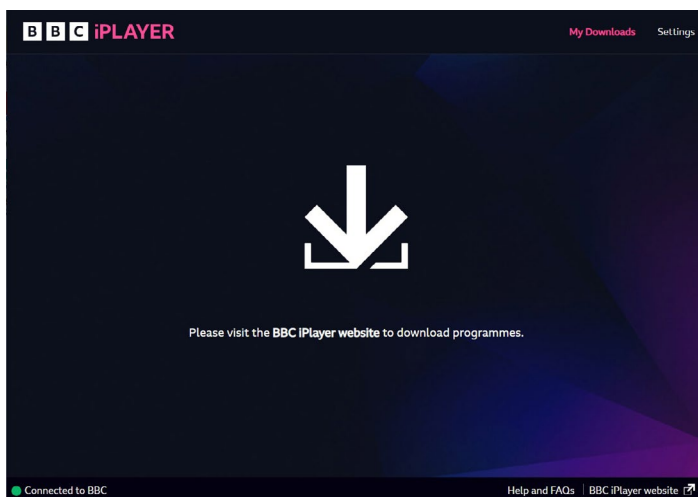


**6.** Return to the iPlayer website and click on 'Download' on the programme you'd like to watch.

**7.** The BBC iPlayer Downloads app will pop up and show your programme downloading.



**8.** When it's complete, you can watch it by clicking on the image. It will tell you how long you have to watch it before it expires.

## Downloading programmes on a Mac computer or laptop

**1.** Find the programme you want to watch and click 'Download' below the video picture.

**2.** A window will pop up to ask you whether you have the iPlayer Downloads service installed. Click on 'No, install it now'.



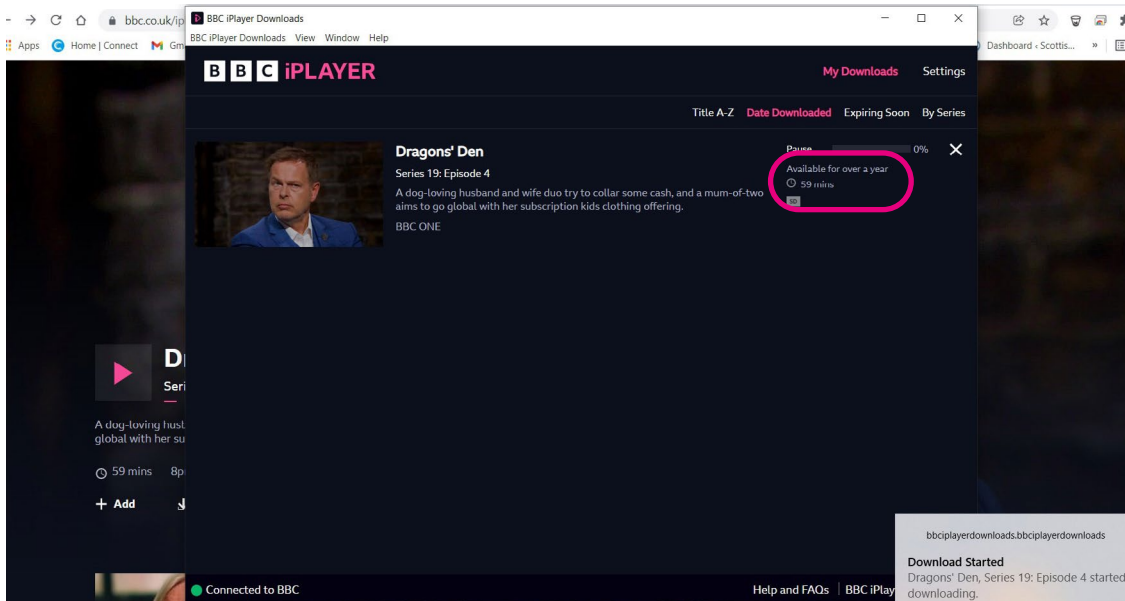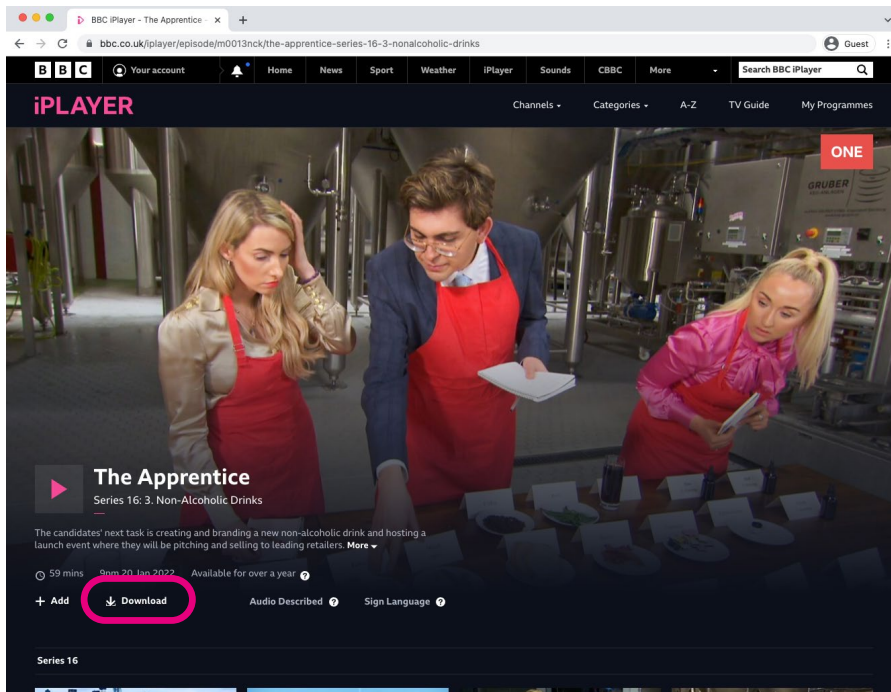**3.** You'll be taken to the installation web page. Click on 'Download for Mac'.

**4.** You'll see a file start to download.



**5.** After it's downloaded, double-click on the file.

**6.** A window with a BBC iPlayer Downloads icon will appear.

**7.** Drag the BBC iPlayer Downloads icon into the 'Applications' folder which is shown in the same window.



**8.** Open the 'Applications' folder in the 'Finder' and double-click 'BBC iPlayer Downloads'. The 'Finder' helps you to find and organise your files on a Mac.

**9.** Return to iPlayer and click 'Download' on the programme you'd like to watch.

**10.** The BBC iPlayer Downloads window will pop up and show your programme downloading.
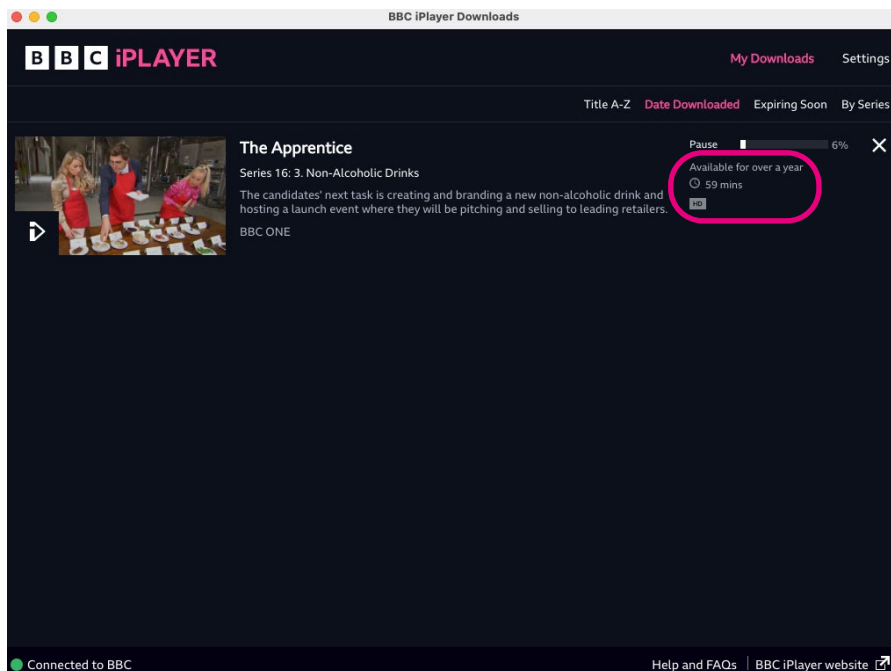


**11.** When it's complete, you can watch it by clicking on its image. It will tell you how long you have to watch it before it expires.
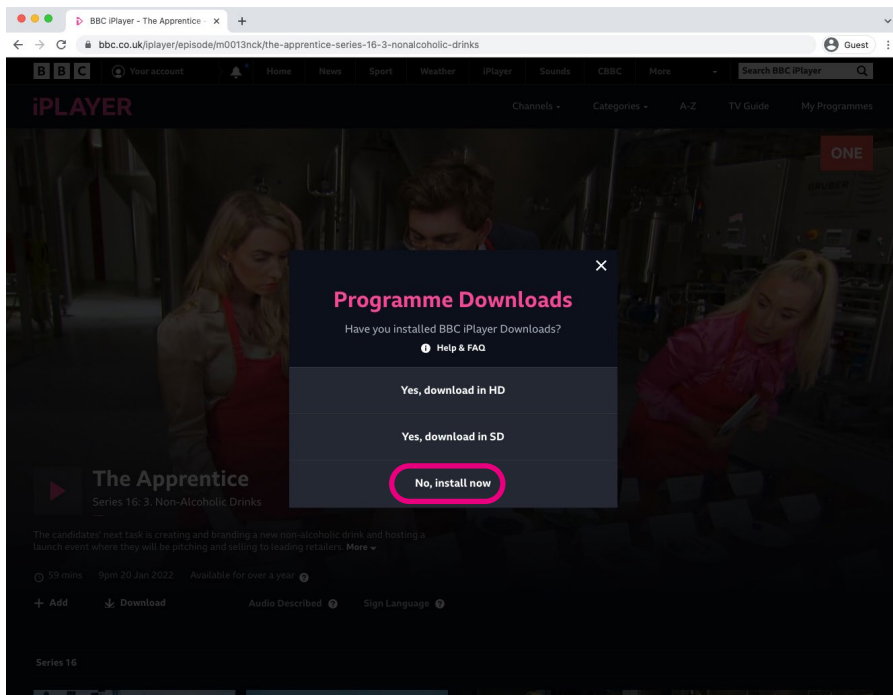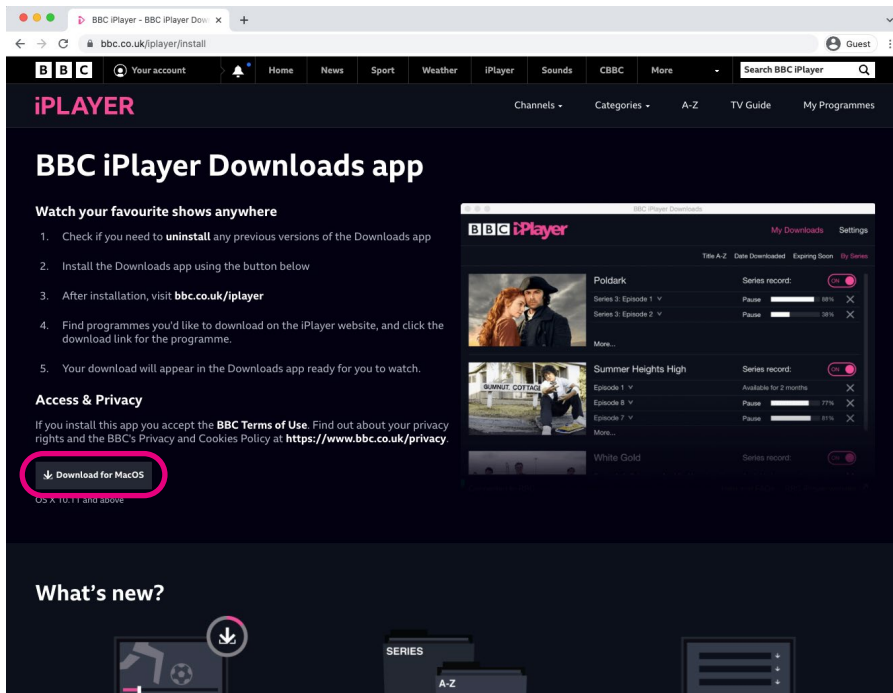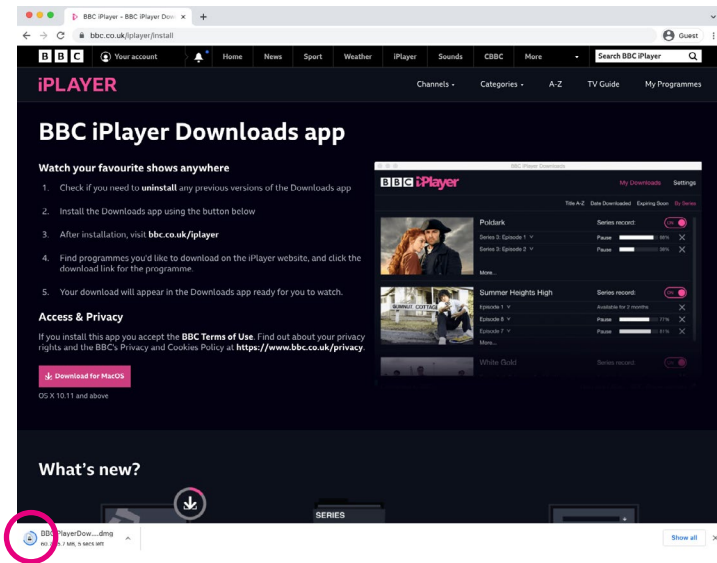
## 8. Using BBC iPlayer

### Downloading programmes on smartphone or tablet

1. Open the iPlayer app on your smartphone or tablet.

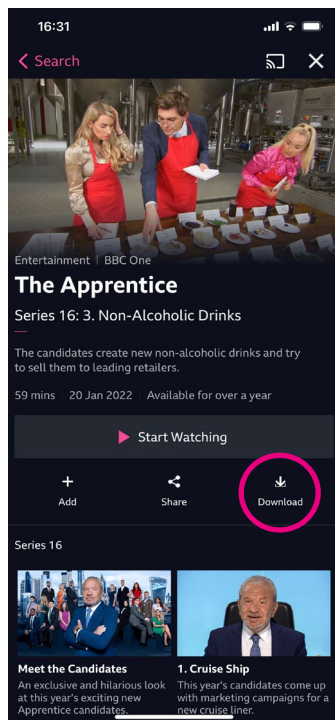2. Find the programme you want to download.

3. Underneath the image of the programme, you'll see the 'download' icon. This is a white downward facing arrow next to the word 'Download'. Tap on this.



4. A message may pop up asking you to confirm that you have a TV licence. If you do, tap 'Yes'.

5. The programme will then begin to download. You'll see the progress of the download – for example, '55% downloaded'. On an iPhone or iPad, a pink tick will appear once it is completed. On an Android device, the white downward facing arrow will turn pink with the words 'Delete download' in pink appearing next to the arrow. Don't click on this until you've finished with the programme.

**6.** To find your downloaded programmes, tap the 'menu' button at the top left of the main page.
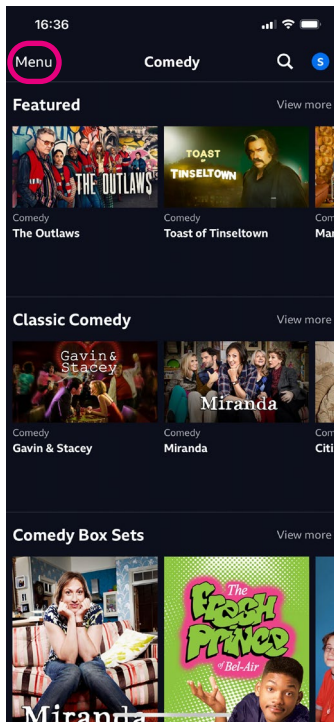


**7.** Then tap on the 'Downloads' icon. This is the white downward facing arrow on the top menu at the far right.
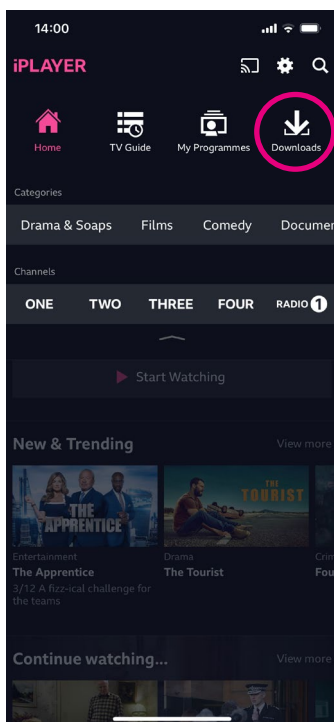
# 8. Using BBC iPlayer

## Watching with audio description or sign language on computer or laptop

iPlayer has different tools available to help people with hearing and eyesight difficulties watch their favourite TV programmes, including audio description and sign language. Audio description is commentary that explains what is happening on screen, such as movements and expressions. This is helpful for people who are blind or partially sighted.

1. Once you've found the programme you want to watch, you'll see options for 'Audio Described' and 'Sign Language' below the description of the programme.
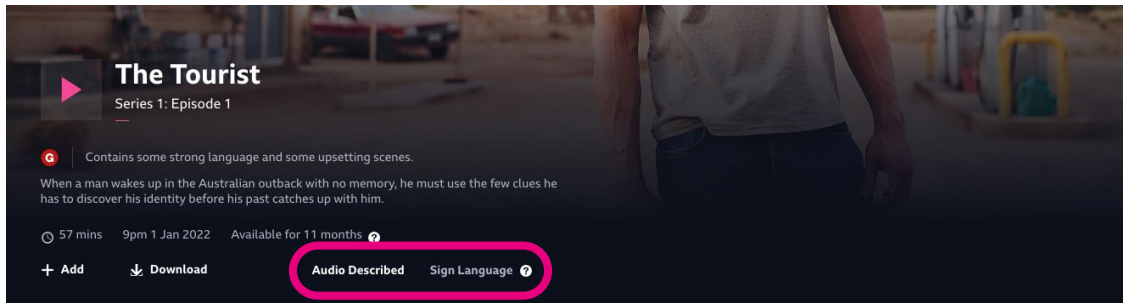
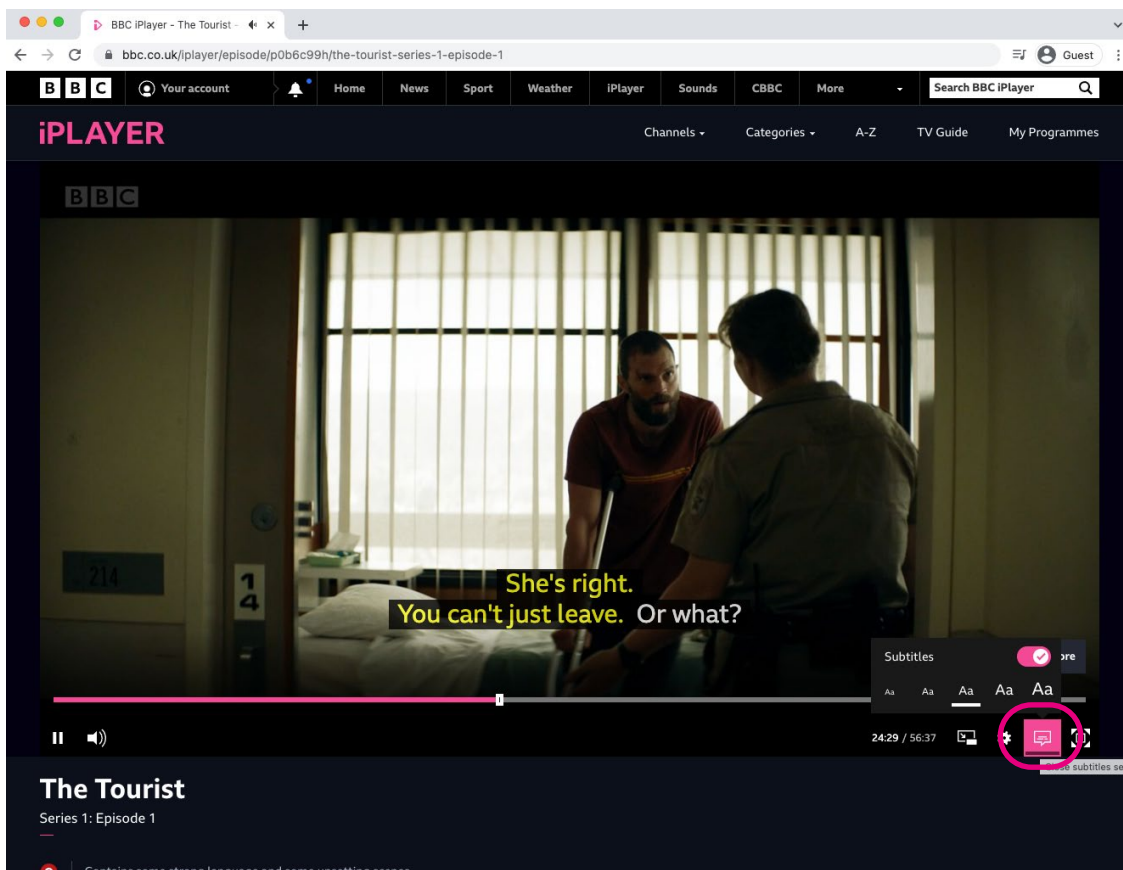

2. Click on the one you want to use and then start to play the programme.

## Watching with subtitles on a computer or laptop

Subtitles are available for any iPlayer programme you watch on demand.

1. To turn them on, click on the 'subtitles' icon, which looks like a speech bubble, at the bottom right corner of the screen when you've started playing a programme.

## 8. Using BBC iPlayer

### Watching with audio description, sign language or subtitles on smartphone or tablet

1. Start to play the programme you want to watch.

2. Tap the screen and a menu will appear.

3. Tap on the 'subtitles and settings' icon which looks like a speech bubble at the top right corner of the screen.
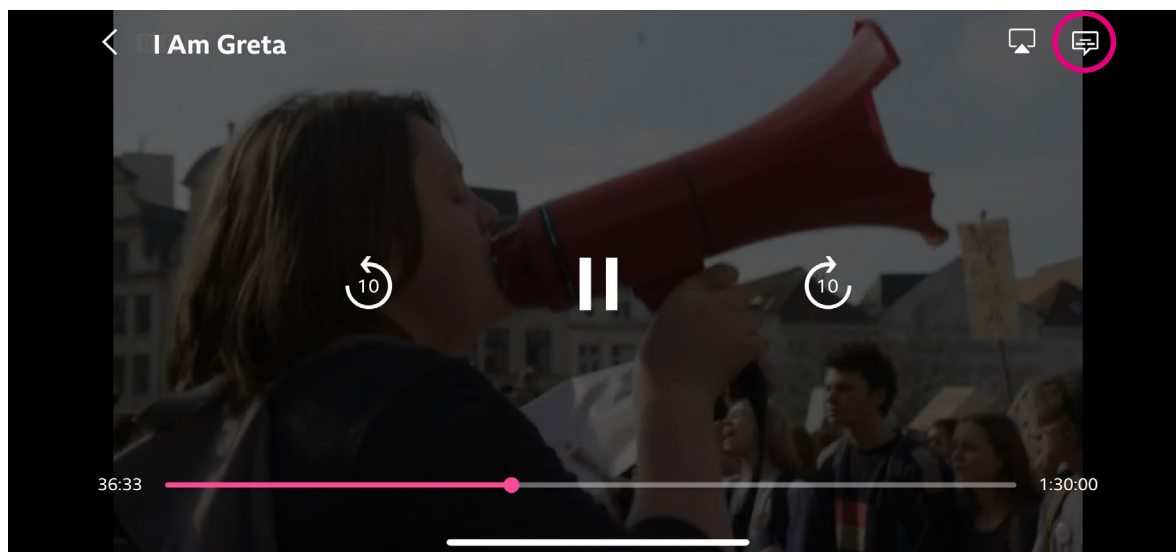


4. Options to turn on audio description, sign language or subtitles will pop up.
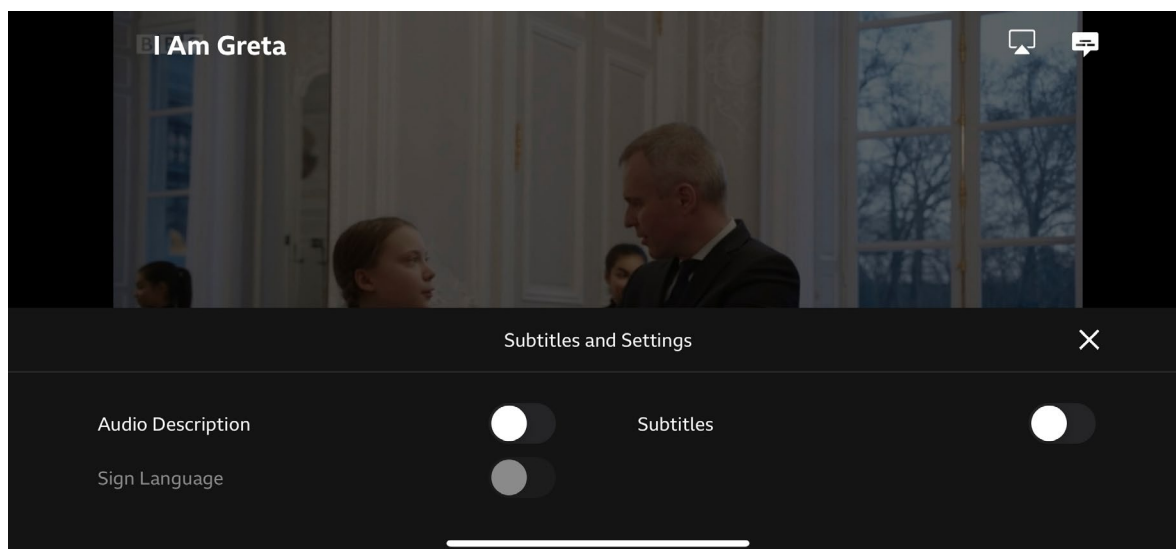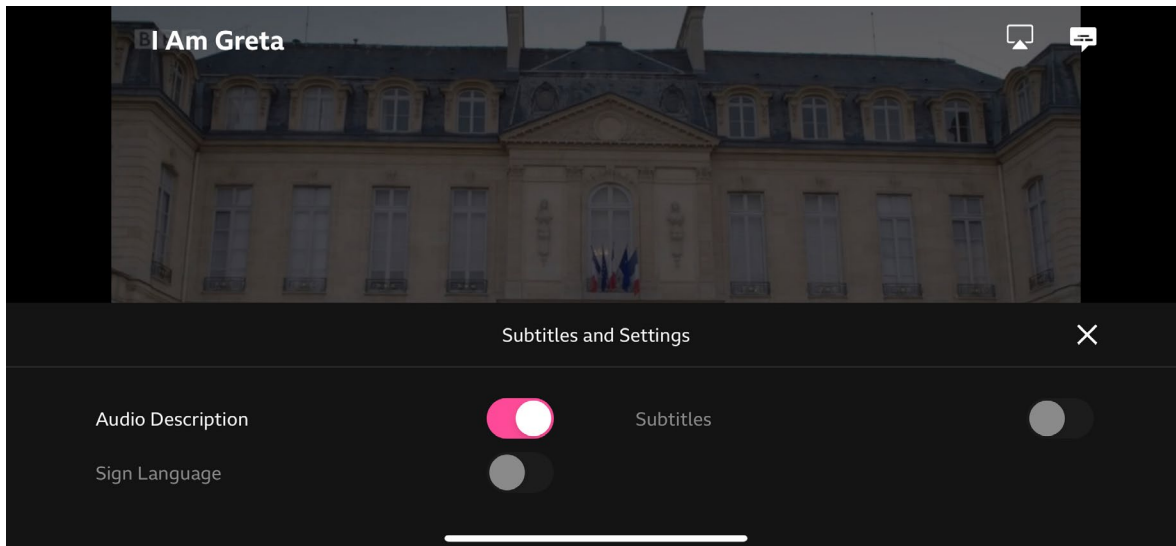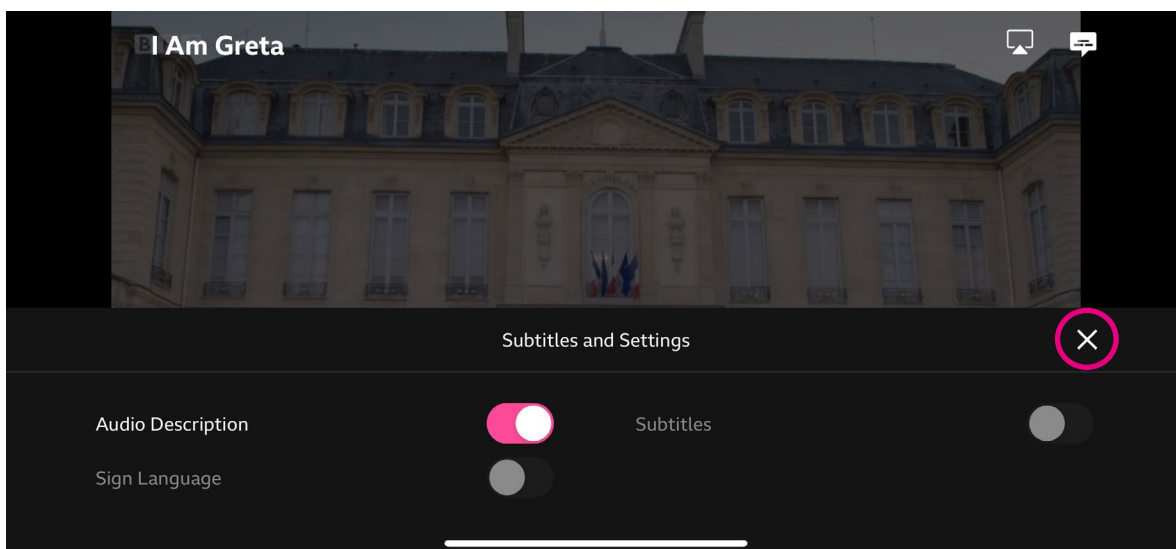
**5.** To turn any of these on, tap on the relevant slider and it will turn pink to show that it has been selected.



**6.** Tap on the cross on the right side of the menu to close the box and continue watching your programme.

### Finding programmes you've started watching

'My Programmes' is the place where you can find any of the shows you're currently watching, so you don't need to search for them each time you visit iPlayer. This means you can pick up where you left off on any episodes that you are part-way through.

- **On computers and laptops**, you can find 'My Programmes' on the top right corner of the main iPlayer menu under the search box.
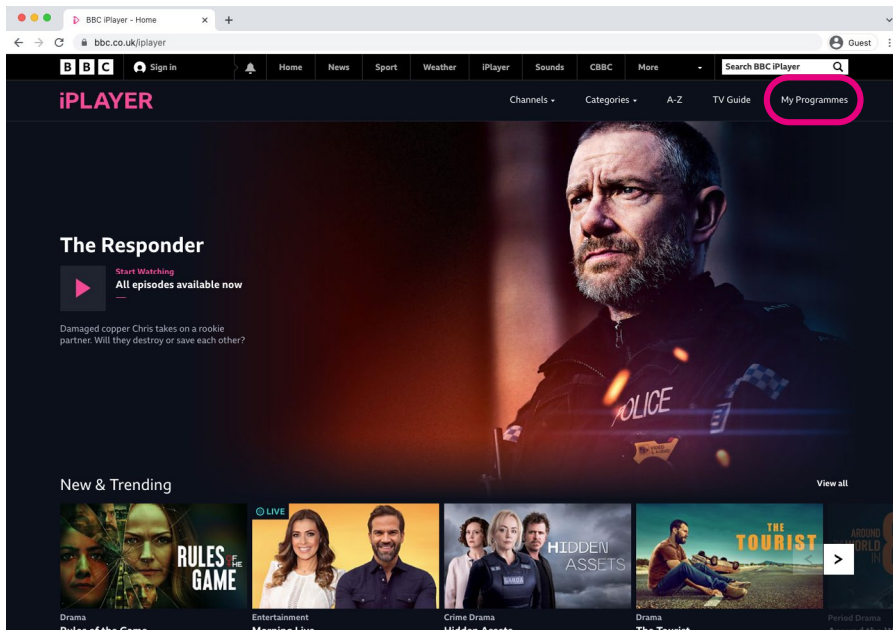


- **On smartphones and tablets**, you can find 'My Programmes' by tapping on the 'menu' icon on the top left corner of the main iPlayer menu. The 'My Programmes' icon is the second icon from the right, at the top of the screen. Click on this.
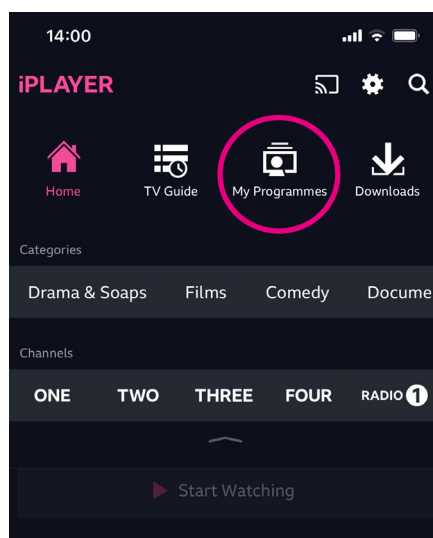
## 8. Using BBC iPlayer

### Adding shows to the 'My Programme' list

If there's something you'd like to watch later on, you can add it to your 'My Programmes' list to watch another time.

1. Find the programme you want to add to your 'My Programmes' list.

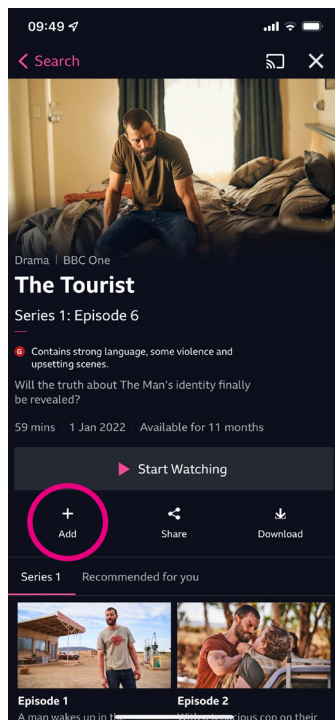2. Click or tap on the 'add' button below the programme. Depending on which device you're using, 'add' may appear on the left or the right of the screen.

# 9. Using Netflix

## 9. Using Netflix

Netflix is a paid-for subscription service that allows you to watch TV shows and movies online without adverts. You can also download programmes to watch when you don't have an internet connection, for example when you're out and about.

Netflix is a charged-for service and there are different plans depending on your needs. As of November 2021, these vary from £5.99 to £13.99 a month.

Once you start watching programmes and movies, Netflix will make recommendations for shows it thinks you will enjoy.

### Getting started with Netflix on your computer or laptop

1. Open your web browser.

2. In the address bar, type in the web address **www.netflix.com** and press enter on your keyboard – the website will load.
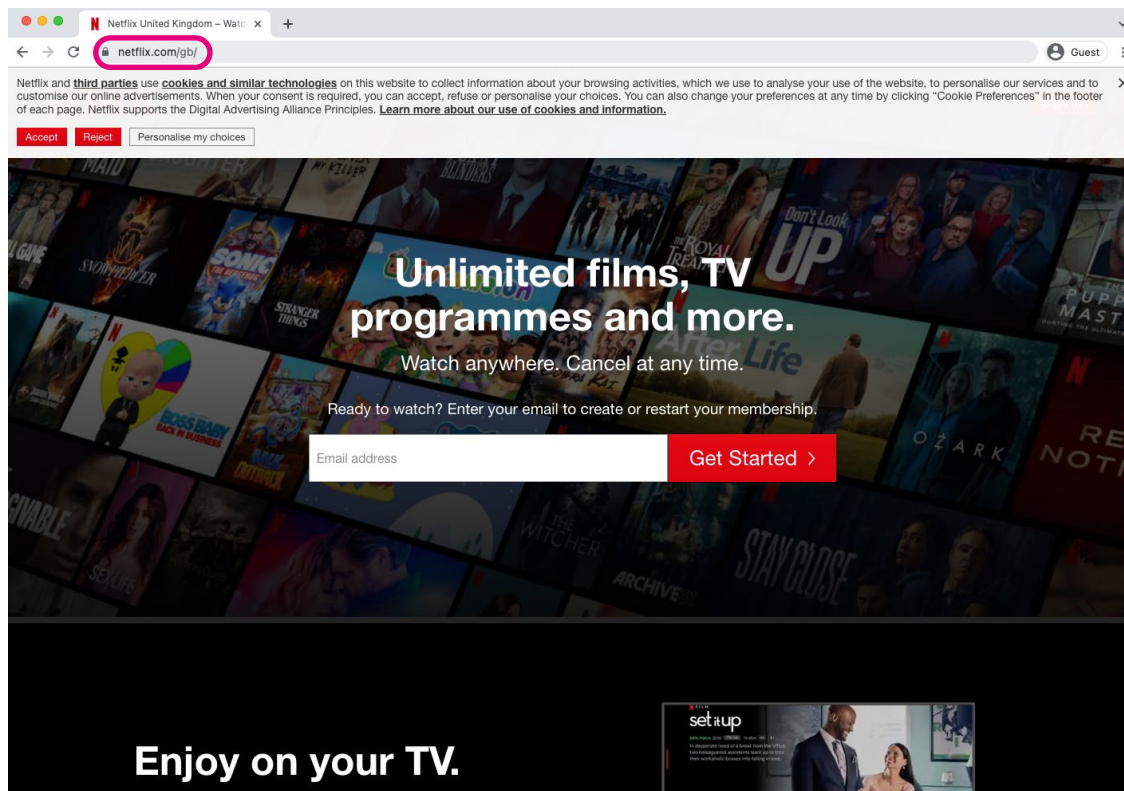
## 9. Using Netflix

**3.** Enter your email address in the email address bar and click on 'Get started'.
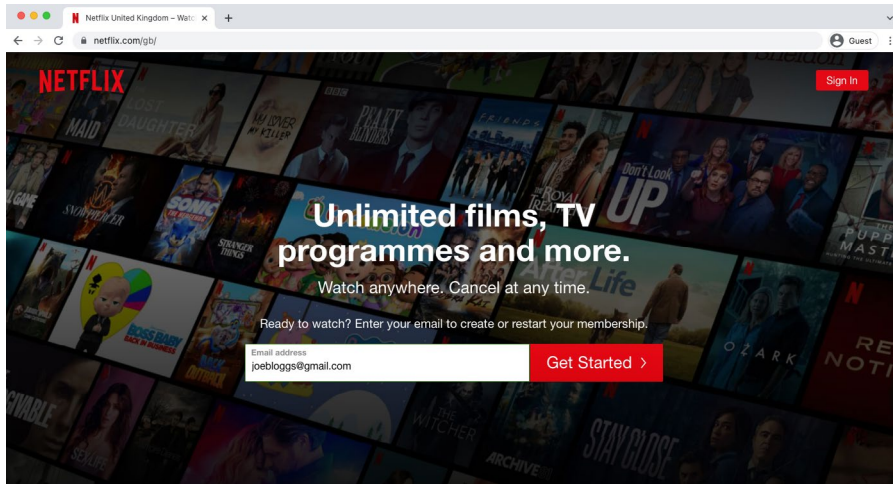


**4.** It will ask you to set up a password – click 'Next'.

**5.** Create a password and click 'Next'. Read Age UK's 'A beginner's guide to staying safe online' for tips on creating a strong password.

**6.** Netflix will then ask you to choose your plan – click 'Next'.

**7.** On the next screen, you'll see the different plans available, including pricing and what you get for each type of membership. These are:

- the basic package, which allows you to only use Netflix on one device

- the standard package, which allows you to watch Netflix on two different devices at the same time

- the premium membership, which allows you to watch Netflix in high definition or ultra-high definition on four devices.

**8.** Choose the type of membership you'd like and click 'Next'.

**9.** Enter your payment details using your credit or debit card – or your PayPal account if you have one. You'll then be able to start using Netflix.

## Getting started with Netflix on your smartphone or tablet

## Finding, downloading and registering for Netflix on an Android

**1.** Open the Play Store on your phone or tablet's home screen by tapping on the Play Store icon.

**2.** First, you'll need to set up a Google account or log in to your Google account. This is the account you'll use to access other Google services, like Gmail, a type of email account. If necessary, please refer to Age UK's 'A beginner's guide to email'. It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, write down a hint that only you'll understand, rather than the actual password.

**3.** Search for the app by typing 'Netflix' into the search bar at the top of your screen.
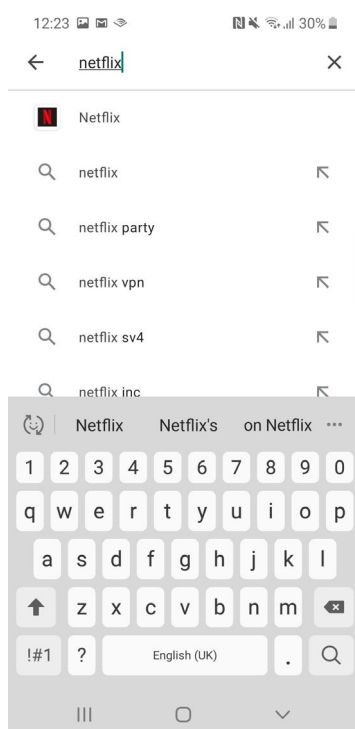
**4.** When you see 'Netflix' in the list that comes up, tap on it.

**5.** Tap 'Install', which is a green button underneath the Netflix logo. It will say that the app is 'Pending' and then 'Installing'.
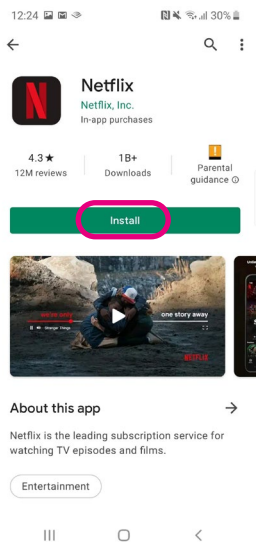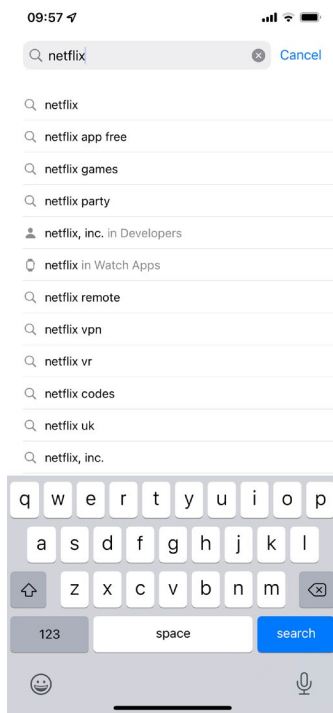


**6.** Netflix will download and be added automatically to your home screen. If you have a lot of apps, you may run out of room for new icons – if so, you'll need to 'swipe' across the page to see the new icon. Tap on the app to open it.

**7.** Sign up for an account by entering your email address and creating a password.

**8.** Choose the type of membership you'd like.

**9.** You'll be asked to enter payment details using your credit or debit card – or your PayPal account, if you have one.

### Finding, downloading and registering for Netflix on an iPhone and iPad

**1.** Open the App Store on your iPhone or iPad's home screen by tapping on the App Store icon.

**2.** You'll need to set up an Apple ID or log in to your existing Apple ID account. This is the account you'll use to access Apple services. It's important to set up a strong password to stay safe when using the internet and to never write it down – someone could find it and access your account. If you need a written reminder, try to write a hint that only you'll understand, rather than the actual password.

# 9. Using Netflix

3. Click the 'Search' magnifying glass icon at the bottom right of the screen. Type in 'Netflix'.



4. Tap on the name 'Netflix'.

5. Tap 'Get' which is a blue button next to the Netflix logo.
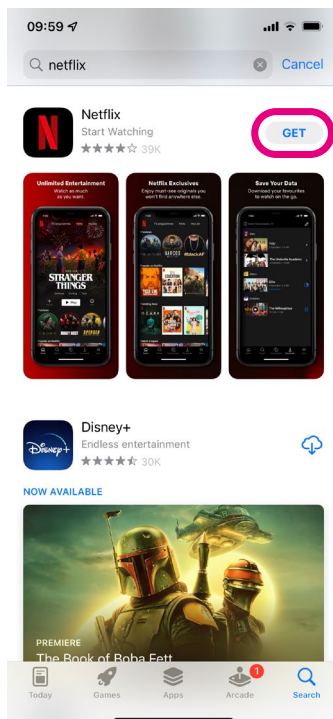


6. Netflix will download and be added automatically to your home screen. If you have a lot of apps, you may run out of room for new icons – if so, you'll need to 'swipe' across the page to see the new icon. Tap on the app icon to open Netflix.

## 9. Using Netflix

7.  To subscribe to Netflix and create an account on an iPhone or iPad you need to be using an internet browser, such as Safari. Then follow the steps in the 'Getting started with Netflix on your computer or laptop' section on **page 97** of this guide.

8.  Once you've signed up to Netflix, open the app and tap on 'Sign in' on the bottom of the screen.
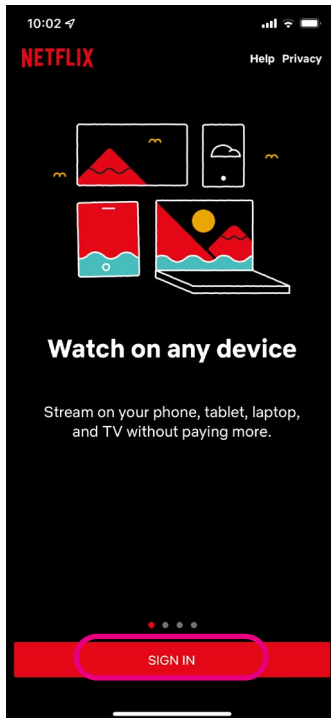


9.  Enter your email or phone number and your password and click 'Sign in'.

10. Then you can add a profile (see the next section). You're then ready to use Netflix.

## Creating profiles

Each member of your household can have a profile on Netflix. This allows each of you to personalise content and see more of what you like watching. You can have five profiles on one Netflix account, but – depending on your level of membership – you'll be limited to how many people can use it at the same time.

**1.** When you log in to Netflix, click on the 'Manage profiles' icon.
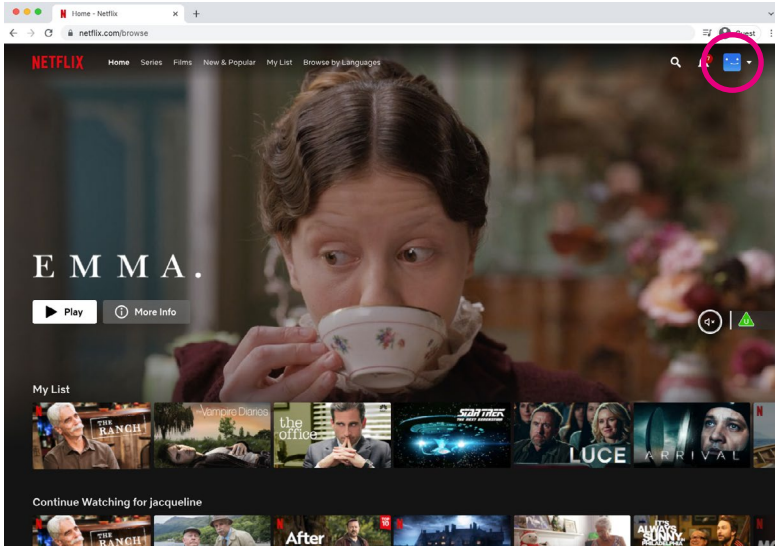


**2.** Select 'Add profile'
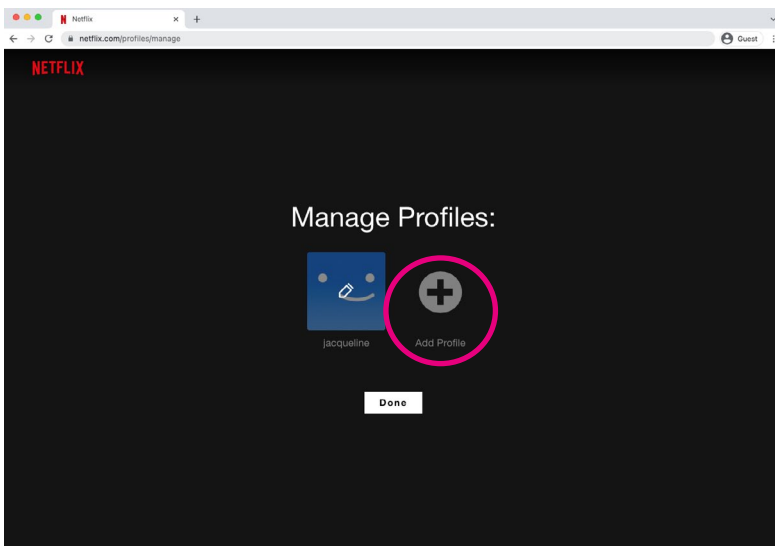
**3.** Type a name for the profile and select 'continue'.

**4.** The new profile will show on the list of your profiles when you next sign in to your account.

## Searching and playing programmes on a computer and laptop

**1.** Once you're signed in, you'll see different categories of programmes on the Netflix homepage. These include 'most popular', 'comedy shows' and 'action and adventure'. You need to scroll down the Netflix homepage to see these.

**2.** To find a particular programme or film, click on the search icon in the top right corner.
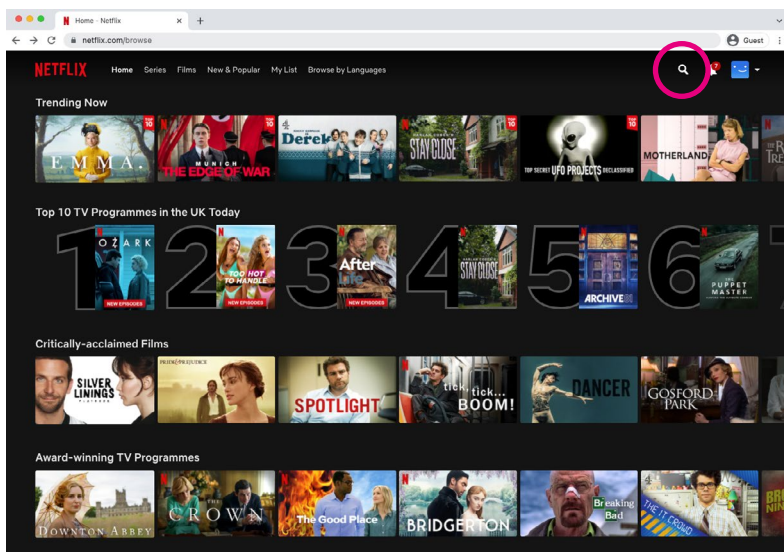


**3.** Then you can type in the name of the programme or film then press enter on your keyboard.

**4.** That programme or film will then appear if available, alongside other suggestions you might like.
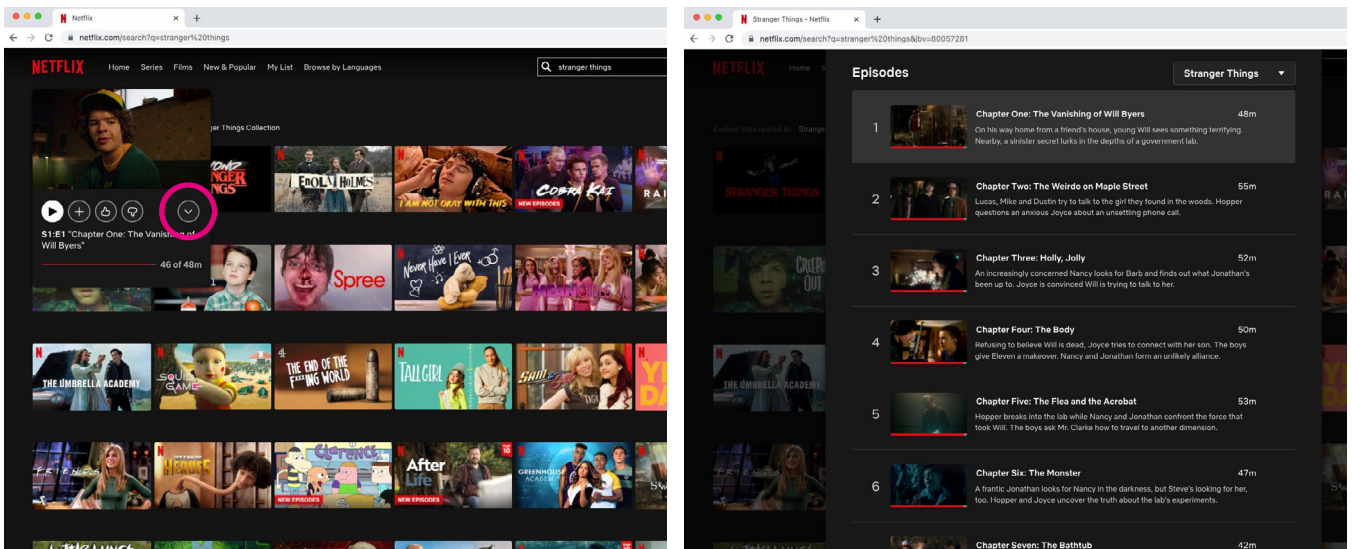
**5.** Hover your mouse over the programme you want to watch. From there you can play it by clicking the play icon.
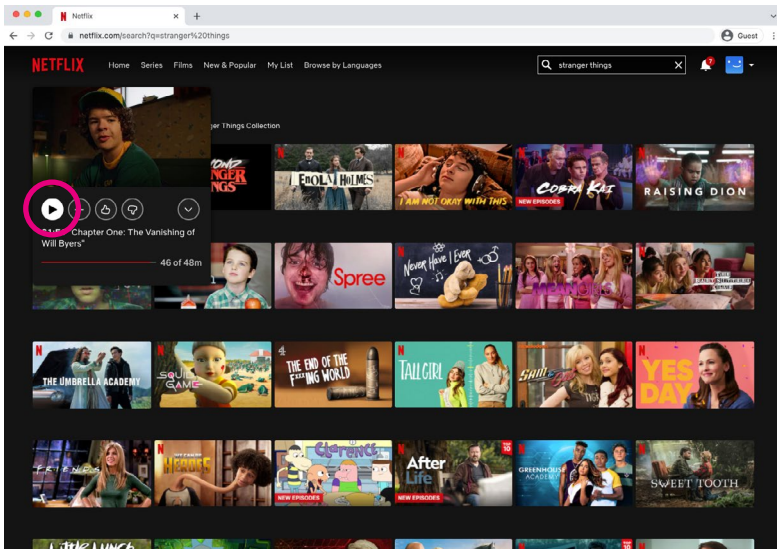


**6.** If you want to look at the other episodes in a series, click the down arrow icon and the episode list will appear.



**7.** Click on the programme you want to watch – it will start playing automatically.

## Searching and playing programmes on smartphone and tablets

1.  When you're signed into the Netflix app, it will show you the most popular programmes and movies and other shows in different genres.

2.  To search for a particular show, tap on the search button which looks like a magnifying glass at the bottom of the app.



3.  Type in the name of the programme or film you want to watch.
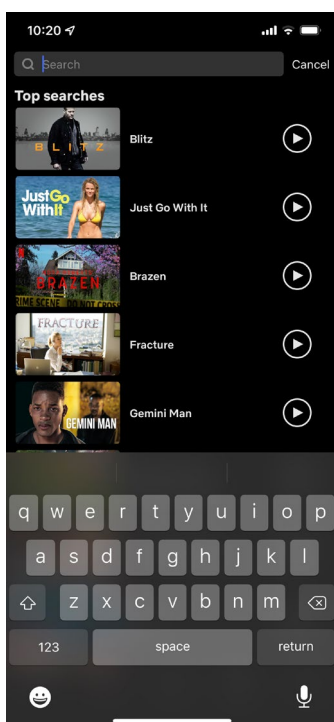
**4.** Tap on the show you want to watch and then tap the play button on or below the video.



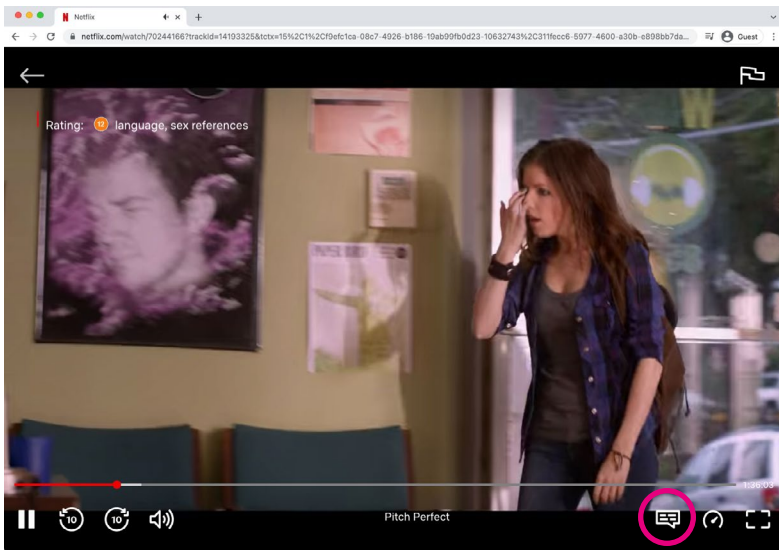## Watching with audio description or sign language on computer or laptop

Netflix allows you to watch programmes and movies with audio description or sign language turned on.

**1.** To turn these on, start watching the programme – move your mouse and a menu will appear at the bottom of the screen.
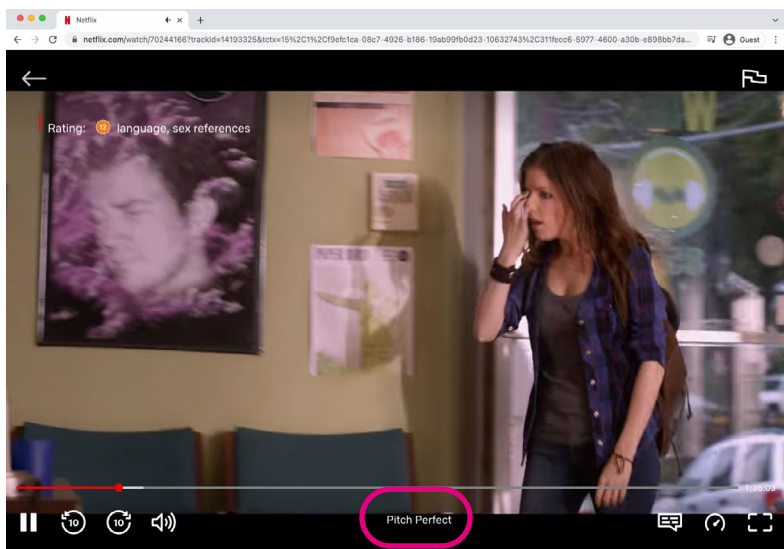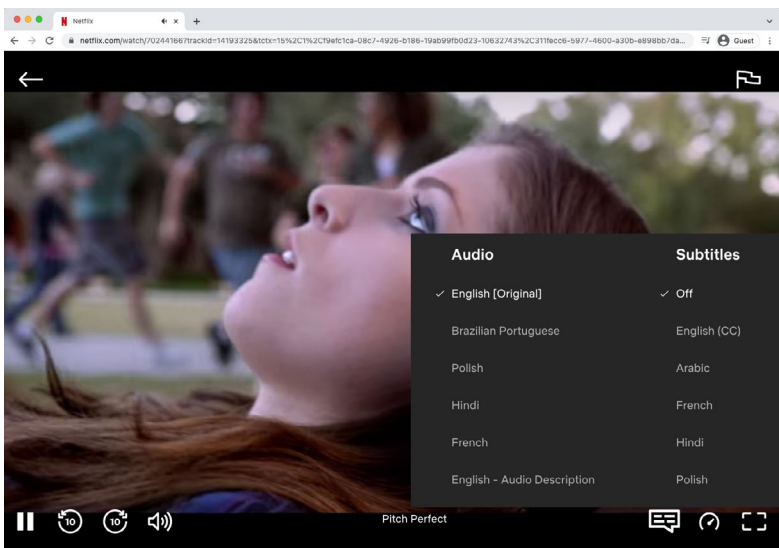
**2.** Click on the audio and subtitles icon which looks like a speech bubble.



**3.** Click the options you would like to use. A tick will appear beside them.



**4.** Then click your programme to begin playing.

## Watching with audio description or sign language on smartphone or tablet

1. To turn these on, start watching the programme and tap the screen.
   A menu will appear.

2. In the bottom right corner, you'll see a button called 'Audio and Subtitles'. Tap on this and a menu will appear.
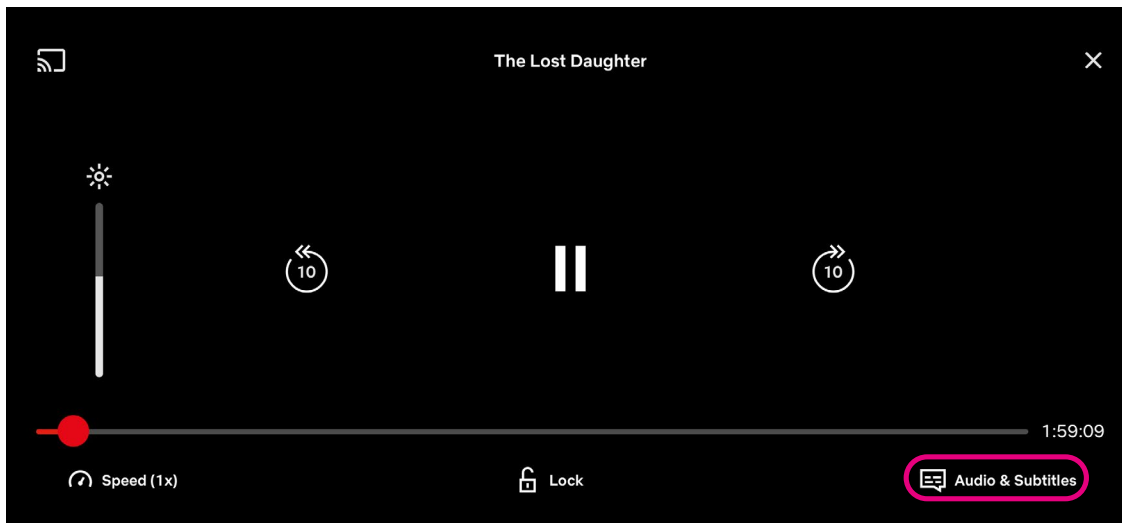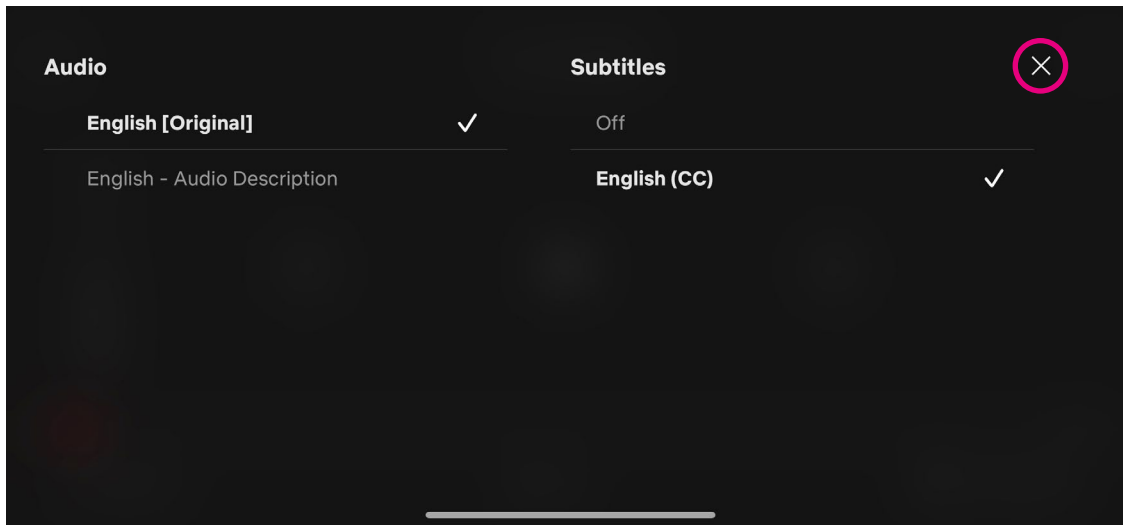


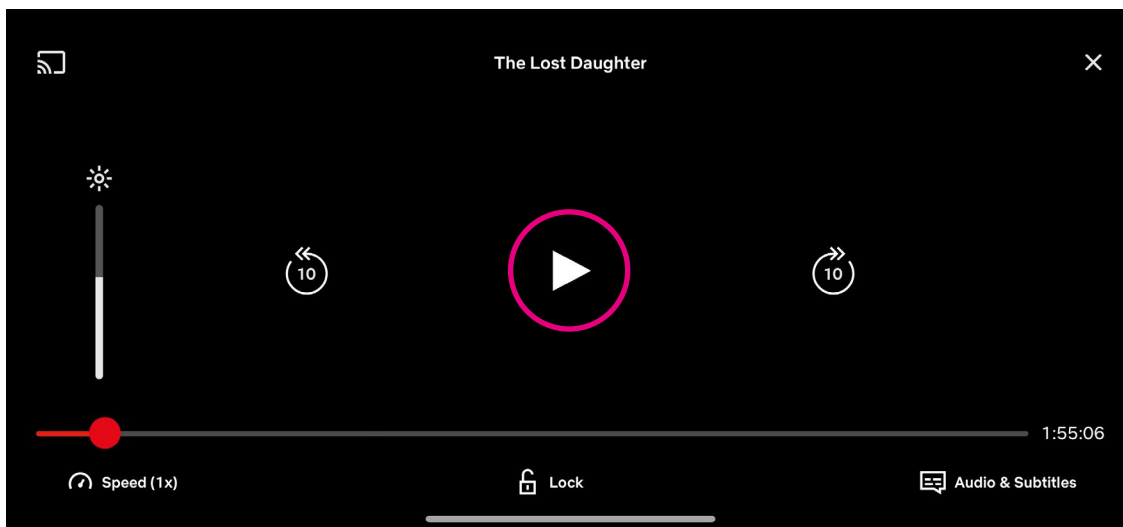3. Tap the features you'd like to use. A tick will appear beside them.
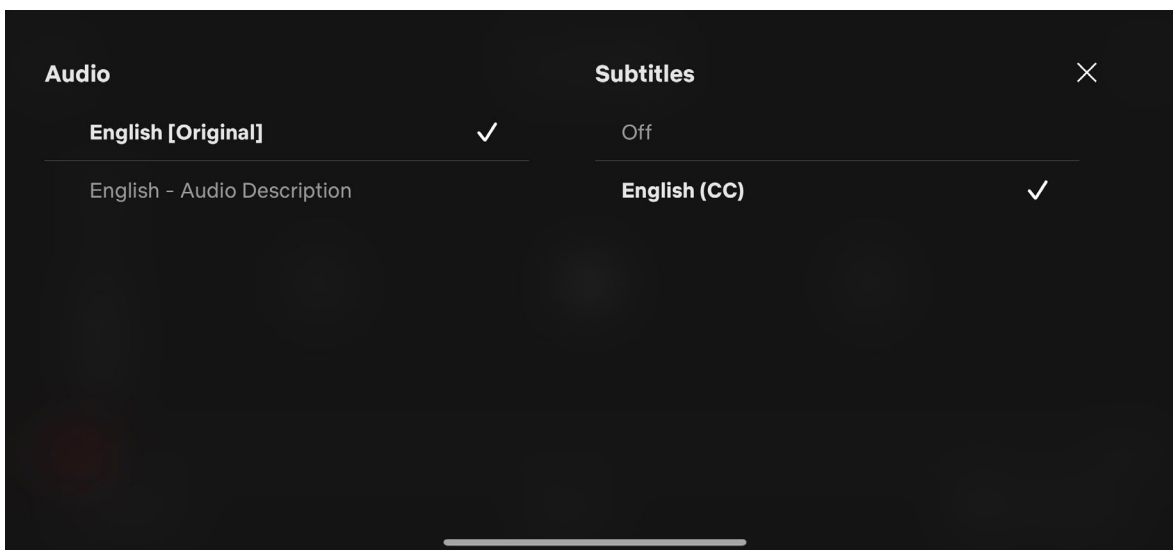
**4.** Tap on the cross at the top right corner to close this menu.



**5.** Then press the play icon in the centre of the screen to continue watching your programme.

### Downloading programmes to watch offline on your smartphone or tablet

If you know you're going to be without an internet connection, you can download TV programmes and films in advance so you can still watch them. Not all programmes can be downloaded.

1. Tap on any programme or film – if it's available for download, you'll see a download button below the play button.



2. Tap on the download button and it will say 'Downloading'.

3. When completed it will show as 'Downloaded'.

**4.** To watch a downloaded programme, select the 'Downloads' button in the bottom right of the screen.



**5.** Tap to choose your programme and tap again to play.

**Next Steps**

Now that you've read this guide, why not learn more about what you can do with your digital device through the wide range of apps available? You can read Age UK's 'A beginner's guide to apps' which shows you how to search for apps, download and open them in more detail.

You can also read Age UK's 'A beginner's guide to doing your shopping online' and 'A beginner's guide to my local services' to help you make the most of going online.

We hope you've enjoyed working your way through this guide
and feel comfortable going online for entertainment and hobbies.

**My Age UK Digital Champion**

Telephone number:

**Notes**

We provide advice and information for people in later life through our
Age UK Advice line, publications and online.

**Age UK Advice: 0800 678 1602**

Lines are open seven days a week from 8am to 7pm.
You can find more information at **www.ageuk.org.uk**