



# Digital Helpline

## Helping you navigate access to online services.

The impact of COVID-19 has very quickly impacted the way we live. Many businesses, organisations and services that are normally accessed in person are now closed to comply with Government Directives implemented to keep the community safe.

In addition, the principles of social distancing makes it even more difficult to get help from family and friends who you might normally rely on.

The City of Joondalup has established a team of people ready to help with your questions about how to get online.

Or, you might be able to use this information to help teach a friend or family member.

### What is the digital helpline?

The City of Joondalup understands some residents will be new to using technology, searching the internet and doing things online like shopping or communicating with family.

If you are a novice and need general help, give the City a call or email for assistance. Whilst the libraries are closed, staff are still here to support you.

The City staff can provide information about available online services to help.

If you need to talk to someone about digital help contact the Digital Helpline between 9.00am – 5.00pm Monday to Friday call **9400 4180** or email **libraries@joondalup.wa.gov.au**

### Are you ready to connect?

- Do you have an internet connection or Wifi?
- Do you have a device, such as mobile phone, iPad, laptop, home computer?

The City of Joondalup can try and help you with:

### Signing up to Libraries

- » [How to join the Library](#)
- » How to Borrow an eBook from [Overdrive](#), [BorrowBox](#) or [CloudLibrary](#)
- » How to listen to an audiobook
- » [How to watch a film](#)
- » How to read a [magazine](#) or a [newspaper](#)
- » [How to access research databases](#)

### Instant messaging

- » How to send a Text Message/SMS on [Apple](#) or [Android](#) phones
- » How to send and receive an [email](#)
- » How to use [WhatsApp](#)
- » How to use [Messenger](#)

### Cyber-security

- » [Checking to see if a website is secure](#)
- » [Scams](#)
- » [Passwords](#)

### Social Media

- » [Facebook](#)
- » [Instagram](#)
- » [Snapchat](#)

## Face to Face Video links

- » [FaceTime](#)
- » [Skype](#)
- » [Zoom](#)
- » [Getting setup for video calling](#)

NOTE: please call **9400 4180** for a booking.

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## Online Shopping

- » [Coles](#)
  - » [Coles priority online](#)
  - » [Woolworths](#)
  - » [IGA priority shop](#)
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## Register with specialist agencies

- » [MyGov](#)
  - » [Centrelink](#)
  - » [Healthdirect](#)
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## Online banking

The City can talk you through the general process and how to set this up with your financial institution.

- » [Banking](#)
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For further information visit [joondalup.wa.gov.au](http://joondalup.wa.gov.au)