

# Glossary

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**App** - An app is a computer program that runs on a device. They look like square icons. Some apps are free, some you have to pay for. Skype, Whatsapp and LinkedIn are a few examples of apps.

**Cookies** - A cookie is a small text file that is saved on your computer. It helps a website remember bits of information about you while you use the site. For example, if you are buying a plane ticket, cookies will remember what tickets you have chosen so someone else can't buy them at the same time.

Websites have to ask if you agree to them using cookies. You can accept or decline a website's cookie request. Sometimes you can choose to accept some cookies e.g. necessary ones, and decline others e.g. marketing ones.

Some websites might not let you use them if you decline the cookie request but others will.

**Device** – In this guide, device means smartphone, computer, laptop or tablet.

**Download** – Download means copying something onto your device. Usually you would download an app onto your device so you have your own copy.

**Email** – An email is a message that is sent electronically from one person to another via the internet.

**Facebook** – Social media app

**Instagram** – Social media app

**Internet** – The internet is a network of billions of computers and electronic devices. It contains an enormous amount of information. It can also allow you to do things like video call, buy food, manage your banking and more. It can be useful to imagine the internet like a city or even a globe.

**Link** – A link is a word or a picture you can click on which shows you a different website page or website. Often links are written in a different colour or underlined.

**Skype** – Video calling app

**Social media** – Social Media are websites or apps that allow you to share information, pictures, videos and more with other people. You can use social media to socialise and connect with people online. Twitter, Instagram and Facebook are a few examples of social media websites and apps.

**Storage space** – All of the apps on your device are stored in your device's memory. This is called storage space. Imagine the storage space like a shed and the apps are boxes. Only a certain number of boxes can fit in the shed.

**Tablet** – A tablet looks like a computer screen or a big smartphone. It can do some but not all things a computer can. It has a touchscreen.

**Touchscreen** – A touchscreen is a screen that responds to touch e.g. you can touch an icon and it will open.

**Twitter** – Social media app

**Video calling** – Video calling is like a phone call where you can see also see a video of the other person in real time. You can use Facetime, Skype and Whatsapp to video call. Other apps are available.

**Website** – A website is a collection of pages on the internet. You could imagine it like a house.

**Website address** – A website address is the address where people can find your website. It usually starts with `https://` or `www`. If a website is a house, the website address is the address to find the house on the internet. Another word for website address is URL.

**Whatsapp** – Messaging and video calling app

# Further support

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## Telephone support from Manchester Digital Champions

Got a device that connects to the Internet? Need help using it? We have a team of digital champions who offer telephone support to Manchester residents. Calls can be made in 15 languages.

Text **07860 064128** or email **digitalinclusion@manchester.gov.uk** leave your name and we'll call you back and help!

## Stay connected through COVID-19

If you need help and support to get online, call the Community COVID-19 Support Helpline on **0800 234 6123**, or email us at **digitalinclusion@manchester.gov.uk**

Find out more at:

[https://www.manchester.gov.uk/downloads/download/7239/stay\\_connected\\_through\\_covid-19\\_leaflets](https://www.manchester.gov.uk/downloads/download/7239/stay_connected_through_covid-19_leaflets)

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*This guide was produced in partnership with the following groups, networks and organisations:*



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*All information provided at time of writing and distribution is true and correct but may change without notice. We will endeavor to keep information updated each month. Please check out the website for the latest downloadable version: <https://buzzmanchester.co.uk/>*

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