

## **Connect! Digital Volunteers Project**

Citizens Advice North Oxon & South Northants

### **‘How Dora was given confidence to use her new smartphone!’**

Our client Dora\* (\*name changed) is in her early 70's. Dora bought a smartphone from a well-known retailer, looking forward to using it to access many different things online, such as WhatsApp, Facebook, online banking and more. However she ran into difficulties trying to set it up, not understanding many of the steps and security measures. Dora became very frustrated and felt rather inadequate for not being able to do even the basics. She contacted Connect! who advised her to return to the retailer as the phone was configured incorrectly.

Dora returned to the shop, but was treated with condescension and impatience by the young store staff, who found it amusing that someone could be so confused by a simple device and who found it difficult to explain the basics to someone who didn't understand the terminology. Dora said, "they were so rude and horrible and made me feel stupid. I left the store in floods of tears and decided only to make phone calls as I had no confidence left."

Dora's confidence was severely eroded and she said she was, "even too frightened to call Connect! again as I so stupid."

However, the Project Leader followed up with Dora and over several phone calls, built up a friendly and supportive relationship with Dora, renewing her confidence and assuring her that many adults need assistance with their phones, especially the generation who were not brought up with one.

Confidence restored, she has agreed for a volunteer to visit her at home to reconfigure the smartphone and ensure Dora can access all the apps and tools she's looking forward to using, safely. Our volunteer is also willing to accompany Dora back to the store if this becomes necessary.