

Common Questions

Can I just turn up?

Yes, of course. I.T.Free is not a class and you don't need to make an appointment.

What should I bring?

Bring any equipment you are having trouble with and the power lead. There is no need to bring other cables, keyboards or screens.

How come there is no charge?

Omega delivers I.T.Free to strengthen links with the local community and to support existing clients. We rely on supporters, not least our highly skilled volunteers.

I am not very good with computers, will you still help?

Yes. You are exactly the kind of person who will benefit the most. Feel the fear and come along anyway, you won't regret it. Bring a friend or helper if you like.

Omega supports frail, elderly and socially isolated individuals, family care-givers, former carers and the bereaved. We target hidden care-givers and their families, those who are socially isolated (or at risk of becoming socially isolated), those overlooked by others, especially carers in crisis looking after people with long-term / life-limiting conditions, or who are themselves facing the end of life. Our key message is:

"Caring is everyone's business"



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www.facebook.com/omega.chatterbox/



www.twitter.com/omegacare



www.linkedin.com/company/omega-the-national-association-for-end-of-life-care



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FREE computer help clinic

I.T.Free is a free, drop-in computer help clinic, learning experience and companionship group hosted by Omega - Care for Life.

Bring along your troublesome laptop, tablet, PC desktop box, phone or camera and our friendly 'techies' and other members of the Omega team will be at your disposal.

There's no charge but if you are in a position to make a contribution towards running costs, donations are always appreciated. We will fix things for free and help you develop I.T. skills and knowledge in the process.

'Nextdoor' members most welcome!





What is I.T.Free?

At I.T.Free you will be shown how to solve your own computer problems. We will not grab your mouse or push you away from your keyboard; wherever possible we will support you to fix your own problems. We believe that this is the best way to help you.

Omega is located in Shrewsbury town centre at London House on Town Walls, SY1 1TX (at the bottom of Belmont Bank).

I.T.Free is a drop-in style clinic
Every Thursday
10:00am to 12:00noon

How Can I.T.Free Help?

At I.T.Free, we will fix your computer problems. More importantly, we will do everything *with* you and wherever possible, encourage you to learn how to do it yourself.

- **Computers**

Would you like to upgrade your Microsoft Windows operating system but don't know how? Or perhaps you want to learn how to keep or safely transfer your files and data. Do you suspect that your computer has viruses or advert-generating software? We'll show you how to safely clean up your machine and how to avoid such issues. Does your computer not switch on? Have you seen the 'blue screen of death'? We'll get out our screwdrivers and find your problem.

- **Tablets**

If you are thinking of buying a tablet we can help you make the right choice. Have you bought a tablet but would like to know how to synchronise your files and emails across your gadgets? We'll get you up and running.

- **Phones**

Are you having trouble sending or receiving email? Do you have a new smartphone and want to configure the settings or transfer information from your old phone?

- **Cameras**

Do you have difficulties transferring photos from your camera to your computer? We'll show you the options. Do you have questions about photo editing? We'll demonstrate.

- **Gadgets**

If you have a gadget that you don't know how to use or are struggling connecting it to something it is meant to connect to, then bring it in. The more obscure it is, the more you will spice up our day.

Meet the I.T.Free Team

'PC' Mike is a desktop support analyst with 24 years' experience. He loves using analogies and is highly solution-focused.



Alan is a truly resourceful community computer expert who has boundless enthusiasm and remarkable patience.

Brandon is empathetic and understanding. If you can't get along with your tablet or phone, he's your man.



Please consider making a donation to help sustain Omega's charitable activities by visiting www.omega.uk.net/donate-p-27.htm or ask a colleague if you can pledge support in another capacity.