

Quick How-To: Guide Someone Through Using a Website Over the Phone

Who is this for?

This guide is for anyone helping someone to use a website by giving step-by-step directions over the phone.

Step-by-Step Instructions

Step 1: Start on the Same Page

- Ask them to open their internet browser.
- Spell out the website name clearly and slowly.

Step 2: Describe the Page Layout

- Use simple directions like 'Look at the top' or 'Scroll down slowly.'
- Ask what they see to match your instructions.

Step 3: Walk Step-by-Step

- Guide them to click buttons or links.
- Use phrases like 'Click the blue box that says "Apply"' or 'Tap the menu in the corner.'

Step 4: Encourage and Be Patient

- Stay calm and repeat if needed.
- Celebrate their progress, even small steps.

You Did It!

You helped a friend or relative navigate a webpage step by step while talking to them on the phone.

