

# Tech Skills Support Guide

Vocabulary and resources for new Provider Hub users and the people supporting them

This guide introduces the ten steps to Provider Hub tech readiness. If you are unsure about any of the first nine steps, the resources in Step 10 can connect you to funding, learning, or other support.

1. Getting Online
2. Device Controls
3. Using Email
4. Internet Browsers
5. Filling Out Forms
6. Downloading Files
7. Saving Files
8. Creating and Editing Files
9. Uploading Files
10. Finding Resources

## STEP 1: GETTING ONLINE

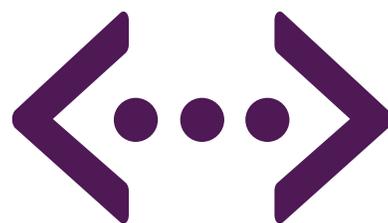
To use the internet, you need two things, to own or borrow:



### 1. Device

#### Examples:

- Laptop
- Tablet
- Smartphone



### 2. Connection

#### Examples:

- Phone data plan
- Cable internet provider
- Coffee shop wifi

Try the interactive self-assessment at <https://mn.gov/dhs/provider-hub/>

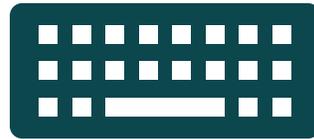
---

## STEP 2: DEVICE CONTROLS

When you use a device, you need **device controls** to tell it what to do.



Use a **mouse** to point at things on the screen and click to select them.



Use a **keyboard** to type letters and numbers, or to select things on the screen if you can't use a mouse.



Use a finger on the **touchscreen** of a tablet or smart phone.

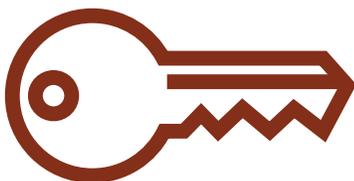
---

## STEP 3: USING EMAIL

Email is used to send messages over the internet. It is also used as a **unique ID** for logging in to online accounts.



An email address always includes an **at symbol: @**



Websites often ask for your email address, along with a password, to make sure they're showing you your information and not somebody else's.

## STEP 4: INTERNET BROWSERS

A **browser** is an app you use to read the internet. There are many different brands of browsers, but they all work the same.



Microsoft Edge



Mozilla Firefox



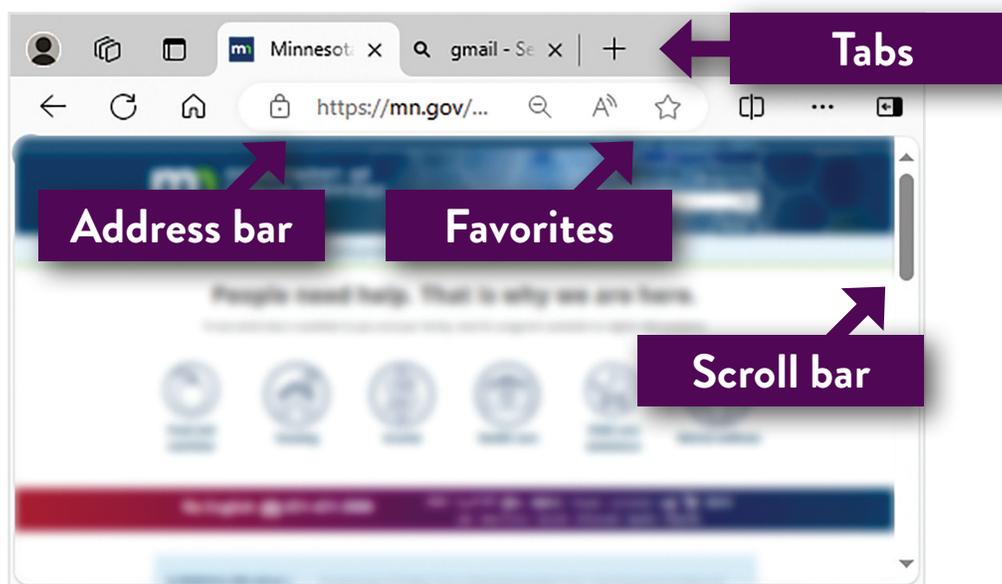
Apple Safari



Google Chrome

### All browsers have these tools:

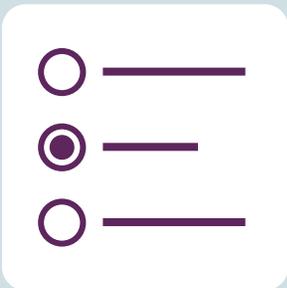
- An **address bar**, where you can enter a web address
- **Tabs**, so you can have many pages open at once
- A way to save **favorite** websites, so you can visit them easily
- **Scroll bars**, so you can read the parts of the page that don't fit on the screen



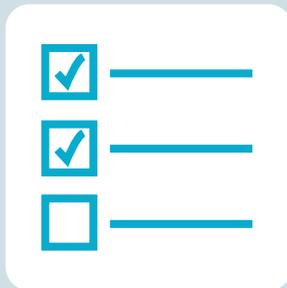
Try the interactive self-assessment at <https://mn.gov/dhs/provider-hub/>

## STEP 5: FILLING OUT FORMS

Websites use **forms** to collect information. Each piece of information goes in a different **field**. There are many kinds of form fields.



**Radio buttons** are circles. You can only choose one answer in a radio button set.



**Checkboxes** are squares. You can choose more than one answer in a checkbox set.



**Dropdown menus** are a bar with an arrow on the right side. Selecting the arrow will show all the choices.

In **text fields**, you can type anything. However, they may have rules about what they will accept.

\*Date of Birth



Enter a valid value. Please use the format MM-DD-YYYY.

\*Email

Invalid email format.

Some fields are called **dynamic** – they hide unless your answer to another question shows you need them.

In the Provider Hub, **required** fields are marked with a red star: \*

\*Type of applicant

Individual(s)  Organization  Government Entity

\*Phone Number

Alternate Number

## STEP 6: DOWNLOADING FILES

**Download** means to take a file from the internet and save it to your device.

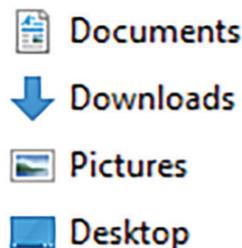
 Download PDF

## STEP 7: SAVING FILES

You can change the name of your file, and also the place where it's stored. The file type tells you what kind of file it is and which apps you can use to open it.

### These storage places are common:

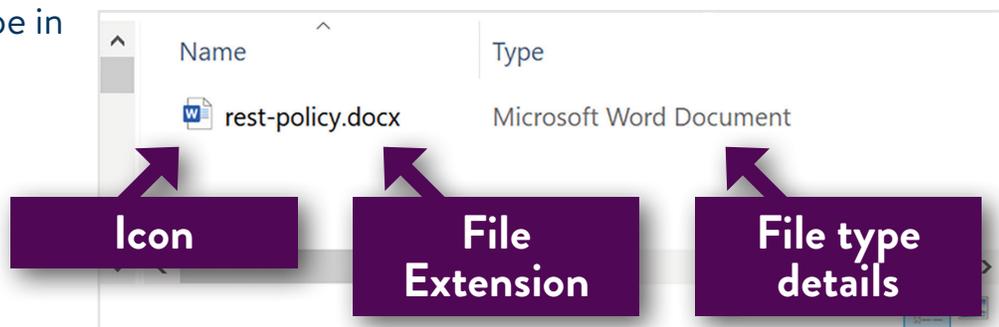
- Downloads folder
- Documents folder
- Desktop (on a computer) or homescreen (on a phone)



You can also save files to a private folder on the internet, using **cloud storage** options like OneDrive or Google Drive.

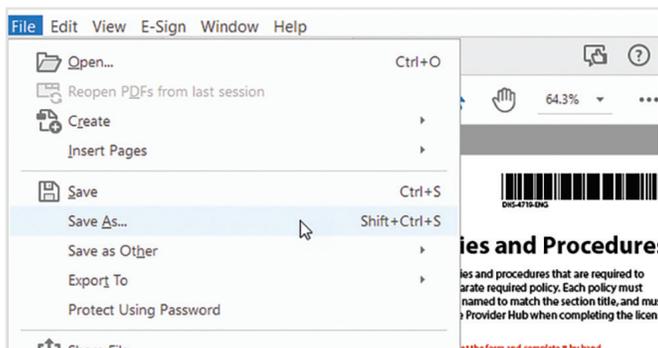
You might see the file type in one of these three ways:

- Icon
- File extension
- File type details



Try the interactive self-assessment at <https://mn.gov/dhs/provider-hub/>

## STEP 7 CONTINUED: SAVE AS



There are many ways to change the name of a file and the place where it is stored. One way to make both changes at once is with **Save As**. Save As is in the File menu of many apps.

## STEP 8: CREATING FILES

There are many ways to create the files you need for the Provider Hub.



Type a **document** using Word, Google Docs, or Notepad.



Take a **picture** using your camera, a screenshot, or a scanner app.



Save or print a file as a **PDF**.

## STEP 9: UPLOADING FILES

**Upload** means to take a file from your device and save it to the internet.



Upload Files

## STEP 10: RESOURCES

These resources could help you find grants to buy a computer, discounted internet service at home, computer skills classes near you, websites you can use to learn or practice on your own, and people you can ask for more help with all of these things.

### Funding and discounts

#### TECHNOLOGY GRANTS FOR CHILD CARE BUSINESSES

<https://www.firstchildrensfinance.org/for-businesses/grants/>

#### CHILD CARE AWARE START-UP GRANTS

##### Overview:

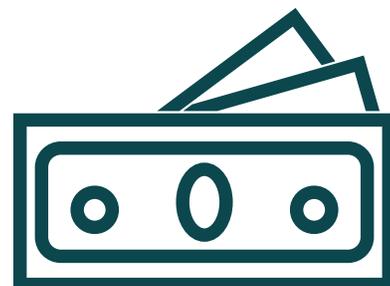
<https://www.childcareawaremn.org/providers/grants-and-scholarships/child-care-services-grants/>

#### CONNECTION AND DEVICE OFFERS NEAR YOU

<https://www.everyoneon.org/find-offers>

1. Enter your zip code
2. Select your qualifications

There may also be stores in your area or online where anyone can buy refurbished (used) computers



---

## Ways to learn and practice

### FIND A FREE CLASS NEAR YOU

1-800-222-1990 or <https://hotline.mnabe.org/>

1. Enter your location
2. Select Computer under class subjects
3. Select Search
4. Select any option on the list for details



### SIGN UP FOR A HUMAN-I-T ONLINE COURSE

<https://www.human-i-t.org/digital-training/>

### LEARN ON YOUR OWN

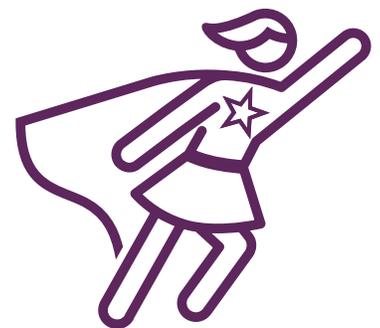
Here are just a few resource options:

- GCFGlobal resources <https://edu.gcfglobal.org/en/subjects/tech/>
- Northstar lists <https://www.digitalliteracyassessment.org/external-resources>
- YouTube video (you can search for more!) <http://youtu.be/y2kg3M0k1sY>

## People to ask for more help

### YOUR LOCAL PUBLIC LIBRARY

Public libraries may offer computers you can use, free wifi, printing and copying services, small business and tech support, or classes. If your local library does not offer these services, they will know where to find them!



### WAYFINDER NAVIGATORS

<https://hub.childcarewayfinder.org/s/contact-us> or 1-888-986-8207

### CHILD CARE AWARE PARTNER AGENCIES

<https://www.childcareawaremn.org/contact-us/> or 1-888-291-9811