Computer Tuition Referral

We have new volunteer computer tutors who are available to support our clients by teaching them different computer skills.

You are now able to refer your clients through one of the 3 referral options that are shown below.

Here is what the referral form looks like on CIVI:

What assistance does the client need? *

- ☐ Essentials: Typing, Using a keyboard, Using a mouse, Using a touchscreen, Using a computer
- ☐ Getting Started Online: Using the internet, Using an online form, Using email
- ☐ Getting started with your device: Using a Laptop, Using a Mobile Phone, Using a Tablet
- ☐ Connecting to others: Getting set up for video calling, How to use Skype, How to use WhatsApp, How to use Zoom
- ☐ Studies Support: Help with assignments, Submitting assignments online
- ☐ Online hobbies: Online games, Blogs – online journals
- ☐ Introduction to Social Media: Safe use of Facebook and other social media
- ☐ Form-Filling: Help with online forms
- ☐ Introduction to relevant Apps: MyGov, Internet Banking, Opal
- ☐ Other...

Day of the week? *

- ☐ Monday
- ☐ Tuesday
- ☐ Wednesday
- ☐ Thursday
- ☐ Friday

Preferred time *

- ○ 1 - 2pm
- ○ 2 - 3pm
- ○ Other (we can try to book for another time, but no guarantee)

Is the client bringing their own device? *

- ○ Yes
- ○ No
- ○ Maybe
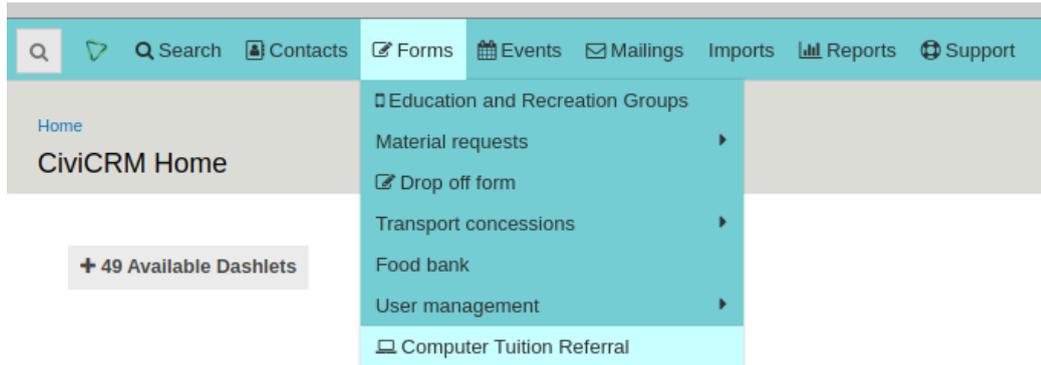
Any other relevant information
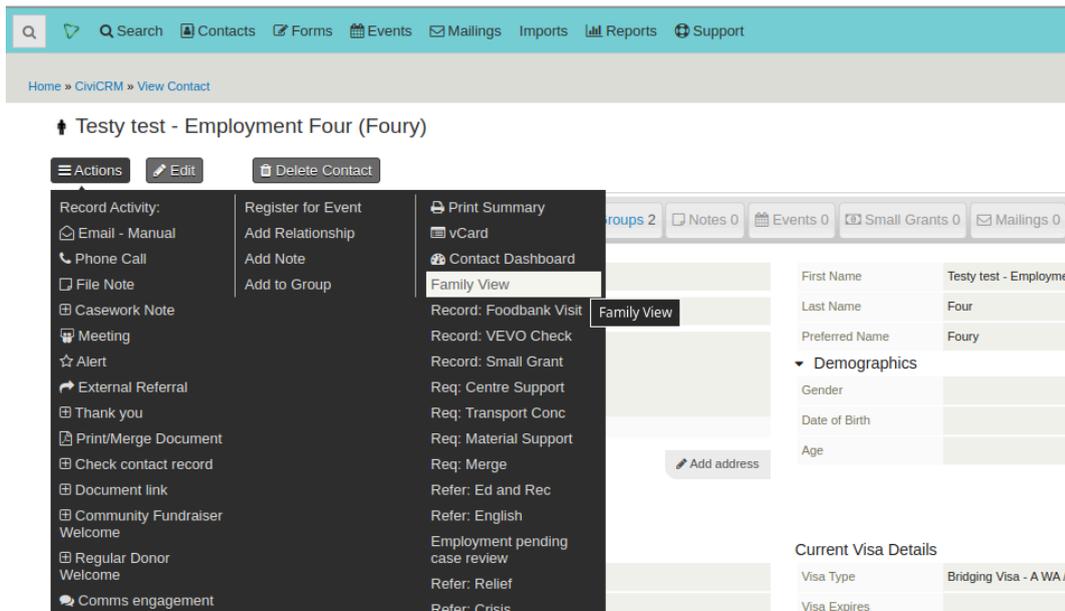
[text box]

Submit

How to refer?

Option A: The Forms menu in Civi

Step 1: Forms Tab> Computer Tuition Referral > Select contact and complete referral

Option B: The Family View

Step 1: Client File > Actions > Family View

Step 2: Click on Computer Tuition Referral on the Request line

Family view

Name

Contact ID
32875

Preferred Name

Phone

Search   Clear

(Note: Most phone numbers have no spaces)

Testy test - Employment Four
32875 - (Foury) - View Contact
123 Some Street Suburb 2042 *(Invalid (RTS))*
Visa: *Bridging Visa - A WA / 010* - Last check:
VEVO Check
Request: Centre Support - Transport Concession Request - Material Request - Computer Tuition Referral - Service Enquiry
Review: Housing and Financial (new tab)
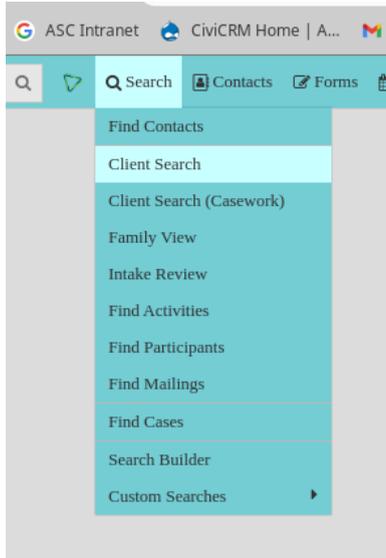Review: Household connectivity (new tab)
Legal activity/RACS referral

Reviews and Enquiries: recent reviews will display below

- *6 months 1 week* ago - Housing/Financial review - *Completed* - Subject:

Option C: *The Client Search (reception) page (in the Contacts menu in Civi)*

Step 1: Search Tab> Client Search

Step 2: Find Client > Click on the Computer Tuition Referral

Client search (Reception)

If you get no result try searching with **either** the name or phone number as separate searches - just using part of the client's name may give more results.

Name

Contact ID
32875

ASCdb CRN

Preferred Name

Phone

[Search] [Clear]

32875 - Testy test - Employment Four - (Foury)
Phone:
View Contact - Centre Support - Transport Concession Request - Material Request - Computer Tuition Referral
Family members:
1. 21110 - Testy Test - (switch) - Age: 49 years 9 months
2. 32555 - testy two - (switch) - Age: 34 years 7 months
3. 32875 - Testy test - Employment Four - (switch)

Scheduled activities: