What is a Digital Mentor?

There are still many people that need help to use the internet and learn essential digital skills. Digital Mentors support people to build their confidence and skills to use digital technology.

Being a Digital Mentor is about inspiring people to try using digital technology and supporting them through their first steps using computers, mobile devices and the internet.

Qualities you need

Supporting digital skills is not all about technical knowledge - you don't need to be a 'computer expert'. Being a Digital Mentor is more focused on being good with people.

You need to have patience, enthusiasm, adaptability and be good at listening.

You just need a basic understanding of the internet and how to use a range of devices. If you don't know how to do something online you'll have the skills to search for an answer.

Your role

Digital Mentors are there to help and encourage people to learn, but not do everything for them.

You need to be aware of the boundaries of your role, and not try to help with things that you may not be qualified on, such as legal, financial or health issues.

Do
- Inspire people to give it a go
- Raise awareness of the benefits of digital
- Increase people's confidence
- Maintain confidentiality
- Remain impartial
- Work within your organisation's policies and procedures

Don't
- Do it for them
- Complete people's online forms
- Troubleshoot all technical
- queries
- Give advice that you're not qualified to

Signposting

It's OK not to know, or to feel that you're not qualified to help. Be honest, tell the person why you can't help them and signpost them to where they can get local support and training resources to help them continue their learning.