

Transcript

Supporting people with learning disabilities to use technology: Troubleshooting when things go wrong

[MUSIC PLAYING]

JANE SEALE:

Hi, I'm Jane Seale from The Open University. I've been working with self-advocacy groups to find out how best to support people with learning disabilities to use technology. In this video, self-advocates and support workers will talk about the importance of helping people with learning disabilities, to troubleshoot when things go wrong with their technology.

Sometimes people with learning disabilities can panic when things go wrong, and then be afraid to use technology again. So, it's important to show them that it's not their fault when things stop working as they expected, and that technical hitches can happen to all of us.

Are there things that you find difficult about using technology?

CARINDER:

Yeah. Like, it's more like I don't really care or mind that part. Like when my laptop had viruses in it. It's mainly just Zoom. It's like, when I try to join meetings. but Zoom never works. it worked with Google Meet or Microsoft Teams but Zoom, never works. Especially with the phone. It never works.

JANE SEALE:

So, Zoom doesn't work easily on your phone. So, what is it that's difficult, is it the logging in, is it the volume, or the camera?

CARINDER:

Every time, it always keeps saying failed camera when there's nothing in the background. I am always yelling at people. They can't hear me I can't hear them. Annoying.

JO:

And that's the kind of time when Carinder would ring me and say, my camera doesn't work Jo, can you fix it?

CARINDER:

Yeah.

JANE SEALE:

Yeah. So that's when you're phoning Jo and saying your camera doesn't work, can you fix it. How does Jo help you then?

CARINDER:

She helped me a lot. Well again, I wish she was my keyworker.

JO:

We tend to try and troubleshoot. So maybe, close down Zoom, logout, and log back in.

CARINDER:

Yeah.

JO:

Check that the camera's actually turned on, go into the settings and see if there's anything that's not quite right in that bit.

CARINDER:

Yeah.

JO:

We usually get there, don't we?

CARINDER:

Yeah.

LORRAIN:

Right, OK. So, it's the day you moved in.

TIM:

The day I moved in.

LORRAIN:

Yes, so you want the third one.

TIM:

So, the day I moved in, what's the--

LORRAIN:

Can you say it out loud?

TIM:

The day I moved in.

LORRAIN:

So, it would be the 19th, wouldn't it?

TIM:

Yeah, so.

LORRAIN:

So, you want the third one yeah. So, what would the third one be?

TIM:

What is it, months and years?

LORRAIN:

Yeah.

TIM:

So, it will be a minute because it's--

LORRAIN:

In calendar, from one to how many?

TIM:

Oh, because it's--

LORRAIN:

So, would it be that one?

TIM:

Yeah, I'd say, yes. Because it's December, isn't it, yes.

LORRAIN:

Yeah. So now we want the fifth one.

TIM:

After two, that's--

LORRAIN:

And now we want the sixth.

TIM:

We try again.

LORRAIN:

It doesn't like it. We're not having much luck with this iPad today.

TIM:

Ay, ay, ay, ay.

LORRAIN:

OK. So, but with the same ones again, so—here we go. Right. OK, so we need to click on to your, um.

TIM:

Access Saver, yes.

LORRAIN:

Yeah.