Digital vardag

On digitization -
for newcomers in Stockholm City

In Sweden, many aspects of society are digitized.

In this brochure, you can read about what that means and how you can become more digital.

It is important to be able to use digital tools to access various services in society.

Digitization

What is digitization?

Digitization means using technology to improve and simplify tasks. We save time and money when handling our affairs digitally.

For example, today we send emails instead of regular mail. There are many advantages to email.

Regular mail:
- costs money to send
- takes time:
- one must go to the post office to send the letter
- it takes a few days until the mail carrier delivers the letter

Email:
- free, costs nothing
- delivered within seconds

Digital authorities

All authorities in Sweden have a **website**.

On the website, you can find correct and up-to-date information. Always use the authorities' websites as your source of information.

You can also contact the authority digitally without leaving your home.
You can send an **email**,
use **chat**, or **call**.
Contact information
is always available on the website.

You will also find the address
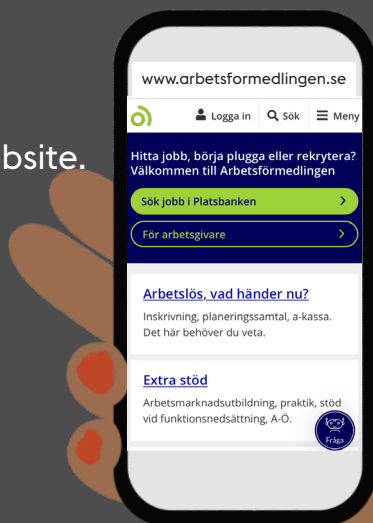of the nearest office
if you need to visit it.

www.arbetsformedlingen.se

Logga in   Sök   Meny

Hitta jobb, börja plugga eller rekrytera?
Välkommen till Arbetsförmedlingen

Sök jobb i Platsbanken

För arbetsgivare

Arbetslös, vad händer nu?
Inskrivning, planeringssamtal, a-kassa.
Det här behöver du veta.

Extra stöd
Arbetsmarknadsutbildning, praktik, stöd
vid funktionsnedsättning, A-Ö.

Fråga

Try visiting a few websites!
www.arbetsformedlingen.se
www.forsakringskassan.se
www.migrationsverket.se
www.stockholm.se

Searching for information

You can find information on almost any question on the internet. You search on the internet using a **search engine**, for example, Google.

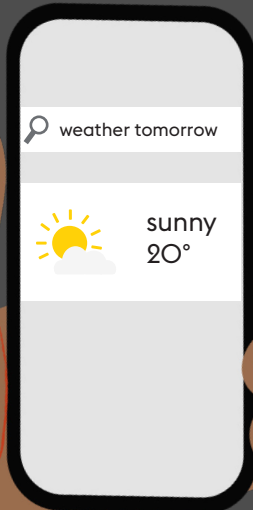Open the browser on your mobile:

 On **iPhone**:
Safari

 On **Android**:
Google Chrome

Try searching for an answer to a question!

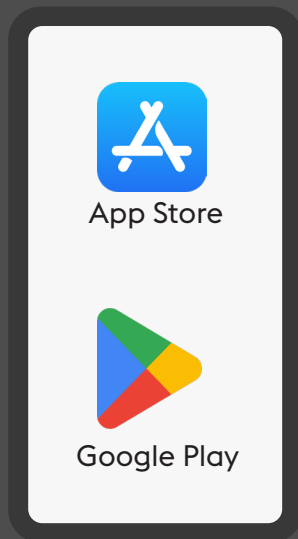Write your question in the search box.

For example:

- What will the weather be like tomorrow?
- Address for the Swedish Tax Agency
- Phone number to your SFI school

Apps

Apps are programs that you download to your mobile. There are many different apps, such as chat programs, games, and apps where you can watch videos or listen to music.

You download apps from the **App Store** (iPhone) or **Google Play** (Android).

App Store

Google Play

Email

Till: Sara

Hej Sara!

Vill du gå på bio imorgon?

Skicka

Sending an email means sending a message digitally. It is free to email. The email is sent immediately, and after a few seconds, it reaches the recipient.

You can create your email address for free from various email services, such as Gmail. To create a Gmail address, go to the website **www.gmail.com**.

BankID

Your passport or driver's license is **identification** that verifies you are you. BankID is a **digital identification**. BankID identifies you on the internet.

BankID functions as a **key** where you identify yourself for various online services.

You get BankID from your bank.

Online banking

Instead of visiting bank branches, you can handle your banking **digitally.**

When you open a bank account, you get access to **online banking**, which is open 24/7. You can pay bills and transfer money without leaving your home.

QR codes

QR codes are like barcodes and lead you to a website.
To use a QR code:

1. Open the camera on your mobile.
2. Point the camera at the QR code.
3. A link associated with the QR code will appear.
   Press it to go to the website.

Try scanning the code!

Digital healthcare

If you have questions about your health, you can get support digitally. You can avoid visiting a healthcare center and waiting in line.
On **1177.se**, you can find reliable information and where to turn when you need medical care.
You can also **call 1177** and talk to a nurse.

Scan the QR code to read more in various languages!

Internet safety

The internet is a vast place with lots of possibilities. You can find answers to your questions, learn new things, and make friends. However, the internet also has a less friendly side. Just like in the real world, you can encounter people spreading false information and trying to deceive you.

It's essential to be careful when using the internet and to protect your private information.

Do not share login details, passwords, or personal codes with others
You may encounter people who want to access your personal information, details, or money in your bank account. These are your private matters; never share them with others.

Be alert to suspicious messages and links
Sometimes, scammers try to deceive others by sending fake messages that appear to come from a bank or authority. If you're unsure about the sender, do not open suspicious links.

Retrieve information from trusted sources
Unfortunately, false information spreads on the internet, so it's crucial to verify the information source. For example, if you're looking for answers about child support, visit the Swedish Social Insurance Agency's website, which is always updated with current information.

Ordlista

svenska-engelska

svenska	engelska	svenska	engelska
		e-post	email
		e-tjänst	e-service
		felmeddelande	error message
ansluta	connect	fil	file
användarnamn	username	fönster	window
app	app	hemsida	website
avbryt	cancel	inkorg	inbox
avsändare	sender	installera	install
batteri	battery	inställningar	settings
bifoga fil	attach file	klistra in	paste
bild	image	kontakter	contacts
brevlåda	mailbox	kopiera	copy
chatt	chat	ladda ner	download
datormus	mouse	laddare	charger
dela	share	logga in	log in

logga ut	log out	skrivare	printer
länk	link	skrivbord	desktop
lösenord	password	skräp	trash
mapp	folder	skärm	screen
meddelande	message	språk	language
meny	menu	svara	answer
min sida	my page	svara alla	reply all
mottagare	recipient	sök	search
notis	note	sökmotor	search engine
nätverk	network	tangentbord	keyboard
papperskorg	trash can	uppdatering	update
program	program	utkast	draft
radera	delete	vidarebefordra	forward
ringa	call	webbläsare	browser
skickat	sent	webbsida	web page

Learn more about digital tools

Being able to use digital tools is crucial. You can learn it on your own or take a course.

Scan the QR code to read more:

On the website, you will find more information about where to turn to learn more.

Good luck! ❤️

Digital support

Need help using digital tools?
There are several places you can turn to.

Welcome House

At **Welcome House**, you can take a course in digital tools or get support with your digital questions.

Welcome House is located at **Medborgarplatsen 25**.

Scan the QR code to visit Welcome House's website and see current opening hours.

Library

At the library, you can borrow a computer and get support in using it.

Find the nearest library:

Find the nearest office:

Medborgarkontor

At citizen offices, there are computers you can borrow and get assistance on how to use them.

Statens Servicecenter

At service offices, you can get help with e-services and digital matters from the **Employment Service**, the **Swedish Social Insurance Agency**, the **Swedish Migration Agency,** the **Swedish Pensions Agency**, and the **Swedish Tax Agency**.

Scan the QR code and find the nearest service office: