Free digital support

Need help with technology? We're here to help.

Our friendly Tech Mate volunteers can support you with:

- Getting started with computers using Learn My Way
- Using a keyboard and mouse
- Using council services online (such as applying for a Blue Badge, ordering certificates, or reporting issues)
- Joining the library
- Making a CV and digital skills for work
- Sending and receiving emails
- Adding attachments to emails
- Searching online for jobs, housing, training, and learning opportunities
- Filling in online forms
- Staying safe online
- Building your confidence with technology
- And much more

Where to find us:

📍 IT Village, Sunderland City Hall, Platers Way, Sunderland, SR1 3AA

🕒 Monday to Friday, 9:00am – 4:00pm

How to get support

Simply come and have a chat with one of our Tech Mate volunteers, or ask a member of the Front of House team who will be happy to direct you.

No question is too small – we're here to help.

Building your confidence online

IT Village City Hall

Sunderland City Council

Monday to Friday, 9am to 4pm, available up until December 2026

Supported by our Tech Mate Volunteers

Take a look at the timetable below and drop in to any session that interests you. **No question is too small.** General digital support will continue to be available alongside these sessions.

Day	9.30am to 12noon	1.30pm to 4pm
Monday	**Apply for a Blue Badge** *(NI number required, or birth certificate, photograph of who the badge is for, proof of benefits (if you get any), NHS Number)*	**Lighting Reach** *For people working, and not working. Find out what you might be entitled to claim, but were not aware of.*
Tuesday	**Steady on Your Feet** *Free website designed to help you stay active, maintain independence. Learn how to navigate and use it.*	**Health & Wellbeing** *Links for Life Sunderland, H&W Videos, explore our community health directory.*
Wednesday	**The Sunderland App** *Into live bands, great food and exclusive offers. Learn how to download, login in and never miss a thing.*	**My Account Sunderland** *Register with the Council for an account, to access services personalised to you.*
Thursday	**Apply for a Bus Pass** *Apply for or renew your concessionary travel pass. (Photography, at least: passport, driving licence, birth certificate)*	**Utility Support Register** *Extra support if there for vulnerable people if a problem occurs with your utility supplies, check eligibility.*
Friday	**Password Checker** *Keep safe online, take the password test, find out common mistakes and create a strong password.*	**Learn to use the internet** *Over 120 topics to learn from, for absolute beginners to those wanting to brush up on existing skills.*

go online