Problem solving

The skills required to find solutions to problems using digital tools and online services.

I can:

1) use the internet to find information that helps me solve problems
(e.g. finding a recipe, or finding information that helps plan travel) ☐

2) use the internet to find sources of help for a range of activities ☐

3) use chat facilities (where available) on websites to help me solve problems
(e.g. use the help, FAQ section or chat facility of a manufacturer's website or other related content to work out how to fix an issue with a device) ☐

4) use online tutorials, FAQs and advice forums to solve problems and improve my skills in using devices, software and applications ☐
(e.g.) find out how to do something by using a tutorial video such as those found on YouTube