

A range of free services to help you with your computer problems. We aim to provide you with the tools to become self sufficient whilst giving you free support when you cannot work it out for yourself.

By registering as a member you become one of a growing band of people working or volunteering in the Voluntary, Community and Faith Sectors in the Humber area who share (out of interest or necessity) a common interest of making computers and technology work better for the ultimate benefit of the people you help.

Membership is free and the benefits are growing. We are hoping to hold a conference in late 2008 which will highlight some technology solutions for the sector and will open the floor to the members to discuss how they can become part of the decision making process which will shape the future for Virtual Riders.



Please note that although anyone can use the website membership is limited to people and organisations connected to the voluntary sector in the Humber region.



0845
3337
2949

www.virtualriders.co.uk

VirtualRiders

Computer support for
non-tecchies

Free IT support



Virtual Riders

Virtual Riders

c/o North Bank Forum for Voluntary Organisations Ltd
2nd floor
94 Alfred Gelder Street
Hull
HU1 2AN

Phone: 0845 337 2949
Fax: 01482 345122
E-mail: help@virtualriders.org.uk

Free Technical Support

If you are a Voluntary organisation, a Community group or a Faith organisation, then you are eligible for free technical support. There are no catches; help is free.

As well as free help, there are a number of areas which we can provide support on, such as setting up web sites, registering web names (domains) and acting on your behalf to sort out problems (such as dealing with providers when issues arise).



There is always someone at the end of the phone.

We are independent, although at the moment we are managed through North Bank Forum for Voluntary Organisations which is a registered charity and provides the necessary back office requirement for the Big Lottery which has provided funding until 2011.

As well as providing help we also run a helpline and a website. In order to receive help and use the facilities you need to register (free of charge) which will also put you on our regular e-newsletter list and entitle you to a range of other benefits and discounts.

Helpline

Call our helpline and speak to Laura who will pass you on to the first available technician. We will try to find a solution for you straight away. Just call:

0845 337 2949

Website

We are slowly building up a website of resources to help you help yourself. Every time we resolve a problem we note it and put the answer on the website. We also put up (literally 1000's of) links which we have used in our own work.

The website has a members area where you can find out more about Virtual Riders, take advantage of additional benefits and have your say.

www.virtualriders.co.uk

Membership

Membership of Virtual Riders is free, but we need you to register because the benefits are only available to organisations which live or work in the Humber sub-region.

You can also join if you are an individual in the sector and as many people as want to can join from any one organisation.

Technical Support

We will come out and visit you wherever you are in the Humber area to offer free help if we can't help you in any other way.

Obviously this is both time consuming and expensive as the area covered is so large. Because of this, we only guarantee you one free visit. After

that there may be a charge to cover our transport costs.

If we are doing anything which is specific such as installing equipment we will charge you, but we offer a sliding scale of charges according to how big your organisation is. This is as low as £10/hour for smaller groups.

We will never charge you for anything without first agreeing a price with you

Examples of what you can get

- Advice on computer policies
- Advice on computer security
- Advice on funding and bids
- Domain registration
- Network installation
- Fixing hardware and software
- Sorting out niggling problems
- Advice on what to buy and where to buy

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