How to host a
Tech Support Party

A Digital Support Session, or 'Tech Support Party', is a fun and friendly way to help people in your community build confidence with technology. Whether it's learning how to use email, navigate a smartphone, or stay safe online, this guide will help you plan a successful event from start to finish.

Checklist of things you'll need

- A venue with Wi-Fi

- Digital devices (or ask people to bring their own)

- Refreshments

- Flyers to help promote your event

- Volunteers to help out

It can take about six weeks to plan and deliver your event. On the next page we've written an example timeline you can use to help you plan.

Camden

Timings

6 weeks before:

- **Set a goal:** Decide what kind of digital support you want to offer (e.g. basic IT skills, online safety, using apps).
- **Pick a date and time:** Choose a time that works well for your target audience.
- **Book a venue:** Reserve a space with Wi-Fi and enough room for attendees. Community centres, libraries, or TRA halls can be great options.
- You can see if there's a community centre or hall available near you by visiting **camden.gov.uk/community-centres**
- Camden Events team can also help you find a space. You can also find more advice by visiting **https://app1.Apply4 - EventApp - CamdenIndoor**
- To find more information on how to hold an event please email **events@camden.gov.uk**.
- **Create a budget:** Consider costs for refreshments and printing.
- **Find extra support:** some organisations have volunteer digital champions that may help. Check online or contact your local community centre or library. Contact Camden's Digital Inclusion Team who might be able to help with volunteers at **digital.inclusion@camden.gov.uk**

5 weeks before:

- **Recruit volunteers:** Find people who are patient and comfortable with technology.
- **Assign roles:** Decide who will greet guests, lead sessions, provide one-to-one help, and manage other logistics.

4 weeks before:

- **Promote the event:** Use flyers, social media, WhatsApp groups, and community noticeboards.
- **Register attendees:** Use a simple sign-up form or Eventbrite to track interest and plan accordingly.

3 weeks before:

- **Create materials:** Consider printing out some information for people to take away if they would like to find more digital support after the session. You can find lots of resources by visiting **camden.gov.uk/improve-your-digital-skills**.

- These resources can be printed at your local library, which you can find by visiting **camden.gov.uk/library-information**, emailing **libraries@camden.gov.uk** or phoning 020 7974 4444.
- **Test Equipment:** Make sure laptops, tablets, projectors, and Wi-Fi are working.
- **Confirm Volunteers:** Check availability and share the event plan.

2 weeks before:

- **Continue to plan the layout:** Arrange seating for group learning and one-to-one support.
- **Organise refreshments:** Tea, coffee, and biscuits go a long way!

1 week before:

- **Send reminders:** Call, email or message attendees and volunteers.
- **Do a run-through:** Walk through the event with your team to spot any gaps.

On the day:

- **Arrive early:** Set up the space and test all equipment.
- **Welcome everyone:** Create a friendly, relaxed atmosphere. Keep in mind people will have different levels of digital confidence and experience.
- **Deliver the session:** Stick to your plan but stay flexible to meet people's needs and questions.
- **Signpost to further support:** You can help people connect with community partners who offer more digital support by visiting **camden.gov.uk/find-local-digital-support**
- **Celebrate:** Take photos (with permission!) to share on social media or with your group afterwards.

After the event:

- **Thank volunteers and attendees:** A quick message will help them feel appreciated and may encourage them to volunteer again in the future.
- **Gather feedback:** Ask volunteers and people who came along what worked well, and if anything could be better next time.
- **Share outcomes:** Share photos or positive stories online and in your community inspire others.
- **Plan the next one:** Keep the momentum going by planning the next one or have a break if needed.