

CLIENT GUIDELINES AND CODE OF CONDUCT

Guidelines

1. Idaho Digital Skills is a free, completely remote service offered through phone calls, email, or video meetings.
2. Our friendly Digital Navigators are available to help you with the following:
 - a. Tech Tutoring: Computer basics, How to Navigate the Internet, How to Use a Device/App/Website
 - b. Tech Help: Troubleshooting Device/App/Site Issues, Library Online Services
 - c. Research: Internet Providers, Discounts, Devices, Information
3. We provide each client with 1-hour free tech tutoring, help, or research per week.
4. All client data and information with Idaho Digital Skills remains private.
 - a. What We Collect: Your phone number and/or email address will be collected only to communicate with you in case you need additional help. You may share your name with the navigator or keep that private. The navigator may ask about your location/zip code while researching Internet offers in your area. All the information stated above remains confidential.
 - b. What We Don't Collect: Sensitive information such as passwords, credit card numbers, social security numbers, etc., will not be asked by navigators.
 - c. Be advised: Idaho Digital Skills cannot be responsible for client safety or privacy while visiting websites or apps. Once you visit a website or app, you are no longer subject to Idaho Digital Skills' client privacy policy but the privacy policy or statement, if any, of the website or app you have linked to.
5. Idaho Digital Skills Navigators are not available for in-person tech tutoring/help or technical computer repair/work. We can research available in-person tech help and computer repair organizations in your area.
6. Idaho Digital Skills Navigators cannot provide financial, legal, or medical assistance, including filling out forms on the client's behalf.

Code of Conduct

Idaho Digital Skills Navigators are friendly workers dedicated to helping Idahoans thrive online. By using this service, you agree to:

1. Be respectful of the navigator who is helping you. Technology can be very frustrating, and our navigators are here to help guide you or try to find a solution. You must show equal respect and not let frustration affect how you communicate with them.
2. Be respectful of other clients. Observe the 1-hour time limit stated above. If a navigator communicates that they have other clients waiting to be helped, do not keep them past your allotted time.
3. Keep on topic. Our navigators offer friendly service and may talk with you briefly on topics not related to the help you're receiving. Be respectful when a navigator communicates that it's time to get back to the topic. Do not ask a navigator overly-personal questions, and be respectful

when a navigator communicates that they'd rather not share information. The navigator, likewise, will respect your wish not to share information.

Note: Violating the code of conduct or behaving inappropriately toward a navigator will result in the immediate ending of your help session with Idaho Digital Skills. Idaho Digital Skills observes a zero-tolerance policy on harassment, bullying, and belligerent behavior. This behavior will result in being banned from receiving help with Idaho Digital Skills. Navigators reserve the right to end communication at any time.

Guidelines and Code of Conduct were adapted with permission from Arizona State Library's [Connect Arizona](#) program.