



FREE • 5-GUIDE STARTER KIT

Your Free Tech Starter Kit

Five plain-English guides to feel more confident with everyday technology — no jargon, ever.

- ✓ 1. Job Ads Explained
- ✓ 2. Microsoft vs Google
- ✓ 3. Google's Free Toolkit
- ✓ 4. Email Like a Professional
- ✓ 5. Video Call Confidence

WHAT DOES THAT JOB AD ACTUALLY MEAN?

A plain-English decoder for confusing workplace tech terms

Job ads today are full of tech jargon that's never explained — and it's easy to feel like everyone else just “gets it.” They don't. Here's what the most common terms actually mean, in plain language.

TERM	WHAT IT ACTUALLY MEANS
Microsoft Office / MS Office	A bundle of programs from Microsoft used in most workplaces — mainly Word (documents/letters), Excel (spreadsheets/numbers), Outlook (email & calendar), and PowerPoint (slideshow presentations).
Google Workspace / G Suite	Google's free alternative to Microsoft Office — Gmail (email), Docs (like Word), Sheets (like Excel), Drive (file storage), and Meet (video calls). Many small businesses use this instead because it's free and works in any web browser.
The Cloud / Cloud-based	Simply means your files and programs live on the internet, not just on your computer. You can log in from any device, anywhere, and your work is automatically saved.
SaaS (Software as a Service)	A type of software you pay for monthly or yearly and use through the internet, rather than buying it once and installing it (think Netflix, but for work tools).
CRM (Customer Relationship Management)	A digital address book on steroids — software businesses use to keep track of customers, conversations, and sales (examples: Salesforce, HubSpot).
Proficient in [software]	Means “comfortable using this on your own without much help.” It doesn't mean expert — it means you won't need someone standing over your shoulder.
Tech-savvy	A vague way of saying “you pick up new programs reasonably quickly and aren't afraid to give something new a go.”

Comfortable with Zoom/Teams	You can join an online video meeting, turn your camera and microphone on and off, and share your screen if asked.
Self-starter	Someone who can figure things out and get on with a task without needing step-by-step instructions every time.
Onboarding	The process of training and settling a new employee into a job — including, often, learning the company's software systems.

A FEW REASSURING TRUTHS

- Nobody is born knowing this — every single person learned it from somewhere, usually on the job.
- Most workplaces expect to train you on their specific systems. “Proficient” rarely means “expert.”
- If you can send an email and attach a file, you already have more tech skill than this list makes it sound.
- It's completely okay to say in an interview, “I haven't used that exact program, but I learn new software quickly.”

WANT THIS MADE EASY?

Tech with Toni offers friendly, one-on-one and small group training to build real confidence with workplace technology — no jargon, no judgement, just practical help at your own pace.

MICROSOFT vs GOOGLE: WHAT'S THE DIFFERENCE?

A plain-English guide to two toolkits that do very similar things

Both Microsoft Office and Google Workspace are collections of everyday work tools — for writing documents, making spreadsheets, sending emails, and more. The good news: if you can use one, you can quickly learn the other. Here's how they compare, side by side.

WHAT YOU NEED TO DO	 Microsoft Office	 Google Workspace
WRITING & DOCUMENTS		
Write a letter, report or document	Microsoft Word	Google Docs
Where it lives	On your computer (or OneDrive online)	In your browser — no install needed
Cost	Paid — part of an Office 365 subscription	Free with a Google account
SPREADSHEETS & NUMBERS		
Work with numbers, lists or budgets	Microsoft Excel	Google Sheets
Where it lives	On your computer (or OneDrive online)	In your browser — auto-saves as you go
Cost	Paid — part of an Office 365 subscription	Free with a Google account
PRESENTATIONS & SLIDESHOWS		
Create a slideshow or presentation	Microsoft PowerPoint	Google Slides
Cost	Paid	Free
EMAIL & CALENDAR		
Send and receive email	Microsoft Outlook	Gmail

Manage your schedule	Outlook Calendar	Google Calendar
Cost	Paid (Outlook) or free Hotmail/Live account	Free
VIDEO CALLS & MEETINGS		
Join or host a video meeting	Microsoft Teams	Google Meet
Cost	Paid for business / free basic version	Free with a Google account
STORING & SHARING FILES		
Save and share files online	OneDrive	Google Drive
Free storage included	5 GB free	15 GB free

SO WHICH ONE SHOULD I LEARN?

- If a job ad mentions Microsoft Office, Word, Excel or Outlook — they use Microsoft.
 - If they mention Google Workspace, Gmail or G Suite — they use Google.
 - Many smaller businesses use Google because it's free and works on any device.
 - Larger organisations, schools and government tend to use Microsoft.
 - **The skills transfer! Learning Word makes learning Docs much easier, and vice versa.**
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WANT TO PRACTISE IN A SAFE, FRIENDLY ENVIRONMENT?

Tech with Toni offers patient, step-by-step training on both Microsoft and Google tools — starting exactly where you are, with no jargon and no judgement.

GOOGLE'S FREE TOOLKIT YOU DIDN'T KNOW YOU HAD

Nine powerful tools — all free, all waiting for you right now

Most people know Google as a search engine. But Google also gives every account holder a full suite of work tools — completely free. No credit card, no subscription, no catch. If you have a Gmail address, you already have access to all of these.

GOOGLE TOOL	LIKE HAVING A...	WHAT IT DOES	WHY IT MATTERS FOR WORK
Gmail	A postal service — but instant	Send, receive and organise your email from any device, anywhere.	Most workplaces use email as their main communication tool. Gmail is free and easy to set up.
Google Drive	A filing cabinet in the cloud	Store all your documents, photos and files online so you can access them from any device.	Never lose a file again. Share documents with others without emailing attachments back and forth.
Google Docs	Microsoft Word — but free	Create and edit letters, reports, and documents in your browser. Auto-saves as you type.	Great for job applications, letters, and reports. You can share a Doc so others can view or edit it too.
Google Sheets	Microsoft Excel — but free	Build spreadsheets, lists, budgets and simple databases.	Perfect for tracking rosters, budgets, client lists, or anything with rows and columns.
Google Slides	Microsoft PowerPoint — but free	Build slideshows and presentations in your browser.	Useful for training, presentations, or even creating simple visual content.
Google Meet	A video call room — always open	Start or join a video meeting with anyone, from any device, with just a link.	Free video calls with no time limits. Used widely for online interviews and

			remote work meetings.
Google Calendar	A diary that talks to your email	Schedule appointments, set reminders, and share your availability with others.	If someone sends you a meeting invite, it appears automatically. Keeps your work and personal life organised.
Google Forms	A paper form — but digital	Create surveys, questionnaires, quizzes or booking forms and share the link with anyone.	Great for collecting information, feedback or registrations without any printing or paperwork.
Google Photos	A photo album that never fills up	Store and organise all your photos safely in the cloud with free storage.	Access your photos on any device. Never worry about losing them if your phone breaks.

HOW TO ACCESS ALL OF THESE RIGHT NOW

1. Open any web browser (Chrome, Safari, Edge — any of them work).
2. Go to google.com and sign in with your Google/Gmail account.
3. Click the 9-dot grid icon (⋮) in the top right corner.
4. All your Google tools appear as colourful icons. Click any one to get started!

DON'T HAVE A GOOGLE ACCOUNT YET?

No problem — setting one up takes about five minutes and it's completely free. Go to accounts.google.com and click "Create Account." You'll get a Gmail address and instant access to every tool on this sheet.

WANT A GUIDED TOUR OF THESE TOOLS?

Tech with Toni offers friendly, hands-on sessions to get you comfortable with Google's free toolkit — one tool at a time, at your own pace, with no jargon and no pressure.

EMAIL LIKE A PROFESSIONAL

Everything you were never taught about email — but everyone else seems to know

THE PARTS OF AN EMAIL — AND WHAT THEY ACTUALLY MEAN

FIELD	WHO GOES HERE?	WHAT IT MEANS
To:	The main person you are writing to	This person is expected to read and respond to your email.
CC:	Anyone else who needs to be kept in the loop	CC stands for Carbon Copy. These people receive the email too, but you're not expecting them to reply — just to be aware. Everyone can see who is CC'd.
BCC:	People who should get the email privately	BCC stands for Blind Carbon Copy. Same as CC, but nobody else can see that this person received it. Useful for protecting a group's email addresses, or sending a quiet copy to your manager.
Subject:	Leave blank — this is the email's title	A clear subject line helps the reader know what your email is about before they open it. Always fill this in!
Reply vs Reply All	—	Reply sends your response only to the person who emailed you. Reply All sends it to everyone who was on the original email. Think before you click Reply All!



When to use BCC

A common use: you're emailing 20 people and you don't want everyone to see each other's email address. Put them all in BCC, and put your own address in the To field. Professional, tidy, and private.

WRITING A GOOD SUBJECT LINE

The subject line is like the label on an envelope — it tells the reader what’s inside before they open it. A vague subject line often means your email gets ignored or lost.

 Vague (avoid these)	 Clear (aim for these)
Hello	Job Application — Receptionist Role
Question	Question about Tuesday’s appointment
Following up	Following up: Invoice #1042 due 30 June

WORKING WITH ATTACHMENTS

An attachment is a file you send along with your email — like a CV, a photo, or a document. Think of it like slipping a piece of paper inside an envelope.

To attach a file:

1. **Click the paperclip icon** in your email (you’ll find it near the Send button in Gmail, Outlook, and most email programs).
2. **A window will open** — find the file on your computer (look in Documents, Downloads, or Desktop).
3. **Click on the file** to select it, then click Open or Insert.
4. **You’ll see the filename appear** in your email. That means it’s attached!
5. **Write your message**, then click Send.



Common attachment mistakes to avoid

Always mention the attachment in the body of your email (e.g. “Please find my CV attached”) — it’s easy to forget to actually attach the file after writing! Check the file is there before hitting Send. Also, large files (like videos) may not send well by email — for big files, share a Google Drive link instead.

Common file types you might attach:

- **.pdf** — a document that looks the same on any device. Great for CVs and forms.
- **.docx** — a Microsoft Word document.
- **.jpg or .png** — a photo or image file.
- **.xlsx** — a Microsoft Excel spreadsheet.

QUICK EMAIL ETIQUETTE TIPS

- **Start with a greeting:** “Hi [Name],” or “Dear [Name],” — never just launch into the message.
 - **Keep it clear and brief:** One main topic per email if possible.
 - **Proofread before you send:** A quick re-read catches most mistakes.
 - **Sign off politely:** “Kind regards,” “Many thanks,” or “Warm regards” all work well.
 - **Avoid ALL CAPS:** It reads like shouting online.
 - **Reply within 24-48 hours** when possible — it’s considered polite and professional.
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WANT HANDS-ON EMAIL PRACTICE?

Tech with Toni offers friendly, practical training on email — from setting up your inbox to sending your first professional message with confidence. No jargon, no judgement.

VIDEO CALL CONFIDENCE

Everything you need to join, participate in, and survive any online meeting

Video calls are now a normal part of work life — job interviews, team meetings, client chats, and training sessions all happen online. The good news: once you've done it once, it quickly feels completely natural. This sheet gives you everything you need to feel ready.

THE THREE MAIN PLATFORMS

PLATFORM	HOW YOU JOIN	FREE?	MOST USED FOR
Zoom	Click the link in your email or calendar invite	Yes — free to join	Job interviews, online training, webinars, community groups
Microsoft Teams	Click the link, or open the Teams app	Free to join; paid for hosting	Workplaces using Microsoft Office; government agencies
Google Meet	Click the link — opens in your browser, no app needed	Yes — completely free	Small businesses, Google Workspace users, casual meetings



No account needed to join!

In most cases, you do NOT need to create an account or pay for anything to join a video call. You just click the link that was sent to you. That's it.

BEFORE YOUR CALL — A QUICK CHECKLIST







- **Find a quiet spot** with a plain or tidy background behind you.
- **Good lighting:** sit facing a window or lamp, not with it behind you (or you'll appear as a silhouette).
- **Test your camera and microphone** a few minutes early — most platforms let you test before joining.
- **Use headphones if you have them** — they reduce echo and help you hear more clearly.
- **Charge your device** or plug it in beforehand.
- **Close other programmes** to avoid slowdowns or accidental notification sounds.

- **Have the meeting link saved somewhere easy to find** — your email, calendar, or a sticky note.

HOW TO JOIN A VIDEO CALL — STEP BY STEP

1. **Find the link** in your email invitation or calendar. It usually starts with zoom.us, teams.microsoft.com, or meet.google.com.
2. **Click the link** a few minutes before the meeting starts.
3. **You may be asked to download a small app** — click Download and follow the prompts. Google Meet skips this entirely.
4. **A preview screen will appear** showing your camera. Check you look okay, then click Join.
5. **Make sure your microphone is on** — look for a microphone icon at the bottom. If it has a red line, click it to unmute.
6. **You're in!** Say hello and you're on your way.

THE CONTROLS YOU NEED TO KNOW

BUTTON / ICON	WHAT IT DOES
 Microphone (Mute/Unmute)	Turns your microphone on or off. Mute yourself when not speaking to reduce background noise. A red line through the icon means you're muted.
 Camera (Start/Stop Video)	Turns your camera on or off. A red line through the icon means your camera is off.
 Share Screen	Lets everyone on the call see what's on your computer screen. Great for showing a document.
 Chat	Opens a text chat box. You can type questions or share links without interrupting the speaker.
 Raise Hand	Lets the host know you'd like to speak without interrupting. Find it in Reactions or Participants.
 Leave / End Call	Click when the meeting is finished. Choose Leave Meeting (not End for All, unless you're the host).

 **DON'T PANIC GUIDE — WHEN THINGS GO WRONG**

WHAT'S HAPPENING	WHAT TO DO
Nobody can hear me	Click the microphone icon to unmute. Check your device volume isn't turned down.
I can't hear anyone	Check your device volume. Try plugging in headphones. Click the speaker/audio settings in the call.
My camera isn't working	Click the camera icon to turn it on. Check no other app is using your camera. A restart often fixes it.
The link isn't working	Try copying and pasting the link into your browser instead of clicking it. Or try a different browser.
I accidentally left the call	Just click the original link again to re-join. It happens to everyone — just say 'Sorry, dropped out!'
My internet keeps cutting out	Move closer to your Wi-Fi router. Turn your camera off to save bandwidth. Ask someone to catch you up.

WANT TO PRACTISE BEFORE YOUR NEXT BIG CALL?

Tech with Toni offers friendly practice sessions so you can try out video calling in a safe, relaxed environment — before it matters. No jargon, no judgement, just confidence.