

Problem solving

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

Can you:

Use the Internet to find information that helps you solve problems ?	
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☺ For example finding a recipe, or finding information that helps plan travel.

Use chat facilities (where available) on websites to help you solve problems?	
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☺ A **chat** facility allows you to type messages into a box on the web page. Someone from the organisation owning the web page will reply to you and their message will appear on the screen below yours.

Use online tutorials, FAQs and advice forums to solve problems and improve your skills?	
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☺ A **FAQ** is a list of **Frequently Asked Questions** and answers on a particular topic.

Find out how to do something by using a tutorial video such as those found on YouTube ?	
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☺ **YouTube** is an American video-sharing website. The YouTube icon can look like this:

