



CITY OF CHICAGO

Free Internet and Computer Services



City of Chicago Free Internet and Computer Services

Offered for FREE at your local school, library, and public housing community.

This document summarizes City of Chicago and sister agency programs and services that help residents access and use the internet and computers, all for no cost.

Instructions:

1) Find the icon from the list below that best describes you.

Pre-K to 12th grade



18–24-year-old



Adult



Parent or Guardian



Seniors (age 65+)



- 2) Look for this icon throughout the document to discover free services that may be relevant for you.
- 3) Follow the instructions in the document to access the service that meets your needs!

CyberNavigators, Chicago DigitalLearn, and Wi-Fi and Technology Access

Description: Chicago Public Library (CPL) offers numerous services and resources to support individuals with technology access, digital skills building, and support both in-person across our 81 locations and 24/7 via online resources. All CPL locations have reference staff that can assist both in-person and over the phone during open hours providing individualized support. CPL locations also offer regular events for adults on a wide range of topics. Select CPL locations offer one-on-one sessions with CyberNavigators who utilize Chicago DigitalLearn to support digital literacy. All CPL locations offer access to technology including computers, printers, and scanners and each building is equipped with public WiFi. CPL also offers numerous online digital learning resources like Chicago DigitalLearn and beyond along with two dedicated web pages (Adult Learning/Jobs & Small Business) that are available 24/7.

Who are these services helpful for?

18–24-year-olds:



Help with building a resume and other technology assistance relevant to employment opportunities. Resources for developing entrepreneurial skills and small businesses.

Adults:



Paperless bill management, completing online forms and applications, document creation, accessing eBooks, online research, purchases, QR code usage, and identifying/preventing online scams.

Seniors (65+):



Wi-Fi connection and computer reservation, computer basics, email, and Internet usage, printing and device usage, refresher lessons on modern computer and internet usage, health care resource support, and identifying/preventing online scams.

Program Names & Description • Instructions to Participate

CyberNavigators: Technology tutors available at specific Chicago Public Library (CPL) branches across the city. CyberNavigators offer patrons one-on-one sessions, which are available by appointment and last up to an hour.

CyberNavigators can help build skills in these areas:

- Computer basics
- Email
- Internet basics, including search and security
- Online forms and applications
- Document creation
- eBooks and other digital content

CyberNavigators use *Chicago DigitalLearn* as a teaching resource, which contains over 25 short interactive videos in English and Spanish.

This program is funded by grants to the Chicago Public Library Foundation.

Build your digital skills by making an appointment with a CyberNavigator. Visit www.chipublic.org/news/cybernavigator-technology-tutors-now-available/. Then, click on the library branch you're interested in and call the location ahead to confirm availability.

Chicago DigitalLearn: An online platform that offers 20+ self-paced video courses in English and Spanish designed to build confidence online. Courses in short, simple lessons can help you learn to create and use an email account, apply for jobs, avoid online scams, or begin to use Microsoft Office programs and more. Chicago DigitalLearn is available at **all** CPL branches and can be accessed outside of the library whenever and wherever you are ready to learn.

To get started with Chicago DigitalLearn, visit chipublic.digitallearn.org.

Online Resources and Learning Supporting Digital Literacy: CPL has two web pages for adults:

- The [Adult Learning](#) page has resources on adult learning topic areas such as adult education and exams, digital skills, English Language Learning, and lifelong learning. Resources include Chicago Public Library online resources, external resources such as community resources, and CPL materials (books, eBooks, etc.).
- The [Jobs & Small Business](#) page has resources for job seekers and professional advancement along with business and entrepreneurial topics covering resume resources, job related digital skills, and various business topics. Resources include Chicago Public Library online resources, external resources such as community resources, and CPL materials (books, eBooks, etc.).

To access CPLs online learning resources visit <https://www.chipublic.org/resources-types/learning/>

Computers and Technology Access: All CPL locations have public computers along with a printer and scanner. Computers can be accessed using a Chicago Public Library card or by requesting a daily guest pass for computer access from staff.

Computers are available from the time a location opens until 30 minutes before the location closes.

Each CPL location has two ADA computer workstations: one for adults and one for children. These workstations feature:

- 24-inch monitor
- Oversize keyboard
- Trackball mouse
- Wheelchair-accessible computer table

All CPL computers have Windows 10 Ease of Access accessibility resources for vision, hearing, dexterity, mobility, focus and other related needs.

Visit any CPL location to use a computer.

Wi-Fi: All branches have free WiFi access.

Visit any [CPL location](#) to access Chicago Public Library Wi-Fi on mobile devices. The network can be accessed by the CPLWi-Fi network name listed in the device's wi-fi connections. No special settings, usernames or passwords are required. Our [terms of use](#) must be accepted on an initial screen to connect to the Wi-Fi network.

Wi-Fi hotspots: Available for checkout or holds at specific CPL locations.

To place a hold on a Wi-Fi hotspot, the [pickup location](#) must be a location that carries hotspots if one is being reserved online. Hotspots at available locations may also be reserved over the phone with the help of a CPL staff member.

Reference Assistance: All library locations have reference staff that can assist individuals with technology needs and can help connect patrons with library and community resources.

Reference staff are available in person and over the phone at CPL locations during open hours.

No-Cost Home Internet and Building Computer Skills at Parent Universities

Description: CPS offers qualifying families access to home internet for free through Chicago Connected. Parent Universities, which offer parents, guardians, and community members learning and training programs at CPS school sites across the city at no cost, host a variety of classes in multiple languages. Each Parent University is equipped with a computer lab, a parent resource room, an office area, and an activity room.

Offerings:

Chicago Connected: Free Internet program (valued at \$10/month) provided to eligible Chicago Public Schools families. To sign up, check eligibility and receive an activation code at cps.edu/getconnected. then, provide activation code to assign internet service provider.

- Need help enrolling? Call the CPS Parent Tech Support Help Center at 773-417-1060
- For more info, check out cps.edu/getconnected or ask your school Principal

Northstar: An online, self-guided program with modules to assess the ability of individuals to perform tasks based on these skills. Included are basic computer digital literacy standards and modules in three main areas:

- Essential Computer Skills - Basic Computer Skills, Internet Basics, Using Email, Windows OS, Mac OS
- Essential Software Skills – Microsoft Word, Excel, PowerPoint, Google Docs
- Using Technology in Daily Life - Social Media, Information Literacy, Career Search Skills, Accessing Telehealth Appointments, Supporting K-12 Distance Learning, Your Digital Footprint.

Rotating Classes: Parent University locations offer rotating classes, which differ by branch. Classes cover topics ranging from academics/academic support, arts and meditation, socio-emotional support, and technology assistance. Classes are often taught directly by experts in the field, and many offer certifications and certificates.

Sample Courses offered at certain PU locations in Fall 2023:

- STEM
- Gardening
- GED
- English as a Second Language (ESL)
- Nutrition Planning
- Mental Health
- Affordable Housing
- Early Childhood Learning

Who are these services helpful for?



18–24-year-olds:

Northstar provides vital foundational courses for those at the forefront of early career exploration or post-secondary education looking to develop their digital competency.

Relevant Northstar courses: “Standards for Essential Software Skills in Microsoft Excel,” “Career Search Skills,” and “Email Skills.”



Adults:

Adults of all ages must adapt to the constantly evolving technological demands of work. Whether re-entering the job market and starting your career for the first time, digital career readiness courses can ensure help you prepare.



Parents or Guardians:

Parents can also find courses for improving their digital skills to best support their children’s growing educational needs.

Relevant Northstar courses: “Career Search Skills,” “Understanding & Using the Cloud”, and “Distance Learning Skills.”



Seniors (65+):

Northstar courses on digital ensure that Chicagoans of all ages can use the technology to stay connected with loved ones, accessing health information, and pursue personal interests.

Relevant Northstar courses: “Basic Computer Skills,” “Introduction to the Internet,” and “Social Media Skills.”

Parent University Locations:

Network 1:

Albany Park Parent University

Cleveland Elementary School

3121 W Byron St
Chicago, IL 60618
amcervera1@cps.edu

Network 2:

Rogers Park Parent University

Field Elementary

7019 North Ashland Blvd.
Chicago, IL 60626
slkennedy@cps.edu

Network 3:

Austin Parent University

Michelle Clarke Magnet HS

5101 W Harrison St
Chicago, IL 60644
cjcampbell6@cps.edu

*Languages: English,
Spanish*

Network 4:

Avondale Parent University

Logandale Elementary School

3212 W George St
Chicago, IL 60618
jrodriguez495@cps.edu

Network 5:

Humboldt Park Parent University

Clemente HS

1147 N Western Ave
Chicago, IL 60622
brivera47@cps.edu

Network 6:

University Village Parent University

John M. Smyth Elementary

1059 W 13th St
Chicago, IL 60608
jcollins44@cps.edu

Network 7:

Pilsen/Little Village Parent University

Perez Elementary

1241 W 19th St
Chicago, IL 6060808
mlsanchez11@cps.edu

*Languages: English,
Spanish*

Network 8:

Back of the Yards Parent University

Richards Career Academy HS

5030 S Bishop St
Chicago, IL 60609
jdelaluz6@cps.edu

Network 9:

Bronzeville Parent University

Dyette High

555 E 51st St
Chicago, IL 60615
cmroberson@cps.edu

Network 10:

Ashburn Parent University

Bogan High school

3939 W 79th St
Chicago, IL 60652
lfsanchez6@cps.edu

Network 11:

Englewood Parent University

Parker Elementary

6800 S Stewart Ave, Chi-
cago, IL 60621
clmccray2@cps.edu

Network 12:

South Shore Parent University

SSIC Preparatory HS

1955 E 75th St
Chicago, IL 60649
aalemieuxseals@cps.edu

Network 13:

Pullman Parent University

Corliss High school

821 E 103rd St
Chicago, IL 60628
bthomasholmes@cps.edu

Parent University Hours of Operation:

Monday-Friday 9 am – 3pm

**For details on the specific programming currently offered at each Parent University, you can contact 773-553-3223 or email FACE@cps.edu.*

Tech Equity Program • www.ccc.edu/techequity

Description: To remove technology access barriers, City Colleges of Chicago offers no-cost broadband and laptops to qualifying students. City Colleges also offers a wide-range of technology classes – from computer basics to cybersecurity and much more. Students and the community can also access college computer labs.

Who are these services helpful for?

Enrolled students can benefit from City Colleges’ technology resources.

18–24-year-olds



Adults



Seniors +65



Program Name & Description

Instructions to Participate

Learn-to-Own Laptop Program:

Qualifying credit students who enroll at City Colleges of Chicago for both the fall and spring semesters can earn a laptop to own, at no cost to them.

To learn more, go to www.ccc.edu/techequity.

Laptops are also available for borrowing during the semester.

To be considered for the Learn to Own Laptop Program:

1. Enroll as a credit student at City Colleges of Chicago
2. Complete the Loaner Laptop Request Form in your student portal (my.ccc.edu)
3. Select YES for the Learn to Own Laptop program

Go to www.ccc.edu/techequity for full details.

Chicago Connected No-Cost Internet:

City Colleges of Chicago offers free broadband service to qualifying CCC students. To learn more, go to www.ccc.edu/techequity.

To be considered for the Learn to Own Laptop Program:

1. Enroll as a credit student at City Colleges of Chicago
2. Complete the Loaner Laptop Request Form in your student portal (my.ccc.edu)

Go to www.ccc.edu/techequity for full details.

Computer Lab Access: City Colleges campuses offer computer lab access for students, and in many cases, for community use as well.

For a list of locations and hours, go to:
<https://www.ccc.edu/menu/pages/computer-labs.aspx>

Digital literacy: City Colleges offers an array of classes to bolster Chicagoans technology skills – from basic digital literacy to cybersecurity and beyond.

For a list of non-credit technology courses, go to: <https://apps.ccc.edu/scheduling/continuing/>

For a list of credit courses, go to:
<https://catalog.ccc.edu/>

For a list of free adult education courses for those seeking a high school diploma or learning English, go to:

<https://www.ccc.edu/site/Pages/adult-education.aspx>

Digital Resource Centers, Affordable Connectivity Program, Affordable Laptops, and Building Computer Skills

Description: Chicago Housing Authority helps connect its residents with affordable or discounted internet, computers, and digital skill-building programs. CHA operates multiple Digital Resource Centers (DRCs) across Chicago where community members can access computers, software, projectors, Wi-Fi, technical support and opportunities for all ages to engage with technology. These centers are open to the public and can be reserved for training and programming purposes by internal and external partners.

Who are these services helpful for?



Pre-K to 12th grade:

Programs like PCs for People and Computodot, which provide refurbished devices at low cost, can be beneficial for parents of young children in this age group who may need affordable computers or tablets for educational purposes at home.



18–24-year-olds:

Access to affordable broadband services through the Affordable Connectivity Program is crucial for young adults as they pursue higher education, seek employment, and engage in various online activities.



Adults:

CPL's Chicago Digital Learn is offered at CHA's Digital Resource Centers. It offers a variety of courses in English and Spanish to build computer confidence and improve technical skills. These courses cover topics ranging from basic computer usage to using the Microsoft Suite and online job-seeking skills. All adults can benefit from these training opportunities to enhance their digital literacy and improve their employability.

ACP provides a valuable benefit to all adults by offering discounts on internet service. Access to affordable broadband service ensures that adults can stay connected, access online resources, and engage in various online activities without financial barriers.

Digital Resource Centers, equipped with computers, software, and technical support, offer a welcoming space for all adults to access technology resources and receive assistance if needed. Whether they need to browse the internet, work on projects, or explore digital skills, DRCs cater to the technology needs of all adults in the community.



Parents or Guardians:

Parents can benefit from programs like PCs for People and Compudopt, which provide refurbished computers with updated software at low cost. Having access to affordable digital devices can support parents in their own digital literacy efforts and enable them to assist their children with educational activities.

Seniors 65+:



AARP Foundation Digital Skills Ready @50+ is designed for older adults in partnership with AARP, is highly beneficial for seniors to learn computer basics and enhance their digital literacy skills, enabling them to connect with technology and each other.

Digital Resource Centers, equipped with computers and offering technical support, provide a supportive environment for seniors to access technology and receive assistance if needed.

Offerings:

Program Name	Description
<p>Digital Resource Centers (DRCs)</p>	<p>Each DRC has open computer time, provides technical support, coordinated programming for residents and other activities that encourage all ages to utilize computers and technology. DRCs are open to CHA residents and all members of the community. All centers are equipped with computers, updated software, projectors, and are Wi-Fi accessible.</p> <p>How to Learn More Digital Resource Centers across the city, such as phone numbers and links to reserve a computer at your local Digital Resource Center</p>
<p>Affordable Connectivity Program (ACP)</p>	<p>The Affordable Connectivity Program is a federal program which provides a discount of up to \$30 per month toward internet service for eligible households and a one-time discount of up to \$100 for a laptop, tablet, or desktop computer (with a co-payment of more than \$10 but less than \$50) through participating internet service providers. CHA helps residents enroll in ACP.</p> <p>How to Learn More For more information on the Affordable Connectivity Program, visit thecha.org/acp</p>

Program Name	Description
<p>Affordable Digital Devices</p>	<p>PCs for People helps to get computers in the homes of those who truly need them. CHA hosts pop up events to connect residents with computers.</p> <p>Compudopt – Distributes refurbished devices with updated software to families with children K-12. Compudopt’s programs serve to eliminate limited access to computers, facilitate growth in technical and digital literacy skills, help provide no or low-cost high-speed internet options and support the future of youth and their communities. CHA hosts pop up events to connect residents with computers.</p> <p>How to Learn More For more information on PCs for People, click here For more information on Compudopt, click here</p>
<p>Building Computer Skills</p>	<p>AARP Foundation Digital Skills Ready @50+ connects older adults to technology, and each other through free lectures, workshops, and multi-week technology courses that help older adults learn computer basics and develop life enhancing computer skills in each of our Digital Resource Centers.</p> <p>Chicago DigitalLearn is a Chicago Public Library online tool that offers 20+ courses in English and Spanish designed to build your computer confidence. Courses include a wide array of topics, from technical skills like the Micro-soft Suite through online job seeking and online safety. CHA offers trainings using Chicago DigitalLearn.</p> <p>In partnership with non-profit organization Literacy Chicago, CHA offers weekly, in-person digital skills tutoring using the Northstar Online Learning curriculum and assessments. Northstar Online Learning provides online learning practice for 15 digital skills topics in English and Spanish. Once individuals pass the Northstar assessments, they will earn certificates in those topics and are qualified to pursue more advanced trainings, certifications, or career pathways elsewhere.</p> <p>How to Learn More For more information on AARP Foundation Digital Skills Ready @50+, click here</p> <p>To access or learn more about Chicago Digital Learn, visit chipublic.digitallearn.org</p> <p>To register for classes, complete this form online. For assistance in completing the form please call 312-913-7979 or email digitalinclusion@thecha.org</p> <p>To learn more about Literacy Chicago, visit www.literacychicago.org</p>

Chicago Housing Authority Digital Resource Centers:

Location	Family Works Provider	No. of Computers	Contact Information	Operation Hours	Reservation Form Link
Altgeld Gardens – CYC	Metropolitan Family Services	34	altgeldlab@thecha.org 951 E. 132nd Pl. Chicago, IL 60827 (773) 928-4116	M-F 9am - 5pm	Form
Charles Hayes FIC	Centers for New Horizon	40	ficlab@thecha.org 4859 S. Wabash Ave. Chicago, IL 60605 (312) 913-7132	M-F 8:30am - 5:30pm	Form
Dearborn Homes	YWCA	28	dearbornlab@thecha.org 2910 S. Dearborn Chicago, IL 60616 (312) 225-0310	M-F 9am - 5pm	Form
Henry Horner/ Westhaven	Near West Side Development Corp	20	hornerwhvnlab@thecha.org 125 N. Hoyne Ave Chicago, IL 60612 (773) 660-1940	M-F 9am - 5pm	Form
Jane Addams Family Resource Center	Centers for New Horizon	20	janeaddamslab@thecha.org 1254 S. Loomis Chicago, IL 60608 (312) 786-3142	M-F 9am - 5pm	Form
Lake Parc Place	Centers for New Horizon	22	lakeparclab@thecha.org 3983 S. Lake Park Chicago, IL 60653 (773) 924-8138	M-F 9am - 5pm	Form
Lawndale Gardens	Centers for New Horizon	21	lawndalelab@thecha.org 2527 S. California Chicago, IL 60623 (773) 847-4287	M-F 9am - 5pm	Form
Lowden Homes	Employment & Employer Services	22	lowdenlab@thecha.org 200 W. 95th St. Chicago, IL 60628 (312) 913-7512	M-F 8:30am - 5:30pm	Form
Wentworth Gardens	Employment & Employer Services	22	wentworthlab@thecha.org 3757 S. Wentworth Chicago, IL 60617 (773) 285-8753	M-F 8:30am - 5:30pm	Form

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