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[TELUS Wise online basics]

[19. Using government services online]

[Illustration of the Palais du Parlement in Ottawa.]

[Voice of a Woman]: One of the things, the internet is most useful for is accessing government services and information.

[Image from Government of Canada website. The finger taps on the button for the "French" language. The French web page opens and unfolds.]

Each level of government has it's own website with many different sections

Some of them, like the government of Canada website, canada.ca, have links to the most frequently requested pages

[Close-up of the search field on the home page of the Government of Canada website. The links for "Employment" and "Taxes" are shown.]

like most websites the government of Canada website has a search box to help you find what you need, as well as links for different sections like jobs and taxes.

[The finger taps menu. It unfolds, displaying links to other sections. The finger taps on the links "Immigration and citizenship", "Travel and tourism" and "Benefits". Subcategory menus appear for each of the typed links.]

It also has a pull-down menu with links to the different sections. Moving the pointer over any of them will open another menu of sub-sections

[The Google home page is displayed. After a search for the Government of British Columbia, many of the results are displayed. The finger taps on the link for the website of the Government of the Province of British Columbia and the site opens.]

Each province and territory has it's own website as well, which you can find with a search engine like google.

[The finger taps on the magnifying glass and a drop-down menu displays several links. Subcategory menus appear for each of the typed links.]

This is where you can information about things like drivers licenses, education, health care, and birth or marriage certificates

[The City of Vancouver website is posted. The finger taps on the menus at the top of the page and subcategory menus appear for each of the typed links.]

Many cities and municipalities also have websites with information about city services, public transit, garbage collection and so on.

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For more information on online basics, check out the other videos in this series. Visit our website, at TELUS.com/WiseOnlineBasics.

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