



"I start to feel very overwhelmed when there is too much information "

# Joe

## ABOUT

**Age:** 25

**Work:** Events Technician

**Spare time:** Music, gaming

## DIGITAL CONFIDENCE



## BIO

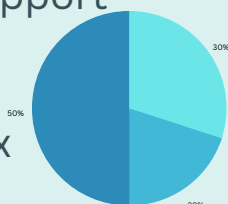
Joe works full time and has two small children. Joe has dyslexia and would prefer to do more complicated tasks on a desktop, but doesn't currently have a computer so uses his mobile phone to access things online. Joe is also in a band so uses social media to promote events. Joe had a recent ADHD diagnosis and finds it difficult to concentrate for a long time.

## COUNCIL WEBSITE USE

● Housing support

● Library

● Council Tax



## PREFERRED CHANNELS

PC/Laptop



Tablet



Mobile phone



## GOALS

- Access library resources - using computers
- Paying council tax
- Housing support

## FRUSTRATIONS

- When forced to remember things from previous information
- When expected to use accurate spelling or specific search terms
- Being bombarded with information

## FINDS IT HELPFUL WHEN:

- Websites allow him to change the contrast between background and text
- Content is broken down - short /clear
- Images and diagrams are used to illustrate /support understanding complex instructions

ADHD

Determined

Introvert