



# EAU CLAIRE COUNTY Digital RESOURCE GUIDE 2023



BROADBAND  
ACCESS



DEVICES



DIGITAL SKILLS  
TRAINING



TECHNICAL  
SUPPORT

UNITED TO BRIDGE THE DIGITAL DIVIDE



## Internet & Device Discount Programs

### Wisconsin Lifeline Program

Receive \$5.25 to \$18.50/month discount on the cost of phone, cellular or internet services. Call the state or federal helpline or visit [lifelinesupport.org](http://lifelinesupport.org) to learn more and find out if you qualify.

**WEBSITE:** [www.lifelinesupport.org](http://www.lifelinesupport.org)

### Affordable Connectivity Program (ACP)

Receive up to a \$30/month discount on internet bills. ACP provides financial assistance with monthly internet bills and devices. Call the state or federal helpline or visit [acpbenefit.org](http://acpbenefit.org) to learn more and find out if you qualify.

**WEBSITE:** [www.acpbenefit.org](http://www.acpbenefit.org)

### Discounted Computers

PCs for People provides discounted, refurbished computers to low-income households. Call PCs for People at (651) 354-2552 or visit [uwgcv.pcsrefurbished.com/sales/saleshome.aspx](http://uwgcv.pcsrefurbished.com/sales/saleshome.aspx) to learn more, find out if you qualify and purchase a discounted computer.

**WEBSITE:** [www.uwgcv.pcsrefurbished.com/sales/saleshome.aspx](http://www.uwgcv.pcsrefurbished.com/sales/saleshome.aspx)

### Discounted Computers

United Way of the Greater Chippewa Valley is partnering with PCs for People and local organizations to offer discounted refurbished devices through distribution events in Eau Claire County. Call (715) 834-5043 or visit [uwgcv.org/digital-equity-and-inclusion-initiative](http://uwgcv.org/digital-equity-and-inclusion-initiative) to learn about upcoming distributions. PCs for People eligibility requirements apply.

**WEBSITE:** [www.uwgcv.org/digital-equity-and-inclusion-initiative](http://www.uwgcv.org/digital-equity-and-inclusion-initiative)

## Internet Helplines

### Wisconsin Internet & Phone Helpline

(608) 267-3595 or (800) 225-7729

- Find internet service and discounts based on your location
- Determine if you are eligible for a discount on ACP or Lifeline
- Find locations where WiFi is available near you
- Interpreters are available for languages other than English.

**HOURS:** Monday-Friday, 7:45 a.m.-4:30 p.m. CST

### Federal Lifeline Support

(800) 234-9473

**HOURS:** Open every day, 9 a.m.-9 p.m. EST

### Federal Affordable Connectivity Program

(877) 384-2575

**HOURS:** Open every day, 9 a.m.-9 p.m. EST

### Fraud Helpline

(877) 908-3360

- Get support and resources from trained volunteers for what to do if you are targeted by scams or fraud and how to avoid future scams.

**HOURS:** Open Monday-Friday, 7 a.m.-7 p.m. CST

RESOURCES ARE FREE UNLESS SPECIFIED.  
HOURS SUBJECT TO CHANGE.



715-834-5043

DigitalEquity@uwgcv.org

bit.ly/DigitalEquityEC



United Way of the  
Greater Chippewa Valley

Established by the  
Digital Equity & Inclusion Initiative of  
United Way of the  
Greater Chippewa Valley

# LOCAL RESOURCES

## ALTOONA

### Altoona Public Library

1303 Lynn Ave, Altoona, WI 54720  
(715) 839-5029

**WEBSITE:** [www.altoonapubliclibrary.org](http://www.altoonapubliclibrary.org)

**HOURS:**

Monday-Thursday 9 a.m.-8 p.m.  
Friday 9 a.m.-6 p.m.  
Saturday 9 a.m.-5 p.m.

**AVAILABLE SERVICES:**

- WiFi • Hotspot Checkout • Chromebook Checkout
- Scanning, Printing, Cloud Printing, Copying (10¢ per page B&W, 25¢ per page color)
- One-on-One Technology Help (call to schedule an appointment)
- Technology Workshops (call or visit their website to learn about upcoming workshops)

## AUGUSTA

### Augusta Memorial Public Library

113 N Stone St, Augusta, WI 54722  
(715) 286-2070

**WEBSITE:** [www.augustalibrary.org](http://www.augustalibrary.org)

**HOURS:**

Monday and Thursday-Saturday 10 a.m.-5 p.m.  
Tuesday-Wednesday 9 a.m.-7 p.m.

**AVAILABLE SERVICES:**

- WiFi • Computers On-Site • Scanning
- Printing, Remote Wireless Printing (Princh), Copying (10¢ per page B&W, 25¢ per page color)
- One-to-One Technology Help (appointments preferred, but walk-ins available as time allows - call to schedule an appointment)

### Augusta Senior & Community Center

616 W Washington St, Augusta, WI 54722  
(715) 286-2953

**EMAIL:** [augustasr.comm.ctr@gmail.com](mailto:augustasr.comm.ctr@gmail.com)

**HOURS:**

Monday-Friday 9 a.m.-5 p.m.

**AVAILABLE SERVICES:**

- WiFi • One-to-One Technology Help (call or email to schedule an appointment)

**ELIGIBILITY:**

Must be aged 50+ to use these services

RESOURCES ARE FREE UNLESS SPECIFIED.  
HOURS SUBJECT TO CHANGE.

## EAU CLAIRE

### Chippewa Valley Technical College (CVTC)

**Business Education Center**

620 W Clairemont Ave, Eau Claire, WI 54701

Technology Courses: (715) 833-6400

Computer Lab: (715) 833-6285

**EMAIL:** [adultedservices@cvtc.edu](mailto:adultedservices@cvtc.edu)

**WEBSITE:** [www.cvtc.edu/academics/adult-education-college-prep](http://www.cvtc.edu/academics/adult-education-college-prep)

**SEMESTER COMPUTER LAB HOURS:**

Monday-Thursday 7:30 a.m.-7:30 p.m.

Friday 7:30 a.m.-5 p.m.

Saturday 9 a.m.-3 p.m.

**AVAILABLE SERVICES:**

- WiFi • Computer Lab
- Free Computer Technology Courses (hosted in a variety of sites around Eau Claire County - call, email or visit the website to signup)
  - Keyboarding
  - Basic Computer Skills
  - Internet Navigation
  - Email
  - Microsoft Office Word, Excel, PowerPoint

### L.E. Phillips Memorial Public Library

400 Eau Claire St, Eau Claire, WI 54701

(715) 839-5004

**EMAIL:** [librarian@eauclaire.lib.wi.us](mailto:librarian@eauclaire.lib.wi.us)

**WEBSITE:** [www.ecpubliclibrary.info/library-technology/](http://www.ecpubliclibrary.info/library-technology/)

**HOURS:**

Monday-Thursday 9 a.m.-8 p.m.

Friday-Saturday 9 a.m.-6 p.m.

**AVAILABLE SERVICES:**

- Free Internet and WiFi • 2 Week Hotspot Checkout
- 24 Public Computers • Free Self-Service Scanning
- Printing, Remote Printing, Copying (10¢ per side B&W, 25¢ per side color)
- One-on-One Technology Help: Tame Your Tech (available soon, call or visit the webpage for updates)

### L.E. Phillips Senior Center

1616 Bellinger St, Eau Claire, WI 54703

(715) 839-4909

**WEBSITE:** [www.lep-sc.org](http://www.lep-sc.org)

**HOURS:**

Monday, Wednesday and Friday 6:30 a.m.-4 p.m.

Tuesday and Thursday 6:30 a.m.-7 p.m.

Saturday 8 a.m.-11 a.m.

**AVAILABLE SERVICES:**

- WiFi • Computer Lab • Printing (free) • Copying (10¢ per page)
- One-on-One Technology Help Seasonally (call for information on when volunteers are available)

**ELIGIBILITY:**

Must be aged 50+ and have a membership to the senior center to use these services. Call for membership details.

### Literacy Chippewa Valley

510 S Farwell St, Eau Claire, WI 54701

(715) 834-0222

**WEBSITE:** [www.literacychippewavalley.org](http://www.literacychippewavalley.org)

**HOURS:**

Monday-Friday 8 a.m.-12 p.m.

**AVAILABLE SERVICES:**

- WiFi • Free Laptops • Free Hotspots • Computer Lab
- 1-1 Technology Northstar Digital Learning Courses (call or visit their website to learn more)

### Wisconsin Job Center

221 W Madison St # 140B, Eau Claire, WI 54703

(715) 858-9675

**WEBSITE:** [www.wisconsinjobcenter.org](http://www.wisconsinjobcenter.org)

**HOURS:**

Monday-Friday 8 a.m.-4:30 p.m.

**AVAILABLE SERVICES:**

- Computers On-Site • Printing, Scanning, Faxing
- One-on-One Technology Help on Job Applications and Job Search (walk-in)

**ELIGIBILITY:**

Services only offered to job seekers.

## FAIRCHILD

### Fairchild Public Library

208 Huron St, Fairchild, WI 54741

(715) 334-4007

**WEBSITE:** [www.fairchildpl.org](http://www.fairchildpl.org)

**HOURS:**

Monday, Tuesday 12 p.m.-5 p.m.

Thursday 10:30 a.m.-5 p.m.

Friday 10:30 a.m.-3:30 p.m.

**AVAILABLE SERVICES:**

- WiFi • Computers On-Site • Scanning
- Printing, Copying (10¢ per page B&W, 25¢ per page color)
- Faxing (\$1 first page, 25¢ per additional page)
- One-on-One Technology Help (call ahead preferred, but walk-ins available as time allows)

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## FALL CREEK

### Fall Creek Public Library

122 E Lincoln Ave, Fall Creek, WI 54742

(715) 877-3334

**WEBSITE:** [www.fallcreekpubliclibrary.org](http://www.fallcreekpubliclibrary.org)

**HOURS:**

Monday and Friday 9 a.m.-4 p.m.

Tuesday-Thursday 10 a.m.-6 p.m.

Saturday 9 a.m.-12 p.m.

**AVAILABLE SERVICES:**

- WiFi • Computers On-Site
- Printing, Copying, Scanning, Faxing (visit or call for pricing)
- One-on-One Technology Help (call to schedule an appointment or walk-ins available as time allows)

## EAU CLAIRE COUNTY

### Local School District – Hotspot Checkout

Do you have a K-12 child in the school district? Many schools in the area now offer hotspot checkouts if you need internet at home. Call your child's school library circulation desk to find out more.

**ELIGIBILITY:**

You must have an enrolled student.

## Looking for a Resource Not Listed?



### Great Rivers 2-1-1

An Information & Referral and Crisis line

Dial 2-1-1 or (800) 362-8255

- Free and confidential
- Language interpretation available

**EMAIL:** [gr211@gundersenhealth.org](mailto:gr211@gundersenhealth.org)

**WEBSITE:** [www.greatrivers211.org](http://www.greatrivers211.org)

**HOURS:**

24 hours a day, 7 days a week

- Live chat available online
- Text your zip code to 898211
- Search 211 databases online at [greatrivers211.org](http://greatrivers211.org)