This paper is part of the large scale European project SIGIS - Strategies of Inclusion: Gender and the Information Society. In SIGIS, public and private initiatives to include women in Information and Communication Technologies (ICTs) are studied in the UK, Ireland, Norway, Italy and the Netherlands. In this paper, the preliminary findings of a part of SIGIS will be presented: the experiences of female users of the public and private policies and products. These experiences have been reported in 18 cases study reports covering a diverse range of inclusion initiatives. The experiences of over 170 (mostly) female users and non-users of these initiatives were collected, mostly by interviewing them, but also by distributing and analyzing questionnaires and by analyzing messages by users on fora, discussion platforms and mailing lists. The preliminary conclusion of this report is that three factors seem crucial for the inclusion of women in the information society and can be found in several or even most case-studies. These factors are firstly, that women indicate that they often lack access to resources. Secondly they experience a lack of skills and knowledge. Last but not least, women need to experience the computer and the Internet as something that fits their lives. Several women struggle with a low self esteem and lack of self confidence regarding computers, which can partly be explained by the problematic relationship between women and technology. This problematic relationship can also be addressed by changing the image of ICTs to something that is pleasurable to use and that fits women’s lives. Inclusion strategies will only be successful if these specific constraints articulated by women are seriously addressed.