








## Home Connect Trainer Packet

### Things that you will need for a successful session with the learner:




1. Stable Wi-Fi connection 
2. Quiet place 
3. Cell phone / landline / Google Voice that you can use to call the learner 
4. A soft or hardcopy of the Home Connect Learner Booklet 
5. A laptop or desktop with camera and microphone (a tablet would be too small for you to see the learner's device screen clearly) 
6. TeamViewer (Download Personal version- free) 

For Windows: <https://www.teamviewer.com/en-us/download/windows/>

For Macs: <https://www.teamviewer.com/en-us/download/mac-os/>

OR AnyDesk (free for private use) 

For Windows: <https://anydesk.com/en/downloads/windows>

For Macs: <https://anydesk.com/en/downloads/mac-os>
7. Zoom 
8. Google account 
9. Last but not least, lots of patience 

**Before your first lesson:**

- Introduce yourself!
- Go over Device Loaner Agreement (back of training booklet) and ask learner to initial and sign.
- IF learner is borrowing a hotspot, go over Hotspot Loaner Agreement (back of training booklet), ask to initial and sign, remind them to keep the prepaid return envelope to mail the hotspot back after 6 weeks.
- Ask learner to charge the tablet (and hotspot) before your first lesson. If needed, explain how.
- Wi-Fi: Ask your learner to have the Wi-Fi name and password ready for Lesson 1- they may need to find it or check with family members. If possible, they can have someone connect the tablet to Wi-Fi for them, or do it themselves if they know how. If they don't know the Wi-Fi info and have no one who can help, you may need to have them call their ISP, or do a 3-way call to support them.

## ~ Lesson 1 ~

### Objectives

To help students become familiar with their Android tablet and set up for continued use (Wi-Fi, Connecting to QuickSupport, Gmail, Font & Display Size)

To help them learn the different ways to interact with and control the device:

- Touchscreen gestures
- Navigation buttons
- Keyboard
- Voice-dictation

To help them understand basic computer vocabulary

#### Key Vocabulary

**Apps** - programs that are designed to do different things on your mobile device

**Home Screen** - the main screen of the device, which shows the time, apps, Google search bar.



**When you get lost using the device, press the HOME button to go back to the Home screen and start all over!**

**Internet** – Billions of computers are connected to form a network to share information



**The Internet is similar to a library. At the library you can find information about anything (books, music, movies, etc.).**

**Lock Screen** – The initial screen you see after turning on the tablet. It shows the time and a “User” icon. To unlock, swipe up from the bottom of the screen

**Notifications** - Pop-ups, banners, and other audio and visual cues to let you know when something needs your attention, or when there's been any recent activity (for example, a new email arrives). To activate notifications, swipe down from top of the screen

**Sleep / Wake** - Sleep is a power-saving state that allows a computer to quickly resume full-power operation (typically within several seconds) when you want to “wake” it up and start using again. Press power button to sleep/ wake (versus press and hold to power on/off)

**Wi-Fi** – Wireless Internet connection that transmit information at ultra-high radio frequency



**Wi-Fi connection is like walkie-talkies which only work within a certain distance**

### Teaching Guide


In Lesson 1, there are several things you have to accomplish. You’ll also get an understanding of

your learner's skills and priorities; this will greatly affect *how* and *what* you teach. If you're working with a beginner, especially someone without prior experience with mobile devices, you'll have to slow down and stick to the basics: **gestures, navigation, keyboard**.

**ASK** about the learner's experience level and goals for the program. Have they used a tablet before? If not, have they used a smartphone? What do they hope to use the tablet for?

**OBSERVE:** Does the learner seem to handle the touch screen well? Do they seem familiar with opening apps, typing, swiping, etc.?

### What to accomplish in Lesson 1:

1. Help learner **turn on tablet** and **connect to Wi-Fi** if needed.
  - Direct learner to the power button on side of tablet- press and hold for 1-2 seconds until it vibrates. Wait for lock screen to appear; swipe up (this can take them several tries)
  - Make sure they're on the home screen. They should see icons (apps) at the bottom of the screen, the time and weather above. Direct them to tap Settings (gear icon)
    - 
  - Follow instructions in learner booklet to connect to Wi-Fi. If they don't know their password, it might be written on the router. Instruct them to enter password carefully; it is case-sensitive (They can tap the box next to "Show password" to help make sure they type it correctly)

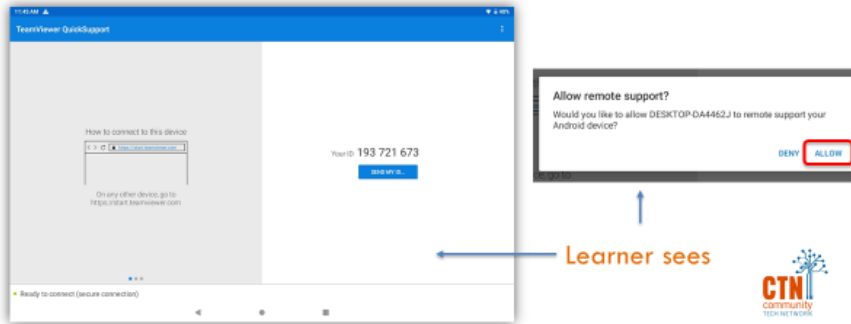
### \*CONNECTING TO HOTSPOT:

- Tablets are set up to automatically connect to the hotspot, so learner should be able to just turn on the hotspot (press and hold power button)
  - The connection may take a minute to be established
  - Press and hold the power button to turn the hotspot off
2. Connect to tablet via **TeamViewer QuickSupport OR AnyDesk (both apps are installed on tablets, use whichever you prefer)**.
    - Explain that the tablet has an app which allows you to connect your computer to their tablet so you can see their screen and, if necessary, control it. You'll use this in every lesson.

# Using TeamViewer QuickSupport



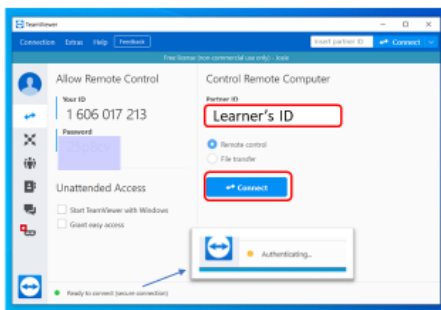
1. Open TeamViewer on your computer
2. Instruct learner to tap on QuickSupport icon (located on Home Screen)
3. Enter their ID number and click Connect
4. Instruct learner to click "Allow" in message that appears



Learner sees



You see:



After clicking **Connect**, you'll see

● **Authenticating...**

The learner should get a pop-up message and click **Allow**

Your PC will connect to the tablet and they will be sent back to their Home Screen.

**Troubleshooting**

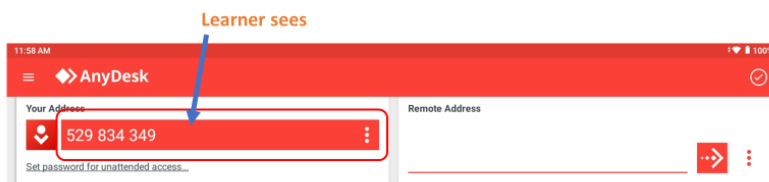
- Is learner connected to Wi-Fi?  
-If not, when they open QuickSupport it won't show their ID number
- Do they have QuickSupport open?



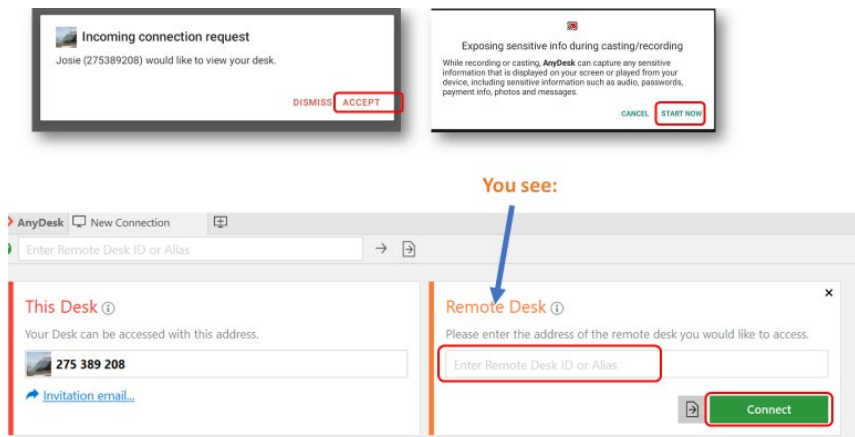
# Using AnyDesk



1. Open AnyDesk on your computer
2. Instruct learner to tap on AnyDesk icon (on Home Screen)
3. Enter their address number and click Connect
4. Instruct learner to click "Accept" in message that appears, then tap "Start Now" on second dialog box (security warning)



Learner sees



**\*Privacy-** Remind them that someone can only connect to their tablet if they open QuickSupport/AnyDesk and accept the request; reassure them that you will only connect when you're on the phone with them. They shouldn't give their ID/address number or grant access to anyone they don't know. The app can always be deleted after training is complete.

#### Tips for using QuickSupport/Anydesk:

- Call it "QuickSupport" rather than TeamViewer. The icon on their tablet has a QS and is labeled QuickSupport, so if you refer to it as TeamViewer, they may not know what you're talking about. Describe the icon if they are having a hard time finding it.
- Make sure to close TeamViewer/AnyDesk once your lesson is finished!
- If the learner turns off the tablet or closes QuickSupport, you will be disconnected. (AnyDesk remains connected even if learner clears all apps)
- A learner's ID/address number never changes, so you may want to write it down so you can enter it each time you need to connect; they can also read it to you when they open QuickSupport/AnyDesk.
- AnyDesk has a remote cursor feature which allows you to "point" at things on the screen. QuickSupport does not so you'll still have to describe icons.
- Controlling learner's screen:
  - Only do so when the learner is really stuck/unable to do something due to a physical inability OR if you're not sure of something yourself and need to play around with the tablet
  - Check with the learner before taking control or clicking something; otherwise it will seem like the tablet has a mind of its own
  - If you're having a hard time directing the learner what to tap on/how to do something, you can ask to take control, demonstrate the action or process, then go back to have them do it themselves

3. Now that you can see their screen, explain **navigation of the tablet**.
  - Back, Home, Open Apps buttons: have them tap Open Apps button, show them how to close individual apps (swipe up) and how to close all open apps (tap Clear All \*Reminder- if using QuickSupport, this will disconnect you, so ask them not to try it yet); explain that the tablet may run slower if many apps are open
  - Swipe up on Home Screen to see All Apps
  - How to move apps around- tap and hold, drag
  - Swipe down to pull down Notifications, tap on a Notification to go to the app, Clear All
  
4. Help the learner sign in/ create a **Gmail account** (follow instructions in Lesson 1)
  - If learner can't remember password/recover account, it may be easier to create a new one.
  - If creating a new account, encourage learner to use a strong password and write it down somewhere right away
  - To show password while typing, tap the eye icon
  
5. Help learner change **Font & Display Size** if needed
  
6. Proceed with materials in the booklet according to learner's level and interest and amount of time. You may want to give a brief overview of the apps on the Home Screen

Beginner Priorities	Advanced Options
<p><b>Keyboard</b> (use Keep Notes App after logged in to Gmail): Give them a chance to practice typing sentences (switch upper/lowercase; symbols &amp; numbers keyboard; space bar; delete; text suggestions at top of keyboard)</p> <p><b>Easy Tablet Help for Seniors:</b> Point out the app on the Home Screen and have them open it, show them how to get to the tutorial page and instruct them to complete "The Basics" as homework.</p>	<ul style="list-style-type: none"> <li>• Internet video (link in learner booklet)</li> </ul>

Common Difficulties
<ul style="list-style-type: none"> <li>• <b>Tablet screen "turns off";</b> if learner is inactive on the lock screen or presses the power button, the screen will go to sleep (press power button to wake up)</li> <li>• <b>Swiping up to unlock lock screen</b> can take several tries</li> <li>• <b>Accidentally touching the screen</b> when holding the tablet: Recommend using the tablet case as a stand to prop the tablet up on a table, rather than holding it in their hands or on their lap</li> <li>• <b>The tablet screen keeps switching orientation:</b> See above</li> <li>• <b>Unable to connect to Wi-Fi:</b> Encourage the learner to get their Wi-Fi name and password</li> </ul>

before the lesson, or have someone help them connect the tablet to Wi-Fi (If they don't have the right password and can't connect, they'll have to find it out before proceeding with the lesson: Check with relative/roommate or call ISP)

- **Gmail Username vs. Password:** If needed, explain the difference between username and password. Many beginners may think they have one password, or that their Gmail password is/must be the same as their Wi-Fi password.
- **Typing numbers instead of letters:** The top row of letters in the keyboard will produce numbers if tapped too long.



## Key Takeaway

**INVITE** students to share the most important or useful things that they have learned

**ASK** the following to reinforce:

- What do the three buttons on the bottom of the screen do?
- What are the different ways to interact with and control the tablet?
- What is an app and how do you open an app?
- How do you turn the tablet on and off? How do you put it in sleep mode?
- What's your current battery percentage?

**POINT OUT** the homework in the booklet (keeping experience level in mind; a beginner likely won't be able to get to the videos about Internet).

**ENCOURAGE** the learner to practice using the tablet before your next lesson. Make sure they understand how to charge the tablet.

### \*Alternatives to TeamViewer QuickSupport and AnyDesk

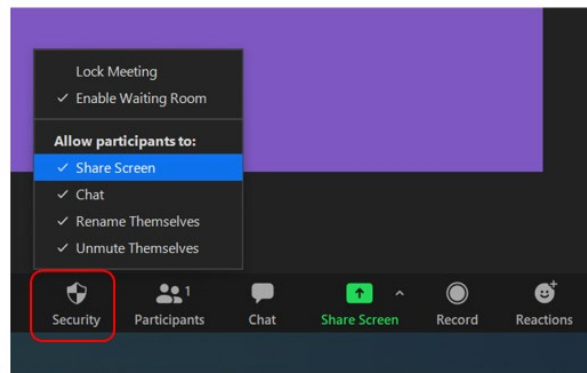
Quick Support/ AnyDesk are preferable, especially for beginners. If working with a more advanced student you can use these methods.

#### 1. Zoom

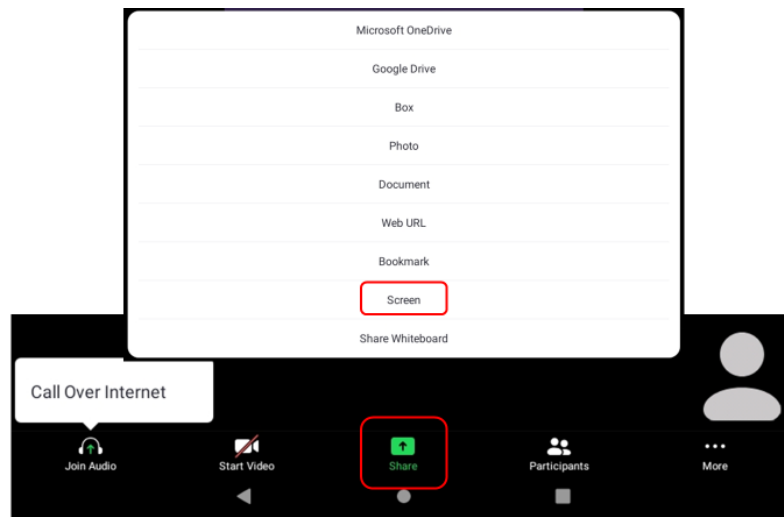


- Start a Zoom meeting and make sure participants are allowed to share screen

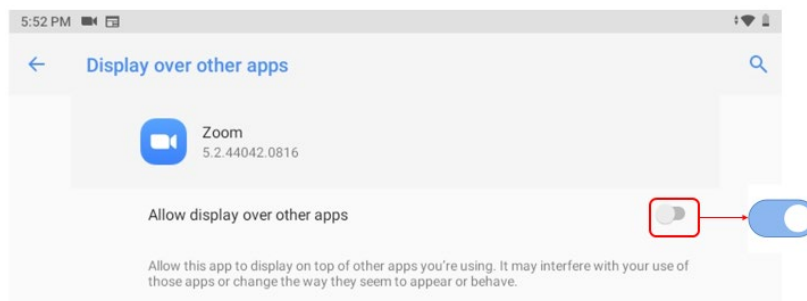




- Have learner join (either send an invitation via email or give them the Meeting ID)
- Once in the meeting, the learner should:
  1. Tap “Share” at bottom of screen
  2. Select “Screen”

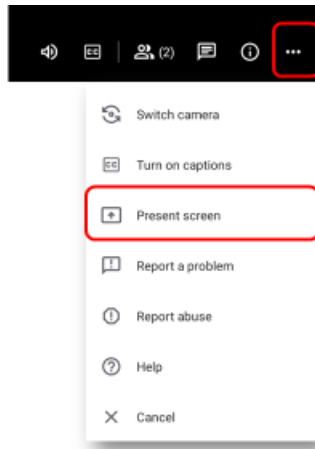


3. Grant permissions- Zoom may ask for permission to display over other apps. If so, learner will be taken to this screen, where they should tap the toggle button to turn it on. Then they can press the Back button until they return to the Zoom meeting. They should now be screen sharing.



## 2. Google Meet

- Invite learner to a Google Meet (app may not be installed on their tablet yet).
- Help learner to join the meeting, then have them present screen (menu button in top right corner of their screen).



## ~ Lesson 2 ~

### Objectives

To help students learn to use Google to search for information effectively

To show students how to add a shortcut to a favorite website on the Home Screen

To help students learn to use YouTube to find and watch videos

#### Key Vocabulary

**Cursor-** the blinking line showing where your text will appear on the screen

**Link (web link)-** A word/phrase or image you click on to reach a website. These are often shown in blue.

**Search Engine-** Allows you to search by keywords for links to websites and webpages on a specific topic. We use Google.



**A search engine is like your librarian whom you can ask to help you find the information, book, etc. you are looking for. They will direct you to where you can find that information.**

**Web Browser-** A tool for you to browse the Internet, i.e. look at things on various websites and webpages. For example, Google Chrome.

**Websites vs. Webpages-** A website is a collection of webpages with information on a topic

**Widget-** A simple software application or button on the screen. For example: the Google search bar, clock and weather on the Home Screen

### Review

**ASK** the following to check understanding:

- From the Home Screen, how can you see all apps? (Swipe up)
- What are the three buttons on the bottom of the screen?
- How do you close all open apps?

#### CHECK IN

- Did the learner do the homework? Did they try anything else with the tablet? Any questions/problems? Any specific goals for the day?



## Teaching Guide

**ASK** about the learner’s experience with searching the Internet. Do they use Google? If so, what kinds of information do they usually look up?

If you’re working with a true beginner, you may want to take some time to explain some key terms (Internet, Google, search engine, website, etc.) and explain what the internet can be used for. Try to give practical examples they might find applicable in their own lives.

### What to accomplish in Lesson 2:

#### 1. How to do a Google search

- Explain the search bar (can type a URL or a search term)
- Typing and voice search: review keyboard if needed
- Using suggested searches to save time
- Filtering a search (All, Images, Videos, etc.)
- Scrolling through search results and clicking on a desired website

#### 2. How to add a shortcut to a website on the Home Screen

- Explain that for frequently-visited websites, a shortcut saves time
- Ask if they have a website in mind, or do it with SF FunCheap
- If it comes up, explain the difference between an app and a website (if they think of Facebook, for example, explain that there’s a Facebook app which is designed to work better on mobile devices than going to the Facebook website)
- Show them the shortcut on the secondary Home Screen and how to get to it from Home (swipe left)

#### 3. How to search YouTube

- Browsing or searching for something specific
- Watching a video (volume, full screen, play/pause, skip)
- How to close a video (tap the small X under the minimized video)

Beginner Priorities	Advanced Options
<p><b>Practice Google searching.</b> Ask questions; they should use keywords to search:</p> <ul style="list-style-type: none"> <li>• What’s the capital of Italy?</li> <li>• Do an image search of your favorite animal.</li> <li>• Find a video showing how to make a food you like.</li> <li>• What hours is (store) open?</li> </ul> <p><b>Practice searching YouTube for:</b></p> <ul style="list-style-type: none"> <li>• A song by your favorite musician</li> <li>• A trailer for a movie</li> <li>• An interview with a celebrity</li> <li>• A how-to video</li> </ul>	<ul style="list-style-type: none"> <li>• Advanced Google search</li> <li>• Bookmark</li> <li>• Check or Clear browsing history</li> <li>• Searching on Google Maps</li> <li>• YouTube: Explain YouTube channels, how to subscribe and where to find subscriptions, liking and disliking videos, saving videos, playlists, “autoplay” button, etc.</li> </ul>

### Common Difficulties

- **Voice search on Google:** Tell learner that as soon as they tap the microphone, the tablet is listening and they should say just the search term and speak slowly and clearly. If learner has an accent, the microphone may not understand correctly.
- **Difficulty typing:** Remind the learner of the suggested searches that appear under the search bar. They can save time by keeping an eye on suggestions and tapping if they see what they want. They can also look at the suggested words at the top bar of the keyboard.
- **Navigating websites:** Remind learner of the back button (triangle at bottom of screen). If there's a left arrow in the top left, they can also use this to go back one page. An X in the top left will close a webpage and take learner back to the search results.
- **Deleting/Clearing search:** If learner wants to do a new search, they can clear the search term by tapping the X on the right side of the search bar. This is much faster than using the delete button.
- **Accidentally clicking on ads:** When learner is on a website with ads, they should be careful when scrolling not to accidentally tap an ad - this will take them to a different website. If it happens, they can simple go back.
- **YouTube buttons disappear:** When a video is playing, buttons disappear quickly. To see the available buttons (full screen, play/pause, skip), learner must tap anywhere on the video. If they're struggling, click on the video via TeamViewer so the buttons remain long enough for learner to see everything.
- **Minimized YouTube window:** If learner navigates away from a video, a minimized version will show up in the lower right of the screen. To get rid of it, they can tap the X button underneath (or tap the video to see the X if it's not there).
- **Can't find volume button:** Make sure learner understands it's a physical button, long and thin, above the power button (depending on how they're holding it. To turn it up, they have to press the side furthest from the power button, and vice versa. Have them practice turning volume up and down.
- **Confusing Google/ YouTube search:** Explain that a Google search will show results from all over the web, while a YouTube search will just search that platform and is for videos only.

 **Key Takeaway**

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**INVITE** students to share the most important or useful things that they have learned

**ASK** the following to reinforce:

- From the Home Screen, how do you do a Google search?
- How do you get to the website shortcut that you created?
- What kinds of things can you find on the Internet? What can you find on YouTube?

**POINT OUT** the homework in the booklet.

**ENCOURAGE** the learner to practice using the tablet before your next lesson to search the Internet and to watch videos on YouTube.

 **Additional Resources and Fun Facts**

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Advanced Google search tips:

<https://www.coforge.com/blog/advanced-google-search-tips>

How to use YouTube for Android:

<https://www.androidcentral.com/how-use-youtube>

## ~ Lesson 3 ~

### Objectives

To help students learn how to use email:

- **Send/receive emails**
- **Reply to/forward an email**
- **Delete and manage emails using folders**

To help students learn how to identify spam and phishing emails

#### Key Vocabulary

**Archive-** Removes an email from your primary inbox. It can still be found in All Mail

**Email** – An electronic letter that you send through the Internet with a computer

**Email address-** A unique identifier made up of a person’s username and domain name  
(i.e. [username@gmail.com](mailto:username@gmail.com))



**You receive mail at your street address. An email address is the same for electronic mail—it tells the email where to go.**

**Email domain-** The part of an email address following @. (i.e. gmail.com, outlook.com)

Many companies and universities have their own email domain (i.e. harvard.edu)

**Email thread-** An email conversation comprised of an original email and all associated replies and forwards

**Forward-** To send an email you received to someone else

**Inbox-** This shows emails you’ve received. Your *primary inbox* shows your most important mail, with social and promotional emails filtered out.

**Gmail-** Google’s email service, ending in @gmail.com

**Mute-** Muting an email thread means the conversation and all future replies will be found in “All Mail” but not in your primary inbox

**Phishing** - A malicious attempt, typically via email, to gain information like passwords or financial information (credit card, bank numbers) by pretending to be a trustworthy company/ person.

**Snooze-** Temporarily removes an email from your inbox, which will return at the time you choose

**Spam** – Junk mail, unsolicited bulk messages sent through email

## Review

**ASK** the learner how to do a Google search. You might test this by asking them to find some information (“I’m just curious, what time is it in London right now?”)

**CHECK IN:** Did the learner have a chance to practice using Google or YouTube? Did they find any interesting websites/videos?

## Teaching Guide

Your learner should have a Gmail account set up on the tablet, from Lesson 1. If not, now is the time to set one up; either create a new one or help the learner to add their existing account. If there’s time, you can invite learner to a Zoom meeting by email and help them join audio and video. Zoom can also be pushed to Lesson 4 or 5 depending on your progress.

For beginners:

**DEFINE** email

**EXPLAIN** how email works

**COMPARE** email to regular mail

**INTRODUCE** the format of an email address

**IDENTIFY** similarities and differences between an email address and a web address.

**INTRODUCE** Zoom: what is it and how do you join a meeting?

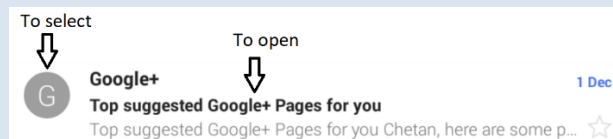
For more experienced users:

**ASK:** Do you use email/Zoom regularly? What do you use it for?


Beginner Priorities	Advanced Options
Make sure learner can: <ul style="list-style-type: none"> <li>• Open emails</li> <li>• Delete emails</li> <li>• Compose emails</li> <li>• Reply to emails</li> <li>• Join a Zoom meeting and join audio</li> </ul> Easy phishing quiz in the booklet	<ul style="list-style-type: none"> <li>• Online phishing quiz</li> <li>• Google Calendar</li> <li>• Contacts</li> <li>• Personalize account (add photo)</li> <li>• CC/BCC</li> <li>• Add another email address and show how to switch between them</li> <li>• Zoom chat and advanced features</li> </ul>

### Common Difficulties

- **Opening vs. selecting emails:** To open an email, tap on the words. To select an email, tap on the circle.





- **Typing email addresses:** Watch carefully to make sure they type the correct address. If necessary, review the delete button, punctuation, numbers, etc. Make sure they understand that email addresses are written all together without spaces, and are not case-sensitive.
- **From, To, Subject, Compose fields:** They can either tap the spot they want to type or press the enter button in the keyboard (generally a blue arrow). If the learner is new to email, explain the subject/compose fields
- **Layout:** Gmail is best to use the tablet in horizontal orientation
- **Menu in the way:** push menu button  (left side of search bar) to expand/minimize the menu
- **Accidental gestures:** If they swipe left or right on an email in the inbox, they may accidentally archive or delete it. If you notice this, click Undo and point out what happened.
- **Zoom:** buttons “disappear”. Remind them that the buttons (mute, video, leave meeting, etc.) disappear during the meeting, and they can tap anywhere on the screen to bring them up.



## Key Takeaway

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**INVITE** students to share the most important or useful things that they have learned

**ASK** the following to reinforce:

- From the Home Screen, how do you get to your email?
- How do you compose a new email?
- What are some risks associated with email?
- How can you join a Zoom meeting?

**POINT OUT** the homework in the booklet.

**ENCOURAGE** the learner to practice sending an email before your next lesson. (If they are new to email, they will have to find out a friend’s email address).



## Additional Resources and Fun Facts

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Email Safety

<https://www.consumer.ftc.gov/articles/0038-spam>

<https://www.consumer.ftc.gov/blog/2019/03/phishing-dont-take-bait>

<https://www.aarp.org/money/scams-fraud/>

<https://staysafeonline.org/blog/5-ways-spot-phishing-emails/>

Email Management

<https://www.smartsheet.com/email-management-best-practices-tools>

## ~ Lesson 4 ~

### Objectives

To give students tips on how to stay safe online

- To understand the risks of identity theft and best practices to prevent it
- To understand what malware is and how to avoid it

To teach students how to use the Google Play Store to find and download apps

#### Key Vocabulary

**Download-** To transfer a file or program from one place to another (from the Internet to your tablet)

**Encryption-** A method in which information is converted into secret code that hides the info's true meaning. Secure websites (https) use encryption to protect your information.

**Fake News-** False or biased news stories which may intend to make people believe something false, buy a product, visit a website, vote a certain way, etc.

**Google Play Store-** A pre-loaded app on Android devices where you can find and download apps, movies/TV, games, books and more. It is safe to download from, as Play Protect scans all content for malware.

**https and http-** Hypertext Transfer Protocol Secure (HTTPS) is an extension of the Hypertext Transfer Protocol (HTTP). HTTPS is used for secure communication over a computer network, and is widely used on the Internet.

**Identity Theft-** The act of someone stealing your personal information and using it for themselves, without your knowledge or permission.

**In-app purchases-** any fee an app asks for while using it. Many are optional or give users additional features or allow you to use the app without ads (premium membership)

**Install-** The process of setting up a software for use in a system after downloading.

**Uninstall-** To remove an app/program from your device. \*Not all apps can be uninstalled.

**Malware-** Malicious software designed to cause harm with the intention of gaining access or causing damage to a computer

**Virus, Worm, Trojan -** Harmful computer programs (malware) designed to spread themselves from one computer to another through the Internet



**Computers are like human being who can get sick if we do not take good care of our body or the computer. If a computer gets “sick”, it could become extremely slow or non-responsive (human in a coma). It could have a lot of pop-ups that cannot be closed or will reopen itself after being closed. Or it just turns into a solid color screen and won’t go anywhere. It could also be sending emails or messages to people on your contact list without you knowing (your computer is spreading the virus!)**

**Public Wi-Fi-** Public Wi-Fi networks may be password-protected or open and can be found at libraries, community centers, cafés and businesses, where multiple people may be using the same Wi-Fi connection.

**Secure website-** Websites beginning with **https** (often indicated by a padlock symbol in the address bar) are secure, meaning any data passed between web servers and clients is encrypted so sensitive info cannot be traced.



## Review

**ASK** the learner how to check their email. Do they have any new mail? Do they remember how to read it/delete it/reply?

**CHECK IN:** Did the learner have a chance to send any emails to friends or family? Did they try the online phishing quiz, and if so, how did they do?



## Teaching Guide

Continuing the topic of phishing from Lesson 3, this lesson covers identity theft and tips for online safety, as well as recommendations for avoiding malware and fake news. This lesson is less hands-on than others. Encourage the learners to follow along in the booklet as you go through the information.

### What to accomplish in Lesson 4:

#### 1. Identity theft and scams:

**ASK:** Have you ever been the victim of a scam/identity theft? Have you heard stories of online scams or identity theft?

- Teach identity theft materials. Be sure to mention Appendix 1, which has a detailed list of what actions to take in different situations of identity theft.
- Give real-world examples and personal accounts and remind them of the serious consequences that can come from identity theft. Also assure them that scams are very common and many people fall for them; there is nothing to be ashamed of and if they are ever in a situation that they’ve fallen for a scam they should seek help and advice.

- Be sure the learner understands how to create strong passwords. It's important to use different passwords for different accounts. Write them down somewhere safe and private, and don't tell the passwords to anyone. Add a mobile phone number to accounts as a back-up in case they can't remember/find the password.

**Secure websites-** When talking about this, guide learner to open Google and go to any website; show them they won't see "https"; they'll see a padlock icon.

## 2. Malware

**DEFINE** malware and give examples (viruses, ransomware, spyware, Trojans, worms, etc.) If you have personal experience with malware, share.

**ASK:** Have you ever had a virus or other malware on a device? What happened?  
Teach malware materials.

\* Learners may ask about security/anti-virus software. It is recommended to install a security app. Here are a few totally free options (<https://www.safetydetectives.com/blog/best-really-free-antivirus-programs-for-android/#avira>):

- Bitdefender Free Antivirus
- Avira Antivirus
- ESET Mobile Security & Antivirus
- McAfee Mobile Security
- Kaspersky Internet Security for Android

## 3. Google Play Store

**ASK:** Have you used the Play Store before? (Or App Store if they have an Apple device)

For beginners:

**REVIEW:** What is an app?

**EXPLAIN** the difference between using an app and a website (apps are designed to work better on mobile devices (smartphones and tablets). If they are more familiar with desktops/laptops, they may be used to going online and going to a website; on the tablet, it may be better to download the app, if it's available (examples: Facebook, email, online banking, some news sources)

**POINT OUT:** Important info about each app is shown under the name (In-app purchases; Contains ads).

Teach Play Store materials and give the learner a chance to explore. If they're new to apps/games, you could have them tap "Categories" and explore a category that interests them. This will help give them a sense of the scope of available apps. Try to find one to install;

if they need help, assist with signing in or creating an account if necessary. If they already use apps on another device, they may have a few they want to download.

**SHOW** the learner how to uninstall an app or remove it from the home screen (tap and hold the icon and drag to the top of the screen to “Remove” or “Uninstall”). Explain that some pre-installed apps cannot be uninstalled.

#### 4. Fake News (if time allows)

**ASK:** What have you heard about fake news? Have you ever seen an article online that seems hard to believe?

Teach fake news materials. If there’s time, have them go to Snopes or another website from Appendix 3 to explore the resources.

Beginner Priorities	Advanced Options
<ul style="list-style-type: none"> <li>• Basics of Internet Safety</li> <li>• How to find and download an app</li> <li>• If time allows, show the learner how to uninstall an app</li> </ul>	<p>If the learner is interested you could talk about:</p> <ul style="list-style-type: none"> <li>• VPN</li> <li>• Incognito mode in Chrome</li> <li>• Cookies</li> <li>• Password managers</li> <li>• Fake News: have the learner look at the websites shown in Appendix 3</li> </ul>

#### Common Difficulties

- **Play Store asks for payment method:** If the learner is prompted to add payment info, instruct them to click “SKIP”. A payment method is only needed when they buy something. If they do buy something, they should enter their card info just once and NOT save/link the card to their account, so as to avoid accidentally being charged.
- **Finding newly downloaded apps:** New apps show up on the secondary home screen. From Home, swipe left to move to this screen. Apps can be moved around by holding and dragging. Learners can also swipe up on Home Screen to see All Apps (arranged alphabetically)



## Key Takeaway

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**INVITE** students to share the most important or useful things that they have learned

**ASK** the following to reinforce:

- What online activities are safe to do on public Wi-Fi?
- What should you do to avoid getting malware on your device?
- How do you download an app?



## Additional Resources and Fun Facts

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See Appendix 1: Identity Theft

See Appendix 3: Media Literacy

## ~ Lesson 5 ~

### Objectives

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To review Lessons 1-4 and check understanding

- Practice weak skills & re-teach as needed

To teach students how to use the camera and share photos as an email attachment

- How to take photos and record video
- How to delete and edit photos
- How to share photos via Gmail

#### Key Vocabulary

**Filter-** Can be added to a photo to alter the color/light/style. This can be added *before* taking the photo when using the rear camera, or after taking the photo using editing tools.

**HDR-** High Dynamic Range imaging feature on the camera, which can be turned on or off. When turned on, the phone actually takes 3 photos at different exposures and combines them to offer a wider range of light. It can lead to a better-quality photo in some situations (landscapes, portraits in sunlight, low-light and backlit scenes)

**Screen lock-** The first page shown when the tablet turns on. It can be set to unlock by swiping, entering a password, PIN code or pattern. This prevents someone else from being able to open the tablet and use it or access your information

**Screenshot-** An image showing everything on a computer screen at a given time.

### Review

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At this point you will have a good idea of the learner’s skills and should have an idea how much review they need. If the learner is **intermediate**, you may not need to review each topic and could use the time to teach some new skill. **For beginner learners**, go step-by-step through the review checklist and see if the learner can do the skill independently. Be patient and give them a chance to think/remember; give hints to point them in the right direction. They may want to use their booklet to help remember—encourage this! If needed, re-teach.

Remind learners that it’s natural to still have some trouble, and the key is to continue practicing on a regular basis and referring to the booklet as needed.

## Teaching Guide

If they haven't already tried using the tablet camera, introduce it and explain how to:

- Take photos
- Record video and stop recording
- Switch between front/rear camera
- Tap the screen to help the camera focus on an object
- Look at photos they took (tap the circle in lower right, or open the Photos app from the Home Screen)
- Delete photos
- Share photos as an email attachment (practice by having them take a photo of any needed paperwork and email it to you)

\* When the learner opens the camera or switches to front camera, you will see their face via QuickSupport, so you may want to give them a warning so they are expecting it and can avoid this if desired.

With extra time, go through the optional materials (photo editing, screenshot, lock screen password/PIN, adding an email account, etc.)

- Taking a screenshot: You may have to explain what a screenshot is and give examples of when it might be useful. Many people struggle with using the power and volume down button to take a screenshot. Another way is to swipe down from the top of the screen and find the Screenshot button. Be sure to show the learner where to find the screenshots.



Beginner Priorities	Advanced Options
<ul style="list-style-type: none"> <li>• How to take photos, delete and share as an email attachment</li> </ul>	<ul style="list-style-type: none"> <li>• Photo editing (see below)</li> <li>• How to update apps and software (see below)</li> <li>• Any other topics based on learner's interests</li> </ul>

### System and app updates

- Explain that new updates to the tablet system and to apps are constantly being released, and it's important to keep things updated so that the tablet functions at its best. Some updates are to fix glitches, and some may change the appearance or add functions to an app/the tablet. The tablet should be set to update automatically, but they may get notifications asking them to restart the tablet in order to install an update. They can do so, or wait until it's convenient. When they power off the tablet, the updates will be installed.



- To check for system updates, tap Settings→System→System Update
- To check for app updates, open Google Play Store, tap the user circle in top right corner, tap My apps & games and tap “Update all”

### Common Difficulties

- **Camera doesn't take photo:** these tablet cameras are finicky; sometimes a learner presses the correct button but the camera doesn't take a photo; try again. If it happens repeatedly, have them close the camera app and reopen. Sometimes the photo is delayed and the learner may have to wait a few seconds after pressing the camera button.
- **Error message when trying to record video:** Have the learner try closing the camera app and reopening.
- **Difficulty taking photo of documents:** Learners often struggle to take a photo of the document because if they are holding the tablet it's easy to tap in the wrong place and can be hard to hold it steady while tapping the camera button. It may be easier to have the tablet propped up, hold the document in front (use rear camera) and snap the photo. You can also ask them to hold the tablet steady and you tap the camera button for them via QuickSupport. If they are really struggling another option is to have them take a photo with their phone and send it to you.
- **Sharing a photo via Google Photos or Gmail:** For beginners, just have them share via Gmail as an attachment. With more advanced learners, you can explain what Google Photos is and how it works.



### Key Takeaway

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**INVITE** students to share the most important or useful things that they have learned in the lessons.

**ASK:** How will you use your new tablet and skills to improve your life? What are you most excited about? What would you like to learn next?

### Additional Resources and Fun Facts

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Info about Google Photos: <https://www.tomsguide.com/us/google-photos-tutorial,review-2858.html>

Info about cloud storage: <https://www.pcmag.com/news/what-is-cloud-computing>