



Connecting Older Adults with Technology

Learner Booklet



DEVELOPED BY COMMUNITY TECH NETWORK FOR THE FINGER LAKES GERIATRIC EDUCATION CENTER

COAT Program Information

Tablet

Lenovo Smart Tab M10 FHD Plus

with Google Assistant

Model: Lenovo TB-X606F

Serial Number: _____

Userguide:

https://pcsupport.lenovo.com/us/en/products/tablets/m-series-tablets/tab-m10-fhd-plus/documentation/doc_userguide

My Digital Coach is...

Name: _____

Phone Number: _____

e-mail: _____

First Coaching Session:

Date

Time

Where

Notes:

Program Contact Person

Ithaca College Gerontology Institute

Karen Brown, Program Manager

607-274-1607 | kbrown19@ithaca.edu










Course Outline

Adapted from Community Tech Network

- ◆ **Lesson 1**
 - Computer Vocabulary
 - Getting to Know Your Device
 - Connecting to WiFi
 - Creating a Gmail Account
- ◆ **Lesson 2**
 - Searching on the Internet
 - Using Google Search Bar
 - Adding Icons on Home Screen
 - YouTube
- ◆ **Lesson 3**
 - Introduction to Email
 - Using Gmail
 - Email Safety (Spam & Phishing)
 - Video Conferencing Zoom
- ◆ **Lesson 4**
 - Online Safety
 - Identity Theft Malware & Viruses
 - Google Play Store
 - Identifying Scams & Fake News
- ◆ **Lesson 5**
 - Using the Camera
 - Sharing and Deleting Pictures
 - Taking a Screenshot
 - Setting a PIN / Password for Tablet
- ◆ **Lesson 6**
 - Social Networking
 - AARP Senior Planet
 - GetSetUp - NYS
 - Social Media (Facebook, etc)



Vocabulary / Terminology

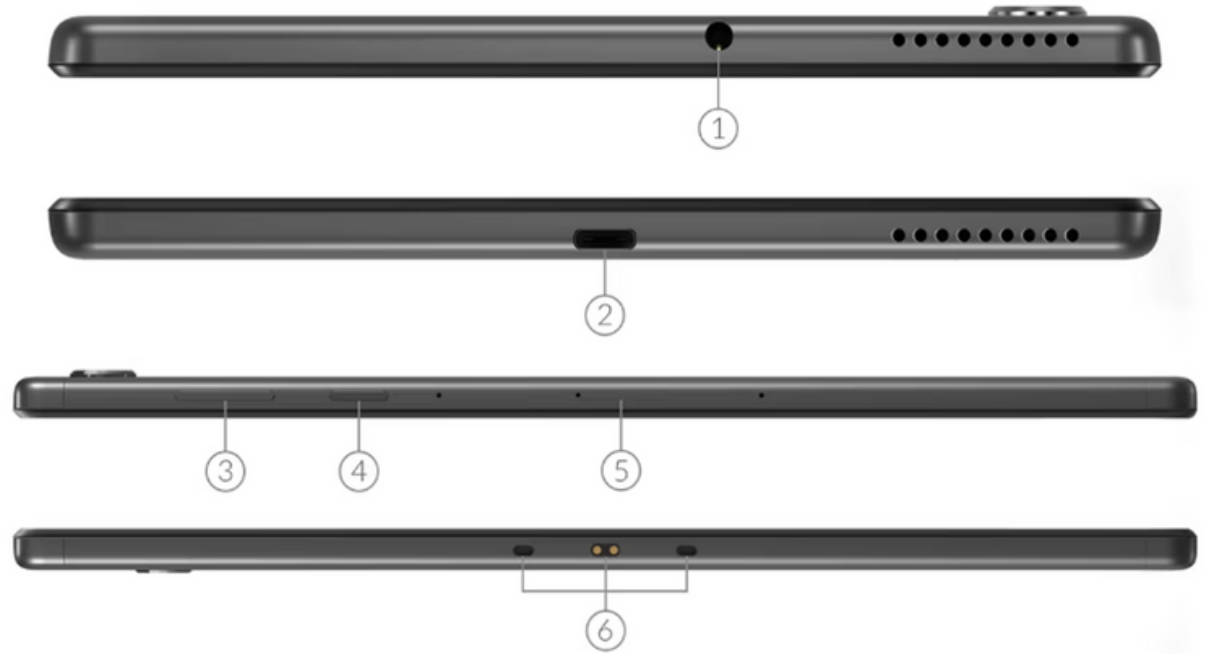
| Types of Computers | | | | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------|
|  <p>Laptop- Small, portable computer with keyboard and touchpad</p> |  <p>Tablet- Small, portable computer with touchscreen</p> |  <p>Smartphone- A cell phone with a built-in computer</p> |  <p>Desktop- Non-portable computer designed for office or homework, with separate keyboard and mouse</p> | |
|  <p>Hardware- Parts of PC you can touch (screen, power button, mouse)</p> |  <p>Software- Set of instructions / programs that tell hardware what to do (web browser, app)</p> |  <p>App- Application. A small, specialized software program that you download on mobile device (Skype, Facebook)</p> |  <p>Download- To transfer something from one place to another (internet to device)</p> |  <p>Wi-Fi- Wireless connection to the internet</p> |

Getting to Know Your Device

Lenovo M10 FHD + Tablet

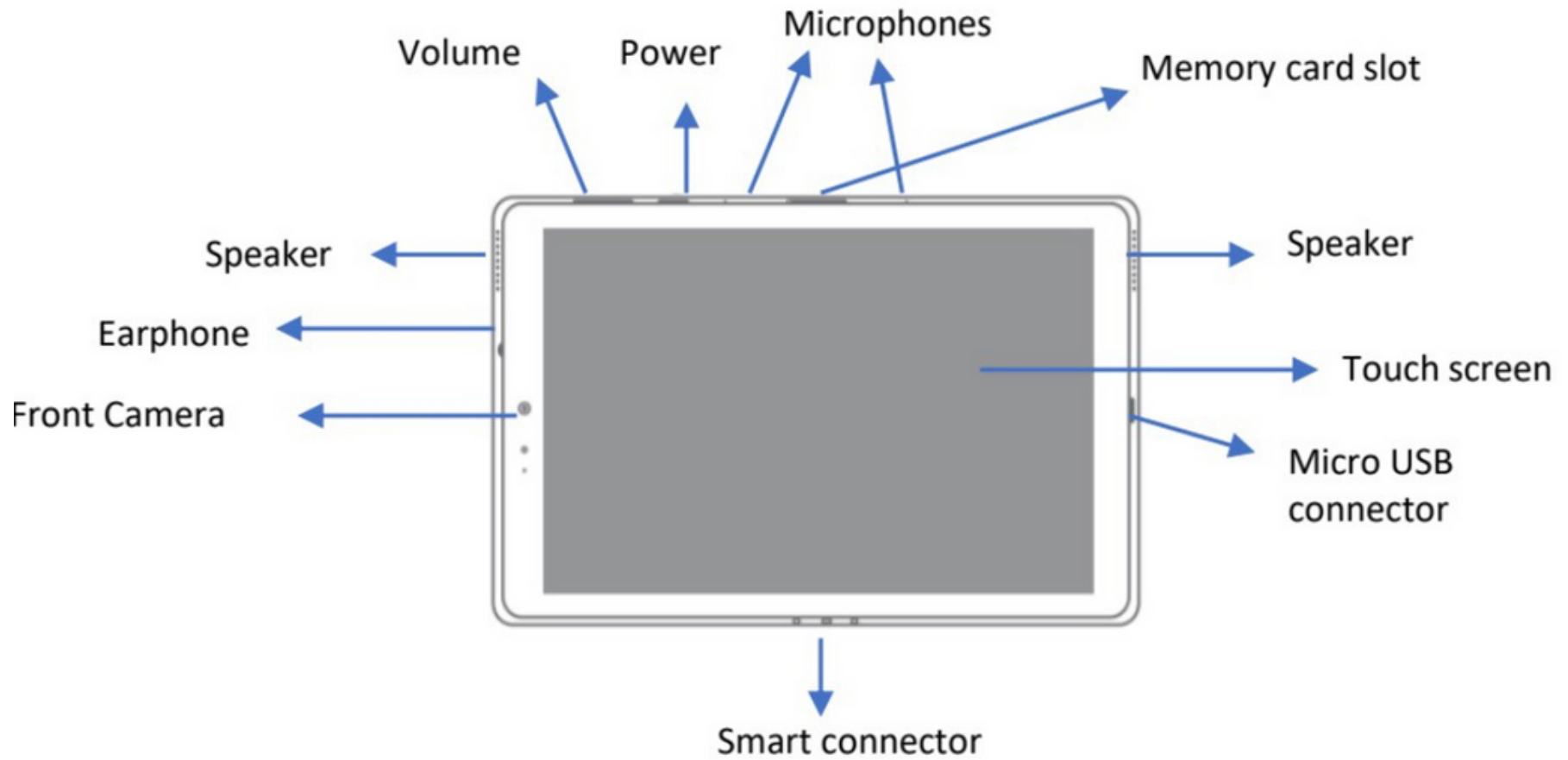
Unpack your tablet and familiarize yourself with the parts.

Ports & Slots



- 1 Headphone / Mic Combo
- 2 USB-C2.0
- 3 Volume Keys + / -

- 4 Camera Button
- 5 MicroSD Card Slot
- 6 Guide Pins + 2-point pogo-pin

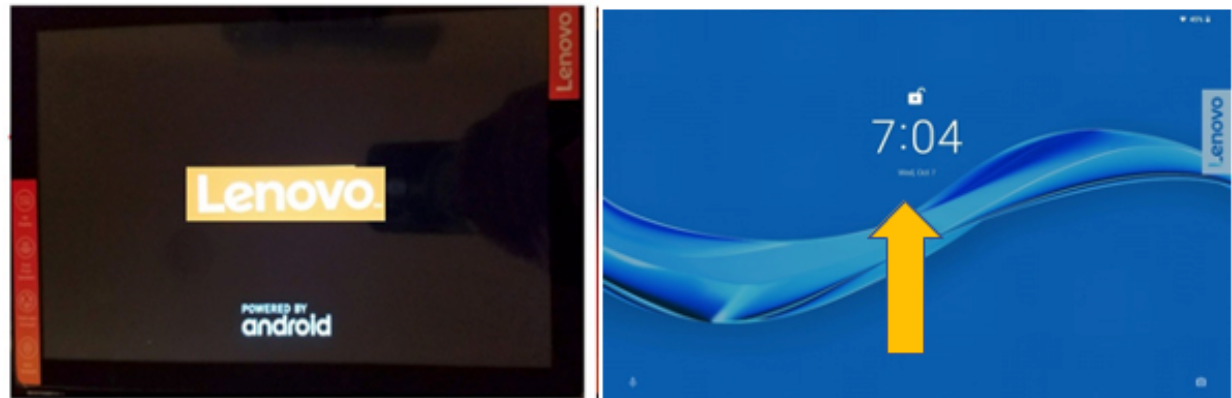


Getting to Know Your Device

Turn on your tablet

Find the power button on the top, **press and hold** it for 1-2 seconds until it vibrates. The Lenovo logo will appear on the screen.

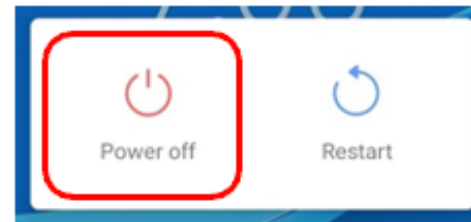
Swipe up from the bottom of the blue screen to unlock your tablet.



Turn off your tablet

Find the power button on the top, **press, and hold** it for 1-2 seconds until it vibrates, and you see Power off and Restart on the screen.

Tap **Power off**.



- **Note:** If you are inactive for 10 minutes or press the power button when the tablet is on, it will enter **SLEEP mode** (the screen turns black). Press the power button again to wake it up.
- On the **lock screen**, the tablet goes to sleep more quickly
- Your tablet's **battery** will drain more quickly in sleep mode than when turned off.

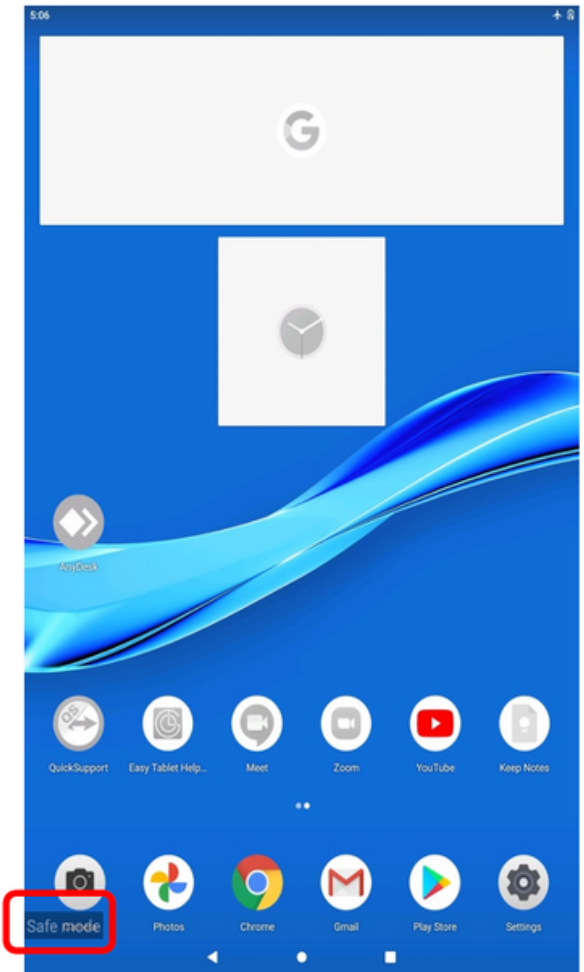
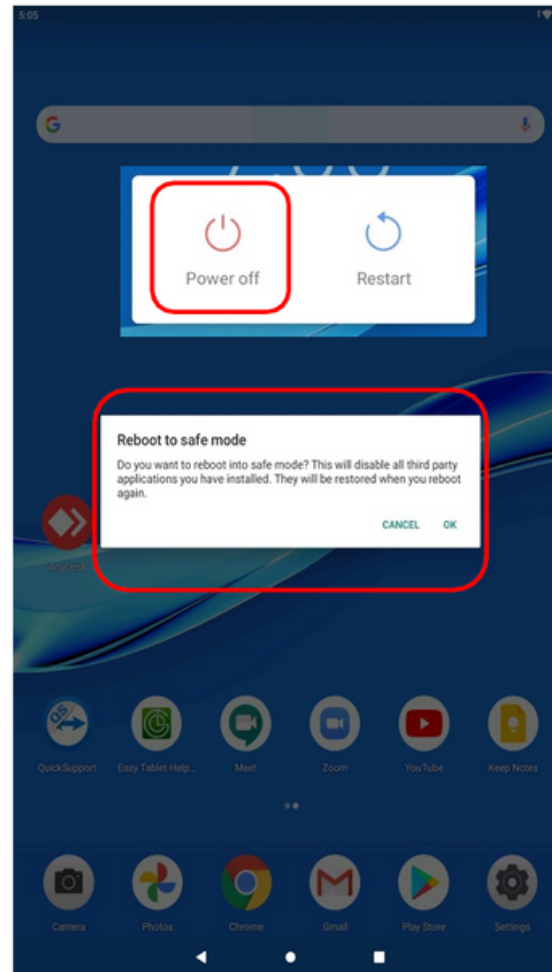
Avoid Safe Mode

When powering off the device, be careful not to hold “Power off” for too long or you’ll see a message popup that says **Reboot to safe mode**.

If you click “OK” then the device will turn off and the next time it restarts, Safe Mode will be activated.

Safe Mode deactivates most of the applications on the device that are from a third party!

To Deactivate Safe Mode just **turn off** or **restart** your device.



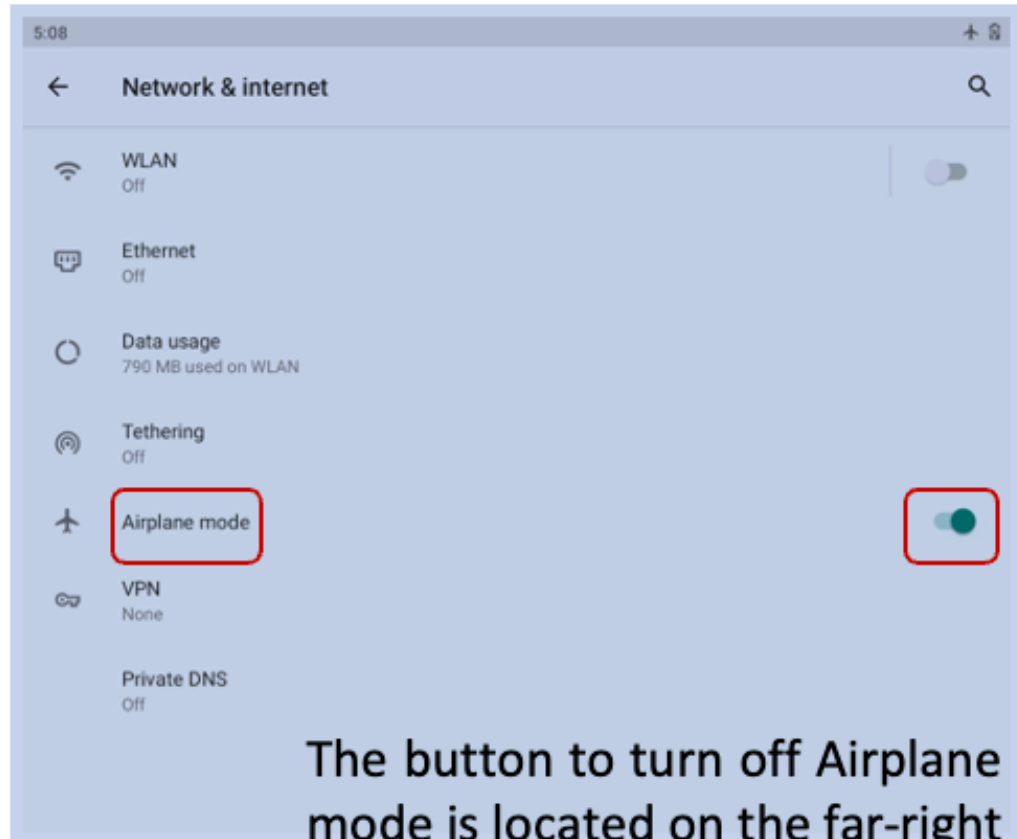
A sign that Safe Mode is active will be found on the bottom left side of the screen.

Safe Mode

After Safe Mode is deactivated, you'll need to return to your internet settings and turn Airplane Mode off.

While Airplane mode is active, your connection to the Wi-Fi will be disrupted and/or limited.

*If you experience Safe Mode, remember: When powering off the tablet, tap on "Power off" quickly



The button to turn off Airplane mode is located on the far-right side. (grey=turned off)

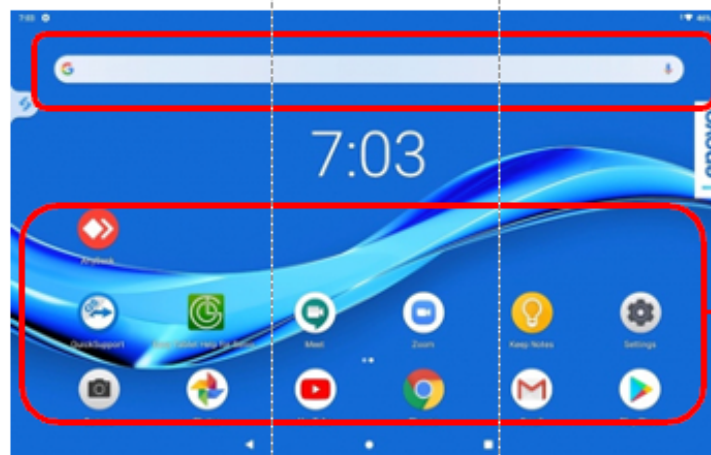
The only button that should be on is the Wi-Fi/WLAN button.

Getting to Know Your Device

Home Screen

On this screen, you can tap on icons to open apps or do a Google search using the search bar at the top.

To see all the apps installed on the tablet, **swipe up** from the bottom of the screen.



Google Search Bar Widget

Apps



Status indicators (Top of the screen)

You can easily check your battery charge, the time, and your Wi-Fi connection.



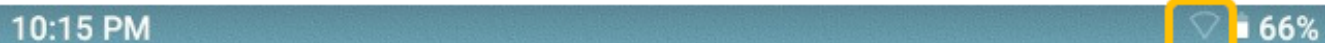
Current Time


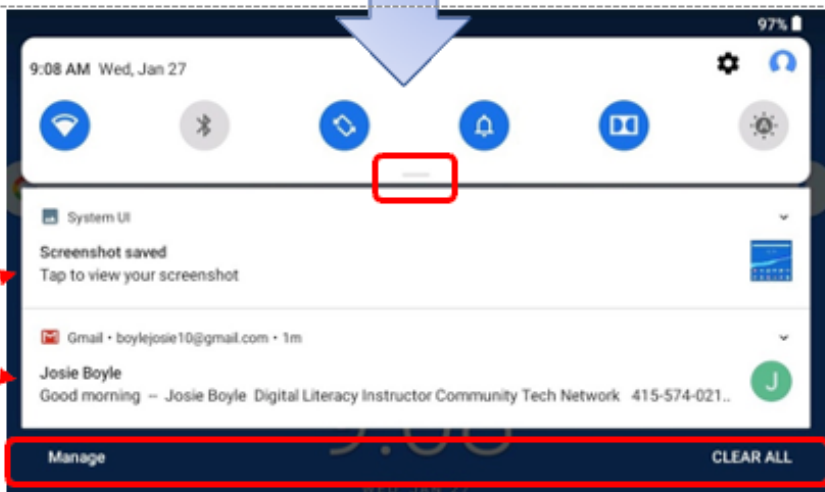
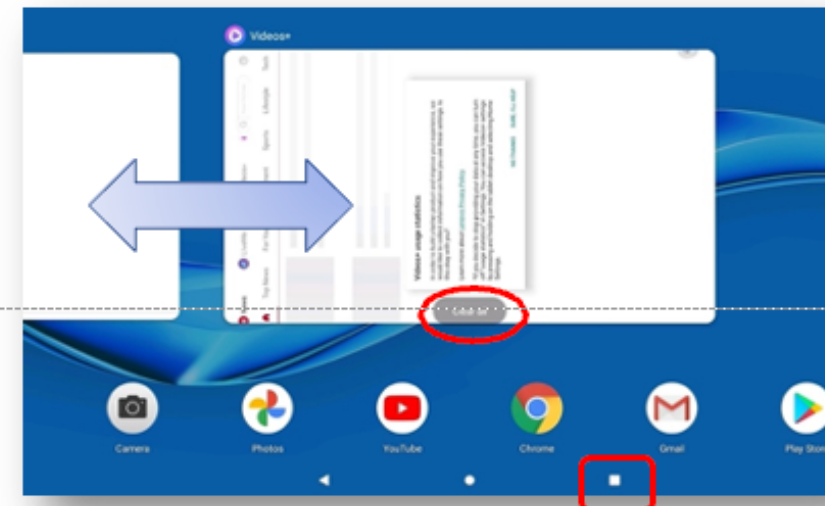
Fully white = you're connected, and the signal is strong



WLAN (Wi-Fi) Remaining Battery

Empty/partially filled = you're not connected, or connection is weak



| Getting to Know Your Device | |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Notifications & tiles</p> <p>In the top left of your screen, you may see some icons next to the time. These represent your notifications.</p> <p>Swipe down from the top of the screen to view.</p> | <p>9:13 </p> <p>Pull down on the gray bar to see more tiles (blue- turned on; gray- turned off)</p> <p>Tap on a notification to go to that app</p> <p>Tap to manage notifications or clear notifications</p> |
| <p>Closing apps</p> <p>The home button will take you out of an app but to close it, tap the Recent apps button.</p> | <p>Swipe your finger to the right to see all the open apps</p> <p>Tap anywhere on a window to go to it</p> <p>Swipe up on an app to close it</p> <p>Tap Clear all to close all apps</p> |
| <p>Leaving too many apps open can make your tablet slow.</p> |   |

Wi-Fi and Font Size Settings

Connecting to Wi-Fi


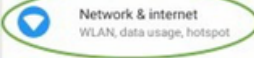

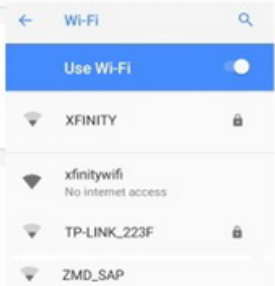
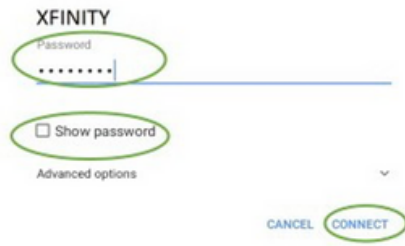

You'll need to use Wi-Fi for most functions on your tablet.

Before getting started, you'll need to know:

-the name of your Wi-Fi





-the password

How to connect your tablet to WiFi (WLAN)?

- From Home screen, tap to open Settings 
- Tap on **Network & Internet** 
- Tap on **WI-FI/WLAN** 
- All the available Wi-Fi will be shown. Tap on the one you want to connect to. 
- Enter password. Check Show password to see what you are typing or have typed. 
- Tap on **CONNECT** 

Font & display size


If you're struggling to see what's on the tablet, you can increase the font size and display size.

- From Home screen, tap to open **Settings** 
- Tap on **Display** 
- Tap on **Font size** 
- Drag the dot to the right (Large or Largest), then tap the blue **back** button in the top left. 
- Tap on **Display size** and move the dot to the right if needed

Create a Gmail Account on the Tablet (1/2)

Android tablets require you sign into a **Google account** for full access to the apps and services available.

If you don't have a Gmail account or don't remember your info, create a new one. **If you already have an account, sign in to it (skip ahead two pages).*

1. Tap on **Gmail** on the Home screen 

2. Tap **SKIP** in the lower left corner

Welcome to Gmail

One app for all of your email

SKIP

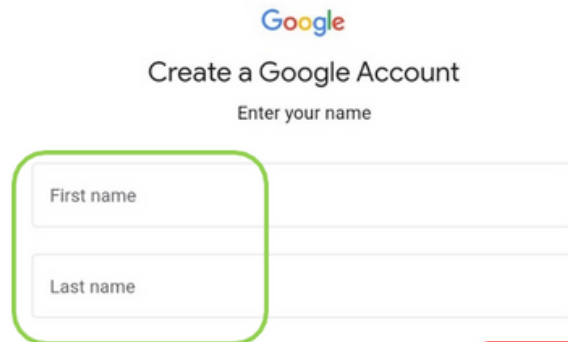
3. Tap **Add an email address**



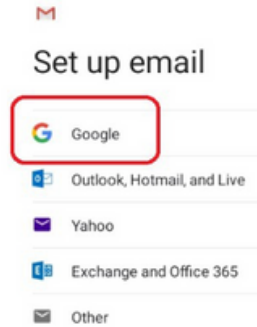
You can now add all your email addresses. [Learn more](#)


+ Add an email address

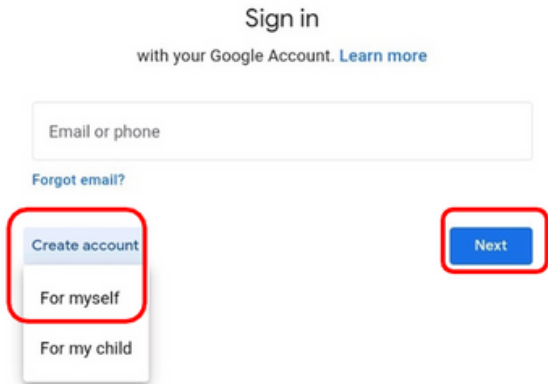
6. Tap to enter your **name**, Next




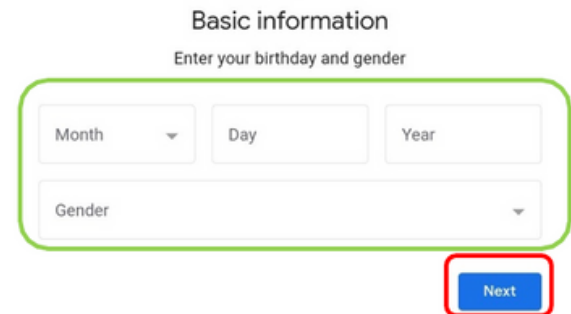
4. Tap **Google**



5. Tap **Create account, For myself, Next** 



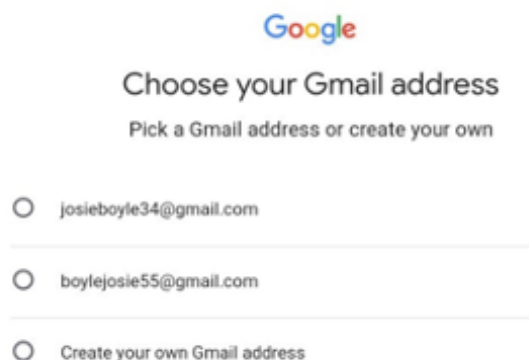
7. Tap to enter your **birthday and gender**, Next 



**You don't need to use your real info, but when you send emails, the recipient will see this name.*

Create a Gmail Account on the Tablet (2/2)

8. Choose one of the suggested email addresses, or tap Create your own, Next



9. Create a strong password

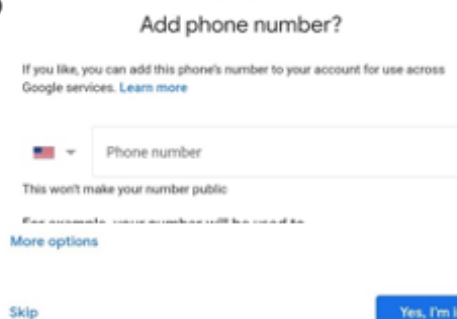


Password requirements:

- At least 8 characters long
- Include at least one number or symbol
- Should be unique and hard to guess

Not sure what password to use?
For example: Pick a random word and substitute some letters for symbols or numbers: Saturday → \$aturd@y8

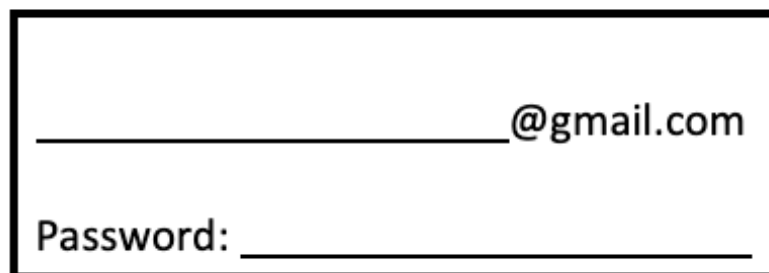
10. Add a cell phone number
***If you don't know how to check your text messages/notifications, skip this step**



11. Accept the Terms of Service



Write down your new email address and password!



Logging in to your Gmail Account on the Tablet

If you already have an email address, you'll need to know the exact address and password.

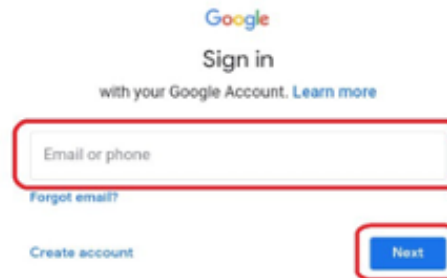
If you don't remember the password, you may be able to recover the account some other way.

*If you re-set your password on the tablet, you'll need to enter that new password on your other devices to log in to your email account.

1. Tap on Gmail on the Home screen



2. Enter your Gmail address, Next. If your phone number is linked to the account, you can enter that instead.



5. You may also be asked to accept Terms of Service and Privacy Policy

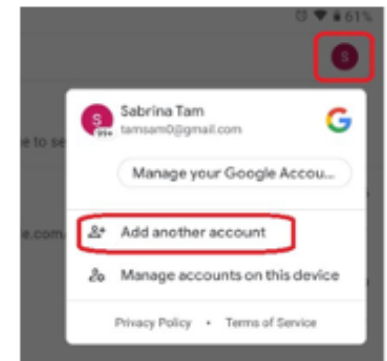


3. Enter your password, Next



*To add an *additional* email address to the app, open Gmail and tap your user button (colored circle with your initial), then tap Add another account.

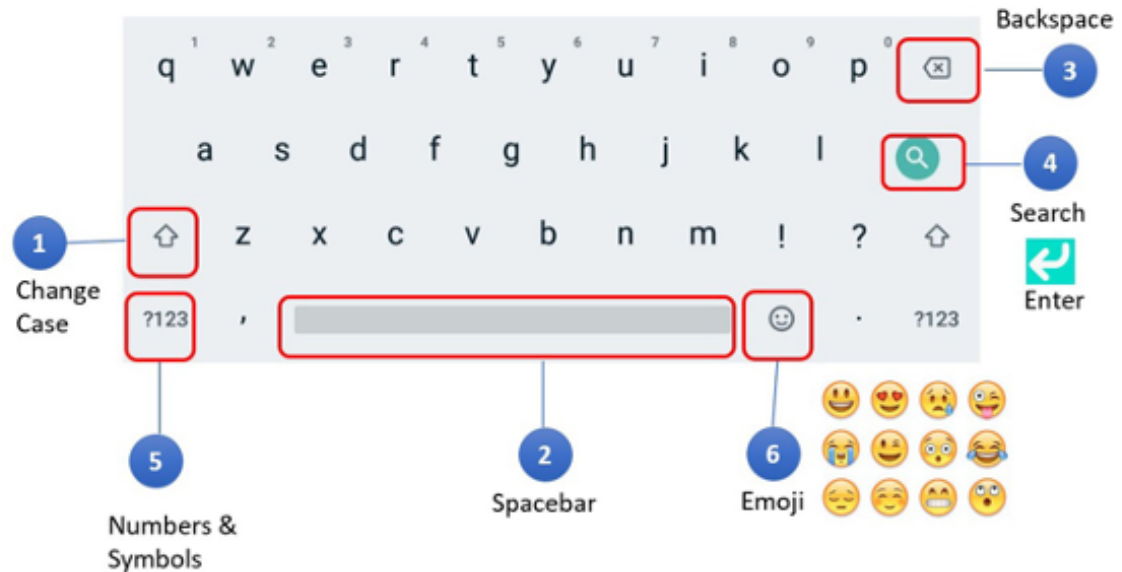
4. You might receive a verification code on your mobile phone to confirm it's you



Optional Topics

(Optional) Keyboard

Whenever you need to type something, a keyboard will appear on the bottom of your screen. Let's take a look at all the buttons.



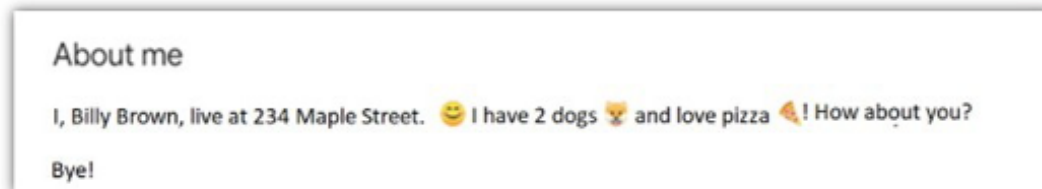
(Optional) Practice typing

Tap to open the **Keep Notes** app.
In the lower right corner, tap on the **plus** sign.

Your **keyboard** will appear.
See if you can copy this text exactly.



You can also tap the icons in the lower left to make other kinds of notes

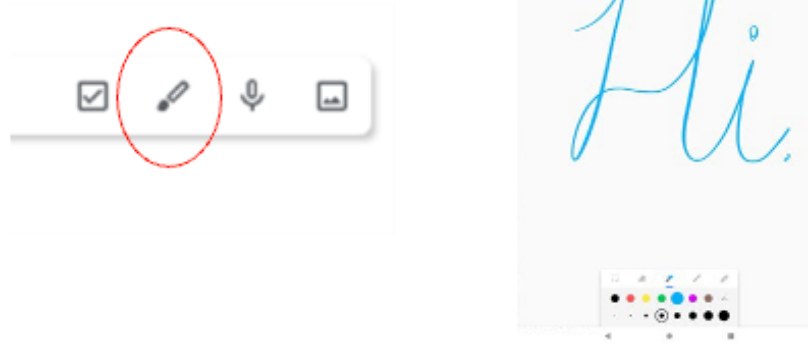


Optional Topics

(Optional) Practice drawing / writing with the touchscreen

In Keep Notes, tap on the paintbrush.

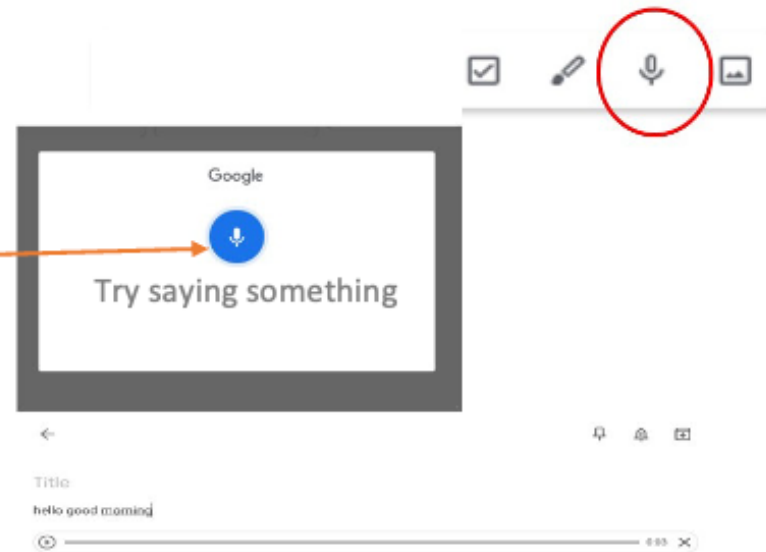
You can change the color and / or size. Practice writing "Hi" or drawing a simple picture. Try using multiple colors and sizes.



(Optional) Practice using voice dictation to type

In Keep Notes, tap on the microphone. When you see this, say a short message.

Did it work? You can often use voice dictation instead of typing. Just look for the microphone symbol.



Notes

Things I really enjoyed about this lesson



Practice using your touchscreen.

Tap open the Easy Tablet Help for Seniors



Looking for more...

Explore the basics at:

<https://edu.gcfglobal.org/en/androidbasics/getting-started-with-your-device/1/>

Next session thoughts:

What is the internet? What do you already use it for? What would you like to use it for?

 Watch youtu.be/Dxcc6ycZ73M

Notes / Questions

The Internet

Many of us use the Internet every day, but what is it, really?



The Internet is a global network of billions of computers and other electronic devices, connected by physical cables to servers, which store websites.

We access the Internet with the help of Internet Service Providers (ISPs), such as Verizon, AT&T, Spectrum, etc. The World Wide Web (www) is the vast collection of info that can be accessed on the Internet.

When you connect your device to the Internet (go online), you can access a huge amount of information, communicate with people around the world, and much more.

For a great description of where the Internet came from how the Internet works you can watch a short video by opening Chrome and typing this in the search bar: youtu.be/jKA5hz3dV-g

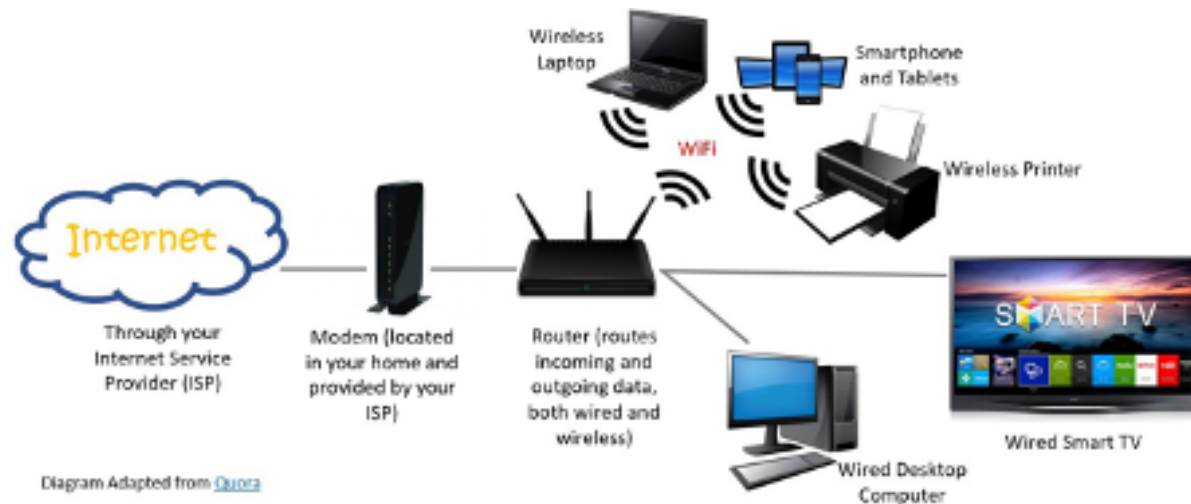
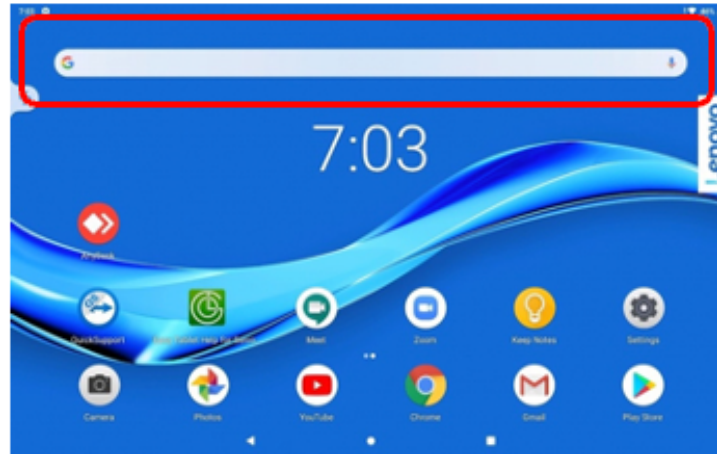


Diagram Adapted from [Cisco](https://www.cisco.com)

Notes:

Searching on the Internet

Search for information using the Google search bar

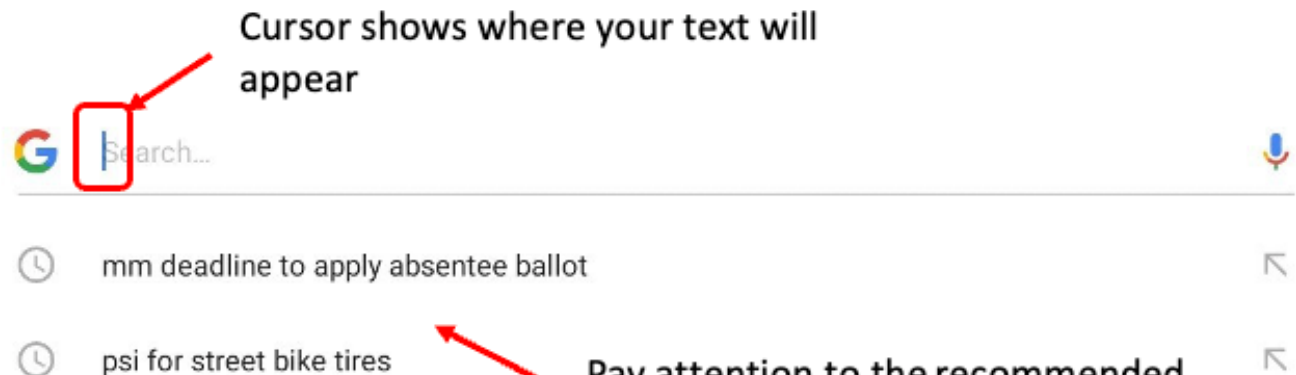


Google search bar widget

Practice using the search bar

Tap on the Search bar to begin your search. Notice the blinking line. Once your keyboard pops up, proceed to type in what you'd like to search.

Below the search bar you'll see recommended or recent searches

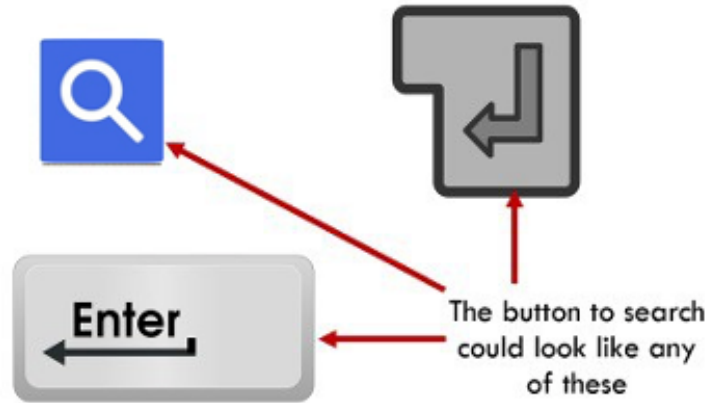


Cursor shows where your text will appear

Pay attention to the recommended searches. If you see what you want to search, tap it.

Enter your search

Once typed, select the “Enter” or “Search” button to begin searching the Internet.



Practice searching for something with your voice

Tap on the search bar to begin. Tap the microphone on the right side of the search bar. Once tapped, it will say “LISTENING” which means it is recording whatever you say and will begin the search as soon as you finish.



Microphone button

***Remember to have your volume set to a comfortable level!**

Try to limit what you want to search to **KEY WORDS** instead of full sentences.

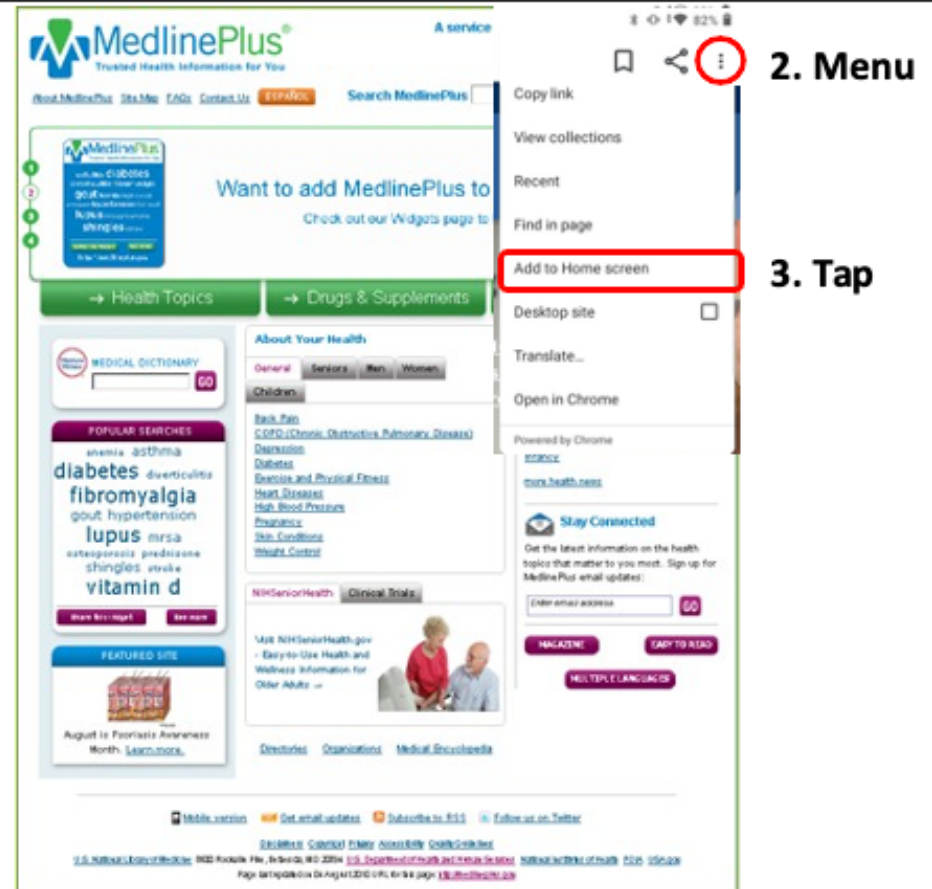
Doing so will ensure more accurate results!

Adding Icon on Home Screen for your Favorite Websites (1/2)

Many people have certain websites that they frequently visit. Instead of opening your browser or using the search bar to visit these websites we can make the process shorter by adding an icon to the Home Screen.

Practice adding icon on your Home Screen, for frequently visited websites

1. Tap on the search bar and visit the website of your choosing
2. Once on your website, tap the three circles (Menu button) on the upper right-hand corner of the search bar
3. Tap Add to Home Screen



The screenshot shows the MedlinePlus website on a mobile device. The top navigation bar includes the MedlinePlus logo and a search bar. A menu is open on the right side of the screen, with the 'Add to Home screen' option highlighted by a red box. The menu also includes options like 'Copy link', 'View collections', 'Recent', 'Find in page', 'Desktop site', 'Translate...', and 'Open in Chrome'. The main content area of the website is visible in the background, featuring a search bar, popular searches, and featured sites.

2. Menu

3. Tap

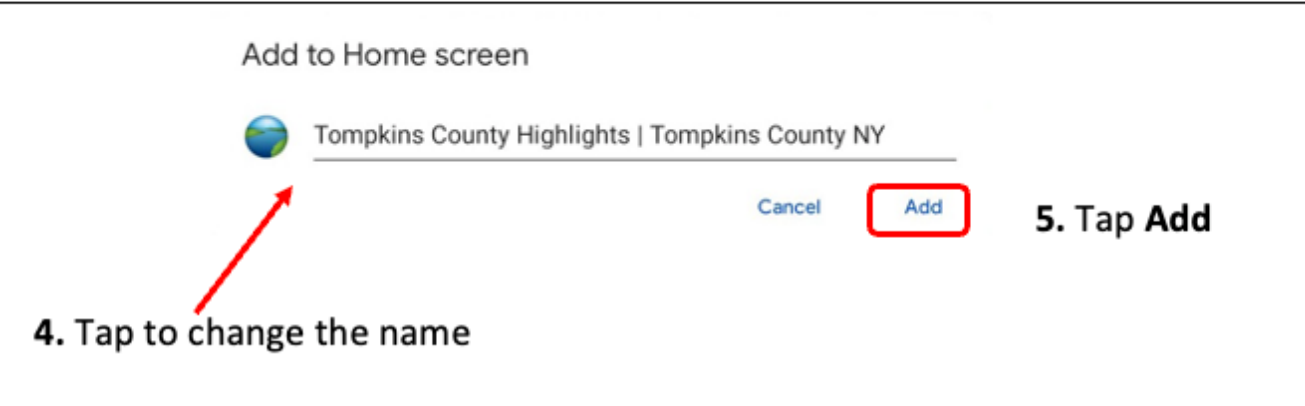
Adding Icon on Home Screen for your Favorite Websites (2/2)

4. Once you click “Add to Home Screen” you’ll be prompted to enter a name for the icon.
This could be a nickname or shortcut instead of putting the full website address.

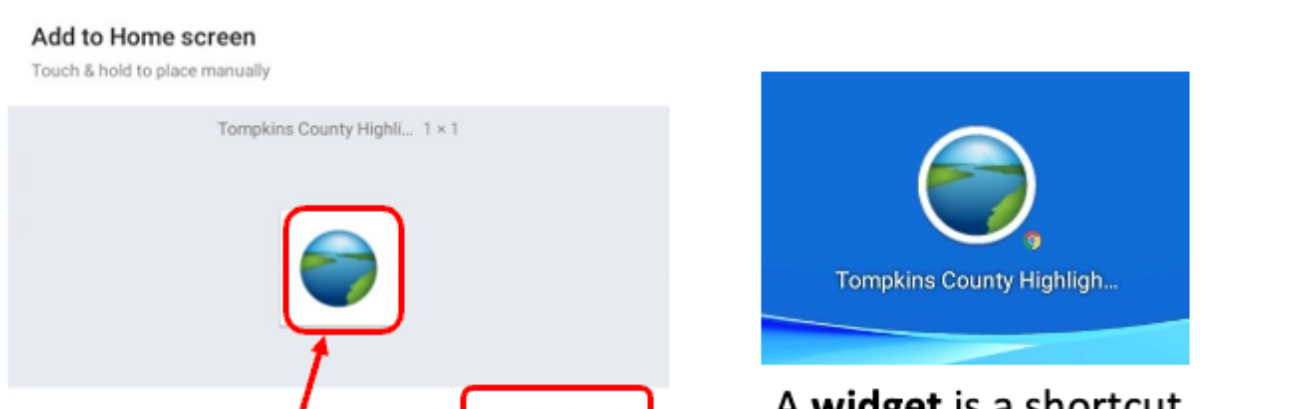
5. Tap **Add** after entering the name.

6. Tap **Add automatically** OR tap and hold on the icon and start to drag it. The home screen will appear, and you can drop the icon where you want it.


Chrome for Android loads the website as a “web app” when you tap the icon.



4. Tap to change the name



6. Hold and drag OR tap



5. Tap Add

A widget is a shortcut to a larger application.

Notes

(Optional)

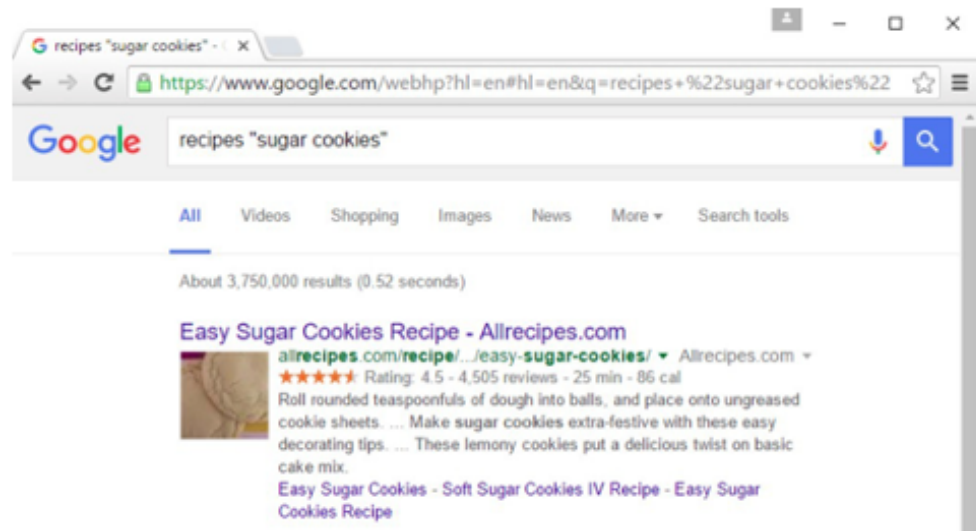
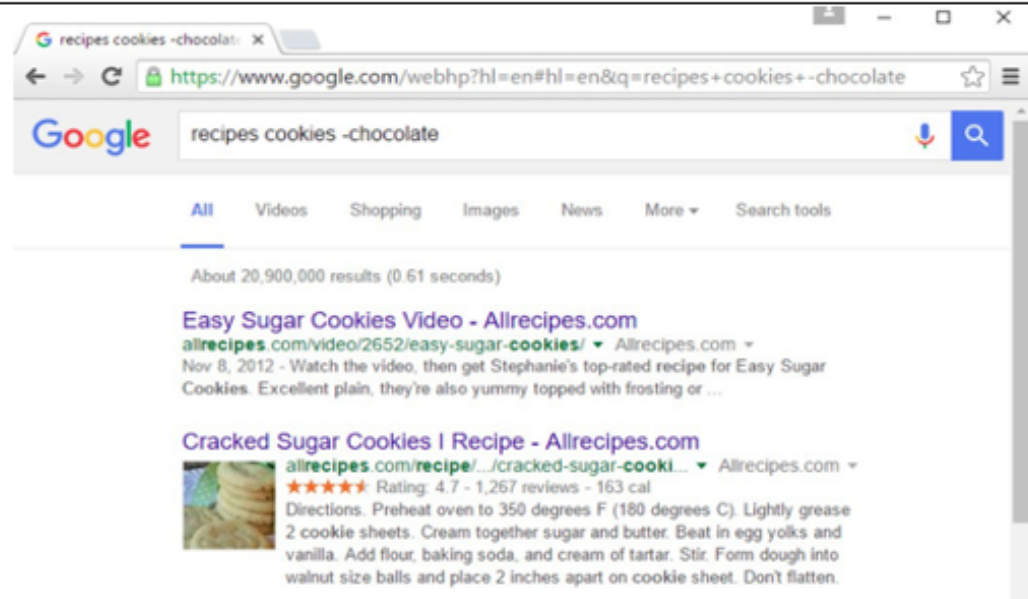
Refining your search

You can use some special characters to help refine your search such as the minus sign.

For example, you want to find cookie recipes that don't include chocolate, you could search for **cookie recipes -chocolate**.

You can also search for exact words or phrases to narrow down your results even more. All you need to do is place quotation marks (" ") around the desired search terms. For example, if you search for recipes "sugar cookies", your search results will only include recipes for sugar cookies, instead of any cookies that happen to use sugar as an ingredient.

Source: <https://edu.gcfglobal.org/>



YouTube

YouTube

What is it?

YouTube is a video-sharing platform where users can listen to their favorite songs or watch any videos of their choosing.



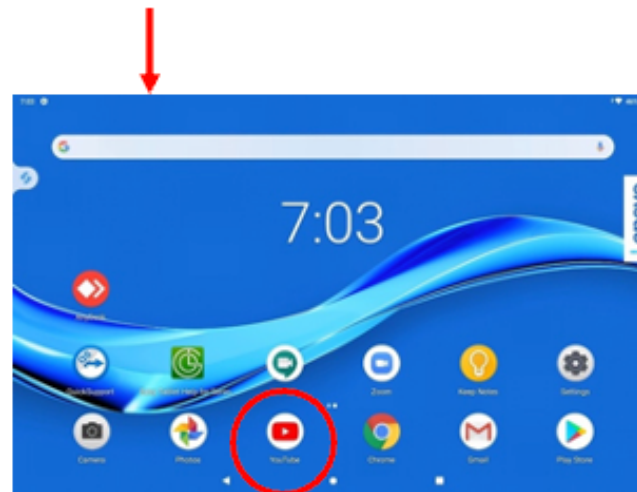
You can listen to your favorite songs anywhere at any time!

You can watch videos on the news, politics, climate, the world, cooking, films, TV shows, etc.

The possibilities are endless!

Practice using YouTube

From the Home Screen, click on the app for YouTube.



Important!

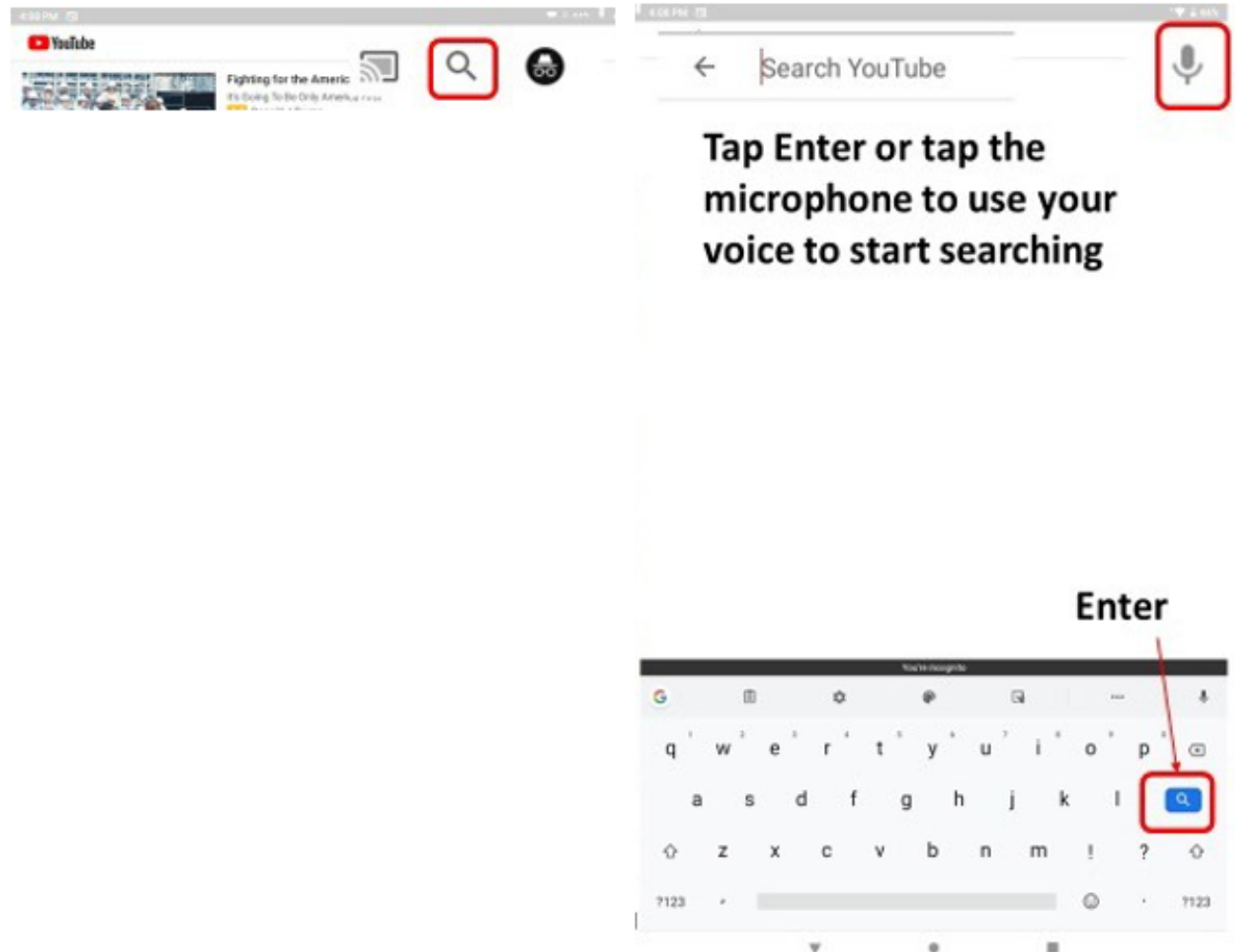
To adjust the volume of your video, use the volume control button on the top of your tablet (next to the power button)

Searching for videos or music on YouTube

After clicking on the app, you will be presented with various videos on the home page.

You can click on any of these videos to begin watching right away.

If you want to watch something specific, click the magnifying glass in the upper right-hand corner of the app to begin your search.



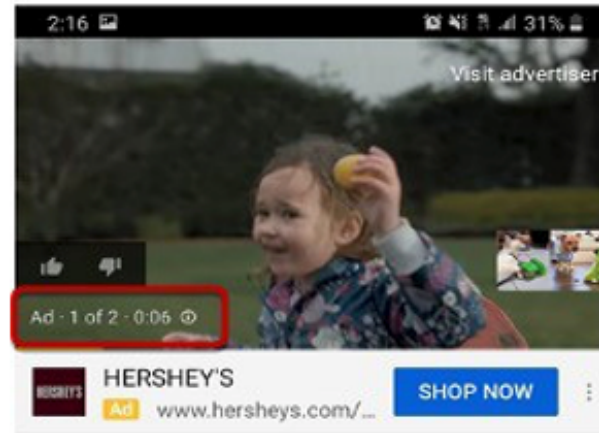
Skipping ads on YouTube videos

Many videos come with ads.

Sometimes you must watch the ads.

Sometimes you must wait 5 - 10 seconds before being given the option to skip.

The “Skip ads” button is located on the lower right-hand side of the video.



Notes

Watching your video in full screen

Once you've selected your video and skipped the ads, you can choose how you want to watch the video

There are 2 options:

1. Leave the video small and have access to the comments and other recommended videos
2. Watch your video in full screen

To watch in full screen, click the **Full Screen** button



Notes

Turning off full screen

Once you're finished watching a video in full screen you can simply click the same button to shrink the video back into its original format



Tap the “shrink” button to return video to original format

Pausing videos

To pause your video, simply tap on the screen and buttons will appear. Press the **Pause** button to stop your video. Once you're ready to resume, click the **Play** button



Closing a YouTube video

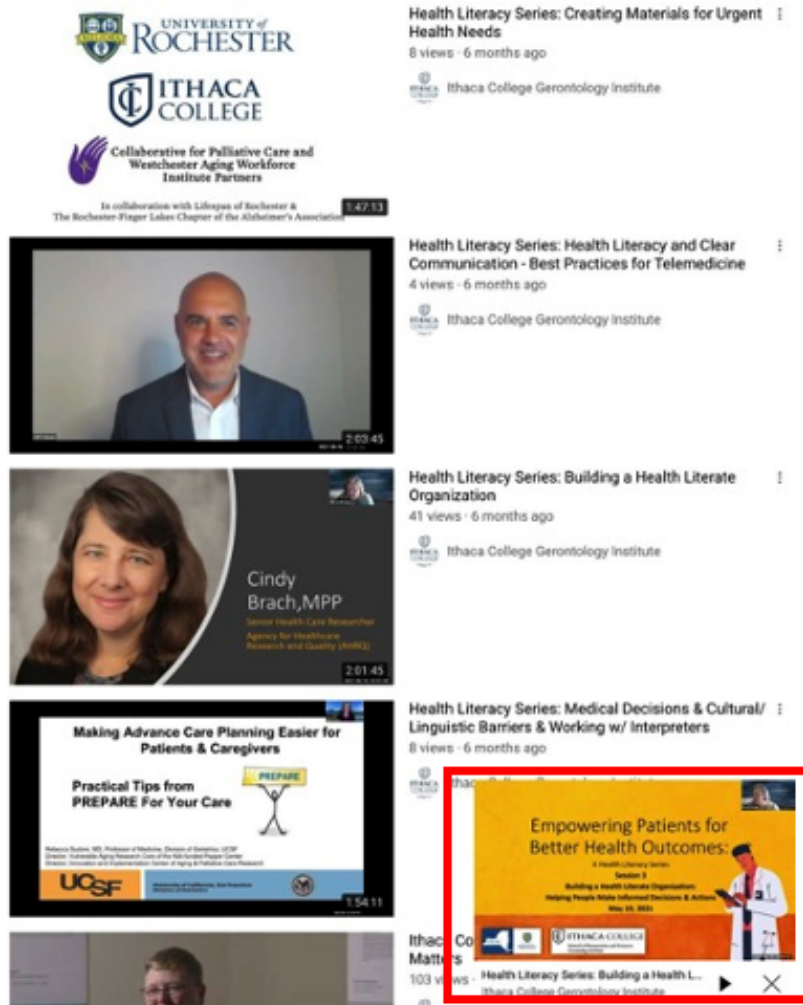
To close your video and return to your search, click on the **Back** button.



This will return you to your search result list. Notice the video is still not closed (it's on the bottom right corner of your screen).

Underneath the small video player, there will be a small **X** button. Press it to close the video.

If the X button doesn't appear, **touch & hold the video then drag your finger to the left or right** to remove it.



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Collaborative for Palliative Care and Westchester Aging Workforce Institute Partners
In collaboration with Lifespan of Rochester & The Rochester-Flagler Lakes Chapter of the Alzheimer's Association

Health Literacy Series: Creating Materials for Urgent Health Needs
8 views · 6 months ago
Ithaca College Gerontology Institute

Health Literacy Series: Health Literacy and Clear Communication - Best Practices for Telemedicine
4 views · 6 months ago
Ithaca College Gerontology Institute

Health Literacy Series: Building a Health Literate Organization
41 views · 6 months ago
Ithaca College Gerontology Institute

Health Literacy Series: Medical Decisions & Cultural/Linguistic Barriers & Working w/ Interpreters
8 views · 6 months ago

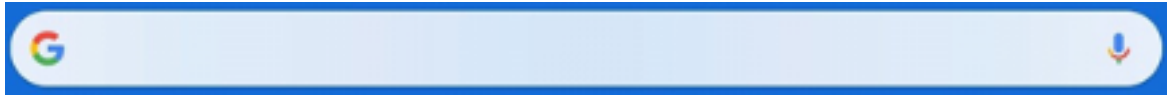
Empowering Patients for Better Health Outcomes
Ithaca College Gerontology Institute
Building a Health Literate Organization
Helping People Make Informed Decisions & Actions
May 11, 2020

Ithaca College Gerontology Institute
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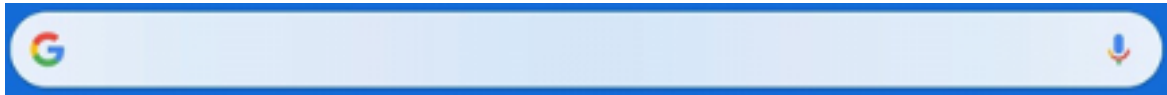
Notes



Practice using Google to search for a website



Practice typing in the following website addresses



Visit the following sites:

MedlinePlus <http://medlineplus.gov>

NIH Senior Health <http://www.nihseniorhealth.gov>

Lewis County Office for the Aging

www.lewiscounty.org/office-for-the-aging

North Country Library System www.ncls.org/

I am interesting in exploring and learning more about:

Notes / Questions

Introduction to Email

What is email?

Email, or electronic mail, allows you to send messages from your computer to a recipient(s) via the Internet. Emails can include text, files, images, or other attachments. It's a quick, easy, and free way to communicate!



To use it, you must have an **email address** with an **email service**.

Email address

Each email address is unique and consists of 3 main parts:

- Username
- @ ("at")
- Domain name

What does an email address look like?

- [username@provider.com](#)
- [username@communitytechnetwork.org](#)
- [username@gmail.com](#)
- [username@harvard.edu](#)
- [username@yahoo.com](#)

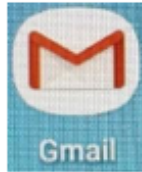
domain name

How does it differ from a website address (URL)?

- [www.facebook.com](#)
- [www.communitytechnetwork.org](#)
- [www.state.gov](#)

Using Gmail

Gmail



Let's open Gmail. Find the app on your home screen and tap.

When you open the app, you should already be logged in to the account you created/ logged into in Lesson 1.

Menu

Check out your different folders.

Inbox

Scroll down to see more emails.

Search mail

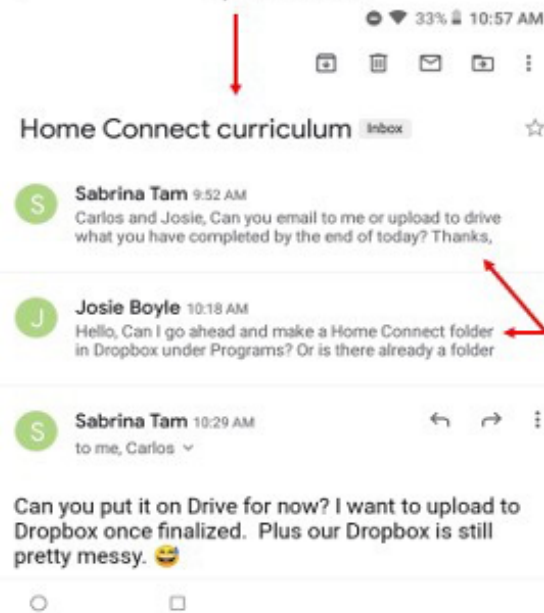
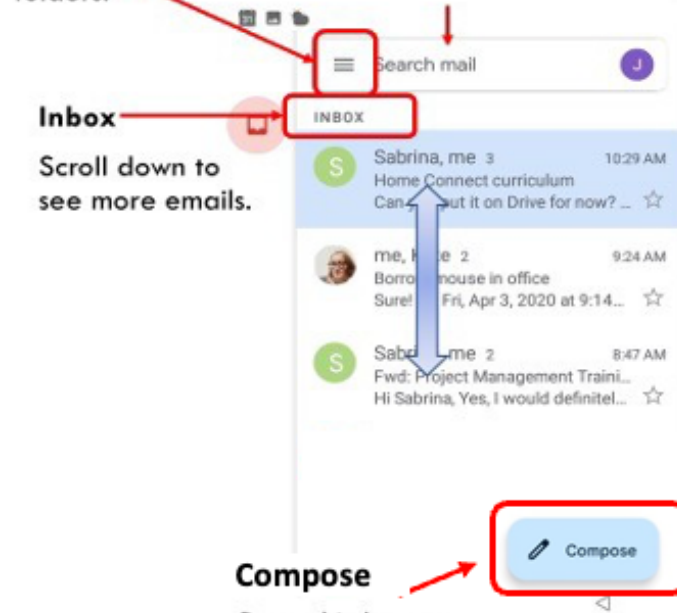
Search for emails with certain words or from certain people

Email

Here you'll see your most recent email/email thread. Tap on another email in your inbox to open it here.

Compose

Press this button to write an email.



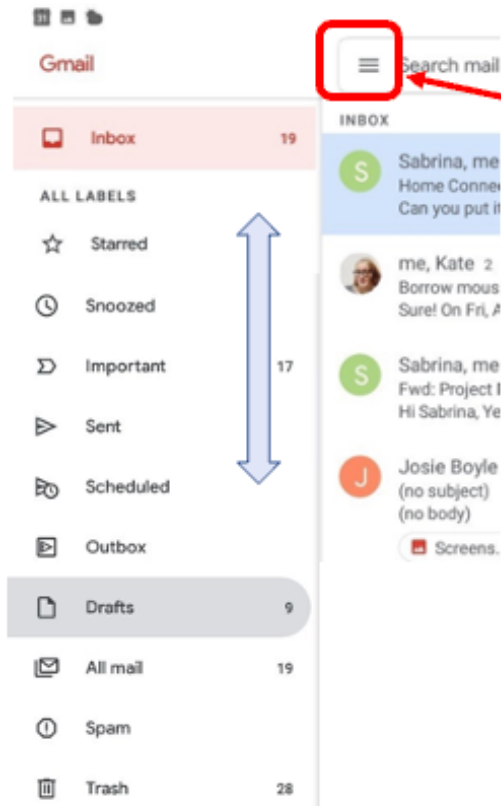
If you're looking at an **email thread** (a group of related emails comprised of replies/forwards), you can tap within the thread on specific emails to open them.

Gmail menu

All your emails are marked with labels.

If you're expecting an email and it never arrives in your inbox, check your Spam folder.

If you start composing an email but don't send it, it will save automatically in your **Drafts** folder.



Tap on the menu button to see your options. To look at the emails in a category, just tap.

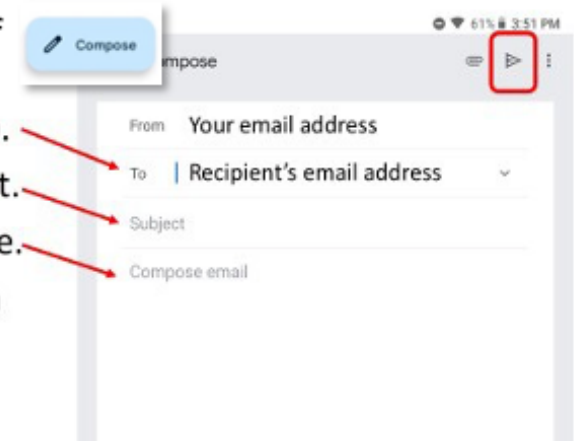
You can use these labels to help **organize** your mail and more easily **find** what you need.

Scroll down further for **Settings**.

Compose an email

Emails are a more formal type of communication than texting and social media. Unless it's a casual email to a friend/family member, use complete sentences, capitalization, punctuation, and proper spelling and grammar.

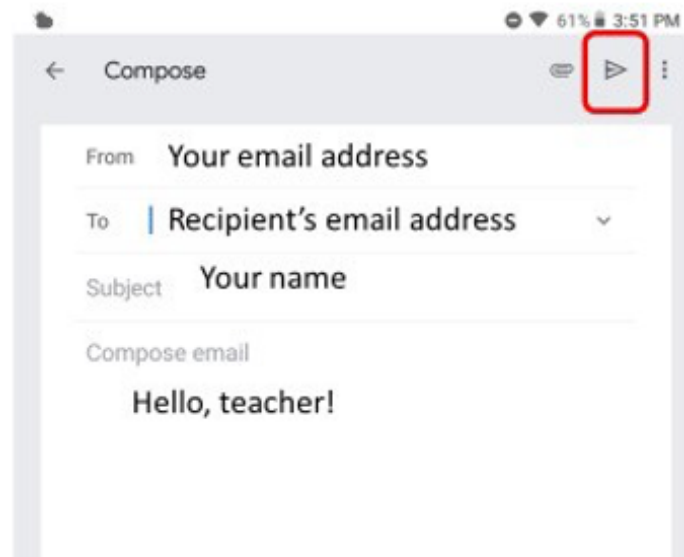
1. Tap the **Compose** button on the bottom of your screen
2. Type the email address of your recipient(s).
3. Tap **Subject** to type a short, concise subject.
4. Tap **Compose email** and type your message.
5. When you're finished, tap the Send button on the top (paper airplane)



Send your instructor an email

Practice by sending an email to your instructor. Use this email address:

Write your name as the subject and write a short message. Then, hit send!



(Beyond the Basics) What else can you do with an email?

Archive removes an email from your inbox. You can still access it by looking in the “All Mail” folder.

Delete moves an email to your Trash folder. It will be deleted permanently after 30 days.

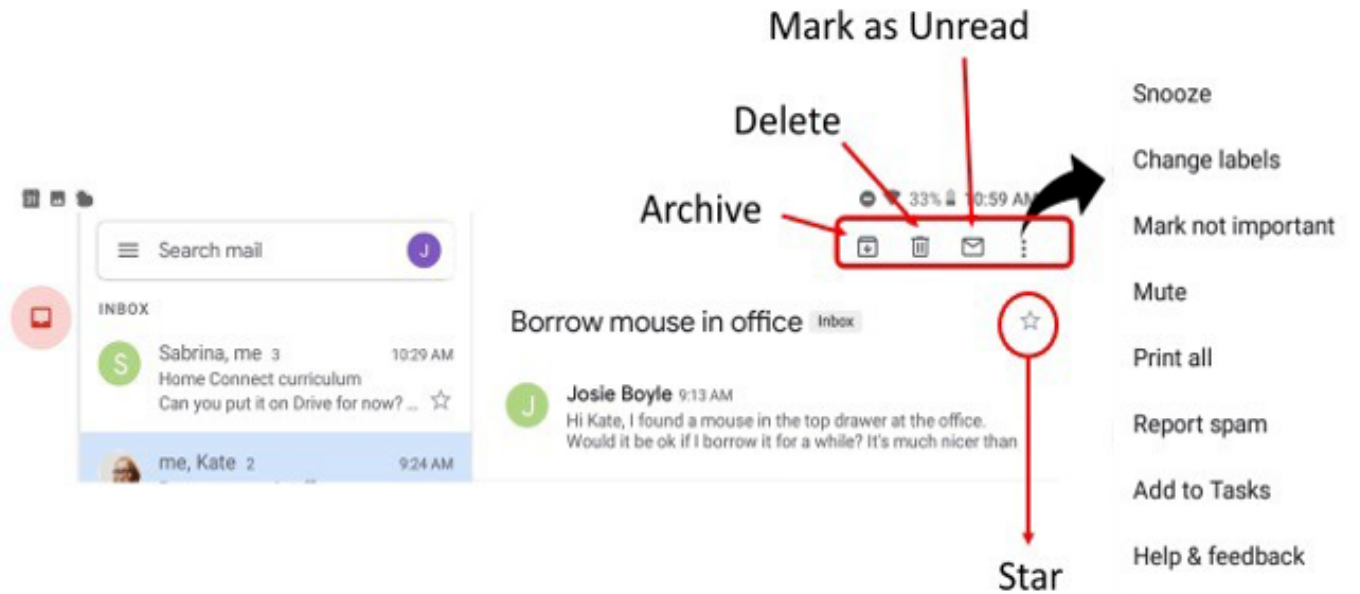
Mark as Unread will make an email bold in your inbox, as though you haven’t opened it yet.

Star important emails to find easily. They’ll be stored in your Starred folder.

Snooze an email to temporarily remove it from your inbox until later (you set when it will reappear).

Mute an email thread—the conversation, including all future replies, will be found in “All Mail” but won’t show up in your inbox.

Report spam will let Gmail know that a spam email made it to your inbox. This will help strengthen Gmail’s spam filter and prevent you getting similar emails in your inbox.

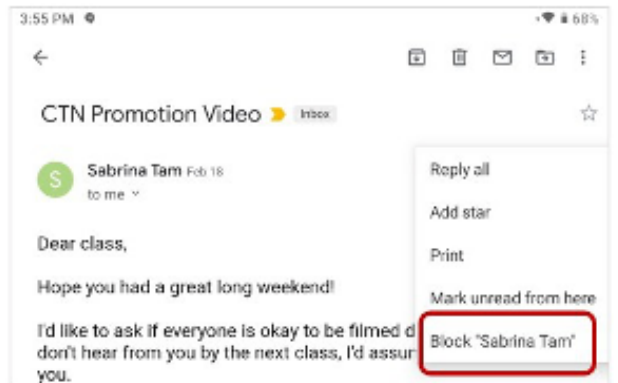
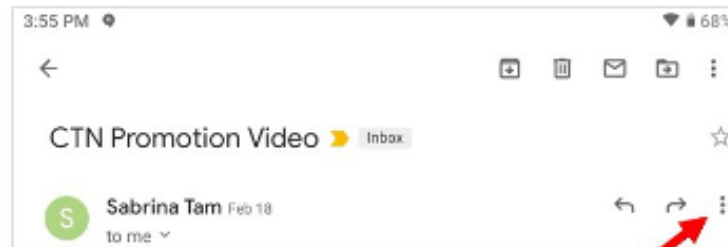
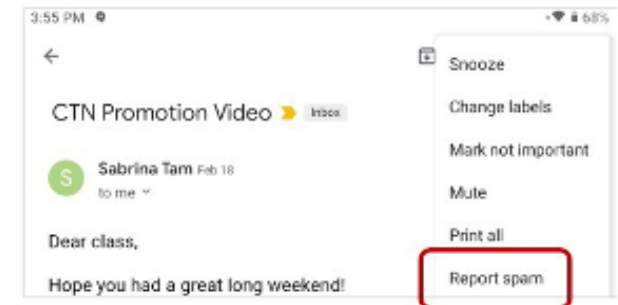
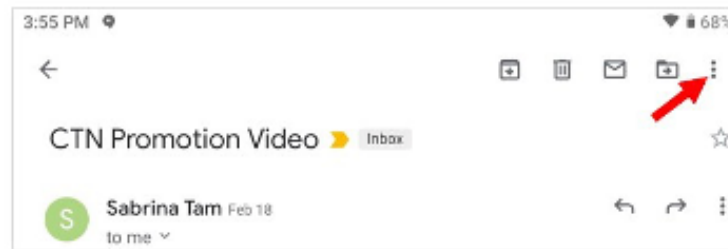


Email Safety

Spam: Junk mail; unsolicited advertising.

What do you do if you believe you have received a spam email?

- Just delete the email, and/or
- Report the email as **Spam** or **Block** the sender



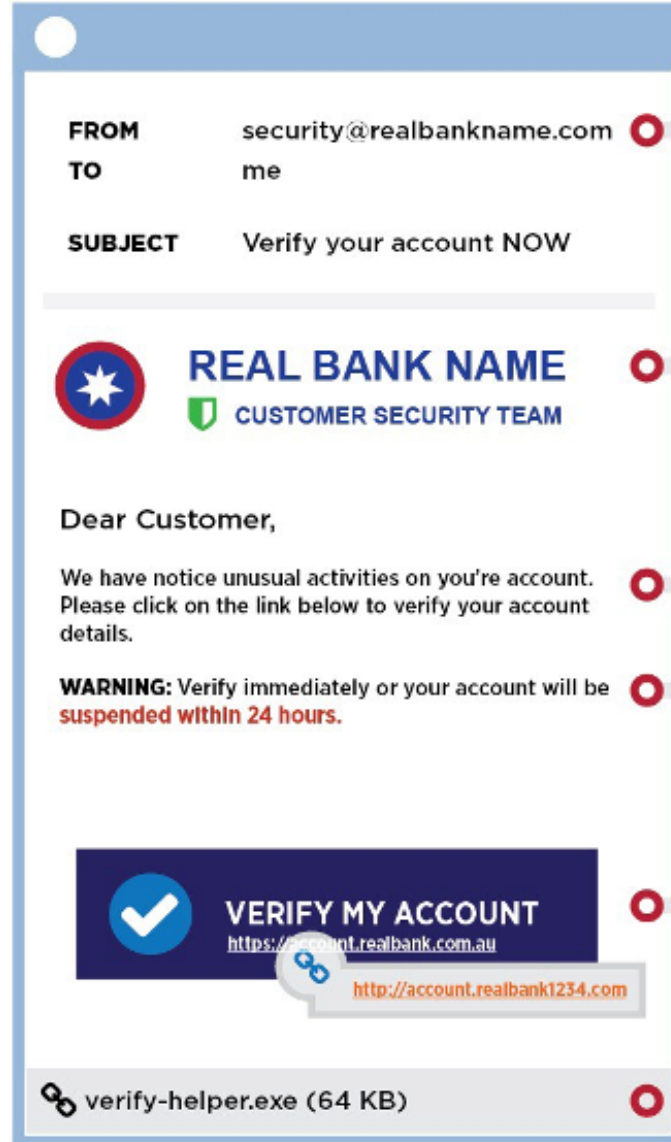
Email Safety

Phishing:

Certain emails pretend to be from a bank or trusted source to steal your personal information.

Red Flags:

- Unfamiliar email address
- Errors in email address
- Sense of urgency
- Bogus/mismatched URL links
- Requests for login info
- Spelling/grammar errors
- Generic greeting
- Lack of details
- Links to insecure websites
- Attached document



ALWAYS check the 'from' email address, and be aware that even this can be spoofed.

Scammers will make every attempt to make the email look legit. If in doubt, check with the organisation directly.

May contain spelling mistakes and poor grammar.

Scammers may feign a sense of urgency or make threats to trick you in to action.

ALWAYS check links in emails are real before clicking on them. Hover on desktops or 'tap and hold' on mobile devices.

NEVER open or download anything unless you are 100% sure they are from a safe source, especially if they are an .EXE file.

Adapted from scamwatch.gov.au

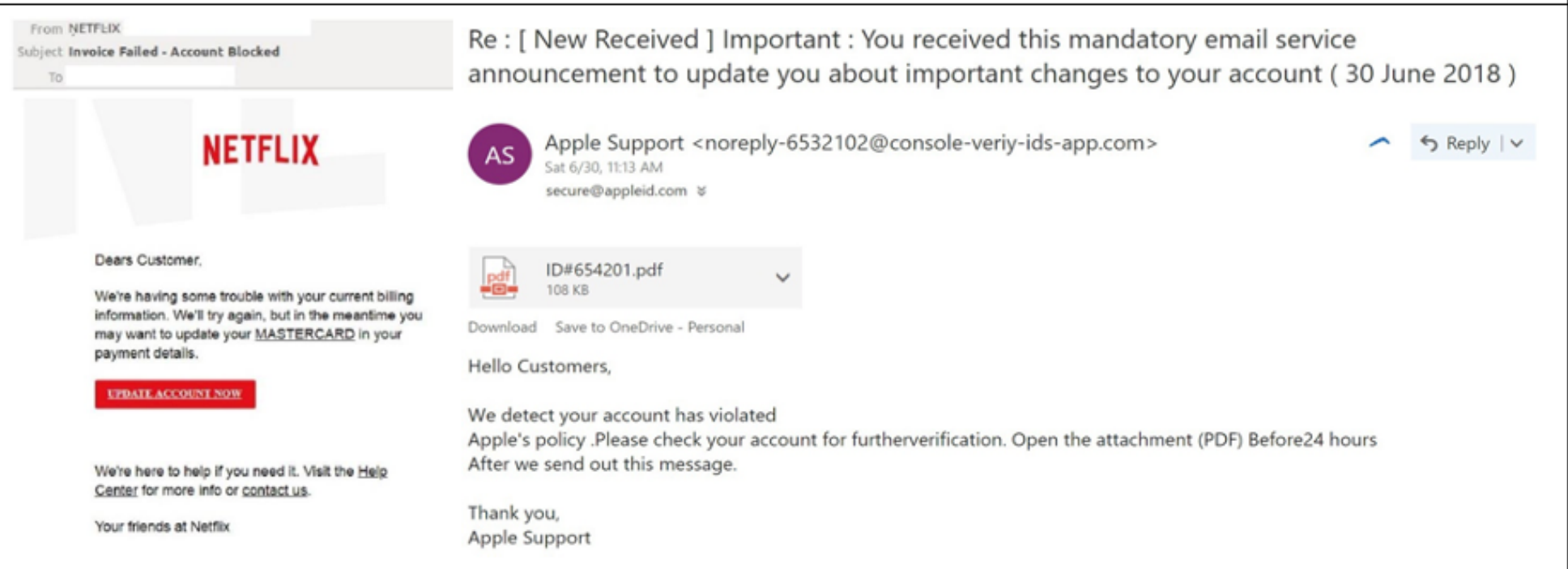
Phishing

If you receive an email from your bank or another institution asking you to log in, change your password, enter your card info, etc., always call to confirm or visit the website to log in to your account- NOT through the link but through your browser.

Scammers can create look-alike websites and links to steal your info.

Tips: Don't click on links in email or on social media from banks, credit card companies, government agencies, or other organizations, unless you're 100% certain they are legitimate.


Avoid clicking on links or downloading attachments in unsolicited email, as there is a chance, they could link to sites designed to scam people or infect computers with malicious software.

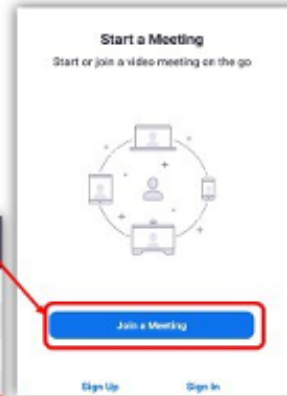
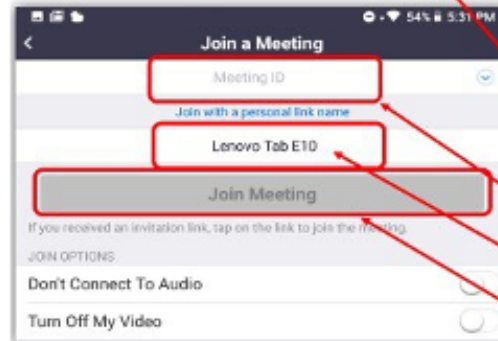


The screenshot shows an email interface. On the left, an email from Netflix is displayed with a subject line 'Invoice Failed - Account Blocked' and a red 'NETFLIX' logo. The body of the email says 'Dears Customer, We're having some trouble with your current billing information. We'll try again, but in the meantime you may want to update your MASTERCARD in your payment details.' and includes a red button labeled 'UPDATE ACCOUNT NOW'. Below this, it says 'We're here to help if you need it. Visit the Help Center for more info or contact us. Your friends at Netflix'. On the right, a reply from Apple Support is shown. The subject line is 'Re : [New Received] Important : You received this mandatory email service announcement to update you about important changes to your account (30 June 2018)'. The sender is 'Apple Support <noreply-6532102@console-veriy-ids-app.com>' with a purple 'AS' profile picture. The email includes a PDF attachment named 'ID#654201.pdf' (108 KB) with 'Download' and 'Save to OneDrive - Personal' options. The body of the reply says 'Hello Customers, We detect your account has violated Apple's policy .Please check your account for furtherverification. Open the attachment (PDF) Before24 hours After we send out this message. Thank you, Apple Support'.

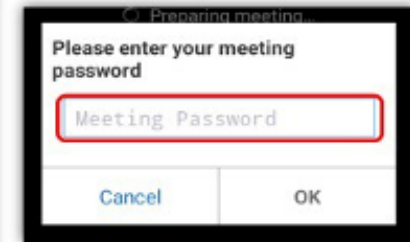
Zoom Video Conference

Join a meeting by entering a Meeting ID and password

1. Tap to open Zoom 
2. Tap on **Join a Meeting**

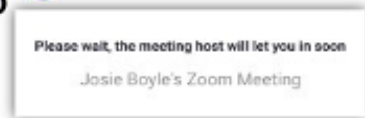


6. Enter the password



3. Enter the Meeting ID
4. Type your name
5. Tap on **Join Meeting**

7. Wait a moment

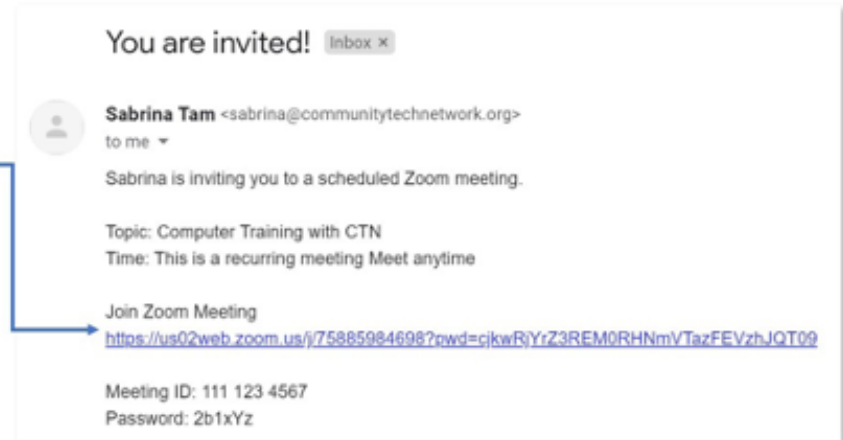


Join a meeting by clicking a Zoom invitation link

The invitation could be sent to you via email, text (SMS) message, Whatsapp, etc.


Zoom is already installed on your tablet. When you click a Zoom link, Zoom will ask if you want the app to take over. Select Open Zoom, and you will go through the process of joining the meeting.

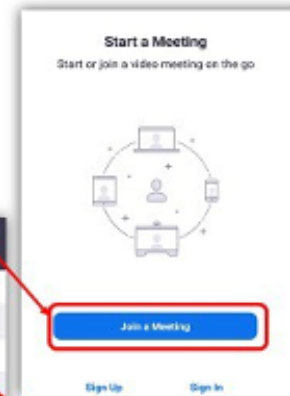
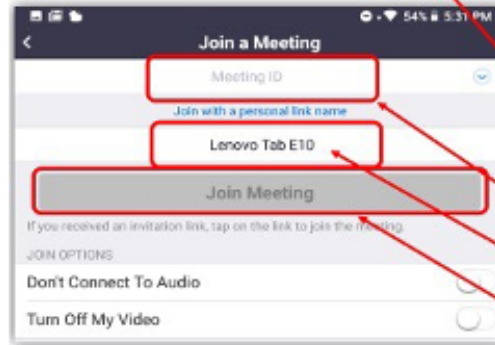
You may need to grant Zoom permission to use your webcam and microphone, especially if this is your first meeting.



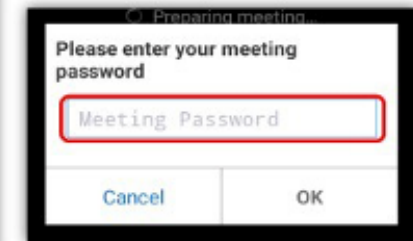
Zoom Video Conference

Join a meeting by entering a Meeting ID and password

1. Tap to open Zoom 
2. Tap on **Join a Meeting**

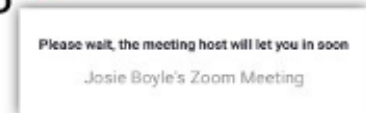


6. Enter the password



3. Enter the Meeting ID
4. Type your name
5. Tap on **Join Meeting**

7. Wait a moment

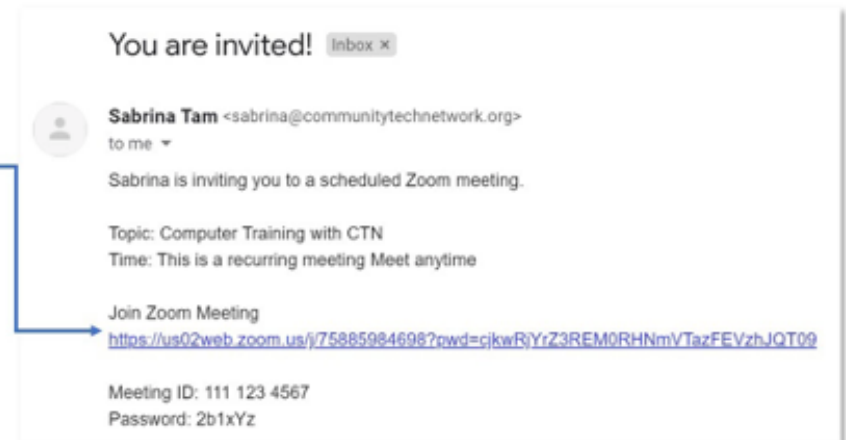


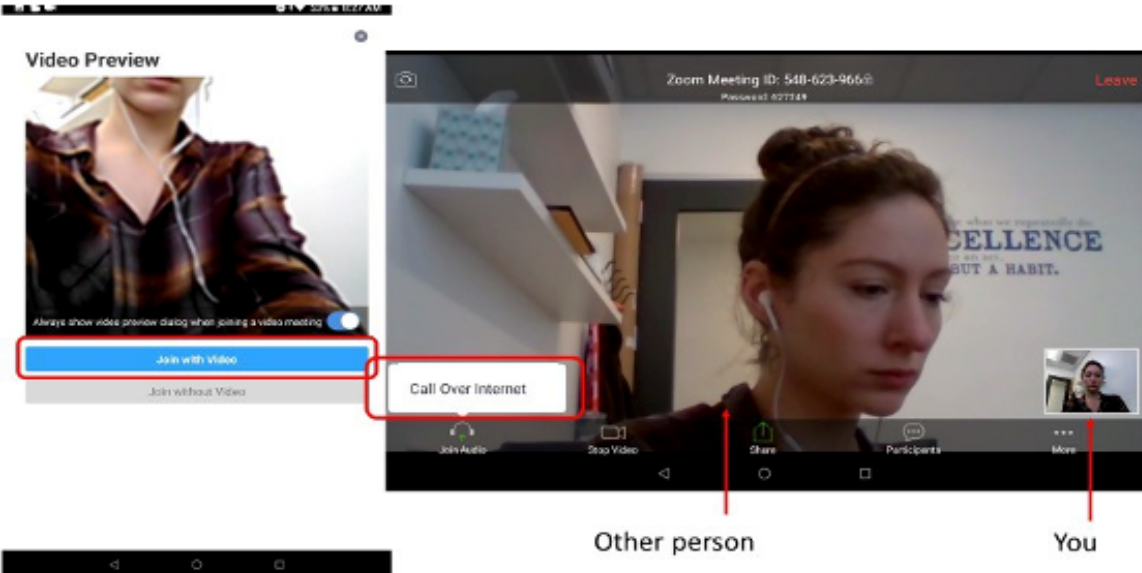
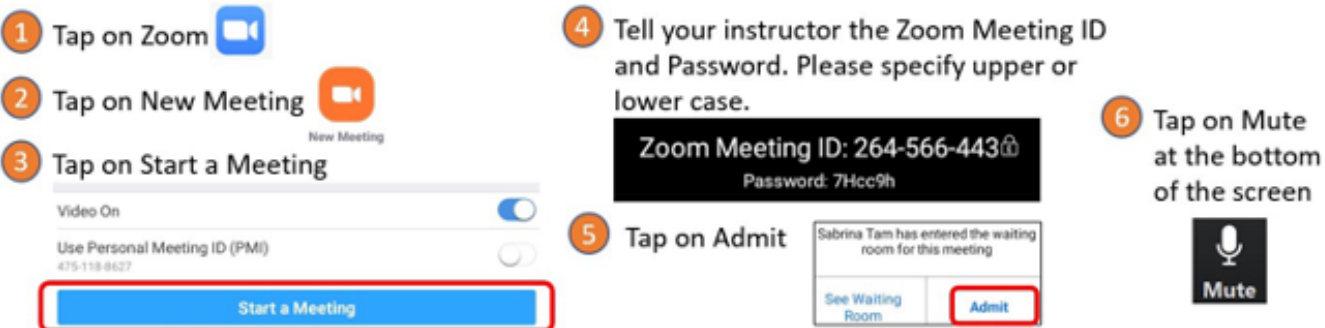
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You may need to grant Zoom permission to use your webcam and microphone, especially if this is your first meeting.



| Zoom Video Conference | |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Join with video (and possibly audio)</p> <p>You'll see a Video Preview. Tap Join with Video. Once the video starts, tap on Call Over Internet*. You should now be able to see and hear the other person (and vice versa).</p> |  <p style="text-align: center;">Other person You</p> <p>*Your instructor may keep using the phone audio with you instead if the Wi-Fi connection is not stable enough.</p> |
| <p>Start a new Zoom meeting</p> <p>*You must sign up or sign into a Zoom account to start a meeting.</p> <p>No account is needed to join a meeting.</p> |  <ol style="list-style-type: none"> 1 Tap on Zoom 2 Tap on New Meeting 3 Tap on Start a Meeting 4 Tell your instructor the Zoom Meeting ID and Password. Please specify upper or lower case. 5 Tap on Admit 6 Tap on Mute at the bottom of the screen |

Notes

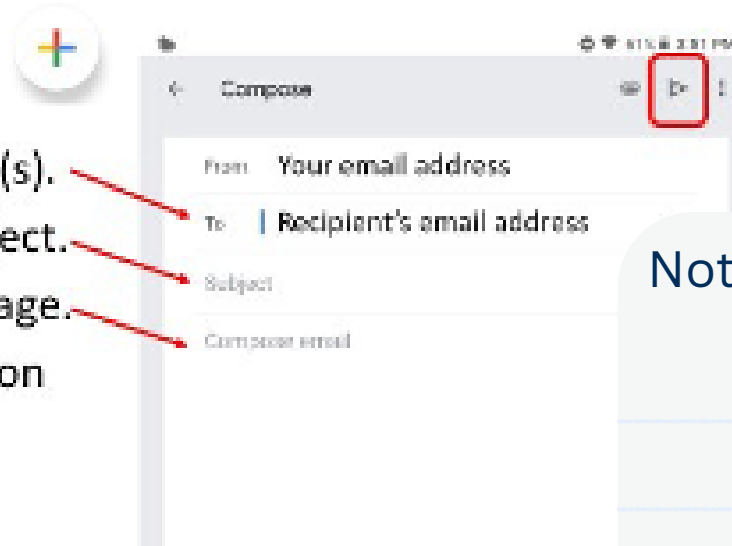


Send an email!

Practice sending one to your digital coach at _____

Get an email address from a friend or family member and send them an email!

1. Tap the plus icon on the bottom of your screen.
2. Type the email address of your recipient(s).
3. Tap **Subject** to type a short, concise subject.
4. Tap **Compose email** and type your message.
5. When you're finished, tap the Send button on the top (paper airplane)



Notes / Questions

Take a phishing quiz to test your skills

[Beginner Users](http://ongaurdonline.gov)
ongaurdonline.gov

[Intermediate / Advanced Users](http://phishingquiz.withgoogle.com)
phishingquiz.withgoogle.com



QUESTION 1

Bothered by Bogus Banking Banter?

You receive an email from your bank informing you that it suspects an unauthorized transaction on your account. To protect your account, the email advises you to click on a link to verify your identity. Should you do so?

Read each answer below and circle the correct one

No way — the whole thing sounds 'phishy'! If you're concerned about your account, contact your bank directly using a phone number or Web address you know is genuine.

Yes. If someone is using your bank account, you don't have a second to lose. Immediately click on the link to verify your identity.

Yes — but first you should make sure the message looks like it's legitimate.

QUESTION 2

Attack of the Pop-ups?

You're surfing the Web when you see a pop-up message from your Internet Service Provider (ISP) saying that it needs you to click on a link to verify or update your account information. Should you comply?

Read each of the answers below and circle the correct one

It sounds like a reasonable request, so click on the link to see what type of information they need from you, and follow the instructions.

Just say no. Legitimate companies, including ISPs, never ask for this information via pop-up ads or email.

Reply immediately. If you don't cooperate, you could run the risk of losing all your email messages, and possibly even being permanently disconnected from the Internet.

Notes / Questions



QUESTION 3

So You Swallowed the Bait ... Now What?

Despite all your precautions, let's say you suspect that you've been 'phished' — and provided personal or financial information to someone masquerading as your ISP, bank, online payment service, or even a government agency. What should you do?

Read each answer below
and circle the correct one

Not to worry. Because you gave your information in good faith, there's no way doing so could cause any harm.

Contact your local marine sports licensing board to see whether the company has a valid phishing license.

First, file a complaint at ftc.gov. Then, since phishing victims can also become victims of identity theft, visit the FTC's Identity Theft website for more information, at www.consumer.gov/idtheft.

QUESTION 4

Is it Safe?

Let's say you work for an organization with an excellent information technology (IT) office. Your network administrator sends you an email warning of a security breach and asking you to confirm your password by entering it into a secure website. What should you do?

Read each answer below
and circle the correct one

Don't share your password or any other personal information. Report the incident by calling your IT office, or by emailing them at an address you know to be genuine.

Don't enter your password on the website. Instead, send your reply by email to the sender.

Immediately enter your password on the website. You can always trust emails from your own organization.

Notes / Questions



QUESTION 5

A Shocking Statement?

OnGuard Online suggests several ways to avoid getting hooked by a phishing scam, including reviewing credit card and bank account statements as soon as you receive them. How can this help you avoid being scammed?

Read each answer below and circle the correct one

It's a quick way to make sure you're solvent. If you have money in the bank, or credit, you're still a player!

By reviewing your statements for unauthorized charges, you can know quickly whether someone has started using your account. If this happens, you can alert authorities and stop the problem before more damage occurs.

It's not that it helps directly, but it will give you something to do while waiting to see if the scammers have drained your account.

Things I hope my coach can help me with:

Online Safety

What is online safety?

Also referred to as “Internet safety” or “cybersecurity”

The knowledge of maximizing the user’s personal safety against any security risks to private information, while using the Internet




Having proper online safety leads to self-protection against computer crimes



Threats to online safety



| | |
|----------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Clues that someone has stolen your information</p> | <ul style="list-style-type: none"> • You see withdrawals from your bank account that you can't explain. • You find unfamiliar accounts or charges on your credit report. • Medical providers bill you for services you didn't use. • Your health plan rejects your legitimate medical claim because the records show you've reached your benefits limit. • The IRS notifies you that more than one tax return was filed in your name, or that you have income from an employer you don't work for. • You get notice that your information was compromised by a data breach at a company where you do business or have an account. |
| <p>Keeping your personal information secure online</p> | <p>Avoid using public Wi-Fi network (café, library) for sensitive (financial) transactions such as online banking or online shopping</p> |
| <p>What should you do when your information is lost or exposed?</p> | <p>Be alert to impersonators -- Make sure you know who is getting your personal or financial information. Don't give out personal information on the phone, through the mail or over the Internet unless you've initiated the contact or know who you're dealing with.</p> <p>Encrypt your data -- Use SECURE websites - Look for HTTPS & the lock.  Unless you are on a SECURE website, do not send or receive private information</p> |
| <p>See Appendix 1</p> | <p>Don't overshare on social media -- If you post too much information about yourself, an identity thief can find information about your life, use it to answer 'challenge' questions on your accounts, and get access to your money and personal information. Consider limiting access to your networking page to a small group of people.</p> |
| | <p>Safely dispose of personal information -- Before you dispose of a computer, get rid of all the personal information it stores.</p> |

Malware and Virus

What is malware?

Any piece of software that was written with the intent of performing malicious deeds



Software consists of code developed by cyber-attackers with the purpose of causing damage to data, a system, or to gain access to a network

How could a virus or malware infect your device?

- Downloading from websites that have either deliberately or accidentally been infected by one or more viruses
- Downloading apps which are infected
- Connecting your device to a computer that is infected, for example to sync, and load music

Ways to avoid viruses and malware:

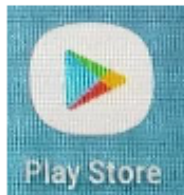
- Only download apps that you trust
- Only download from websites that you trust
- Do some research online before downloading, check their ratings/scores
- Do not download apps or things from websites on public Wi-Fi
- **Always think before downloading!**

Malware and Virus

What is downloading?

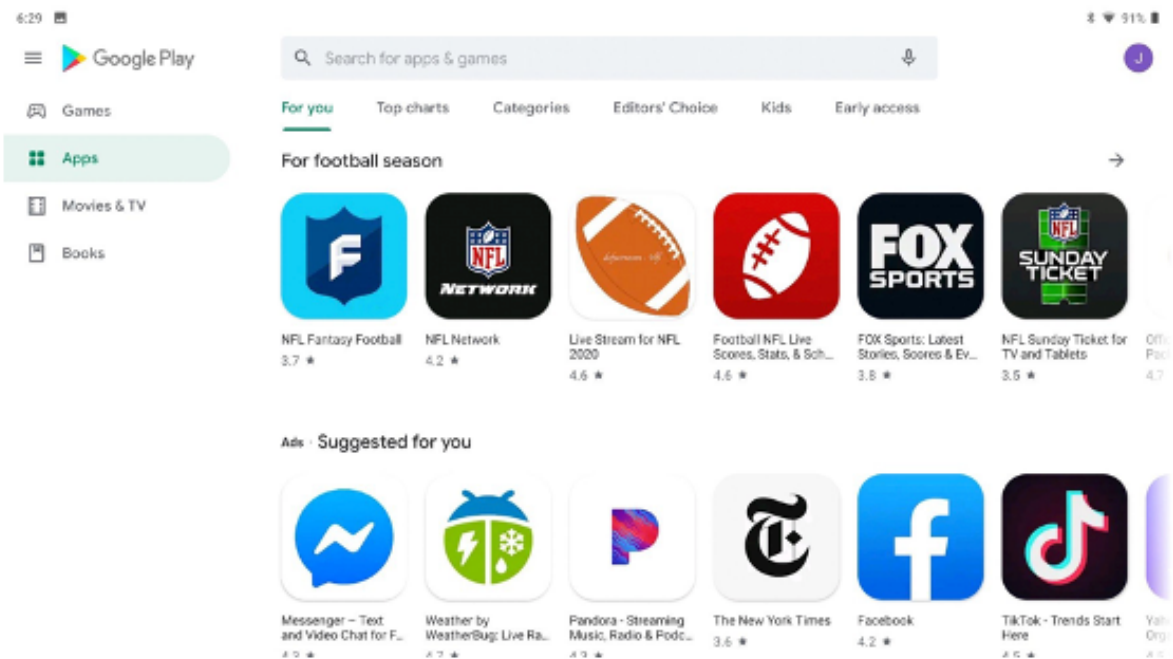
To download is to transfer a file or program from one place to another (like from the Internet to your computer device such as your phone, your tablet, or your laptop)

Google Play Store



The Google Play Store is an app already preloaded onto your device!

You can find all your favorite apps, movies, books, music, games, and more!



It allows you to download other apps through a secure system. **All the apps are screened to make sure they are free of viruses.**

Practice using the Play Store

First, tap on the play store app icon located on your home screen

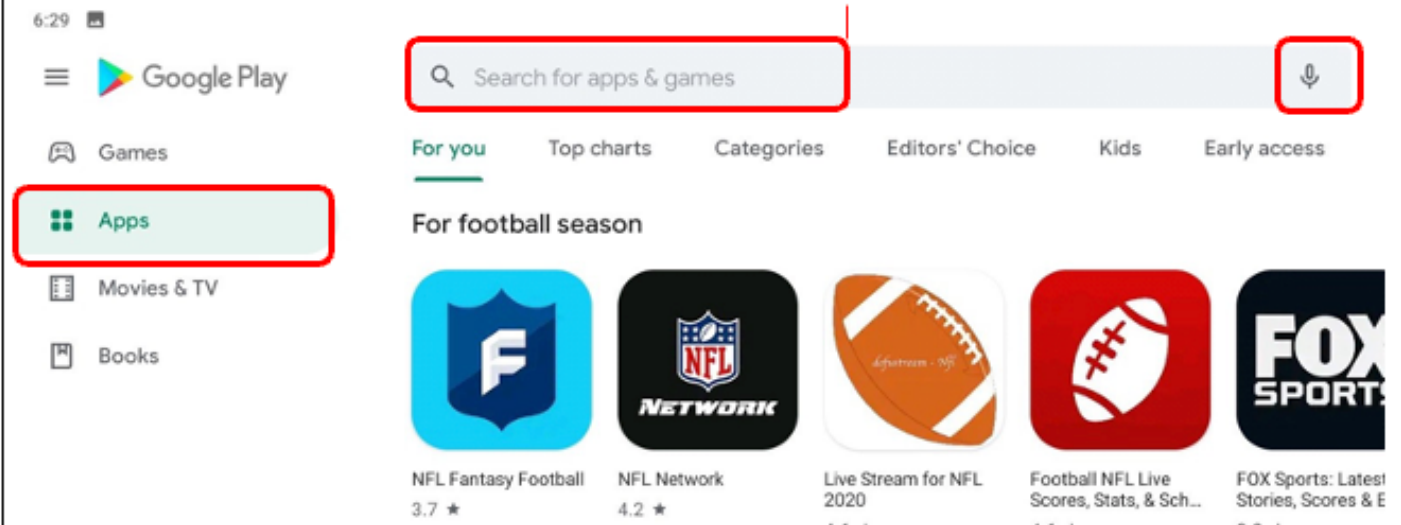
After tapping on the app and launching it you'll be taken to the Play Store home screen

From there you can choose to search for a specific app by either:

1. Tapping on the search bar and typing the name of the app you want
2. Tapping the microphone button to use your voice to search

NOTE: Do not link/ save your credit card info to Google Play!

Tap to type or speak



We don't want to link your debit/credit card to avoid any hidden charges by certain apps that claim to be free!

Practice installing an app using the Play Store



Facebook
Facebook

Social #4 Top Free

It may take a couple minutes to download and install an app. Once installed, a new icon will be added to your home screen and App screen

Once you've found the app you want, you'll see a button on the right to install it

INSTALL

Contains ads In-app purchases

Similar app available
Facebook Lite (1.3 MB)
[View](#)

An in-app purchase is any fee an app may ask for while you are using the app. Many in-app purchases are optional or give users additional features such as some premium features or a special weapon that you may want to play the game.

If you look / scroll further down you'll see the reviews, ratings, and the number of downloads

4.1 ★ 89M reviews 1B+ Downloads

Teen

Ratings and reviews

Be sure to read over some reviews to make sure the app you're downloading is good



Check the reviews
5 stars = Best

Top positive review

Lisa Dunagan

★★★★★ 8/8/19

This app is one of the best social app around. Not only that but it's got places for you to go to to sell or buy things, games to play, all kinds of filters you can use to make cool and fun selfies and there's so much...

The number of downloads indicates popularity. How many times has this app been downloaded?

Uninstall an unwanted app

1 Tap on **Settings**



2 Tap on **Apps and Notifications**

3 Tap on **See all apps**

4 Scroll down to look for the unwanted app and tap on it

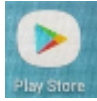
5 Tap on **uninstall**

6 Tap **OK** to confirm uninstalling

Note: System programs and Apps coming with factory settings can NOT be uninstalled. Rather, you may disable them.



1. **Download a free game!** Examples Wordscapes, Solitaire, 2048, Sudoku, Majong



Go to the Play Store to download any apps

What game did you download? _____

2. Review about identifying scams

Romance Scams

You meet someone special on a dating website, but once he/she has gained your trust, then he/she needs money.

Other common types of scams:

- IRS / Government
- Lottery / Sweepstake
- Tech Support
- Family Emergency
- Grandkid in trouble



- Professes love quickly
- Claims to be from the U.S., but is overseas for business or military service



- Asks for money, and lures you off the dating site



- Claims to need money for emergencies, hospital bills, or travel
- Plans to visit, but can't because of an emergency

"Grandma, I'm in the hospital, sick, please wire money right away"

"Grandpa, I'm stuck overseas, please send money"

- **Resist the urge to act immediately – no matter how dramatic the story is.**
- **Verify the caller's identity.**
- **Ask questions that a stranger couldn't possibly answer.**
- **Call a phone number for your family member or friend that you know to be genuine.**
- **Check the story out with someone else in your family or circle of friends, even if you've been told to keep it a secret.**

ADAPTED FROM
SNBONLINE.COM

**DON'T SEND CASH, GIFT CARDS, OR MONEY TRANSFERS
ONCE THE SCAMMER GETS THE MONEY, IT'S GONE!**

SOURCE: CONSUMER.FTC.GOV/FEATURES/SCAM-ALERTS



3. Review fact checks and identifying fake news

What is fake news? Two kinds of fake news:

Stories that aren't true Deliberately invented stories designed to make people believe something false, to buy a certain product, or to visit a certain website (clickbaits)

Stories that have some truth but aren't 100 percent accurate

Fake news that is biased and aims to convince readers of a certain political or ideological viewpoint

SOURCE: [MINDTOOLS.COM/PAGES/ARTICLE/FAKE-NEWS.HTM](https://www.mindtools.com/pages/article/newstml/1000.html)

Where Does Fake News Come From?

- Fake news is nothing new.
- The Internet and social media platforms make it much easier for almost anyone to publish their thoughts or share stories with the world.
- Most people don't check the source of the material that they view online before they share it.
- It's getting harder to identify the source of news stories.

How to Spot Fake News?


- Develop a critical mindset. Use your common sense!
- Check the source (www.snopes.com)
- See who else is reporting the story
 - Trustworthy: cnn.com, bbc.com, reuters.com
- Beware misleading headings
- Beware of fake images and videos as evidence
 - Example: [Russia Release 500 Lions to Enforce COVID-19 Lockdown](https://www.snopes.com/fact-check/russia-release-lions-coronavirus), [snopes.com/fact-check/russia-release-lions-coronavirus](https://www.snopes.com/fact-check/russia-release-lions-coronavirus)



Calm

Russia released more than 500 lions to make sure that people stay inside during the COVID-19 pandemic.

Rating

 **False**
About this rating


Notes

Using the Tablet Camera


Taking a picture

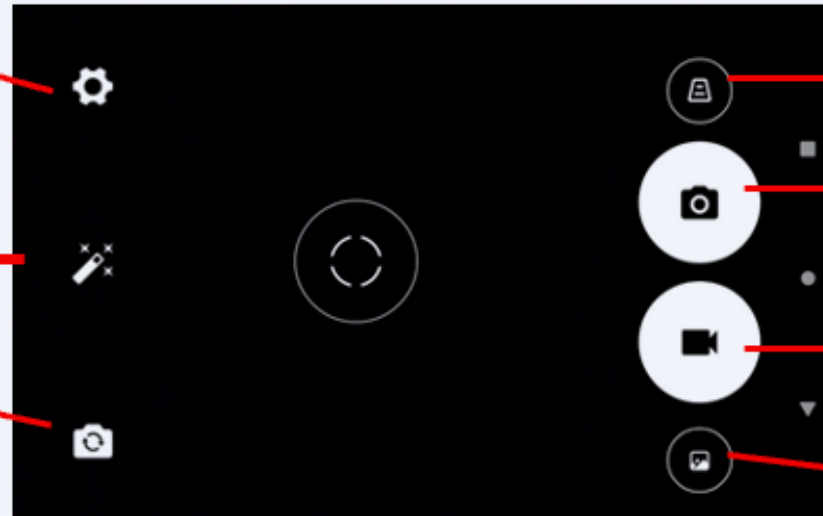
From the Home screen, tap to open the camera





Settings 

Filters 


Switch Front/ Rear camera 



Photograph a document 

Take photo 

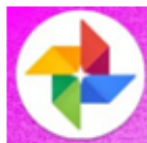
Record video, Tap  to stop recording




See photo 

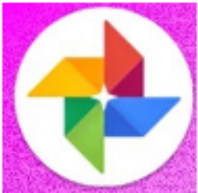

Sharing and Deleting a Picture

Sharing a picture

From the Home screen, tap to open Photos



1. Tap on the picture you want to share. (To select multiple pictures, touch and hold the picture until the check mark appears. Select more pictures as desired)
2. Tap on the Share icon 
3. Select the Gmail icon 
4. Add the recipient's email address
5. Tap the paper airplane icon on upper right to Send 

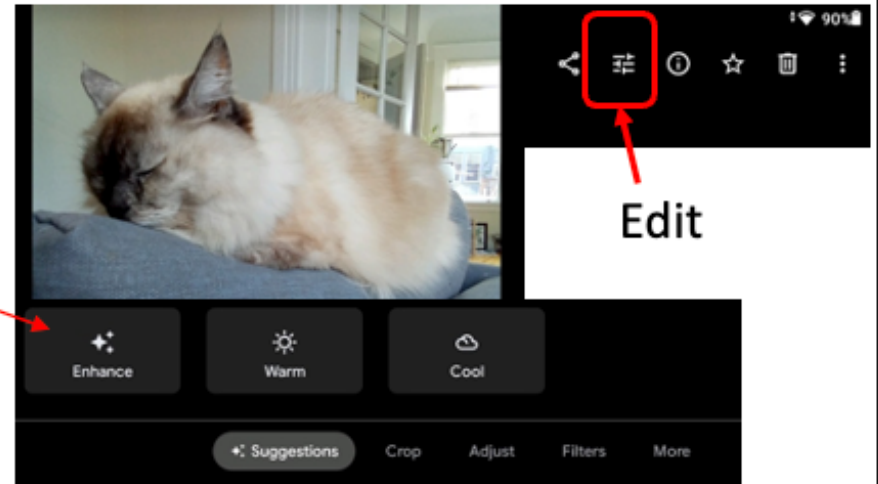
| | |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p>Send a photo of a document</p> <p>Take a picture of your signed User Agreement and email it to the instructor.</p> | <p>PRACTICE</p> <p>If you don't have your User Agreement handy, take a photo of any document and email it to the instructor.</p> |
| <p>Remove / delete a picture from Photos</p> <p>From the Home screen, tap to open Photos</p>  | <ol style="list-style-type: none">1. Touch and hold the picture until a check mark appears on the picture<ul style="list-style-type: none">• You can select more than one picture• To unselect, tap the picture again2. Tap the trashcan icon  in the upper right corner3. Tap Move to trash at the bottom of the screen to confirm |

(Optional)

Photo editing

After taking a photo, there are many editing tools you can use to change and improve the photo. Try it out!

1. Tap on a photo to open.
2. Tap the Edit button (top right).
3. Experiment with editing tools.
4. Remember to save changes!



Taking a Screenshot

(Optional)

Take a screenshot

A screenshot is an image of what is seen on a computer screen at a given time.

E.g., You encounter an error message on your tablet that you want to show it to the instructor / tutor remotely.



Press the **power button** and **volume down** at the SAME TIME.

You will see a photo taken and may hear a noise/vibration.
The screenshot taken can be found in Photos, Albums, Screenshots

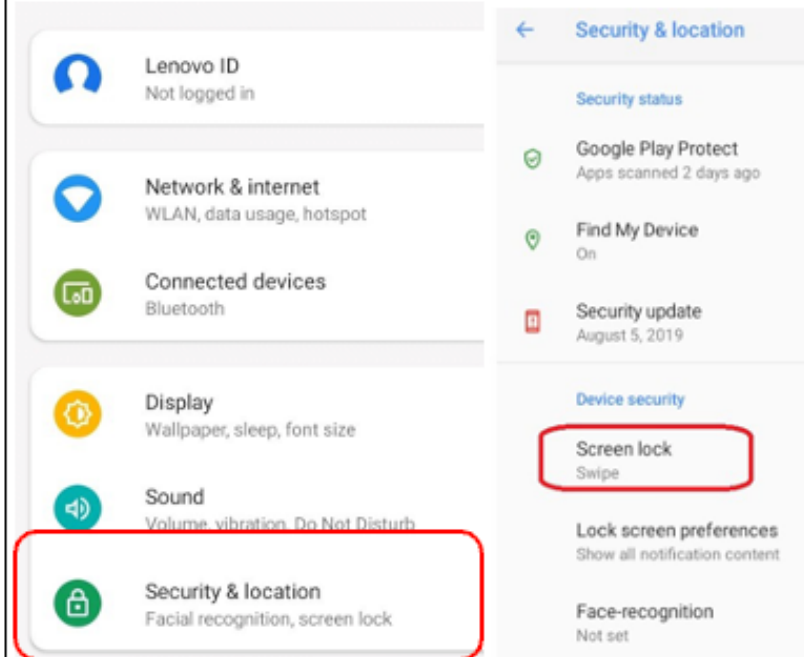
Setting a PIN or Password for your Tablet

(Optional)

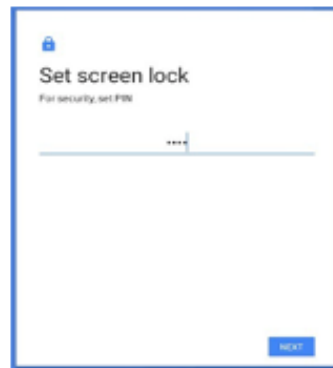
Setting a password (screen lock) for your tablet

For added security, set a PIN, password, or pattern to unlock the tablet. You'll have to enter this every time you turn the tablet on or wake it from sleep mode.

1. Tap on Settings on your home screen



2. Tap Security & location

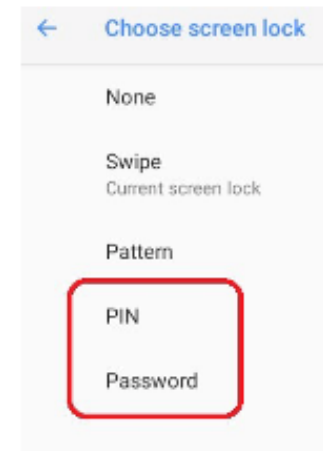


5. Enter a 4-digit PIN, then NEXT

3. Tap Screen lock



6. Reenter the PIN, then CONFIRM



4. Choose PIN (numbers) or Password (letters)

Note: When entering your password to unlock the tablet, type it in and tap the **blue Enter button** in the keyboard!

How confident are you in the following areas?

1

- Turn device on / off
- Get to home screen
- Close Apps
- Create Gmail account / log in

2

- Search on the Internet
- Save an icon of a favorite website on the home screen
- Watch a movie or listen to music on YouTube

3

- Check and read emails
- Reply / Forward an email
- Compose a new email
- Understand email safety: spam and phishing
- Video conferencing: Zoom

4

- Download and install an app
- Understand online safety:
 - malware
 - identity theft
 - scams
 - fake news

5

- Taking a picture
- Sharing a picture
- Deleting pictures
- Photo editing
- Taking a screenshot

Nice job getting through the 5 lessons -- let your coach know if you would like to review one of the previous lessons or if you would like to learn something else on your tablet for your last lesson.

Social Media Platforms for on-learning, exercising & socializing

AARP's Senior Planet

<https://seniorplanet.org/>

If you're a senior aged 60 and older, these live online classes are designed just for you! Learn about Finance, Wellness, Fitness, Computers and Technology, and so much more. You'll learn so much, and also find a real community of fellow life-long learners.

Need help joining a class? Call the free Senior Planet Hotline: 888-713-3495



Join interest groups, meet like-minded individuals, and engage in thought-provoking discussions.

- Fitness Enthusiasts**
A group dedicated to building healthier lifestyles. Share health and fitness goals.
- Space for Creatives**
Share art, get inspired, and meet other older creatives. Now entering the creative zone.
- Gardening Club**
Share gardening tips, photos of plants, and connect with other green thumbs.
- Pet Lovers**
Animal lovers unite to share photos of furry friends and training tips.
- Fun with Photography**
Post new photos, share photography tips, and see the world through a camera lens.
- Book Club**
What are you reading? Post about best-sellers, classics, and all-time favorite books.

Live Online Classes for Seniors

If you're a senior aged 60 and older, these live online classes are designed just for you! Learn about Finance, Wellness, Fitness, Computers and Technology, and so much more. You'll learn so much, and also find a real community of fellow life-long learners. *Need help joining a class? Call the free Senior Planet Hotline: 888-713-3495*

Search for classes Find Classes LM Day

< > Today Now - Mon, April 10 -

April 2023

MON 3

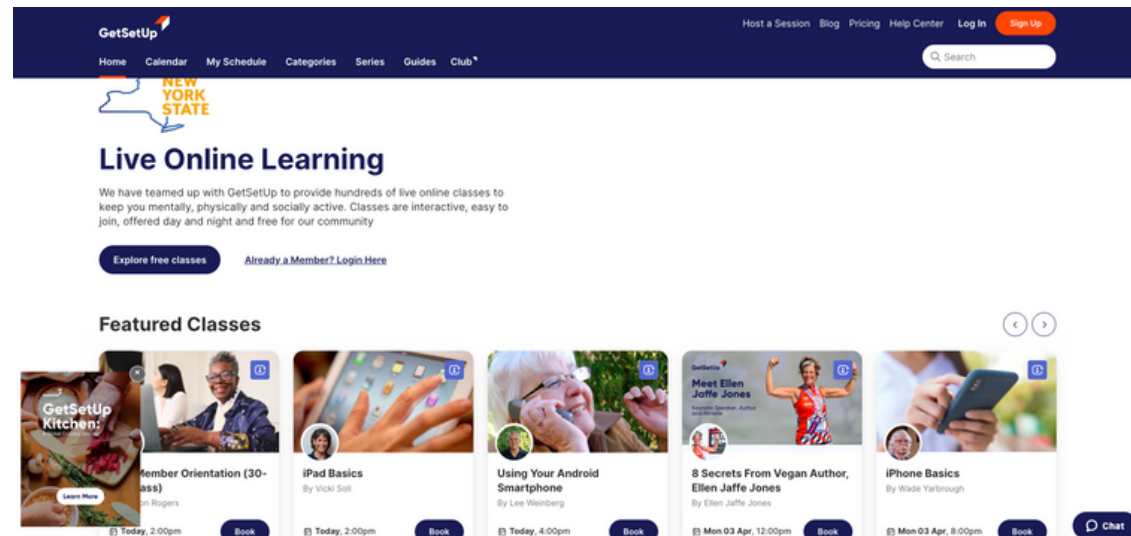
Mon, April 3 2:00PM ET / 1:00PM CT / 12:00PM MT / 11:00AM PT

Easy-to-Follow Tai Chi
Online
Move, breathe and flow during this gentle, slow, flowing form of exercise

GetSetUP

<https://www.getsetup.io/partner/nystate>

New York State teamed up with **GetSetUp** to provide hundreds of live online classes to keep you mentally, physically and socially active. Classes are interactive, easy to join, offered day and night and **free** for our community.



GetSetUp Host a Session Blog Pricing Help Center Log In Sign Up

Home Calendar My Schedule Categories Series Guides Club

NEW YORK STATE

Live Online Learning

We have teamed up with GetSetUp to provide hundreds of live online classes to keep you mentally, physically and socially active. Classes are interactive, easy to join, offered day and night and free for our community

[Explore free classes](#) [Already a Member? Login Here](#)

Featured Classes

- Member Orientation (30-classes)** By Vicki Salt Today, 2:00pm Book
- iPad Basics** By Vicki Salt Today, 2:00pm Book
- Using Your Android Smartphone** By Lee Weinberg Today, 4:00pm Book
- 8 Secrets From Vegan Author, Ellen Jaffe Jones** By Ellen Jaffe Jones Mon 03 Apr, 12:00pm Book
- iPhone Basics** By Wade Yarbrough Mon 03 Apr, 8:00pm Book

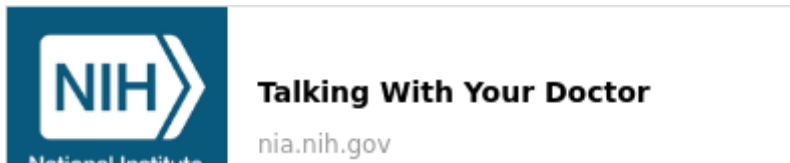
Chat

Health Related Resources



<https://medlineplus.gov/>

MedlinePlus is an online health information resource for patients and their families and friends. It is a service of the National Library of Medicine (NLM), the world's largest medical library, which is part of the National Institutes of Health (NIH).



www.nia.nih.gov/health/doctor-patient-communication/talking-with-your-doctor

Communicating well with your doctor is an important part of getting good medical care. These articles and worksheets can help you prepare for a medical appointment, discuss sensitive topics, manage your medications, choose a new doctor, and coordinate help from family caregivers.



<https://www.lewiscounty.org/departments/public-health/public-health/>

Community Resources

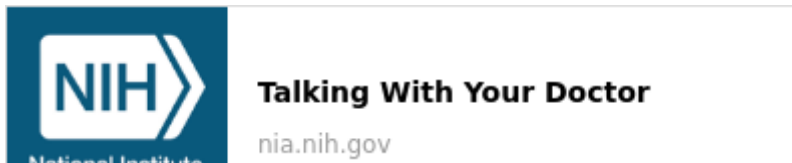


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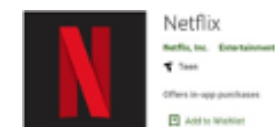
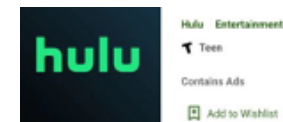
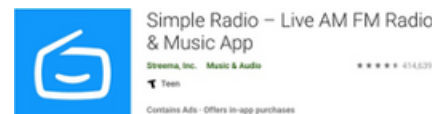
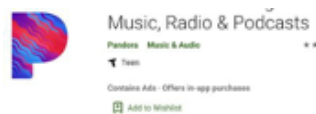
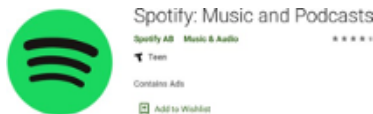
www.nia.nih.gov/health/doctor-patient-communication/talking-with-your-doctor

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<https://www.lewiscounty.org/departments/public-health/public-health/>

Entertainment Resources



Tech Skills / How To Resources

AARP Senior Planet

<https://seniorplanet.org/>

GetSetUP NY

<https://www.getsetup.io/partner/nystate>

GFCGlobal

<https://edu.gcfglobal.org/>

Smartphones & tablets

<https://edu.gcfglobal.org/en/topics/smartphonesandtablets/>

Basic Internet Skills

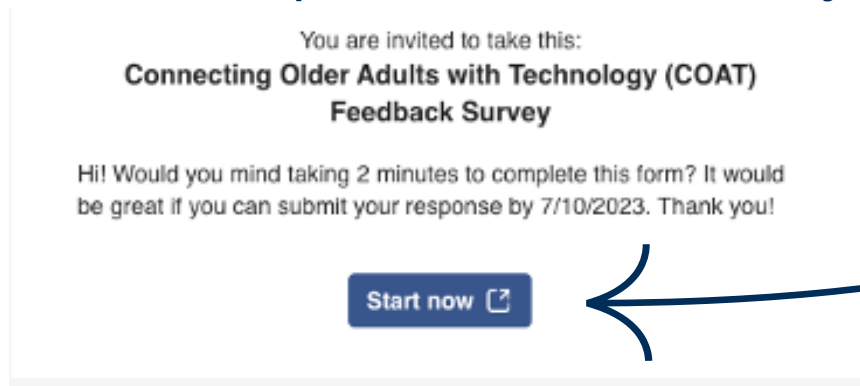
<https://edu.gcfglobal.org/en/subjects/internet-skills/>



Complete a short survey giving us feedback on the program and your instructor!

Check your email for a link from Ithaca College Gerontology Institute

Tap Start Now to take the survey



Or type this URL in Google: <https://forms.office.com/r/8p4V4Yk47H>



Don't forget to tap Submit at the bottom of the page!