Generations on Line®
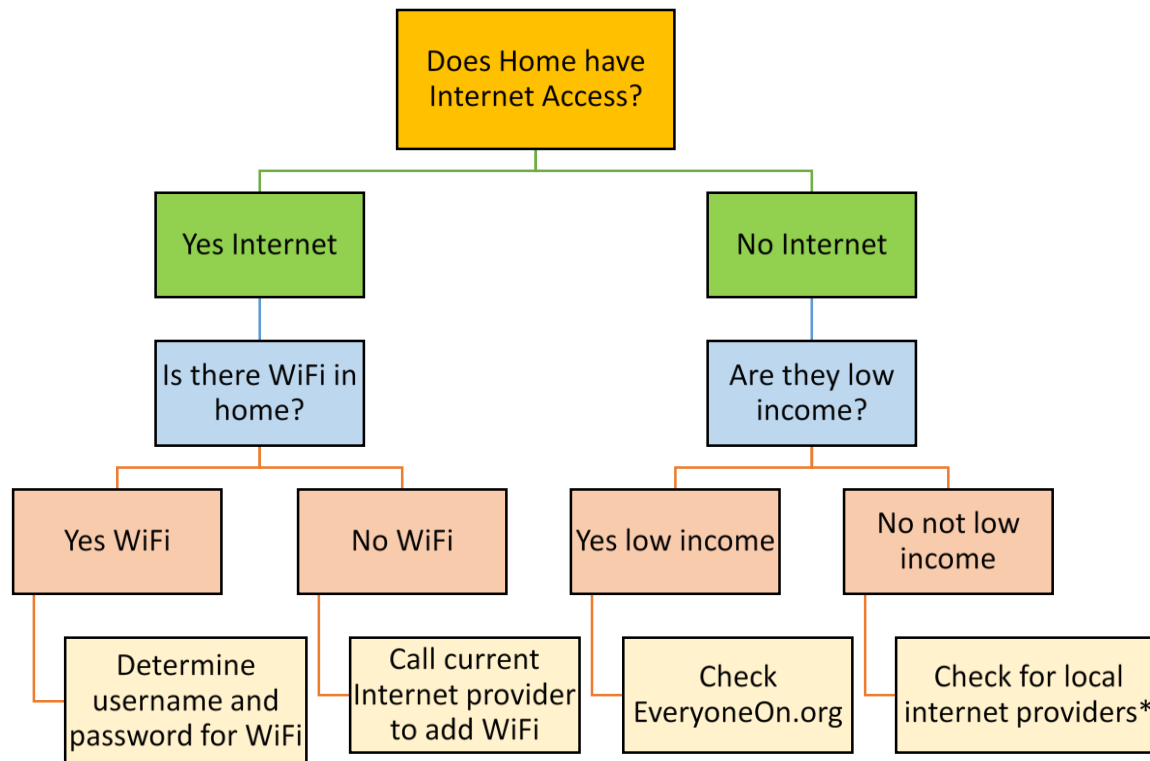Great Programs to Help
Older Adults Get Connected

Help Choose and Set Up a Device

A guide for friends and family to help steer a techno-timid older adult online

Whether you have tried before or this is your first time, we can help you through various steps of tablet selection, preparation, and even training for your older adult relative or friend to use their smartphone or tablet to go online.

Generations on Line has trained more than 116,000 seniors over the past 20 years and in this time of need for connections, we have put together this resource guide for you to help an older friend or relative to help themselves to the marvelous world of infinite possibilities online.

Let's Start with Internet Connectivity…

```
                    ┌─────────────────────┐
                    │   Does Home have    │
                    │  Internet Access?   │
                    └─────────────────────┘
                   ┌──────────┴──────────┐
          ┌──────────────┐        ┌──────────────┐
          │ Yes Internet │        │  No Internet │
          └──────────────┘        └──────────────┘
                 │                        │
          ┌──────────────┐        ┌──────────────┐
          │ Is there WiFi│        │  Are they low│
          │  in home?    │        │    income?   │
          └──────────────┘        └──────────────┘
          ┌──────┴──────┐          ┌──────┴──────┐
    ┌──────────┐  ┌──────────┐  ┌──────────┐  ┌──────────┐
    │ Yes WiFi │  │  No WiFi │  │ Yes low  │  │ No not   │
    │          │  │          │  │ income   │  │ low      │
    │          │  │          │  │          │  │ income   │
    └──────────┘  └──────────┘  └──────────┘  └──────────┘
         │             │             │             │
   ┌──────────┐  ┌──────────┐  ┌──────────┐  ┌──────────┐
   │Determine │  │Call      │  │ Check    │  │Check for │
   │username  │  │current   │  │EveryoneOn│  │local     │
   │and       │  │Internet  │  │.org      │  │internet  │
   │password  │  │provider  │  │          │  │providers*│
   │for WiFi  │  │to add    │  │          │  │          │
   │          │  │WiFi      │  │          │  │          │
   └──────────┘  └──────────┘  └──────────┘  └──────────┘
```

How about the device?

Does your friend/relative have a tablet or smartphone?

Yes
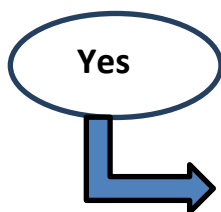
If they are able to download an app, have them download the free app Easy Tablet Help for Seniors on Google Play, Apple or Amazon App Store. If they are not able to download an app, share the web address to the appropriate web-based tutorial with them
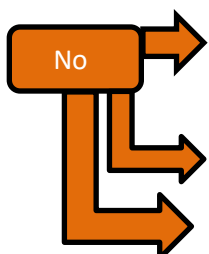
SKIP TO PAGE 6

No
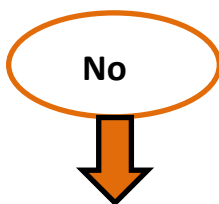
Do you have a tablet you can pass on?

Yes → **Reset to factory settings** all settings so personal data and apps are removed from the device. (You can do an Internet search to find step-by-step instructions for the specific model of tablet you own.) **SKIP TO PAGE 6**

No →

I already have a new tablet for them SKIP TO PAGE 6

I need to purchase a tablet CONTINUE

They have only a smartphone SKIP TO PAGE 8

What tablet should I buy?

New models of tablets are entering the market so frequently any specific list provided might be outdated by the time you read it! Plus tablets, like people, are unique. You have to decide which is right for you/your loved one. Some suggestions:

- **Research** current models-PC Magazine often updates their list of top tablets. Check online sources you trust such as www.wirecutter.com or www.pcmag.com

- **Take into account budget** for example Apple tablets (iOS) are thought of as more intuitive for the user, but can be more expensive. A $59 tablet may be budget friendly but its battery life may be limited; carefully consider your trade-offs.

Tablet Features to consider while shopping

Do they need large screen, light weight for portability, durability, how is the touch sensitivity? Does it offer speech-to-text capability?

- **Shape and Screen Size** Tablets come in a variety of sizes; most typical sizes are 7 and 10 inches. Larger tablets can be easier to work with whereas smaller tablets can be more portable, easier to hold, and less expensive.

- **Visual Display**
  - A pixel is a tiny area of illumination on a display screen, multiple pixels work together to form the on-screen image. Some tablets offer more pixels per inch, giving a sharper image.
  - Some tablets offer anti-reflective coatings designed to make them easier to see when the tablet is in bright light.

- **Operating System –**
  - There are three operating systems for tablets: Windows, iOS, or Android/Android GO. Apple's tablets use iOS and Microsoft's tablet uses Windows, all others use Android or Android Go.
  - A tablet's abilities are determined by the operating system. Being able to upgrade from the original operating system, to a newer one when needed can be helpful.

- Check what operating system the tablet uses and compare to what the current operating system is for that type of device. You don't want your tablet to become obsolete in a short period of time.
- When you are ready to help your senior learn to use the tablet, Generations on Line has a FREE tablet training tutorial, **Easy Tablet Help for Seniors** designed for use on Apple's iOS, Amazon Fire and Android tablets. It is not designed for a Windows tablet.

- **Wireless Connectivity**
    - Today's tablets offer WiFi connectivity. Some tablets also have the ability to access cellular data networks. These tablets are typically more expensive to buy and they require a monthly data plan. Data plans range in cost but usually start at about $20 per month.
    - If the plan to use the tablet only on WiFi the tablet does not need to have a cellular data plan or cellular capabilities.

- **Refurbished Tablets**
    - Tablets that were previously owned or which were returned due to problems are often refurbished and resold.
    - Refurbished products can save you money but be sure to check on return policies and warranty term. Apple offers a one year warranty on refurbished products and includes a brand new battery, most others do not. Check if refurbished tablet offering includes a new or original battery.
    - Buy from a brand or store you trust.

Optimize the tablet for an older user

Reduce busy home screen.

- o Change the wallpaper to simple dark background. You can even take a picture of something, such as a plain wall and use that as the wallpaper.
- o Place only a few important apps on the main home page as to not overwhelm the new user. Place all others on different screen(s). See page 8 for information on Easy Tablet Help for Seniors app.

Adjust various settings to make the tablet more senior friendly (You can Google how to find the exact settings for the tablet you own.)

- o **Change "sleep" time**, meaning how long without activity on the tablet before it goes to "sleep" to accommodate slow first time users. Set to ½ hour if possible.

- o **Increase Font Size** if needed, making it easier on the eyes.

- o **Set time and date**

- o **Use accessibility features if needed**

- o **Set sound and notification to appropriate level for user.**

- o **Consider**
  - **If you want the screen to be able to rotate from vertical to horizontal**. Sometimes when it rotates it confuses new learners. *If you chose to lock, make sure you have it set to horizontal.*
  - **Do you want a passcode to protect the tablet?** If you are NOT able to be with learner for tablet's initial WiFi connection we strongly suggest no password. It can be add at a later date.

- o **Make sure WiFi is set to "on".**
- o **Texting App**--If it is an Apple Tablet it comes loaded with a texting program. If it is an Android or Amazon Fire tablet you might want to add whatever app you use for texting.

Consider the Need for a Tablet Case and/or a Stylus

- **A case** will help protect your investment and may allow the tablet to stand up for easier visibility and/or ease of use. Amazon offers low cost options. *Be sure the description states it will fit the exact model number of the tablet.* For example, a 10.1" case does NOT fit all 10.1" tablets.

- **Stylus** If your user may have trouble tapping the tablet due to cold hands, long nails, arthritis or other condition; check out a tablet stylus. A stylus is a pen-like device that one can use for tapping.

Prepare for the Actual Handoff of the Tablet

- **Label Buttons** (perhaps with post it notes) the on/off button, home button, volume button. Where power cord inserts.
- **Make sure the tablet is fully charged and provide the charger.**
- **If the learner will be responsible for connecting the tablet to the WiFi,** print out the accompanying document **"Steps to Getting Your Tablet Connected to Your WiFi"**. Keep a copy for yourself as well in case the learner calls you with questions.
- Print out the appropriate "**Tip Strip"** for the type of tablet. The tip strip is a large font sheet with a few tips on it for the learner; such as what to do if the screen goes black.

And for you

- The "Family Help for Coaching the User" guide is designed to help you, to assist the learner.
- Be sure to congratulate the learner as they go along as positive reinforcement can work wonders.
- Thank you for caring about this older relative or friend!

How do I help my older friend or relative to use the tablet/phone?

Generations on Line®

Welcome to Generations on Line® tablet help for older beginners.

The key to using a touch screen tablet computer is "tapping."

"Tap" the logo to the right.

HINT: To "tap," lightly touch with the ball of your index finger one time.

You may have even tried teaching this person prior, but don't worry we have a plan. We have a step-by-step tutorial for you to share. It is **EASY TABLET HELP FOR SENIORS®, which works on smartphones and tablets.** Created by award-winning Generations on Line. It's a FREE, interactive, senior-friendly app, which provides step-by-step instructions in clear language. You can act as the "coach" being available to answer questions and explain things. A "Family Help for Coaching the User" guide is provided to help you along the way. The App has no advertising and no in-app purchase.

The tutorial uses plain English, on screen, step-by-step, senior-friendly instructions to teach:

- **The Basics** - using a touchscreen (e.g. scrolling, typing, swiping, using onscreen keyboard)
- **The Web** - Along with learning how to use the Internet to search, this section contains a tutorial on Internet Safety
- **Email +** - Either getting new Gmail account or how to access a current email address on tablet. Also this sections includes video-calling (Zoom and Skype. On the Apple tutorial it also includes a FaceTime tutorial), and texting
- **More** - How to use YouTube, the camera, attaching photo to email, Apps

If you are providing the device you can set up the tutorial in advance by downloading the app or bookmarking the appropriate website. If your older friend/family member already has the device you can provide the web address and explain how to bookmark.

www.generationsonline.org/family

NOTE—when you download the App, it will automatically be placed on the on the SECOND screen. Move it to the Home Screen and clearly label so new user can easily find.

If you are going to be using a tablet with your friend/family member you can skip the following information

Using a smartphone to connect your loved one to the Internet

Using a smartphone as a computer can cost money. It often is worth the extra charges - but be sure you know what they will be and how to limit any extra costs.

Many older adults ask--How do I know if I have a smartphone?

You can tell them that a smartphone is a mobile device that can make/receive calls and perform many of the functions of a computer. Usually it has a touchscreen, Internet access, and an operating system capable of running apps. If they have a basic flip-phone, it is not a smartphone.

Know the data plan and limits

Smartphones have two components—the telephone part and everything else. "Data" is needed to do everything *except* use the telephone.

Most, but not all, smartphones come with a data plan. The question is how much data the current plan allows and is it enough for your friend/family member's needs.

Understanding the language of data plans.

Data Plans are usually offered in terms of gigabytes (GB).

Some plans allow for unlimited talk, text and then specify the amount of GB for other usages. For example the plan may be:

- $25/month: unlimited talk, text, + 3GB data
- This means they are paying $25 a month, but can talk and text as much as they desire. If they wanted to use the Internet they have 3 GB of data available.

If they have access to WiFi ![wifi icon] they can use it to save on data fees.

If the phone is connected to the Internet via WiFi, it will eliminate the need to use cellular data.

- Note-if their WiFi is not powerful or stable enough their phone may automatically transfer from using WiFi to using cellular data *without the user's knowledge*. This could increase data costs. (Below we explain how to track usage).
  - If your friend/relative is in this situation, they can go to their phone settings and turn cellular data "off" when they desire to use WiFi only. This will stop the phones ability to move over to cellular data.

Suggested next steps

Ask the service provider (AT&T, Sprint, T-Mobile, etc.):

- How many gigabytes (GB) of data are in the current monthly plan?
- What happens if the user goes over the monthly allotment?
- How can we track data usage on the phone?
  - There is usually a 3-4 digit number one enters into the phone to receive a texted response showing the data that has been used thus far this month. This will enable the user to keep an eye on their usage. It will allow them to see what type of user they are and make sure they do not get hit with an unexpected bill.
  - When tracking usage, the user may also see the initials MB, which stands for megabyte. A MB is much smaller than a GB; there are over a thousand MB in one GB.

Usage

To give you a sense of data usage, an average hour-long video-call using Zoom would use between 1-2 GB. Data usage would be higher if more devices were on the call.