



Teach Someone How to Use a Tablet/Smartphone to Get Connected to the Internet

Now that you your older friend or relative has the interactive tutorial downloaded or bookmarked (see Family Guide) here are some steps to motivate and coach them.

- **Explain** to the learner they will be using this tutorial, reading and following the instructions. The tutorial is designed to help walk them through the various steps and even when they “finish” with the app, it will be on the device, always available should they need a refresher.
- **Reinforce** that you will be available to give support.
 - If you are allowed to be physically present, you can set up a few times for trainings. Allow the learner to read and do for themselves. Be there (even remotely) to encourage and answer questions.
 - If you are not able/allowed to be physically present, we recommend you place the app on your own device, as well, so you can support remotely. If you do not have the same type of device, you can view on a computer www.generationsonline.org/apps (gol stands for Generations on Line)
- **Reassure:** they can’t break the device, can always start over, the training includes a section on safety.
- **Make sure when they start that the device is placed horizontally.** This will enable the user to be able to follow the onscreen instructions more easily.
 - **For older iPads** this would place the home button on the right hand side.

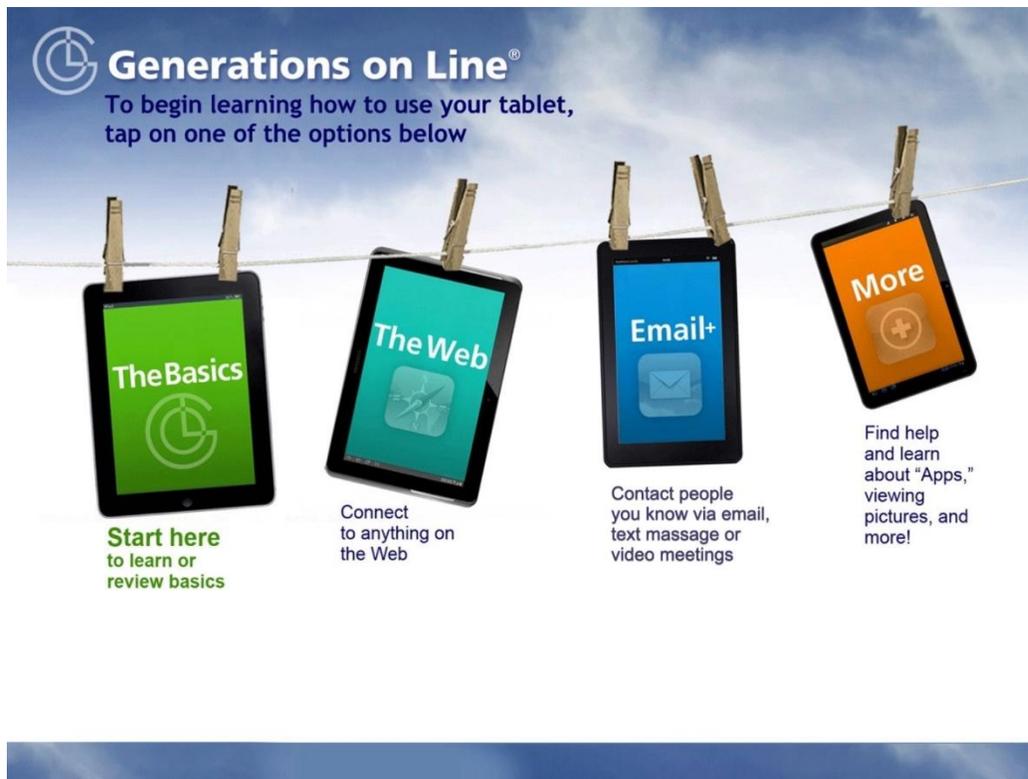
- **For Android** devices place the device horizontally with the camera dot at the top of the screen.
- **For Amazon Fire** this would place the camera on the side frame.



- Have the learner tap the icon for Easy Tablet Help for Senior on the home page to open the program. There are a few initial pages on learning how to tap. Be patient; some people struggle with this new technique. Have a stylus available, if possible.

The Tutorial

The items hanging from the clothesline show the various sections of the tutorial and what will be covered. (When we were founded in 1999, a clothesline is what



older adults thought of when they heard "online".)

Start with “The Basics” enables the learner to experience how to operate the iPad e.g. tapping, swiping, expanding and shrinking a page before attempting to tackle other tasks on the clothesline. You will also find a section on Internet safety in this section.

- Ask the learner to read the instructions on the screen

On bottom of every page, following the clothesline page, the learner will see the



below bar. Clicking on the...

- **Clothesline Page** takes the user back to the clothesline page (shown above.) The user can tap here any time they feel lost or confused, or to start over.
- **Previous Page** will take the user back to the page they were previously viewing
- **Help** supportive helpful hints answering many of a new learner’s questions. Please review the help pages in advance, so you can direct and encourage new users to seek help on the iPad when they are stuck. This will build confidence and the feeling of independence.

The Web

Explain to the learner that the web is like the world’s largest library BUT all the books are on the floor all over the place. A “search” performs the work of a card catalogue or a great librarian. By making their search terms as specific as possible it will help to narrow down the responses.

Let’s say they are looking for information on growing tea roses on a patio. If they search for “roses”, information on thousands of various types of roses will be displayed. On the other hand, if “growing tea roses in container” is searched, the results displayed have a much chance of providing the information desired.

The instructions will walk a learner through the steps of searching the web, finishing up on the below “Congratulations!” page:



At this point, the learner can then choose one of the following:

- Use the Internet to do a “real” search/
- Learn more (Note—this will bring many more pages of help on searching/ Remind Learner at any time they can use the blue bar at the bottom to return to clothesline page.)
- Skip on to next topic to learn

If learner chooses to “search the web for REAL”, it will open the search page in another tab. There is a short tutorial (see arrow below) explaining how to move between tabs. The tabs enable the learner to switch from the web to the tutorial.



Email + Includes Texting and Video Calling (Zoom, Skype, FaceTime)

- **If a learner already has an email account**, they will have the option to access their email account on the device.
- **For those who want a Gmail account** can learn all the steps with the interactive tutorial and then go live. A Gmail account is required to get apps, on an Android device.

NOTE—Make sure the new learner writes down their password in a convenient place. You might suggest a street name/house number from childhood.

- Have learner practice sending and reading emails, and video calling a friend or relative

Session 4: More: YouTube, Camera and Apps

This section covers using the device to watch videos on YouTube, how to take, view and send photos and how to use Apps.

Using YouTube

- Search for favorite sports team, song, place, music...
- Suggest the user search for classic video clips

Using the Camera (If available) — The user will take, view photos and learn to share photos. You can let the user experiment with the icon that reverses the side of the iPad taking pictures to do a selfie.

Apps — Learners discover what an app is, how to try out apps that came with device, and how to get additional apps.

- iPad users learn how to create an Apple ID, which is needed to access even free apps in Apple App Store.
- Android users need a Gmail account to access Google Play.



Often learners want to know “what’s next” after completing the tutorial.

- Keep them motivated to stay at it
 - Send them an email
 - Send a Zoom invite
 - Call them to alert them to watch something on a YouTube channel.
 - Remind them that YouTube has lots of tutorials on nearly any subject.
 - Check our Facebook page (@gol2000) for monthly internet search activity.

- Remember too that the **Easy Tablet Help for Seniors** app remains on the device should they ever want to review.
- The app also provides interactive training on using the Internet on a smartphone.