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

How to Help an Elder Use the Easy Tablet Help for Seniors® App

Now that you have a tablet ready to give an older friend or relative **downloaded with Easy Tablet Help for Seniors App** (See Family Guide) here are some steps to motivate and coach.

- **Explain** to learner they will be using this app, reading and following the instructions. That 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 tablet, always available should a refresher be needed.
- **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 learner to read and do for self, be there 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.gol4apple.org or www.gol4android or www.generationsonline.org/gol4kindle (gol stand 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 tablet is placed horizontally.** This will enable user to be able to follow the onscreen instructions more easily.
    - **For iPads** this would place the home button on the right hand side.
    - **For Android** devices place the tablet 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 on the home page of the tablet 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 Clothesline, what "online" use to mean

The items hanging from the clothesline show the various sections of the tutorial and what will be covered.

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.
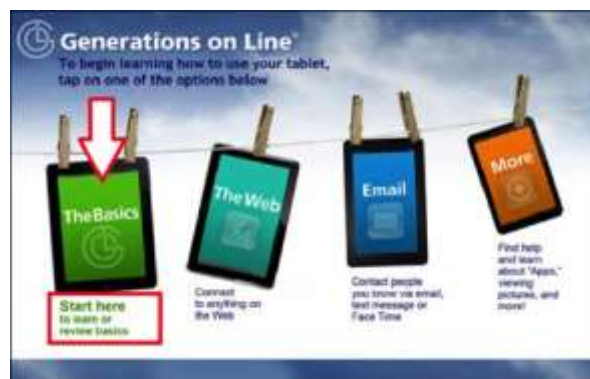
- Ask the learner to read the instructions on the screen

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

- **Clothesline Page** Takes the user back to the clothesline page (shown above.) The user can tap here any time he/she feels lost or confused, or to start over.

- **Previous Page** Will take user back to the page he was 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 typing in a specific question or a few major words as specific as possible, the tablet, or any computer, can bring up answers and references to the subject.

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 he 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, Texting and Video Calling

This section covers Text Messaging, Email 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 tablet.

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

Session 4: More: YouTube, Camera and Apps

This section covers using the tablet 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 user search for classic video clips

Using the Camera (If available) — 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 tablet, and how to get additional apps/

- iPad users learn how to create an Apple ID, 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.

- Remember too that the **Easy Tablet Help for Seniors** app remains on the tablet should they ever want to review.
- The tutorial also works on smartphones.