



“Help! My Mom’s Off-Line and I Want to Get Her On!”



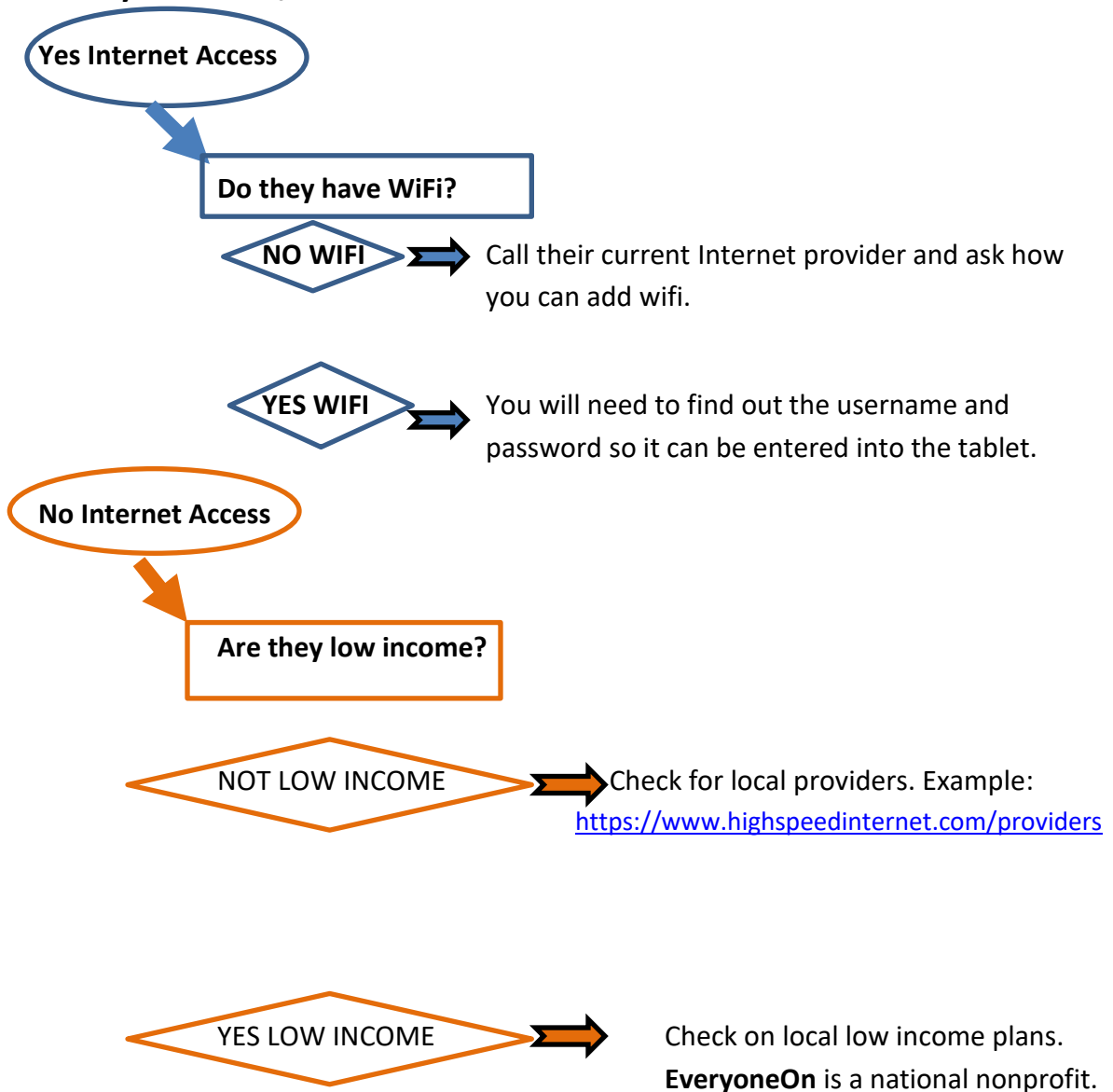
A guide for friends and family to help steer a techno-timid elder online

Whether you have tried before or this is your first time, we can help. Beginning with this Family Guide. It will guide you through various steps of tablet selection, preparation, and even training for your older adult relative or friend.

Generations on Line has trained more than 113,000 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 your friend/relative have Internet Access?

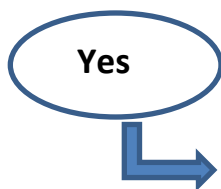


Through partnerships they offer free or low-cost home Internet service in 48 states and the District of Columbia. To search call **1-877-947-4321** or go to www.EveryoneOn.org and type in your ZIP code and click on the "Find Offers" button. Then you will then need to answer a few questions about your household financial situation so the internet services you're eligible for can be located.

If you don't have any luck finding a low-cost service through EveryoneOn, and your friend/relative's income is low enough, another option is the **Lifeline Assistance Program**. This is a federal program that provides a monthly subsidy to help pay for broadband internet service, or for a home or wireless phone. www.LifelineSupport.org or call **888-641-8722**. (NOTE: The internet companies that partner with EveryoneOn do not currently accept the Lifeline subsidy.)

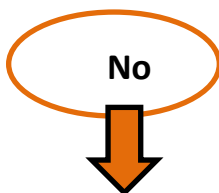
How about the Device?

Does your friend/relative have a tablet?

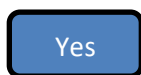


If they are able to download an app, have them download the free app **Easy Tablet Help for Seniors** on Google Play, Apple and Amazon App Stores **SKIP TO PAGE 6**

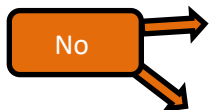
Otherwise, send or recite the appropriate link:
www.gol4apple.org or www.gol4android.org or
www.generationsonline.org/gol4kindle
(gol stands for Generations on Line)



Do you have a tablet you can pass on?



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**



I already have a new tablet for them **SKIP TO PAGE 6**
I need to purchase a tablet **Continue**

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 text to type capability?



- **Shape and Screen Size** Tablets come in a variety of sizes; most typical sizes are 7 and 10 inches. Larger size can be easier to work on, while smaller more portable and 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 coating designed to make it 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 Wi-Fi connectivity. Some tablets also have the ability to access cellular data networks, making the tablet more expensive and need a monthly cellular data plan. These 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 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 the original battery.

- Buy from a brand or store you trust.

Optimize the tablet for an older user



Reduce busy home screen.



- 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.
- 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.)



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

- **Set time and date**



- **Use accessibility features if needed**
- **Set sound and notification to appropriate level for user.**

- **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 initial WiFi connection with the tablet we strongly suggest no password. It can be add it at a later date. It would make it significantly harder for a brand new user.



- **Make sure WiFi is set to “on”.**
- **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.

How do help my elder to use the tablet?



You may have even tried teaching this person prior, but don't worry we have a plan. Download **EASY TABLET HELP FOR SENIORS®**, 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 "**Coach's Guide Book**" is provided to help you along the way. The App has no advertising and no in-app purchase.

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.

Found on Google Play, Apple and Amazon App Stores.

The App 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, internet safety)
- **Searching**
- **Communicating** - video-calling, texting, email (getting new Gmail account or how to access current email on tablet)
- **More** - How to use YouTube, the camera, attaching photo to email, Apps

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 off 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 off 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 Coach’s Guide Book is designed to help you, to assist the learner.
- Be sure to congratulate the learner as they go along, positive reinforcement can work wonders.
- Thank you for caring about this older relative or friend!