

Welcome to the Online World

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Acknowledgments

During the time of COVID-19, Bruce and Josée felt that the risks of social isolation for seniors would be compounded. One of the projects to address this led to this guide. This work was supported by Mitacs through the Mitacs Accelerate Program, Finlandia Village and the Finnish Rest Home Society.

This manual would not have been possible without the many contributions of John Lewko, Ph.D. Dr Lewko is the founder of the Laurentian Research Institute for Aging (LRIA). His vision and tireless work brought together everyone across Sudbury and beyond. We are thankful for all the doors Dr. Lewko opened.

We would also especially like to thank David Munch, CEO at Finlandia Village. In his vision researchers will learn from residents and residents will benefit from research. We hope this manual is a first step in this direction.

Preface

Isolation, lack of social contact, and a reduction in activities are not good for your health. During the time of COVID-19, the director of this guide felt that the risks of social isolation for seniors would be compounded. We were confident that the resources already available over the internet could help.

The internet offers many opportunities for activities and ways to connect with others. For those who are not comfortable with technology there are easily accessible resources to help them find and use these works. Here it is. This guide is intended to help people find and participate in some activities whenever some inspiration is needed.



« No matter how many mistakes you make or how slow your progress, you are still way ahead of everyone who isn't trying. »

Tony Robbins

About this book

Sometimes, as older adults, we need some help with inspiration. Keeping active is good for us but it is not always easy. COVID-19, especially, has made it harder to stay in touch with family friends and neighbours, and harder to find interesting activities.

The internet is supposed to be the solution to all of this. However, not everyone has friends, children, or grandchildren around to help them get going with computers or tablets. We think that this guide can help.

This “beginners’ guide to the internet” will give you some ideas on how to get the most out of this new online world! It includes some exciting options for keeping your social life active. For example, we talk about different types of online gatherings and activities, such as virtual museums and online dance classes. It also includes some “how to” information to get you started, and some new and exciting places once you get going. Other activities have been included because research has shown that they can help keep people happy and healthy.

We would love to receive your feedback and send you the latest version of this guide. Please send comments by email to lira_well_being@laurentian.ca or call Josée Turcotte at 705 675-1151 ext. 4238.

About this book

Where can this guide help you go? We have some suggestions on how to travel or explore some places without leaving your home, where to find free books to read, some ideas for crafts, places to learn, and some suggestions to interesting sites.

Since this is not, primarily, a physical book, it is easy to update. We would be very happy if you were to send suggestions for new material, comments on what to remove, and instructions on how to make it more useful.

Bruce and Josée

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Introduction



This chapter can help you learn to use tablets or computers to access the online world: the Internet, email, and more. If you are already comfortable with these devices then you might want to skip ahead to another section.

One of the best introductions we have found is from [Generations online \(GoL\)](#). This charity organization can guide someone who has never touched a computer to learn to use the internet, email, and other tools.

How to use a tablet: for Older Adults



Ninety-nine percent (99%) of seniors who completed their training would recommend it to a friend; 87% mastered the training in less than one four hours sessions. And... It's free!

In this book when you see text in blue it is a "link" that will take you to a website if your device is connected to the internet.

When you click on this line it will take you to... [Generations on Line - GoL](#) you will be taken to visit their website.

You can also watch their video describing the positive outcomes of their training: [GoL Outcomes](#)

GoL provides nearly everything you need right on the tablet screen and through the "help" button information on the bottom right of the screen. They offer four modules:

- 1) The Basics
- 2) The Web
- 3) Email
- 4) More

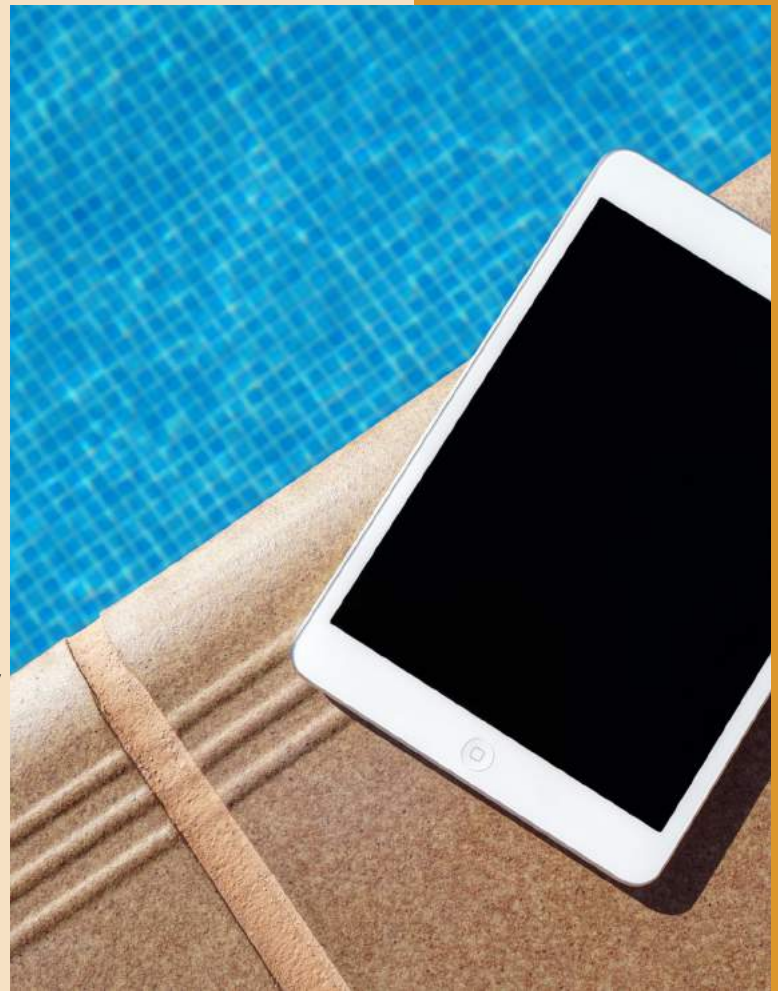
Each module can be completed in about one hour.

To get started you need to download their application for whichever device you have.

Get help for this step. They have versions to help with **Android, Apple, Amazon Fire, Smartphones and computers.**

The training with GoL can be done individually or in group setting. The main thing is to have someone accustomed to these devices close by and ready to help you.

It can be challenging to learn something new but don't give up, it will pay back!



Josée has to learn everything over again if she does not use SPSS (a software for statistics) for too long. Yes, even her!

Some suggestions: When learning how to use a new electronic device, the best thing to do is practice regularly at the beginning. You could also write down the steps or record a video of the steps. This could be used to remind yourself of the steps next time.



How to use a tablet-FAQ



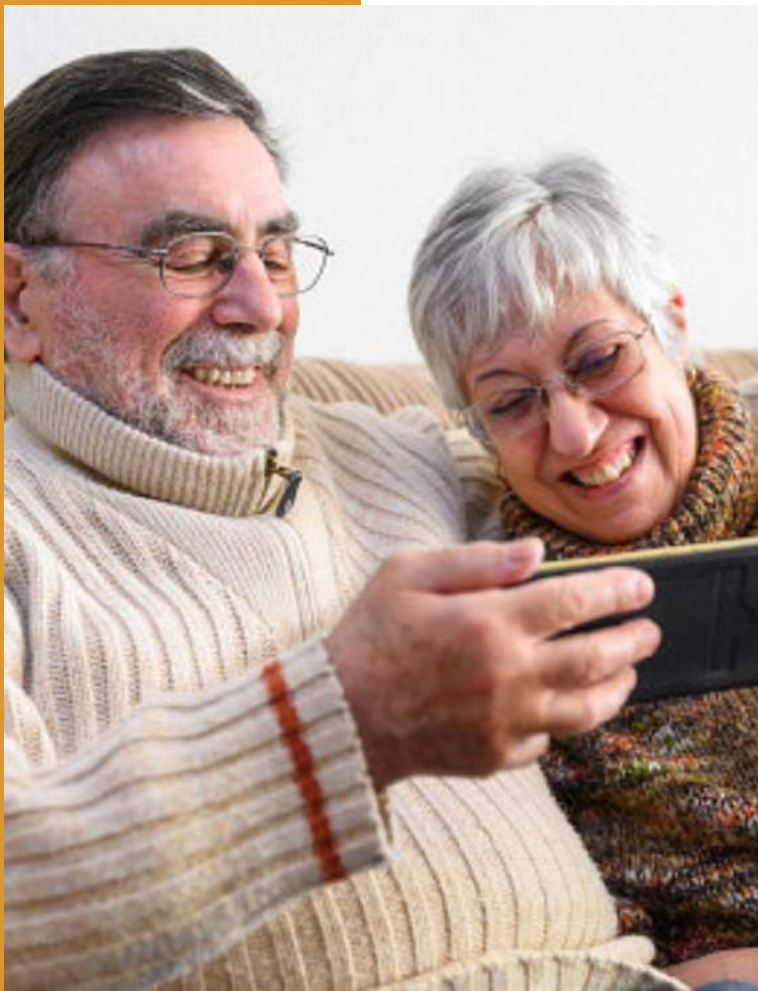
This section aims to help families choose the right device, connectivity and training.

Tablets, like people, are unique. You have to decide which is right for you. We do, however, have some suggestions:

Which Tablet Should you Buy?

New models of tablets are entering the market so frequently, providing a specific list may be outdated by the time you read it! It would be impossible to report which is the best tablet at this precise moment. Plus

- **Research online**, use a search engine such as [Google](#) or [Bing](#) and search for reviews. PC Magazine often updates their list of top tablets. You could search: *PC Magazine Best Tablets for the current year*. Look for other resources you trust online such as Consumer Reports.



If possible go to a local retailer and test out different tablet models to see which fits your needs the best. Do you prefer a large screen? Is a light weight tablet - easier for traveling - important to you? How durable does it seem? Ask about the battery life. Try the touch sensitivity and see if it works for you.

Tablet Features

Almost all models offer Wi-Fi connectivity and have a front-facing web camera which is needed for social teleconferencing applications such as FaceTime® and Skype.

- **Shape and Screen Size**

Tablets come in a variety of sizes; typical sizes are 7 and 10 inches. Larger sizes can be easier to work on but heavy to hold, while smaller ones are more portable.



- **Visual Display**

Screen resolutions on tablets are getting better every year. Some tablets offer more pixels per inch, giving a sharper image. Some tablets offer an anti-reflective coating designed to make it easier to see when the tablet is in bright light. Again, the best way to choose is to go to a store and see for yourself.

- **Operating System**

There are three operating systems for tablets: Windows, iOS, or

Android. Apple's tablets use iOS, Microsoft's tablet uses Windows and the most other tablets use Android. A tablet's abilities are determined by the operating system.

Being able to upgrade to newer versions of your system can be helpful. Ask what operating system the tablet uses and compare it 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.



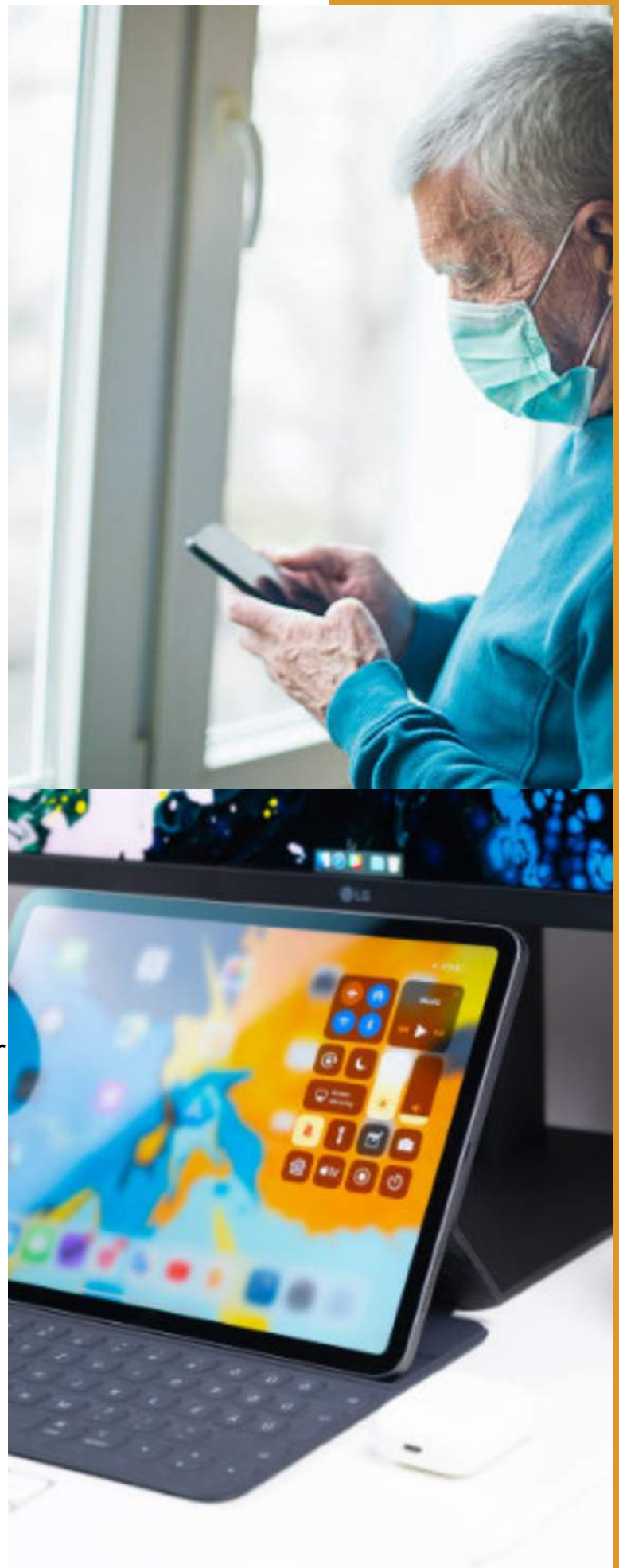
The Generations on Line Sip & Swipe Café® software is designed for Apple's iOS and Android tablets. It is not specifically suited for Windows.

- **Refurbished Tablets**

Tablets that have been 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 ask about the warranty being offered. Check if a refurbished tablet includes a new or original battery. Buy from a brand or store you trust.

Additional thoughts to ponder

- Consider getting a case for your tablet. A case can help to protect your investment and can allow the tablet to stand up for easier visibility and/or ease of use.
- If you have trouble tapping the tablet due to cold hands, long nails, arthritis or another condition; check out a tablet stylus. A stylus is a pen-like device that one can use for tapping.





Tips to Determine if a Website is Safe

- **Protect yourself from scams and viruses.**

It can be very difficult to tell if a site is trustworthy or not. Nefarious sites are being designed to look respectable.

In general, you want to be wary of a site if it asks for:

- unnecessary personal information,
- a credit card number, or banking information.

If you want to do your banking

electronically, each bank has their own application for that, and they all have people to help you install them. No other site should ever ask for banking information.

You should also be wary of sites with offers that seem too good to be true, have very intrusive ads, have multiple pop-ups, or tell you that you need to install a “plug-in” to view content, etc. Source: [How to tell if a website is dangerous](#)

No matter how official it looks or sounds, NEVER respond to an alert that your tablet has a virus.

They would direct you to call a number for support - **do not call!** Instead, turn the tablet totally off and then on again. If the notice is still there, ask a tech savvy person for assistance.

Use only a Secure Site for Private Information

- A [secure site](#) should have a bar at the top of the screen changing from “http” to “https” (the s is for “secure”) with an image of a closed lock next to it.

- NEVER give a credit card, bank numbers, social security number, passwords, or any personal information requested via email, phone, or text. Legitimate banks and vendors will not seek information in these ways.

- If you are concerned by a message, CALL the company directly. Look up the legitimate company’s information. DO NOT use a phone number or email listed in the message to contact the company.





Wireless Connectivity

Today's tablets offer Wi-Fi connectivity. Some tablets have the ability to access cellular data networks, but this ability usually makes the tablet more expensive and a monthly cellular data plan would be needed.

If you plan to use the tablet only on Wi-Fi you do not need to have a cellular data plan or a tablet that has cellular capabilities.

Accessing Wi-Fi in the Community

Sites which offer free Wi-Fi often have a sign posted. The tiny WiFi signal with a closed lock next to it means this particular network is password protected. Even if you use a locked Wi-Fi, do not enter private information on public Wi-Fi. It is also recommended that you use *only* a password protected Wi-Fi signal. You may have to ask someone for the Wi-Fi name and password at this location/restaurant/store.



- A locked site is more secure, but you should still not enter personal information - such as making an online purchase, or giving your address - when you are connected to WI-FI in a public place.
- [Finding an internet connection when out in the community](#)

If you have more questions, you can contact [GoL](#). On their website they give information to contact them using Twitter, Facebook, Email, or by Phone.

We suggest that you write down your contact information in a secure

place (username, password, email). This way, you will not have trouble using your iPad, phone, or computer the next time you try it.

Your Email Identity

- Email address:




- Username:

- Password:

- Friend or Relative's email address:




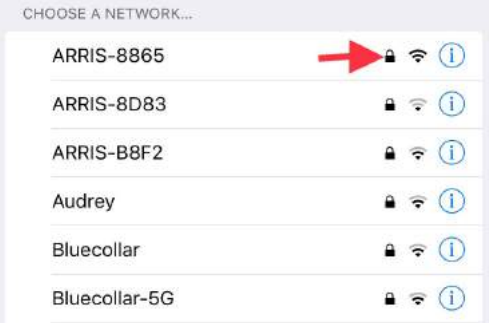

Android Tip Sheet

(instructions may vary by tablet model)

| What is Wi-Fi? | Steps to connecting to the Internet using Wi-Fi | | |
|---|--|---|--|
| <p>A wireless or Wi-Fi network uses a radio signal instead of wires to connect devices (e.g., phone, tablet, and computers) to each other and the Internet.</p>  | <p>STEP 1</p> <p>From your tablet's home screen, tap on the "settings picture" Image may differ but it usually looks like a gear.</p>  | <p>STEP 2</p> <p>When the settings menu pops up, tap on "Wi-Fi"</p> | <p>STEP 3</p> <p>Tap on the network name for your location. If you see a lock next to the name, you will need a password to connect.</p> |
| Tablet On/Off? | Screen Went Black | Too Big to See? | Not what I expected |
| <p>ON-Press and hold the wake/sleep button (on the edge of tablet until the logo appears. May see the flashing logo while tablet starts. OFF-Hold down the sleep/wake button until slider appears or words "power off" appear on screen. Follow directions.</p> | <p>This is your tablet "going to sleep" to try to save battery life.</p> <p>"Wake" by holding the tablet vertically and press button at the top of the tablet</p> | <p>Make what you see on the screen smaller by placing a finger of each hand (or thumb and fore finger) on the screen and sliding them towards each other.</p>  | <p>If what you see on the screen is unexpected or unwanted press the home button. If you do not have a home button, swipe up from the bottom of the screen. This will bring up all the apps you have open. Swipe up on each to close and start over.</p> |

IPad Tip Sheet

(instructions may vary by tablet model)

| What is Wi-Fi? | Steps to connecting to the Internet using Wi-Fi | | |
|---|--|---|---|
| <p>A wireless or Wi-Fi network uses a radio signal instead of wires to connect devices (e.g., phone, tablet, and computers) to each other and the Internet.</p>  | <p>STEP 1</p> <p>From your tablet's home screen, tap on the "settings picture" - image may differ but looks like a gear</p>  | <p>STEP 2</p> <p>When the settings menu pops up, tap on Wi-Fi.</p>  | <p>STEP 3</p> <p>Choose a network by tapping on name. If you see a lock next to it, you will need a password to connect to that network.</p>  |
| iPad On/Off? | Screen Went Black | Too Big to See? | Not what I expected |
| <p>ON-Press and hold the wake/sleep button (on the edge of tablet at top of tablet) until apple logo appears</p> <p>OFF-Hold down the sleep/wake button until slider appears on screen, then drag slider to turn off tablet.</p> | <p>This is your tablet "going to sleep" to try to save battery life.</p> <p>"Wake it up" by holding the tablet vertically and press button at the top of the tablet</p> | <p>Make what you see on the screen smaller by placing a finger of each hand (or thumb and fore finger) on the screen and sliding them towards each other.</p>  | <p>If what you see on the screen is unexpected or unwanted either press the home button or if you do not have a home button, swipe up from the bottom of the screen. This will bring up all the apps you have open. Swipe up on each to close & start over.</p> |

More on devices and video-call platforms



How to use an iPad Air 4th generation:

- [Video 1](#)
- [Video 2](#)
- [Written instructions](#)

How to get started with a Windows 10 Laptop:

- [Video](#)

Note: Windows 10 laptops are made by different brands e.g. HP, Dell, Lenovo

How to use an iPad Pro 2nd generation:

- [Video 1](#)
- [Video 2](#)
- [Written instructions](#)

How to use a MacBook:

- [Video 1](#)
- [Video 2](#)

[Video-call](#) platforms

FaceTime: [Video](#) only on iMac.

Zoom: [Video](#)

Messenger: You'll need to create a [Facebook](#) account to use Messenger.

[Skype](#)

How to download Apps



The first App (application) we recommend is that help offered by Generations on Line. You can find a step-by-step tutorial at the [Generations on Line](#) webpage.

How to download an App onto your iPad

If you have any problems, verify that you have the most recent updates for your iPad.

Apps (applications, or programs) are found through Apple's "App Store". There is an icon for this on your iPad.

To make it a little easier if you need more help:

1. Under the Apple ID username, choose "Password Settings."
2. Under the 'Free Downloads' section, toggle the switch for "Require Password" to the OFF position.
3. Exit Settings as usual, users can download free apps with the "Get" button in the App Store without having to enter a password.
4. Go to the Apple App store and search for "Easy Tablet Help for Older Adults" to download app.

NOTE--Your information will not be stored unless you tell the tablet to store it.

How to download an App onto an Android tablet

1. Go to:

www.generationsonline.org and tap on the following button.



2. Then tap on the Google play button.



3. To “sign in,” use your own Gmail.

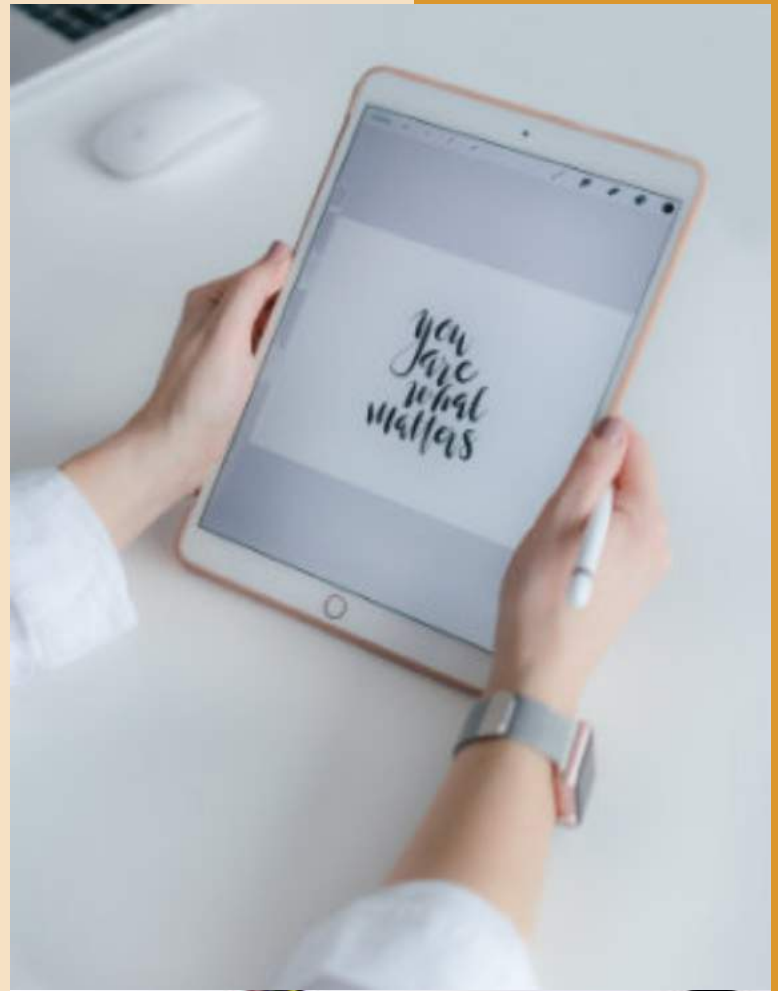
4. **UNCHECK** “Back up your device’s apps.”

5. On “Set up payment info,” **check** “Remind me later” and then tap “Next”

6. Tap “Install” and then “okay.”

7. Tap “Open”

8. Move icon to home page by putting your finger on it and sliding it to left hand side of page.



How to create a new Gmail account

1. Go to www.gmail.com.
2. Click Create account.
3. The sign-up form will appear: ...
4. Review Google's Terms of Service and Privacy Policy click the check box, then click Next step.
5. Here, you'll have an opportunity to set up recovery options.
6. Your account will be created, and the Google welcome page will appear.



We would love to receive your feedback; email us at lira_well_being@laurentian.ca. [Generations online](#) have training applications, but you still need someone close by or be part of a group training. There will be time you will need to ask questions.



Group video chat



A group video chat allows you to talk to many people at the same time! This could be a group of friends, your family, or anyone you want to talk to.

- [TechBoomers Website:](#)

TechBoomers gives step-by-step instructions with pictures for how to use technology. Their site is written specifically with older adults in mind.

Start by typing in the search bar what you want to learn and TechBoomers will give you a list of articles related to your search.

Click the one you'd like to learn more about.

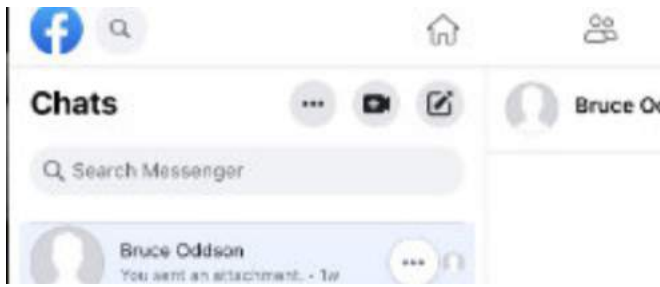
Group Video Chat with Facebook Steps:

1. Locate the Facebook Messenger app on your device. If you do not have the app downloaded, download the app. The icon for the app will look like the picture below.



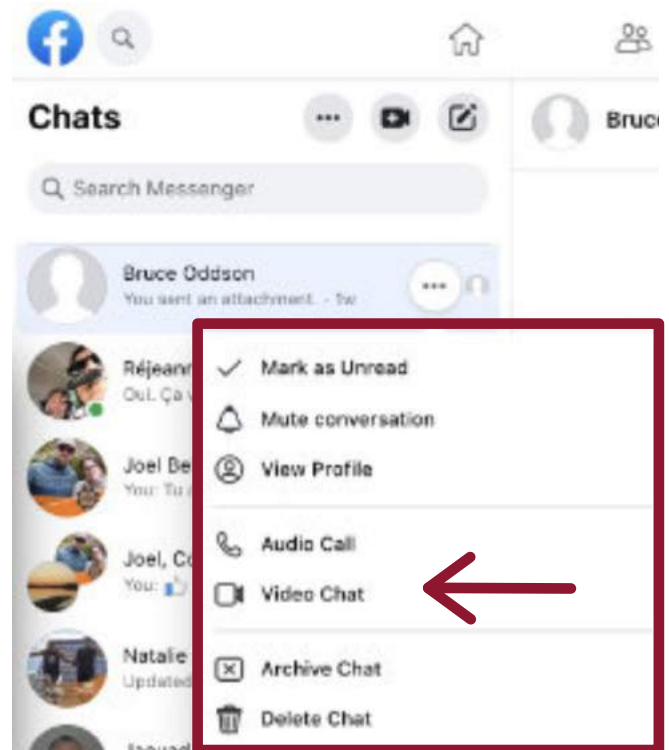
2. Once the app is opened, log into your Facebook account.

3. Once logged in, your screen will appear as shown in the picture on the right side of the page.



Beside **Chats**, you will see a camera, Which we will use it later.

Below **Chats**, you will see « Search Messenger ». On this line you can search the people you want to talk to. Once you find the person, you can click on (...) beside his/her/their name; you will see the following.



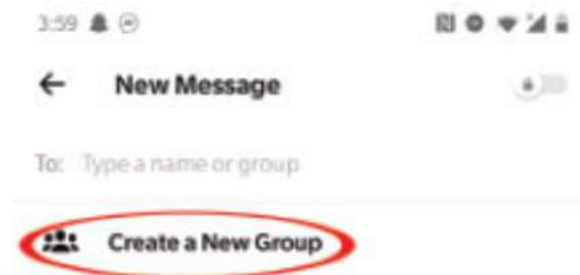
Click on the video chat icon if you'd like the call the person with video or audio call for a regular phone call. If you want to talk to a group of people, let's go to the next step. (next page).



4. Click on the pencil icon at the top right-hand corner (circled in red below).



5. Click the “Create a New Group” button (circled in red below).



6. Add all the people you’d like to have in your group video chat to the group by clicking the circle next to their name. If someone you’d like to add does not appear in the “Suggested” list, search their name in the search bar.



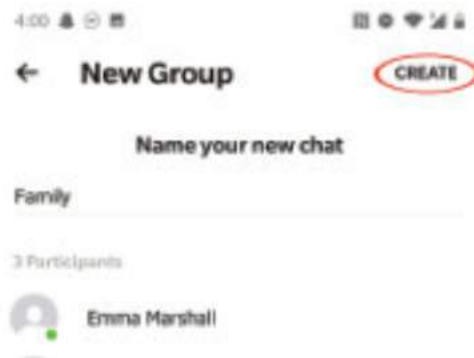
7. Once everyone has been selected, click the “Next” button to proceed (circled in red below).



8. Type in the name of your group.



9. Click the “Create” button.



10. Once the group is created, select the camera button (circled in red below) to start a video chat with everyone in the group.



11. And that's it! Simply wait in the call for everyone to join in!

12. If you wish to call the same group in the future, you won't need steps 4 through 9.



[Group Video Chat with Facetime](#)

(on apple tablets, phones, computers)

[Group Video Chat with Zoom](#)

A step by step guide



During a conversation, Josée's mother said (in French) "Oh, I talked to two of my brothers yesterday, Charles and Gérald. It was so nice to be able to talk to them at the same time." Josée asked "How did you do this, mom? They live in different cities." Her mother answered "Gérald video-called me using messenger and he called Charles as well. We were able to have a conversation with the three of us".

Josée learned something new that day. She did not know that messenger was doing video-calls and she did not know that it could be done with more than one person at the same time. Her mother taught her something new at 75yrs old.

Thank you, mom!

Music and videos on YouTube



If you listen to music and want to search for a song, or if you are looking for movies or funny videos, you can search these using YouTube. No worries if you do not know how to browse YouTube, this section can help.

1. Go to youtube.com

2. In the “search” bar put in the information you want to search. (e.g. The beatles)



3. Then hit the search button (magnifying glass, see above).

4. As an example I searched for “The Beatles” and got amazing results.



5. Then enjoy the music you found or the video.



Staying connected with family and friends when you can't be with them physically is important. Being separated from our loved ones can be difficult and takes a toll on our well-being. Taking the time to learn how to use at least one of the video conferencing systems on a computer or tablet can help.

It's understandable that many seniors can become overwhelmed and frustrated in their attempts to keep up with the ever-changing advancements in technology. We hope that - having gotten this far -

you are feeling more comfortable with the idea of adventuring into the online world yourself.

Continue reading to see some suggestions for activities that can keep your body and mind in good shape.

Allow yourself to try new things!!!

Conclusion



We hope these resources will help you become more comfortable with electronic devices, internet, etc. Once you know how to use them, you will discover all the possibilities available to you. We hope you will enjoy it.

We encourage you to download another guide we prepared which gives you direct links to numerous activities you could do, things you could learn, online libraries, and so much more!

We would love to receive feedback from you. It could help make this guide more useful, more interesting, and more fun.

Bruce and Josée

lira_well_being@laurentian.ca



**« We don't stop playing because we grow
old. We grow old because we stop
playing »**

George Bernard Shaw
