

Age-Friendly

# TECHNOLOGY TOOLKIT



Created with and for people ages 65+



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# Computer Resources & Concerns

WAYNE STATE UNIVERSITY | DETROIT, MI

This was created for older people who are interested in connecting through technology. The content is based on recommendations from older adults who partnered on a project to increase digital inclusion. We hope to help people connect with family, friends, doctors, and researchers.



## Internet

Contact human-i-t for help connecting to the internet and to learn if you qualify for a low-cost internet plan by texting **562-372-6925** or call **888-391-7249**.

## Education

AARP provides education through their Older Adults Technology Services (OATS) program, to learn more visit <https://oats.org>



## Support

If you need computer assistance of any kind call Senior Planet at **888-713-3495**.

## Devices

Visit <https://connect313.org> to learn about all of the technology related resources available through Connect313 including low cost devices.



## Social Media

Wayne State University and the Detroit Area Agency on Aging partnered to create videos to help older adults with social media available at <https://tinyurl.com/detroitAAA>

Turn page over for more information





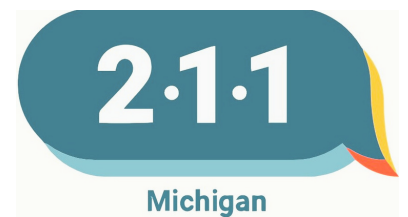
## Reasons To Use a Computer

A computer can be useful to you in many ways, here are some reasons why you might want to use a computer:

- Connect with friends and family through Facebook or video software like Zoom
- Listen to music, play games, or watch videos on YouTube
- Connect with your doctor or other health care provide through online messaging portals, and in some cases, virtual office visits
- Attend a live-streamed worship service

## Places to Connect to Wi-fi

There are places in Detroit that you can access wi-fi for free so you can use the internet including your local library and other sites. You can learn about free public wi-fi sites throughout the city by using a phone to dial 2-1-1 or visit <https://mi211.org>













## Stay Safe On-line

A lot of people have concerns about using computers. "Cybercrime" is a word used to describe on-line criminal activity, such as scams or identity theft. Protect yourself when you are on-line by following these tips:

- Use a strong password, that is at least 8 characters long and has letters, numbers, and other symbols like \$ or %. Avoid using the same password for several accounts
- Be cautious of links or email attachments that you do not recognize
- Be careful what you download
- Use a password to lock your computer when you aren't using it
- Avoid banking when connected to a public wi-fi network




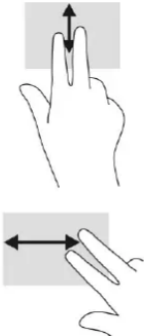
# INTRODUCTION TO CHROMEBOOK

## Keys & Description

Key	Function	Description
	Back	Move to previous page in browser history
	Forward	The next page in your browser history
	Reload	Reload current page
	Full screen	Open page in full-screen mode
	Display apps	Display open apps
	Brightness down	Lower brightness
	Brightness up	Increase brightness
	Mute	Microphone off and on
	Volume down	Turn sound down
	Volume up	Turn sound up

# Touchpad

The touchpad helps you move your pointer on the computer screen using touch gestures, so you don't have to use a mouse.

<i>Visual</i>	<i>Function</i>	<i>Description</i>
	Touchpad	The touchpad is the large square located under the keys. It responds to touch to move your pointer on your screen.
	Touch	Use one or two fingers to move your pointer by using the touchpad.
	Tap	Use the tap or double-tap gesture to select or open an item on the screen.
	Scrolling	Place two fingers slightly apart on the touchpad, and then drag them up and down to scroll vertically or left and right to move horizontally.

# Battery

1

Connect the AC adapter (also called a charger) on the right or left side of the computer to charge the battery.

2

Check to see if your computer is charging indicated by a light on the right side of your computer (more info below).

3

Keep the AC adapter connected until the light turns white when it is fully charged.

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## *Visual*

## *Status*

## *Description*

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White

The AC adapter is connected, and the battery is fully charged



Amber

The AC adapter is connected, and the battery is charging



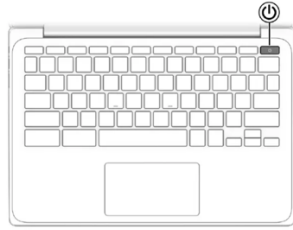
Off

The computer is not charging

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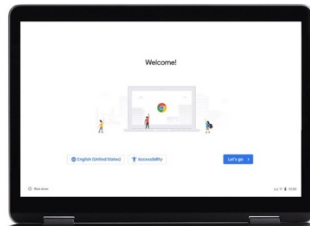
# Chromebook Set Up

1



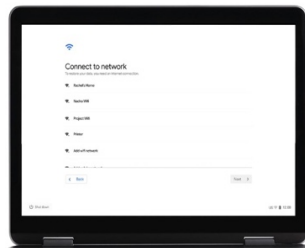
Press the power button to turn your computer on. If it does not turn on, you may need to charge the battery.

2



Click "Let's go."

3

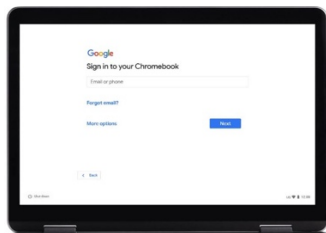


Choose your wi-fi network and enter the password. If you need to know how to connect to wi-fi see the Table of Contents for more information.

4

Accept the terms of service.

5



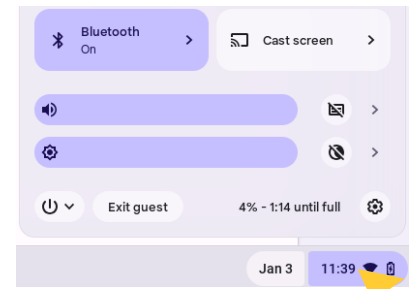
Create or sign into a Gmail account if you have a Gmail email address or phone number. If you do not have a Gmail account, click on "More options" and then "Create new account." If you need to create a Gmail account, see the fact sheet titled, "Create a Gmail Account."



# INCREASE SCREEN DISPLAY

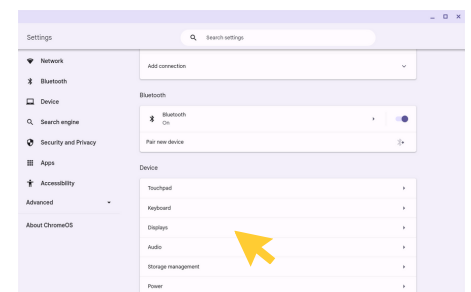
## 1. Go to settings

At the bottom right, click the time



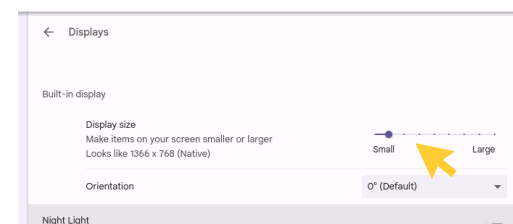
## 2. Select “Displays”

Once the settings menu appears click “Displays” or type “display” in the search settings bar at the top of the page



## 3. Drag cursor to preferred size

Click to increase the display size based on your screen size preference.



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# CONNECT TO WI-FI

## FIRST TIME CHROMEBOOK USER

### 1. Set up wi-fi

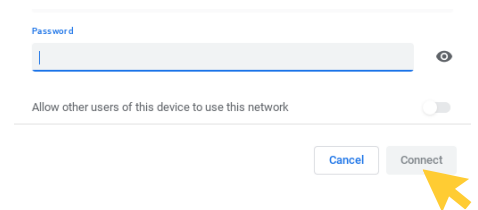
Before being able to sign on to your chromebook you must set up your wi-fi connection.

### 2. Pick a wi-fi network

Your laptop will automatically show available wi-fi networks based on where you are located. Click on the wi-fi network you want to use.

### 3. Enter password

If you are using a secure wi-fi network, type in the pass word. An unsecure wi-fi network does not require a password. If you are in a public place, you may need to ask someone for a password to connect to their wi-fi. Click “Connect.”



\*Chromebook users cannot connect to an unsecure wi-fi network the first time they use and set up their Chromebook.

### 4. You are connected

After typing in the password, your computer will be connected to wi-fi and you can use the internet.



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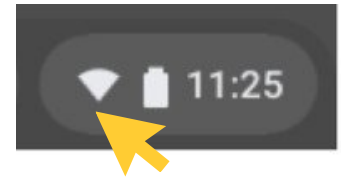


# CONNECT TO WI-FI

## CHROMEBOOK

### 1. Turn on wi-fi

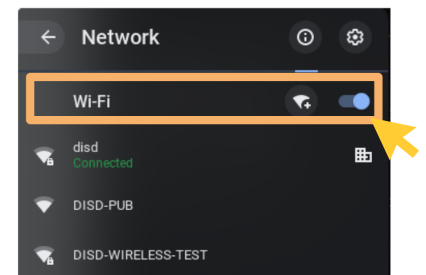
At the bottom right of your screen find the wi-fi icon, click on it to connect to the internet.



### 2. Pick a wi-fi network

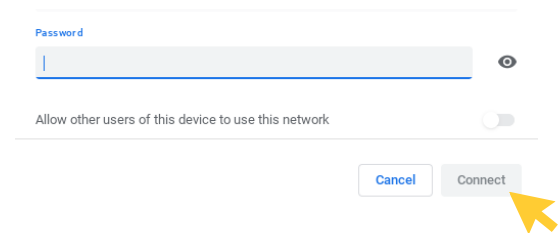
Your laptop will show available wi-fi networks that you can join. Click on the network you want to use.

\*The blue button means the wi-fi is turned on.



### 3. Connect to wi-fi

Select the wi-fi network and type in the wi-fi network password if it is a secure network. If it is unsecure, no password is required. Click “connect.”



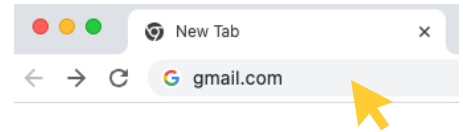
### 4. You are connected

After typing in the password, your computer will be connected and you can use the internet.

# CREATE A GMAIL ACCOUNT

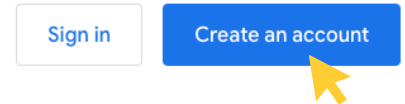
## 1. Go to website

In the web address bar type "gmail.com"



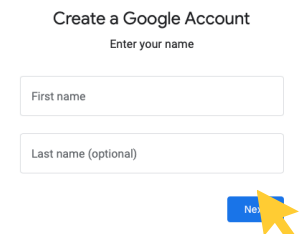
## 2. Create an account

Click "Create an account"



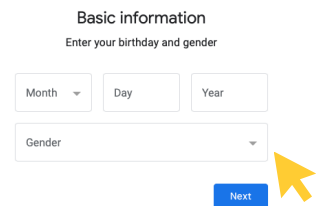
## 3. Add your name

Enter your name then click "Next"



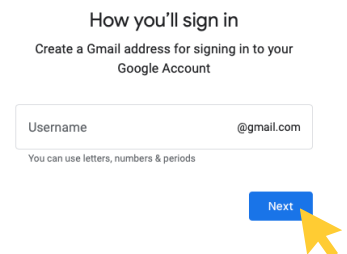
## 4. Provide information

Fill in the basic information and click "Next"



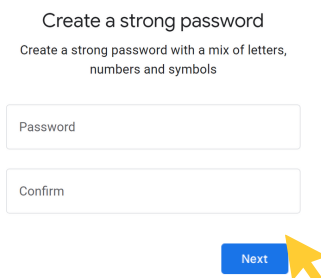
## 5. Select an email address

In the "Username" box type an email address that you would like to use, then click "Next"



## 6. Create a password

Write down a password you will use on a piece of paper. Type that password and then retype it in the next box to confirm. When you are done click "Next"




# CREATE A GMAIL ACCOUNT

## 7. Add recovery information

Be sure to set up a recovery email or phone number in case you lose your password

Add recovery email  
The address where Google can contact you if there's unusual activity in your account or if you get locked out.

## 8. Review your information


Review your account information to make sure it's correct



Review your account info  
You can use this email address to sign in later

## 9. Agree

After reading the terms and conditions click "I agree"

## 10. Enjoy Gmail!

You can now use your Gmail account



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# JOIN ZOOM

## MEETING ID OPTION

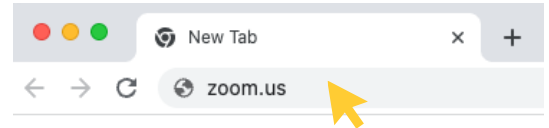
### 1. Find the zoom invite

Find the zoom invitation in your email and the 11-digit Meeting ID code



### 2. Go to website

In the web address bar type "zoom.us"



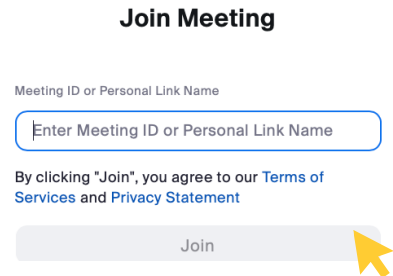
### 3. Join

Click "Join" in the upper right-hand corner of the webpage



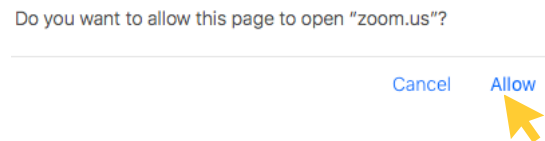
### 4. Enter meeting ID and passcode

Enter the 11-digit Meeting ID and passcode from the email zoom invite and click "Join"



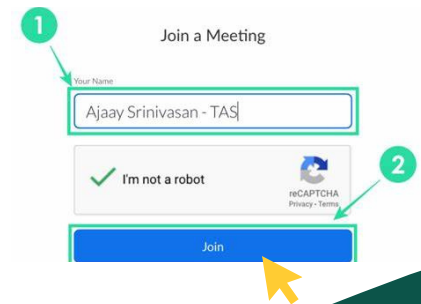
### 5. Allow zoom to open

You will see: "Do you want to allow this page to open "zoom.us"? Click "Allow"



### 6. Type your name

Enter your name as you would like it to appear in the meeting. Then click on the box to confirm "I'm not a robot" then click "Join"



# JOIN ZOOM

## MEETING ID OPTION

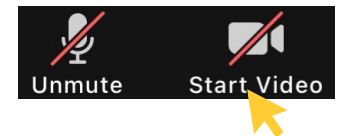
### 7. Join with video

Click "Join with Video"



### 8. Start video

Click "Start Video"



### 9. Join with audio

Click "Join with Computer Audio"



### 10. You are ready to meet

You are ready to meet and interact with others in the Zoom meeting



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# JOIN ZOOM LINK OPTION

## 1. Find the zoom invite

Click on the meeting link in your email

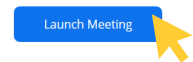
Join Zoom Meeting  
<https://wayne-edu.zoom.us/j/6960376060>



## 2. Launch meeting

Click "Launch Meeting"

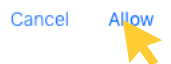
Click **Open link** on the dialog shown by your browser  
If you don't see a dialog, click **Launch Meeting** below



## 3. Allow zoom to open

You will see: "Do you want to allow this page to open "zoom.us"? Click "Allow"

Do you want to allow this page to open "zoom.us"?



## 4. Type your name

Type your name then click "Join"

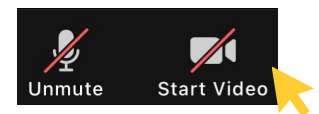
## 5. Join with video

Click "Join with Video"



## 6. Start video

Click "Start Video"



## 7. Join with audio

Click "Join with Computer Audio"



## 8. You are ready to meet

You are ready to meet and interact with others who are in the same Zoom meeting



# GLOSSARY OF TECH TERMS

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Application or app	An application designed for a mobile device (such as a smartphone).
Accessibility	Describes hardware and software designed to help those who experience disabilities.
Attachment	A separate document or file that is included and sent with an electronic message (such as an email or text message).
Authentication	An act, process, or method of showing something (such as an identity, a piece of art, or a financial transaction) to be real, true, or genuine.
Battery life	How long a battery will last, based on its capacity and the current it supplies to a device.
Back button	This arrow is found at the top of most browsers. When you click on the back arrow, it takes you back – in order – through all the internet pages you’ve seen previously.
Back Up	Duplicate record of computer or server information stored locally on either your computer or server or at an off-site location or separate device.
Bookmark	A bookmark is a saved shortcut that directs your browser to a specific webpage.
Browse	To explore a website or a number of websites by scanning and reading information.
Browser	Software, such as Google, Safari, Firefox or Microsoft Internet Explorer that is used to find information on the internet.
Bug	An unexpected defect, fault, flaw, or imperfection.

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Closed caption	A broadcast with captions that appear only on the screen of a receiver equipped with a decoder.
Cookie	A small file or part of a file stored on a World Wide Web user's computer, created and subsequently read by a website server, and containing personal information (such as a user identification code, customized preferences, or a record of pages visited).
Cursor	A small image on the screen indicating where you are pointing using your mouse on the screen. The cursor can appear in different forms, including an arrow or straight line.
Device	This is a catch-all term for a smartphone, tablet or computer.
Display	Alternatively known as a desktop display, a display or display device describes the device used to view video, images, or text..
Download	To transfer files or data stored on the internet onto your tablet. For example, you might download a picture that a friend has sent you over email, download a document to read from a trusted website or download an app from the online app store.
Drop down box	A list of items from which you can make selections.
Email	Electronic mail is a free and easy way to stay in touch with people, and the main way that organizations and companies communicate with you. Popular email providers include Google Mail (known as Gmail), Outlook and Yahoo.
Ethernet	A computer network architecture consisting of various specified local-area network protocols, devices, and connection methods.

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FAQs	Acronym for “Frequently Asked Questions.” These are commonly asked questions and answers that appear on many websites.
Forward button	This arrow is present at the top of most browsers. When you click on the forward arrow, it takes you forward to a page you just left and is opposite in direction from pages the back arrow takes you through. When the arrow is gray, the forward function is inactive.
Gmail	A free e-mail service offered by the American search engine company Google Inc.
Google	A popular search engine on the internet and allows you to find websites and ask questions. You can visit <a href="http://www.google.com">www.google.com</a> then type in some keywords to find out information. To 'google' something means to look up information online.
Hit or tap	Pressing with finger allows you to select or activate the area on the screen that is highlighted or where the cursor is pointing on touchscreen devices.
Home screen	The information that appears on the tablet soon after it is turned on. The Home screen contains a number of icons, or images, that you can click on to start Applications ('Apps').
Home page	The first thing you see when you come to a website, or the opening page of a website. It provides information about the site and directs you to other pages on the site.
HTTP/HTTPS	Most internet addresses start with 'http' or 'https'. It refers to how information is shared over the internet. Make sure the website you're using starts with 'https' if you're entering personal or financial details. The 's' stands for secure.

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Icon	A small image or symbol representing an app, function, a command (such as print) or a file. When you tap on an icon, you start a command, open a file, or launch an App.
Inbox	The virtual folder in your email account where any emails you receive are stored.
Internet	A combination of the words international and network. It is a vast, international collection of computer networks that transfers information. You need Wi-Fi to connect to websites or your email internet.
Keyboard	A group of systematically arranged keys by which a machine or device is operated.
Laptop	A portable microcomputer having its main components (such as processor, keyboard, and display screen) integrated into a single unit capable of battery-powered operation.
Link	A highlighted or underlined text, image, or a button that when clicked, will take you to another page or website on the internet. A link usually appears as underlined words or an image.
Log-in	To gain access to a computer system or to a page on a website by entering a password or user ID.
Menu	A list of options, or topics, on the tablet or on a website that users can choose from.
Modem	A device that converts signals produced by one type of device (such as a computer) to a form compatible with another (such as a telephone) and that is used especially to transmit and receive information between computers via landlines.

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Phishing	The practice of tricking Internet users (as through the use of deceptive email messages or websites) into revealing personal or confidential information which can then be used illicitly.
Printer	A machine for printing text or pictures onto paper, especially one linked to a computer.
Program	A computer program is a catch-all term for something that runs on your tablet. Examples include apps on your tablet, video calling programs like Skype and Zoom, or anti-virus programs. These are sometimes referred to as 'software'.
Pop-up box	A special box that appears when the tablet needs additional information in order to carry out a task. The small window may also suddenly appear (or 'pop up') on a webpage, usually an advertisement or an alert.
Record	A function of an electronic device that causes it to record audio or video.
Router	A device that connects your computer, phone or tablet to a broadband-enabled telephone line and sends out your home internet signal.
Search bar	A narrow, rectangular space in the browser window where you can type in a search word, phrase or a web address. Hitting the magnifying glass, the button next to the search box (or hitting Enter) will take you to a results page where that information is located.
Secure network	A secure network is any home, business, school, or another network with security measures in place that help protect it from outside attackers.
Storage	The number of files you can hold in your computer.

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Swipe	To move text or other information on the screen up, down, or sideways and new information appears as the old disappears.
Tab	Tabs are at the very top of your internet browser. You can click on the '+' symbol to open a new tab, where you can visit a different website without losing access to the webpage, you're on. Some apps might also have tabs at or near the top, which you can click or tap on to switch between different parts of the app.
Tablet	A portable, handheld device about the size of a book or magazine. Tablets are ideal for reading, playing games, browsing the Internet, watching videos, and listening to music. It contains a touch screen and has no physical keyboard or mouse. A tablet can connect to the internet and be used as a portable computer.
Unsecure network	An unsecured network most often refers to a free wi-fi (wireless) network, at a coffeehouse or retail store. It means there's no special login or screening process to get on the network, which means anyone can use it and that it is not secure.
Upload	To transfer files or data stored on your smartphone, tablet or computer to the internet. For example, you might upload a picture to social media or cloud storage.
URL	The address for a webpage, URL stands for Uniform Resource Locator.
USB	Connection port on your computer where you can plug in a cable, or it can refer to a small external drive known as a USB drive or flash drive.

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Virus	A computer program that is usually disguised as an innocuous program or file, that often produces copies of itself and inserts them into other programs, and that when run usually performs a malicious action (such as destroying data or damaging software).
Webcam	A built-in video camera to transmit separate video images while talking.
Website	A set of webpages in a location on the internet that contains information about a specific topic. A website usually contains multiple pages with different types of information about the topic.
Wi-fi	Also known as Wireless network, this is a way for your tablet to connect to the internet without using wires or cables. You can access Wi-Fi networks in public or through a contract with an internet provider.
Zoom	Zoom is a type of video calling software. You can either install it as an app or you can access it through your internet browser.

Definitions and terms are derived from the Tech Terms Computer Dictionary (techterms.com) and the Merriam-Webster Dictionary (merriam-webster.com).

Access more resources for using computers and connecting through technology by visiting <https://iog.wayne.edu/tech>



WAYNE STATE  
UNIVERSITY



Center for Urban  
Responses to  
Environmental  
Stressors

[iog.wayne.edu/tech](https://iog.wayne.edu/tech)

## ACKNOWLEDGEMENTS

We are grateful for the contributions of all of our partners (listed below) who played a key role in co-developing this technology toolkit over the course of several years. We hope it will help improve the experience of using technology and help improve older people’s access to information and resources to help them manage their social, mental and physical well-being. This guide was adapted from the Johns Hopkins School of Nursing that was funded through the Patient-Centered Outcomes Research Institute.

### Partners & Contributors

#### Community

Deborah Beard, Village of Oakman Manor, Presbyterian Villages of Michigan  
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Special thanks to the Oakland County Cancer Action Council members Theresa Butler, Craig Cook, Sharon Agnew, Janice Fitzhugh, Voncile Brown-Miller, and Brenda Chambers-Threatt for their contributions.



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