**General Tech Device Information Sheet**

We hope this general device information through our “Tech for Seniors” program will enable you to participate in programming, help you navigate online resources, and provide you with a much needed connection during this time! Below, you’ll find some information and pictures to help guide you with a variety of devices.

If you need more help:

1. Call our office at 919-676-2200 ext. 124 or email JFS@Shalomraleigh.org and we will set you up with a Tech Volunteer to guide and support you over the phone.

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# Getting to know your device:

1. What brand is your device?
	1. There are many companies who manufacture devices. Each one has a different operating system, ways of purchasing applications, and web navigation. Let’s find out which one *you* have!
* ACER- (If you have an Acer Tablet, review our online ACER Tablet Information Sheet [HERE](https://static1.squarespace.com/static/5b168fe025bf0270b8b64119/t/5efca33841ae14210c697e5d/1593615167177/Tablet%2BInformation%2BSheet.pdf))
* APPLE/I-Pad/I-Phone
* Samsung Smart Phone/Tablet Device
* Microsoft Surface Tablet
* Lenovo Tablet
* LG Smart Phones
* Amazon Kindle/ Kindle Fire Tablet
* Onn 8” Tablet
* Onyx Boox Note2 Tablet

Below, you’ll find general tips on how to use your device, no matter which one you have:

# Turning your tablet on/off:

* **Power On:** Press and hold for 4-5 seconds to turn on the tablet or smart phone.
* **Power Off:** Press and hold the Power button until the Power off message displays, then tap it and the tablet/smart phone will be powered off.
* **Volume:** Press the volume +/- buttons to increase or decrease the volume. (Often these buttons are located on the side of your device.)

# Security and Safety Online

Like the Wild West of yore, the Internet is a vast and sometimes lawless place where your personal and private information is used as currency. While most places you visit will be safe, there are many places that will try to trick you into giving them your passwords or other private information. This includes *both websites, emails, and applications*. We strongly recommend further reading at <https://www.aarp.org/money/scams-fraud>, and be careful of **scams** (fake opportunities) and **phishing** (pretending to be a legitimate website or app to steal your password or other info).

# Creating a pin, signing in with your pin, and changing it:

Much like the lock on your door, a password or PIN is used to prevent other people from entering you tablet or smart phone. When you turn on your device, you may see a screen with the time and date, and a small “lock” icon at the bottom of the screen. “Swipe” the lock up or over, depending on your device, and you will be asked to put in your pin to sign in to your tablet. If you would like to change the pin, go to “settings” , scroll to “security & location”, click and then scroll to “screen lock”. You will need to put in your current pin and enter, and when the next screen comes up, choose “PIN” and the set a new pin (must be at least 4 digits).

For Apple/IOS users: go to “settings” , scroll down to ‘Touch ID & Passcode’ and either enter your current pin/passcode or choose to create a new pin/passcode.

**Make sure to choose a secure number, but also one you can remember.**

# Digital Terminology

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| **Tap:** quickly touch and remove your finger from the screen or touchpad, aka “**click**”**Swipe:** drag your finger on the screen in one direction | **Keyboard:** the text entry device with buttons for letters, numbers, and symbols | **Touchpad:** the touch-sensitive area below your keyboard which moves the on-screen pointer (aka **mouse**). Interact by “clicking” and/or dragging it with your finger.  |
| **Application (app):** an individual software program running on you device, each typically doing a different thing (like viewing or taking pictures, calling phones, etc)**Log-in (login):** aka “sign in”, your secret access details to open an app/website | **Internet:** aka “the web”, an inter-connected network of computers serving content (aka “**website**” or “**site**”) that you can view and interact with using an application referred to as a “**browser**”. Browsing the internet is referred to as “**being** **online**”. | **Link:** every piece of content on the Internet has a unique address (called a **URL**) like <http://google.com>, and when written out some apps will show it differently (like above) meaning that you can tap it to navigate to that address or website |

# Connecting to the internet (WiFi):

In order to view websites, participate in a video call or check your email you must be connected to the internet. To start, make sure you know your WiFi network and password- you may have written it down somewhere, gave it to a family member, or you can call your internet company. When you have it, using your finger, swipe a hidden menu from the top of your screen. Long press on the first icon on your left which will lead you to a list of WiFi networks. If you see yours, press on it and then you will put in your WiFi password. If it was put in correctly, you will now be connected to the internet, and will be connected automatically to it anytime you turn on your tablet at home.

For Apple/IOS users, you’ll need to go to settings , scroll to WiFi, and a list of available WiFi networks should appear. If you see yours, press on it and then you will put in your WiFi password. If it was put in correctly, you will now be connected to the internet, and will be connected automatically to it anytime you turn on your tablet at home.

If you do not have internet access in your home at all, please give us a call, we may have some funding to help you- 919-676-2200 ext.124.

Often, tablets and smart phones are pre-loaded with basic applications, games and links. You can also download additional applications from the Play Store. Here are some descriptions of what you may have, depending on your device:

**Chrome (Android/Apple):** this is one browser to use to looks for websites, Google, and open links from your email. Press on the logo on your tablet to open the application. Enter the website address that you would like to visit in the address bar at the top of the screen.

**IOS Safari (Apple):** this is one browser to use to looks for websites, Google, and open links from your email. Press on the logo on your tablet to open the application. Enter the website address that you would like to visit in the address bar at the top of the screen.

**Play Store (Android):** using this application you can update your applications and download new ones. Make sure that your account is connected (our Tech Volunteers can help you with that!). For security purposes, only download applications from the Google Play Store- do not click on any emails or links that you receive and don’t know the source.

**App Store (Apple):** using this application you can update your applications and download new ones. Make sure that your account is connected (our Tech Volunteers can help you with that!). For security purposes, only download applications from the Apple Store- do not click on any emails or links that you receive and don’t know the source.

**Tablet Settings (Android):** If you press on this icon on your device, it will lead you to change your device’s settings (font size, display, and much more).

**IOS Settings (Apple):** If you press on this icon on your device, it will lead you to change your device’s settings (font size, display, and much more).

**Camera:** these icons will lead you to your device’s default camera and video applications. You can use these to take pictures from your device, record yourself and have video meetings with friends.

*If you have any additional questions, need additional support, or if we can assist you with one of our other services and programs, please give us a call at 919-676-2200 ext. 124 or email us at* *JFS@Shalomraleigh.org*