

# **Virtual Social Connections** Technology Guide

# Technology Basics Guide

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The Virtual Social Connections Technology Guide will help you stay in touch with friends and family online.

This guide covers some technology basics like how to connect to Wi-Fi, downloading apps, updating your device, and online security. It also gives you the basics on how to use Email, Facebook, and Zoom.

By learning these essentials, you will have the knowledge to do more with your device and stay connected!

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# Tech Terms

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Common technology terminology  
that you may encounter

## **Address Bar**

Located at the top of your browser where the web address appears. You can type a web address straight into the address bar. For example, typing “www.facebook.com” will take you to Facebook’s website.

## **Android**

The software that some devices use to function. Smartphones, tablets, and computers from lots of different brands are Android devices. For example, Google, HTC, LG, Moto, Samsung, and Sony.

## **Any Key**

When you receive the message to “Press any key to continue” this means to press any of the keys on your keyboard (such as the enter key or the spacebar). There is no keyboard key labeled “any key.”

## **App (Applications)**

A type of program that you can download for your smartphone, tablet, or computer. There are thousands of different apps available that do lots of different things, from playing games and puzzles to allowing you to access your bank account. You download apps from Google Play Store if you have an Android device, or the App Store if you have an Apple device. Computers often download apps from the internet. When you buy a device, it comes with apps already downloaded on it (settings, camera, etc.).

**Apple**

A brand of devices. Apple phones are called iPhones, their tablets are called iPads, and their computers are called MacBooks (Mac). If your device is not Apple, it is likely an Android device.

**Apple ID**

The account used to access Apple services on Apple devices (iPhone, iPad, Mac).

**Browser**

An app used to access the internet. Examples include Internet Explorer, Google Chrome, and Safari.

**Click/tap**

The act of selecting an option on a device by pressing a button or touching a screen. The term click would commonly be used for computers while tap would commonly be used for smartphones and tablets.

**Computer**

A device that can connect to the internet and retrieve, process, and store data. There are two main types of personal computers (PC): desktop and laptop. Most computers use Apple or Windows software.

**Device**

This is a catch-all term for smartphones, tablets, and computers.

## **Download**

To transfer files or data stored on the internet onto your device. For example, you might download a picture that a friend has sent you over email or download an app from Google Play or the App Store.

## **Email**

Electronic mail or email is a free and easy way to stay in touch with family and friends. Many organizations and companies use email to communicate rather sending paper mail. Popular email providers are Gmail, Outlook, and Yahoo.

## **Facebook**

Facebook is a popular social media app. It allows you to create a personal profile where you can share your thoughts, pictures, videos, and interests on your 'timeline' with your friends and family.



## **Facetime**

A video call app. All Apple devices come with the Facetime app. It only works on Apple devices, so you cannot Facetime someone using an Android device.



## **Google**

The most popular search engine on the internet. It allows you to find websites and ask questions. Someone might tell you to "google" something, which means to look up information on the internet.



## Home Screen

The first screen displayed when a device is started or unlocked. Home screens are not identical because users rearrange icons as they please. Alternatively referred to as the desktop, main screen, or start up screen.

## Icon

An image or symbol which represent an app or function. For example, every app has an icon which you can click/tap on to open the app. The icons for Google, Facebook, Facetime, Instagram, Skype, Twitter, YouTube, and Zoom are shown beside their definition. These have been called shortcuts in the past.

## Instagram

A popular social media app used for photo sharing. It allows you to create a personal profile where you can share photos with friends and family



## Internet

An electronic super network that connects smartphones, tablets, and computers around the world. Websites, emails, and search engines are part of the Internet.

## iOS

The software that Apple phones and tablets (iPhones and iPads) use to function.



## **Link (Hyperlink)**

An image, text, or a button that you can click/tap on to access a website. Text links are often blue in colour and underlined (For example, [www.facebook.com](http://www.facebook.com)). Links may include wording such as 'click here for more information' or 'find out more'.

## **Log Off (Sign Out)**

Any account, such as Facebook or Email, will have a button you can click to leave the account. This button will say something similar to "Log off" or "Sign out." Once you log out, you will need to log on to access the account again.

## **Log On (Sign In)**

If you have set up an online account for anything such as email or social media you will have a username (often your email address) and password to access the account. This is known as logging on or signing in.

## **Notification**

A message or symbol that appears on your smartphone, tablet, or computer. It may be accompanied by a sound or vibration. One of the most frequent notifications is one that appears on a smartphone to let you know when a new text message arrives.

## **Online**

This refers to anything using the internet. For example, online shopping or online banking uses a website or an app to access the internet, rather than doing the activity in person or over the phone.

**Password**

A secret set of characters or words to gain access to a computer or account. A strong password should be hard to guess. It is similar to the pin used with a bank card and should not be shared with others.

**Pop-up**

A small window that suddenly appears (or “pops up”) on a website or app, usually an advertisement or an alert.

**Program**

A catch-all term for something that runs on your device. Examples include apps on your smartphone, tablet or, most commonly, computer. Also called computer programs.

**Restart (Reboot)**

To turn your device off and then back on.

**Search**

Exploring the internet in a search engine using keywords or questions. Also called searching, googling, browsing, or surfing.

**Search Engine**

A special type of website that is used to find information on the internet and displays the results in one place. Examples include Google, Yahoo, and Bing.

## **Settings**

Adjustments you can make to your device. For example, the settings app is where you go to connect to Wi-Fi, update your device, or make the font a larger size. Alternatively referred to as preferences, tools, or control panel.

## **Skype**

A video call app. You can either install it as an app on your device or you can access it through your web browser. It is similar to Zoom.



## **Smartphone**

A mobile phone that can connect to the internet and can download apps. In addition to texting and calling, smartphones can send emails, play games, check Facebook, and much more. iPhones are a type of smartphone. Most smartphones use Apple (iOS) or Android software.

## **Social Media**

Online communities where you can connect with friends, family and other people who share your interests. Examples include Facebook, Twitter, and Instagram.

## **Software**

A catch-all term for something that runs on your device. Examples include apps on your smartphone and tablet, or computer. You might also see them described as programs.

**Tablet**

A handheld device with a touchscreen which can connect to the internet and be used as a portable computer. An example of a tablet would be an iPad. Most tablets use Apple (iOS) or Android software.

**Twitter**

A popular social media app that enables you to create a profile and post short public messages known as 'tweets'.

**Update**

New, improved, and/or fixed software, which replaces older versions of the same software. Your device and your apps will need updates. Updates are free. Instructions on how to do updates can be found in the Apple, Android, or Windows guides.

**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.

**Username**

Your username is a unique name you created, or one that was assigned to you. It is used with your password to log into an account. Sometimes your email address is used as your username. Alternatively referred to as an account name, login ID or user ID.

## **Version**

Each update has a version number (version 1.0 is the first). When a device or app is updated, it will begin using the newer version of software. Newer versions will function better than old versions, which is why it is important to update.

## **Virus**

Programs that spread from one computer to another by email or through malicious websites. They can slow your computer down, display unwanted pop-up messages, scams and even delete files.

## **Web Address (URL)**

To visit a website, you type the web address into the address bar at the top of your browser. For example, [www.facebook.com](http://www.facebook.com) will take you to the Facebook website.

## **Webpage**

There are one or more webpages on a website. Websites are like books and webpages are like the pages of the book. For example, Facebook is a website, but the Facebook sign up page and Facebook help page are webpages.

## **Website**

A collection of related webpages owned by one organization. You reach a website by following a link or typing in the web address.



## **Wireless Network (Wi-Fi)**

Used by your smartphone, tablet, or computer to connect to the internet without any wires or cables.

## **YouTube**

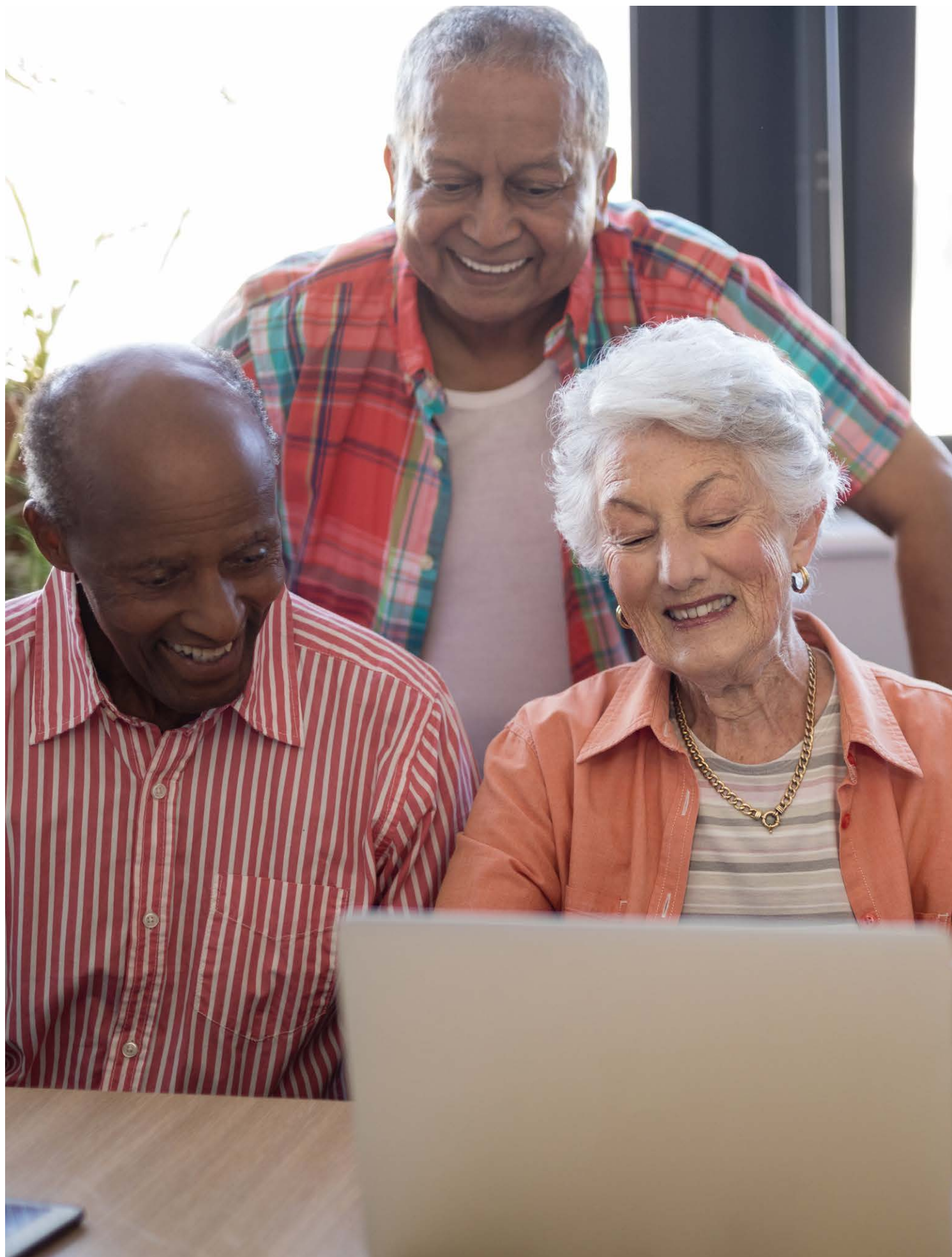
A popular and free video-sharing website. It contains millions of videos, uploaded by individuals and organizations. You can use it to watch documentaries, music videos, tutorials, funny videos and much more.



## **Zoom**

Zoom is a popular video call app. It can be used on any smartphone, tablet or computer that has a microphone and camera. Zoom uses the internet to provide video and audio calling. You do not need an account to attend a Zoom meeting. Zoom is free to use!







# **Is it Apple, Android, or Windows?**

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How do I tell the difference?



# Apple Devices

**Company:** Apple

**What they make:** Smartphones, tablets, and computers

**Examples:**

- iPhone
- iPad
- MacBook Pro
- MacBook Air
- iMac
- Mac



**How to Identify:** All Apple products have the Apple logo on the back of the device.





# Android Devices

**Company:** Google

**What they make:** Smartphones and tablets.

**Examples:**

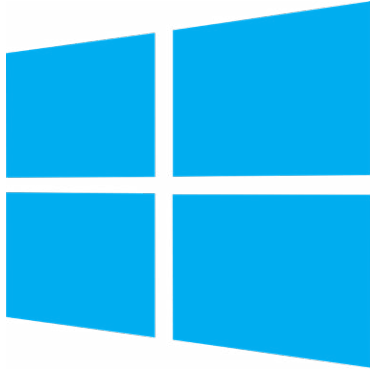
- Samsung Galaxy
- Google Pixel
- OnePlus
- Amazon Fire



**How to Identify:** If it is not an iPhone or iPad, it must be an Android.







# Windows Devices

**Company:** Microsoft

**What they make:** Desktop computers and laptops

**Examples:**

- Dell
- HP
- Asus
- LG
- Acer
- Lenovo



**How to Identify:** The Windows logo can be found in the bottom left corner of the home screen and sometimes on the keyboard.





# **Apple Tech Basics**

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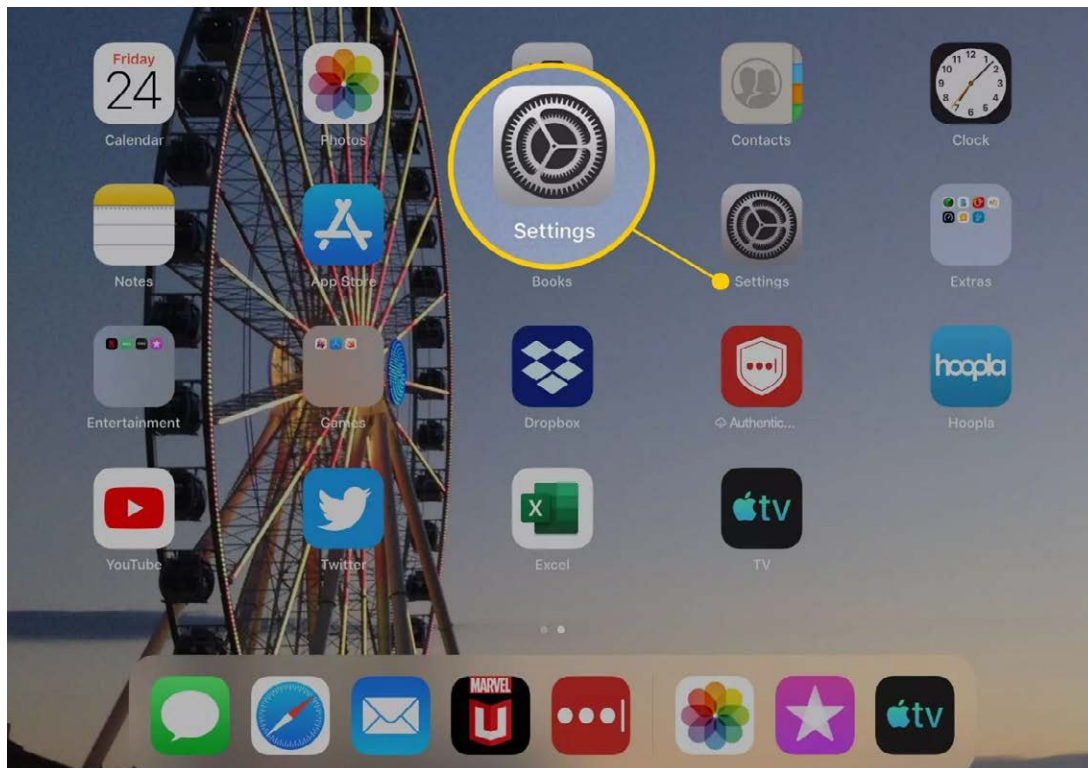
Learning to use your Apple Device

# Connecting to your Wireless Network

Wi-Fi is used by your smartphone, tablet, or computer to connect to the internet without any wires or cables. The internet is an electronic super network that connects smartphones, tablets, and computers around the world. Websites, emails, and search engines are part of the Internet. You can find Wi-Fi at many places: at home, at a coffee shop, the library, and many more!

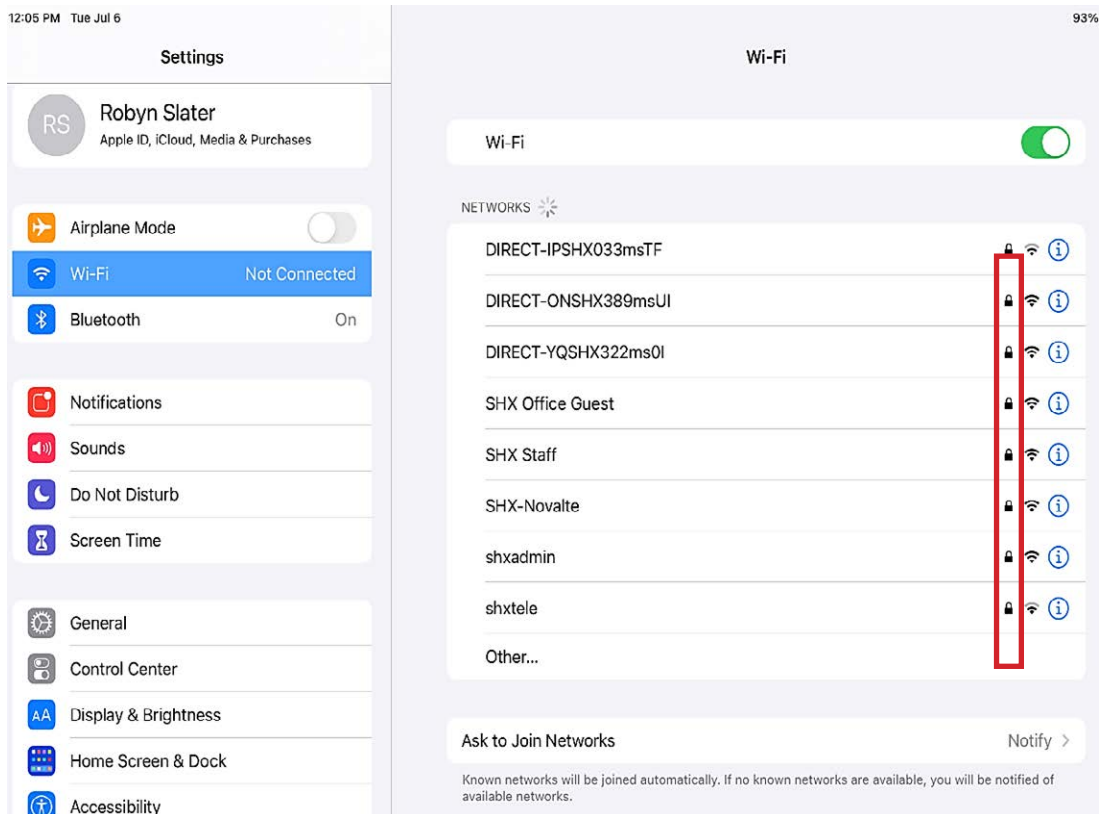
## Follow these steps to set up a new Wi-Fi connection:

1. Go to the Home Screen and find the Settings icon. Click/tap on it to open the Settings.



2. Click/tap on the Wi-Fi tab. Click/tap the name of the Wi-Fi network that you want to join.

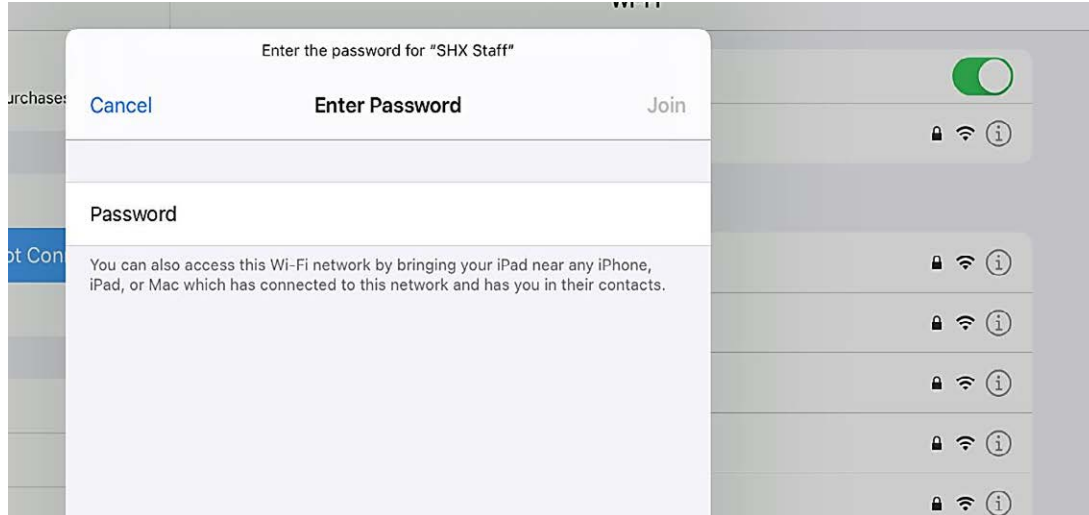
The lock symbol (indicated by the red box) means a password is needed to join that Wi-Fi network. If there is no lock, you do not need a password.



3. If a Wi-Fi network is locked, you will be asked to enter the network's password. Be careful to enter the password correctly. Wi-Fi passwords are case sensitive.

### **If you don't know the Wi-Fi password:**

- When your Wi-Fi was set up at home, you were likely given an information sheet with your Wi-Fi network name and password.
- If you're using a public Wi-Fi network at a library, hotel, business, or other shared space look for signs or information sheets that give the Wi-Fi network name and password. If all else fails, ask a staff member for help!

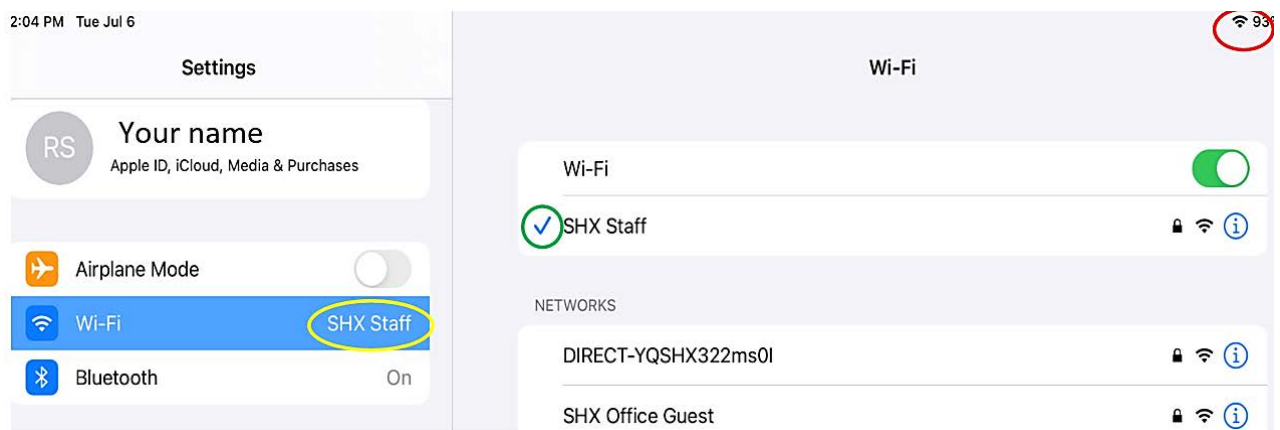




4. Once you have connected to the Wi-Fi, three things will happen.

- You will see that a blue checkmark appears beside the network name (circled in green).
- The name of the network appears in the Wi-Fi tab (circled in yellow).
- The Wi-Fi icon will appear in the top right corner of the device (circled in red).

If you do not see the blue checkmark or the Wi-Fi icon, you may need to try connecting again!



# Wi-Fi not Working?



## Try these Tips & Tricks!

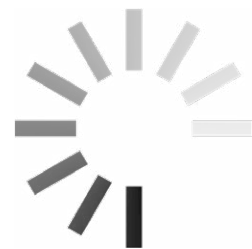
**Reset the Wi-Fi Connection:** Use the option at the top of Wi-Fi setting screen to turn Wi-Fi Off. All of the Wi-Fi settings will disappear. Next, turn it back On. This will force the iPad to search for the Wi-Fi network again and reconnect.



**Restart the device.** Turn your device off, let it rest for a couple seconds and then turn it back on. This basic troubleshooting step can cure all types of problems.

**To restart an iPad or iPhone, follow these steps:**

1. Hold the power button  at the top of the device down for several seconds until a bar appears on the screen that says, "Slide to power off."
2. Once you slide the bar, the device will display a circle of dashes before finally shutting down completely, which will leave you with a black screen. Wait a few seconds and then hold down the power button again to start the device back up.
3. The Apple logo  will appear in the middle of the screen and the device will restart completely a few seconds later. Open your device and try the Wi-Fi again.



# How to Download Applications (Apps)

You need an Apple ID and the App Store to download new apps on Apple devices.

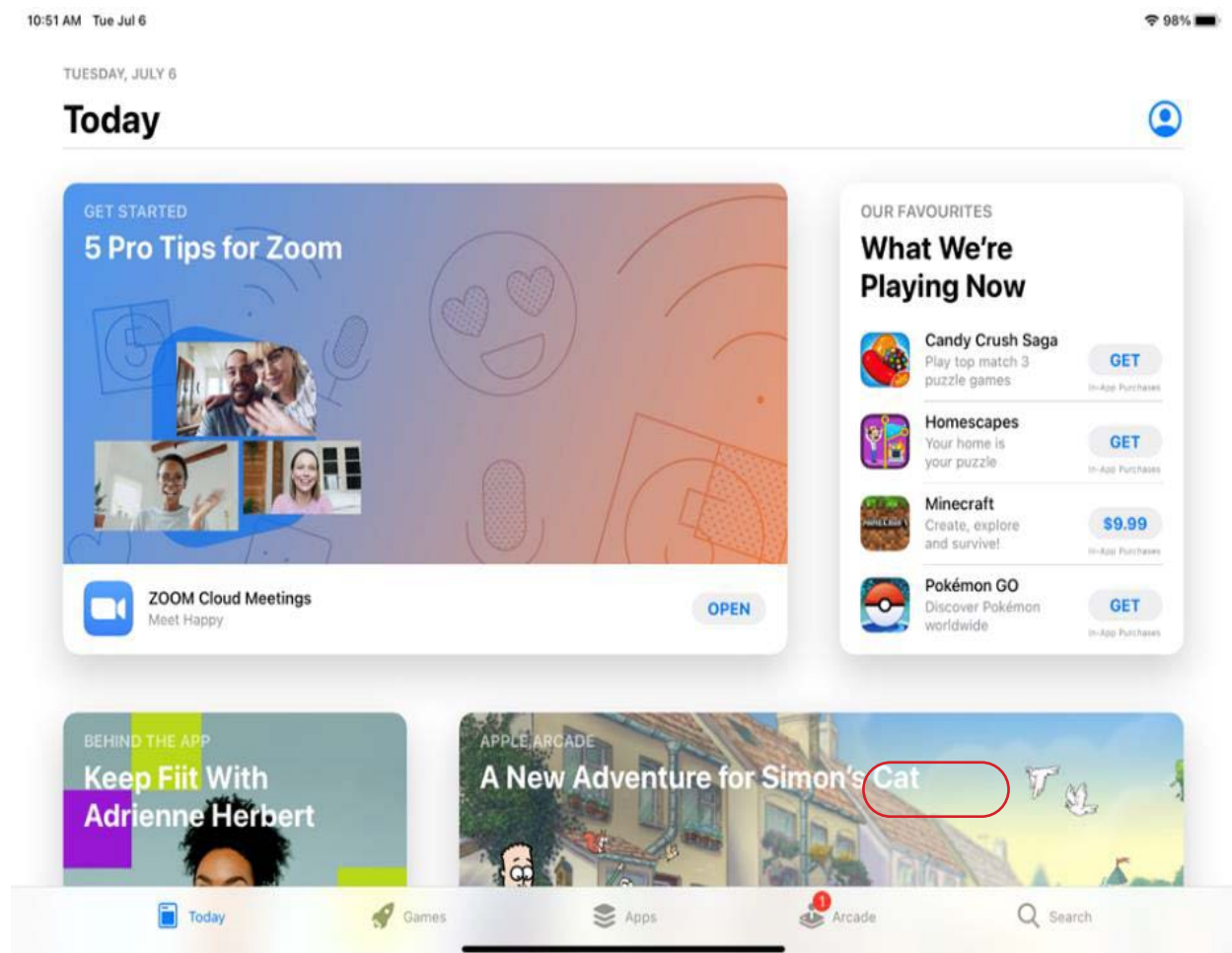
1. To access the App Store, go to the Home Screen and find the App Store icon. Click/tap on it to open the App Store.



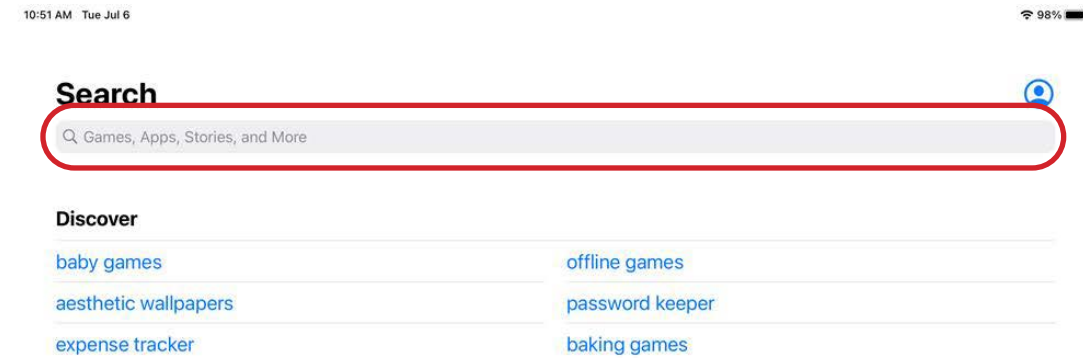
2. The App Store opens on the Today screen. At the bottom of the screen, there are five icons:

1. Today
2. Games
3. Apps
4. Updates or Arcade
5. Search.

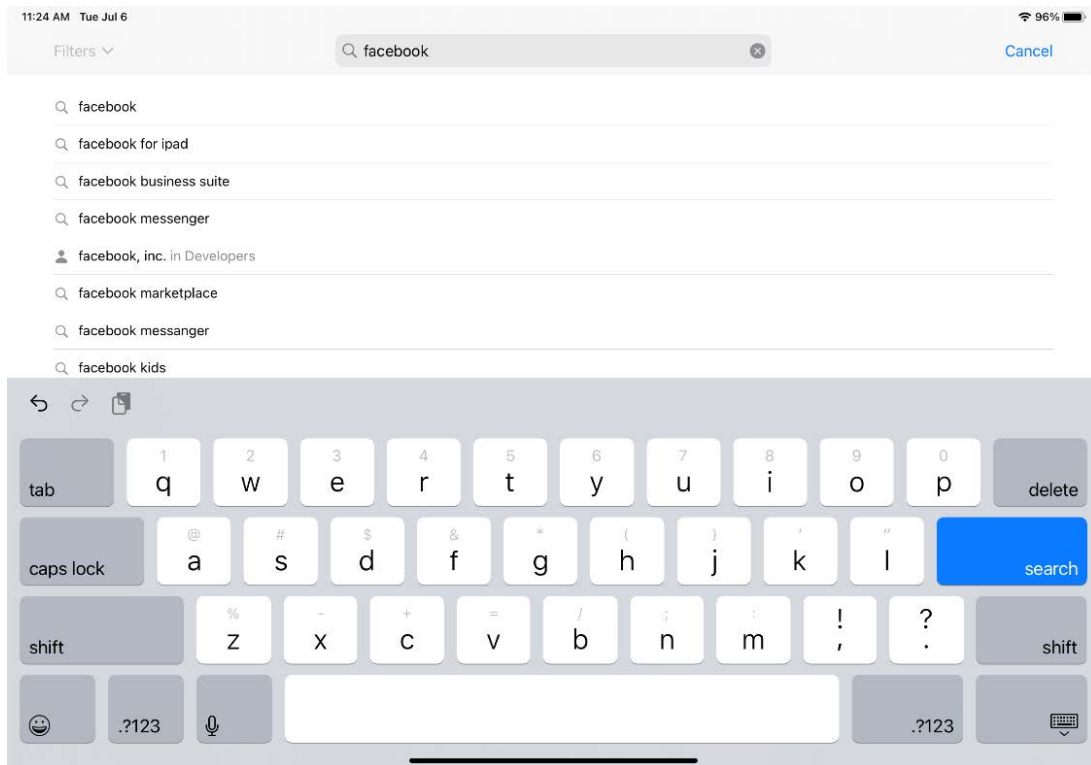
Click/tap on the Search icon (circled in red).



3. Enter the name of the app you want to download in the search field (circled in red). In this example, we will be downloading the Facebook app, but these steps can be used to download any app.

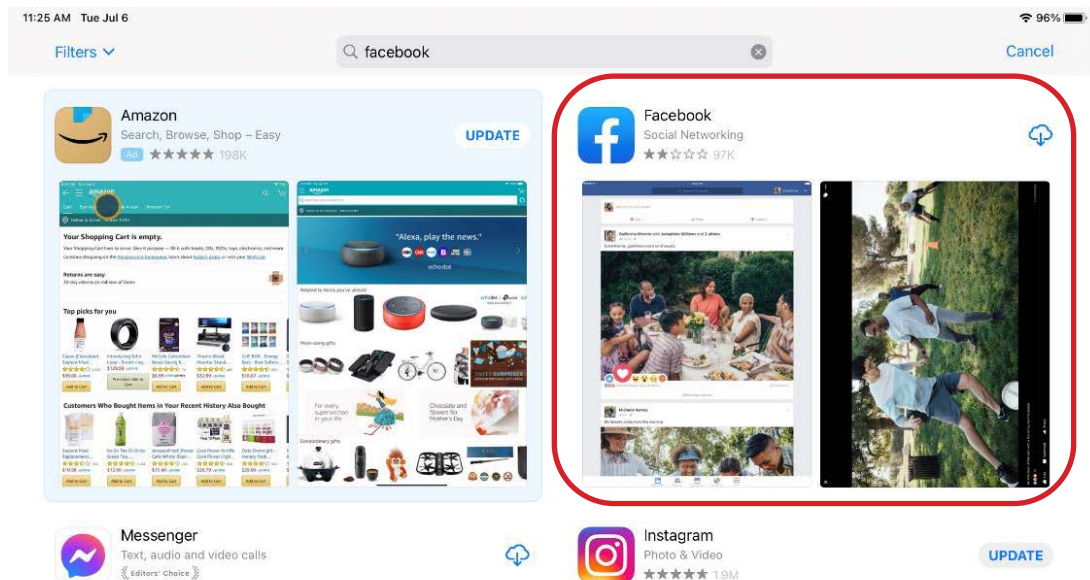


4. Once you are done typing, click/tap the blue search button.





5. Click/tap on the app you would like to download.



6. Click/tap on the **GET** icon to download the app. The App Store may ask you to log into your Apple ID at this point. Once you are logged in, the app will begin downloading.

11:37 AM Tue Jul 6

< Search



**Facebook**  
Facebook, Inc.



97K RATINGS

1.8

★☆☆☆☆

AGE

12+

Years Old

CHART

#1

Social Networking

DEVELOPER



Facebook, Inc

7. Once it is done downloading, the **OPEN** icon will appear. Click/tap this to open the app. Congratulations! You have successfully downloaded an app!

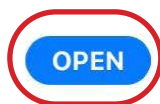
11:39 AM Tue Jul 6

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**Facebook**

Facebook, Inc.



97K RATINGS

**1.8**



AGE

**12+**

Years Old

CHART

**#1**

Social Networking

# Updating your Device

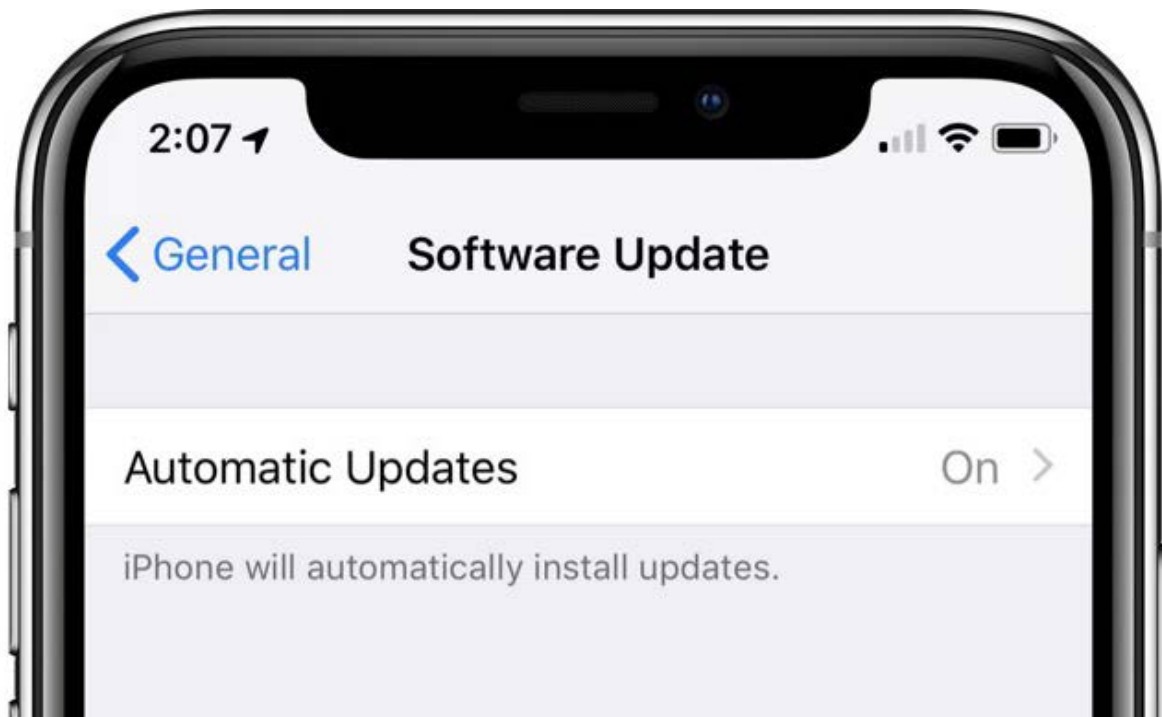
Updates fix any problems with the software on your device. More importantly, updates can address security issues when they occur. Your smartphone, tablet, or computer and your apps will need updates. Software updates are free. You should check monthly for updates.

## **Follow these steps to update your Apple device:**

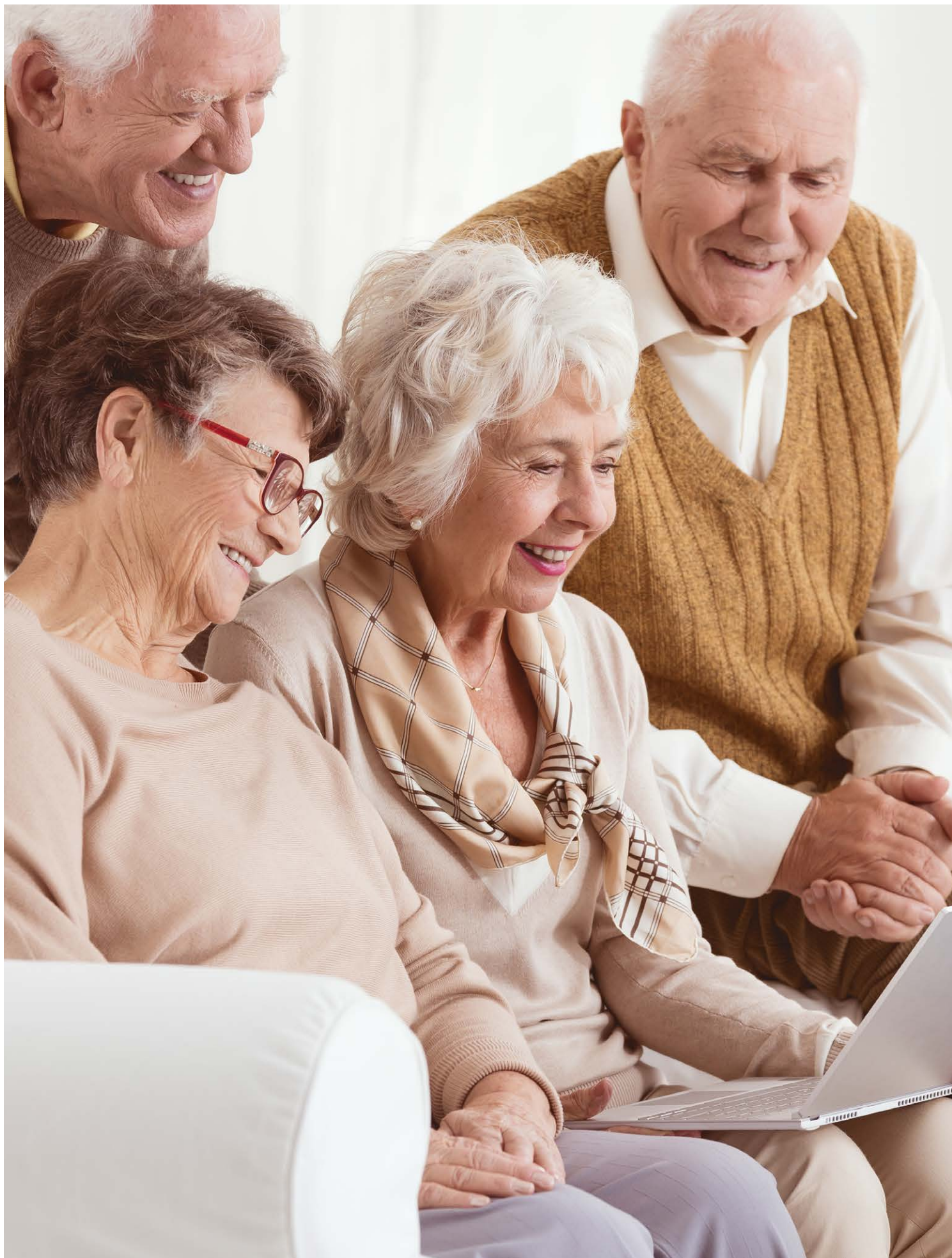
1. Open the Settings app.
2. In the Settings app, click/tap General, then click/tap Software Update.
3. If a software update is available, you will see the Download and Install option at the bottom of the screen.
4. Click/tap Download and Install.
5. Follow any other instructions on the screen. You may have to wait while the software update installs. You won't be able to use your device during the update.

**Quick Tip! You can tell your device to automatically install updates. Here's how to set up automatic updates:**

1. Open the Settings app.
2. In the Settings app, click/tap General, then click/tap Software Update.
3. Scroll to the bottom of that page and select Automatic Updates or Customize Automatic Updates.











# **Android Tech Basics**

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Learning to use your Android Device

# Connecting to your Wireless Network

Wi-Fi is used by your smartphone, tablet, or computer to connect to the internet without any wires or cables. The internet is an electronic super network that connects smartphones, tablets, and computers around the world. Websites, emails, and search engines are part of the Internet. You can find Wi-Fi at many places: at home, at a coffee shop, the library, and many more!

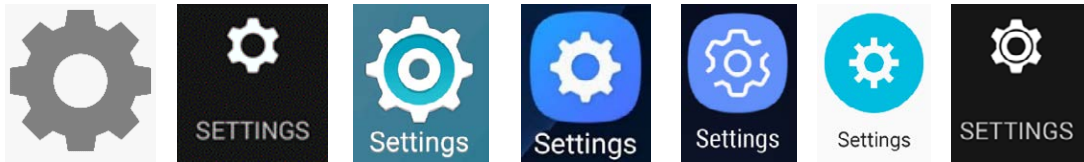
Depending on what Android device you have, the Home Screen, Apps and options might look slightly different on your screen. However, the steps should be similar across all Android devices.

## Follow these steps to set up a new Wi-Fi connection:

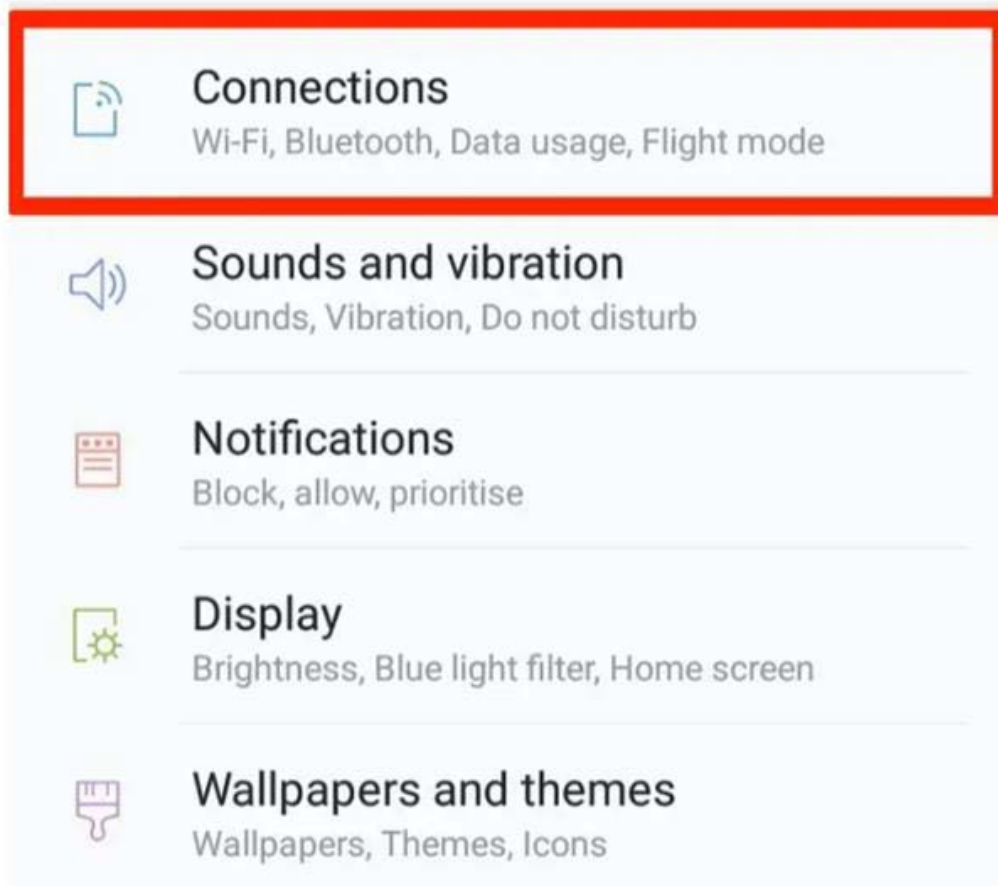
1. Go to the Home Screen and find the Settings icon. Click/tap on it to open the Settings. If you cannot find the Settings icon on the Home Screen, click/tap on the Apps icon (circled in red). This will open a list of all the apps on your device.



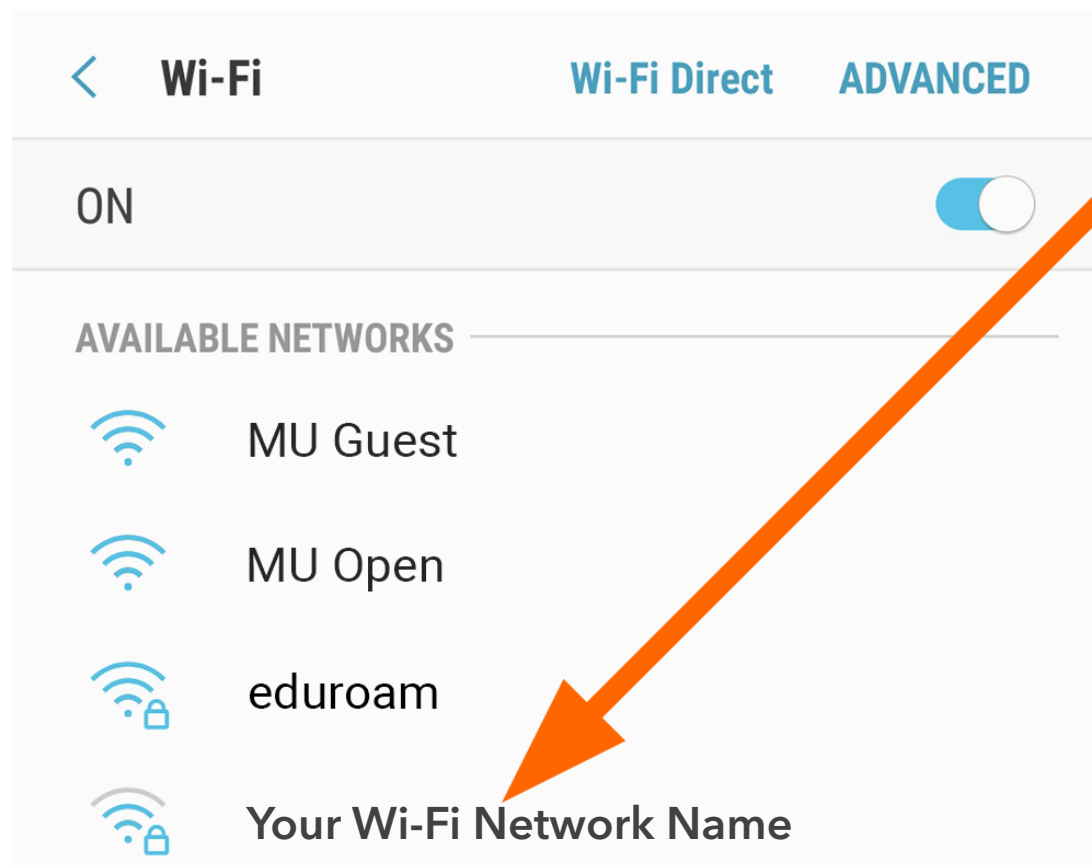
Here are examples of what the Settings icon might look like on your device:



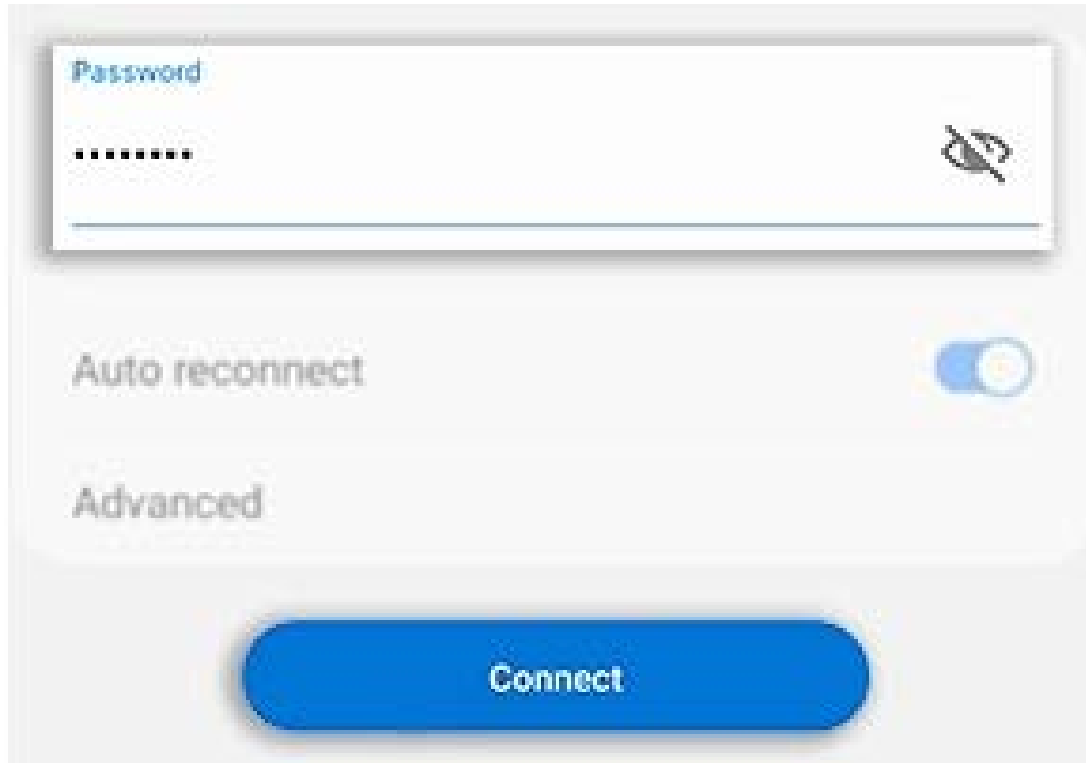
2. Once you've opened the Settings app, click/tap on the Connections tab.



3. Click/tap the Wi-Fi band then look under the 'Available Networks' heading for your Wi-Fi Network Name. Click/tap on the Wi-Fi network you would like to connect to. The lock symbol means a password is needed to join that Wi-Fi network.



4. If a Wi-Fi network is locked, you will be asked to enter the network's password. Enter the password, and then click/tap "Connect."



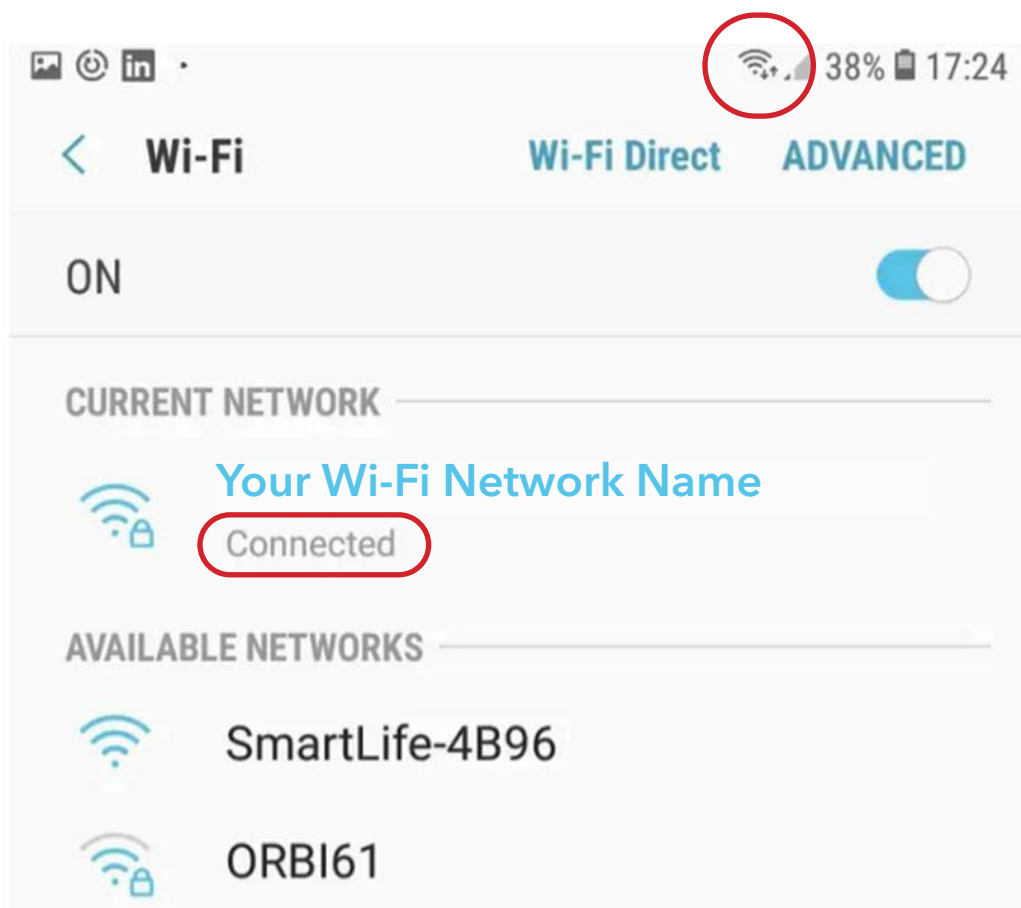
### **If you don't know the Wi-Fi password:**

- When your Wi-Fi was set up at home, you were likely given an information sheet with your Wi-Fi network name and password.
- If you're using a public Wi-Fi network at a library, hotel, business, or other shared space look for signs or information sheets that give the Wi-Fi network name and password. If all else fails, ask a staff member for help!



5. Once you have successfully connected to the Wi-Fi network, 2 things will happen:

- The Wi-Fi icon will appear in the top right corner of the device (circled in red).
- The Wi-Fi network will move from the available networks to the current networks and will say “connected” (circled in red).



# Wi-Fi not Working?

## Try these Tips & Tricks!

**Reset the Wi-Fi Connection:** Use the option at the top of Wi-Fi setting screen to turn Wi-Fi Off. All of the Wi-Fi settings will disappear. Next, turn it back On. This will force the device to search for the Wi-Fi network again and reconnect.




### **Restart the device.**

Turn your device off, let it rest for a couple seconds and then turn it back on. This basic troubleshooting step can cure all types of problems. To restart an android device, follow these steps:

### **On Android devices with a Power button:**

Press and hold the Power button. Click/tap Power off, and then Power off again to confirm. Wait 30 seconds for your device to completely power off. Press and hold the Power key to power on the device.

### **On Android devices without a Power button:**

Swipe down with two fingers from the top of the screen to open the Quick Settings panel. Click/tap the Power icon,  and then Click/tap Restart. Click/tap Restart again.

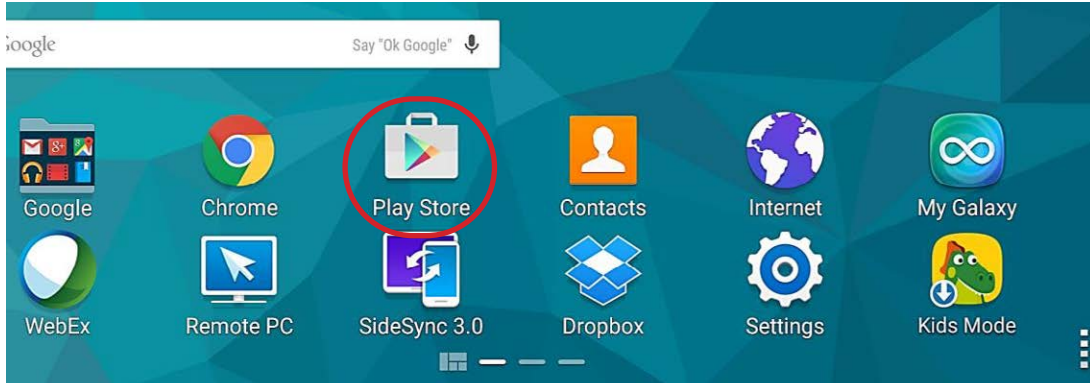
# How to Download Applications (Apps)

Android devices use the Google Play Store (Play Store) to download apps. The Play Store has millions of free and paid apps, games, music, movies, TV, books, magazines and more available for download anytime! You need a Google Account (such as Gmail) to download apps from the Google Play Store.

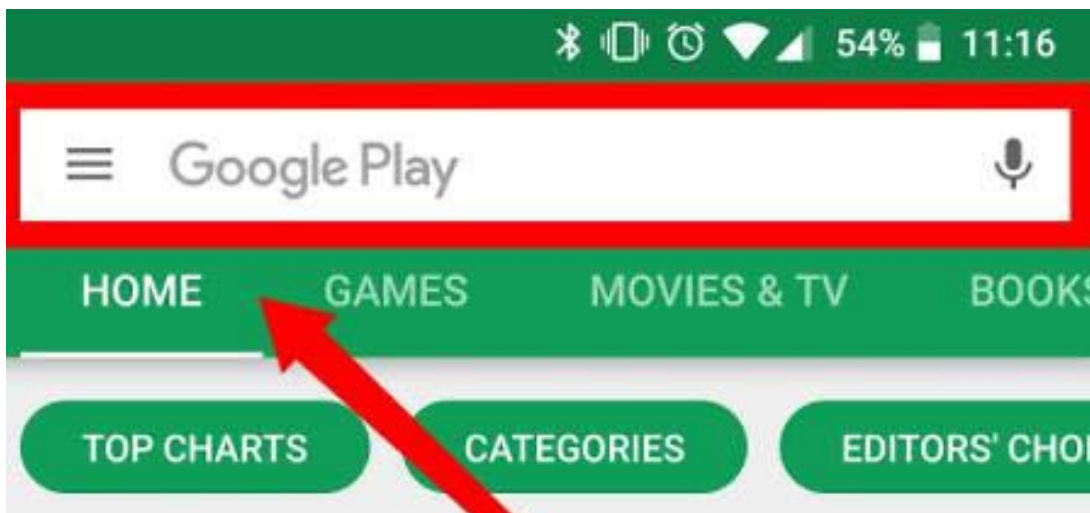
Here are examples of what the Play Store Icon might look like on your device:



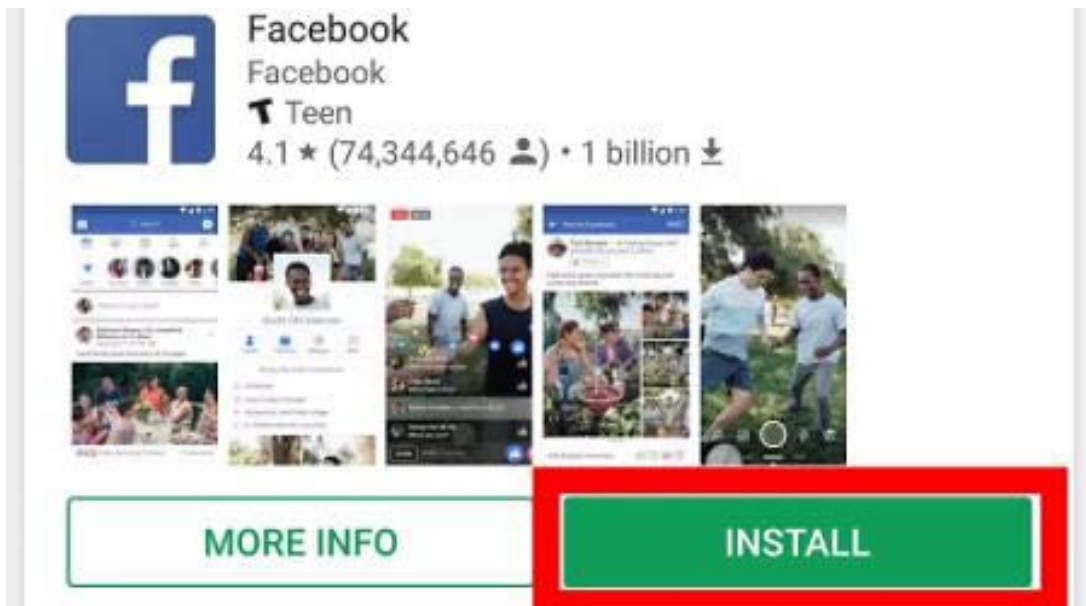
1. To access the Play Store, go to the Home Screen and find the Play Store icon. Click/tap on it to open the Play Store app.



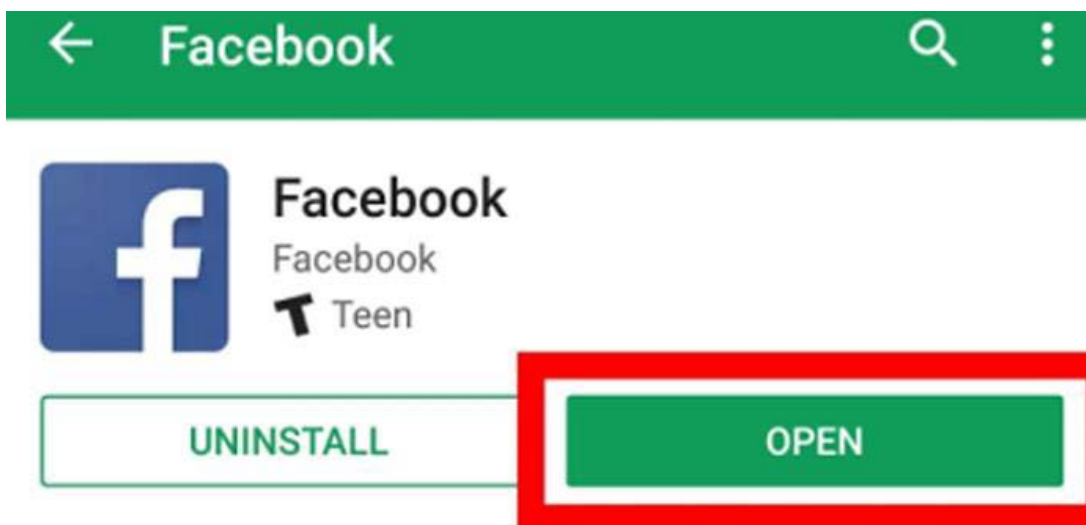
2. Once opened, it's time to search for an app. Enter the name of the app you want to download in the search field (shown in red). In this example, we will be downloading the Facebook app, but these steps can be used to download any app.



3. Once you have found your desired app, click/tap on it. If it is a free app, the information about the app will be shown with an 'Install' button. Click/tap on the Install button and follow the instructions to download the app. If prompted, enter your Gmail address and Gmail password to sign in.



4. Once it is done downloading, the open icon will appear. Click/tap this to open the app.






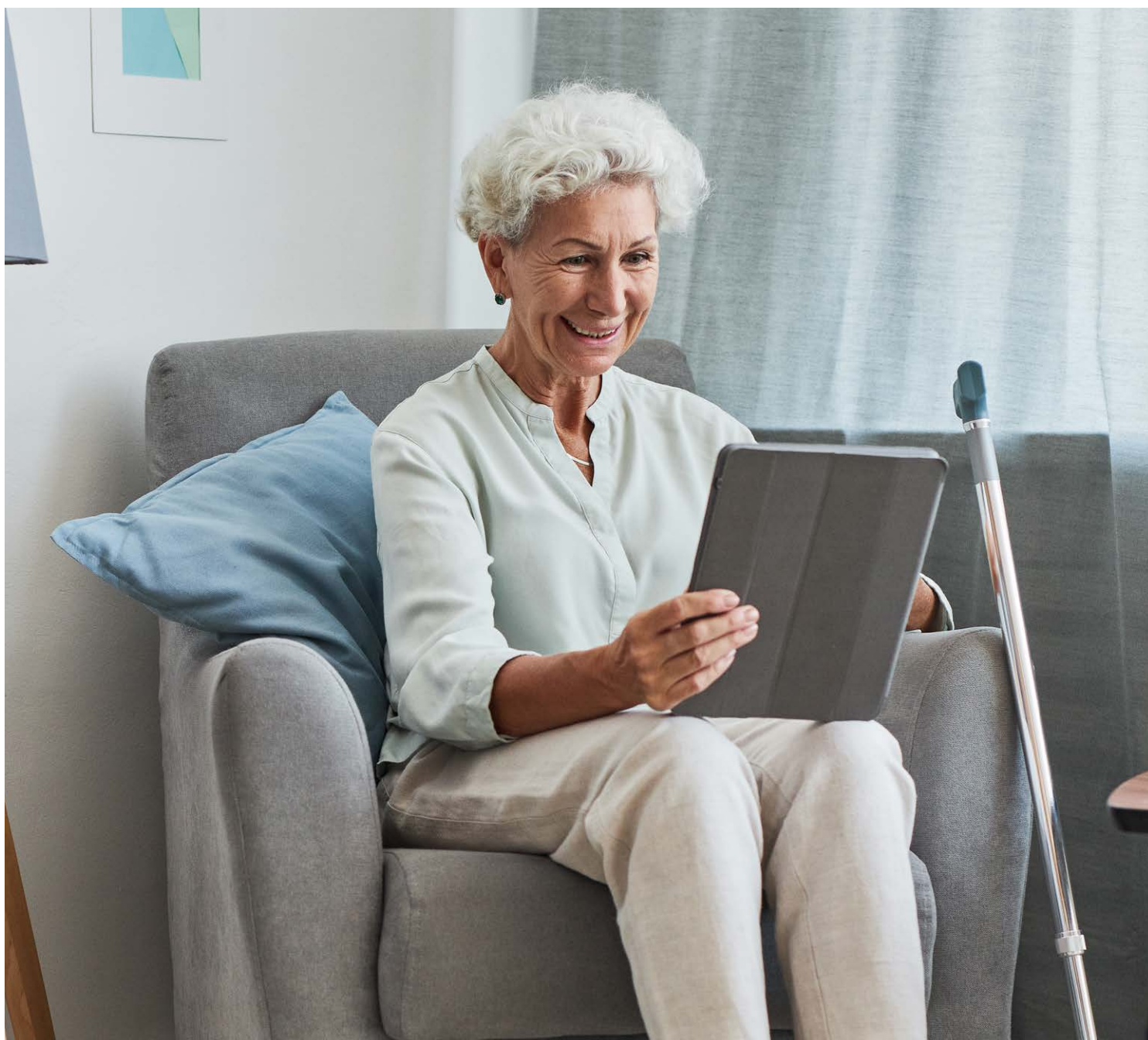
# Updating your Device

Updates fix any problems with the software on your device. More importantly, updates can address security issues when they occur. Your smartphone, tablet, or computer and your apps will need updates. Software updates are free. You should check monthly for updates. Most devices automatically notify you of new updates by default but will only download them when connected to Wi-Fi and when they have over 50% of battery.

**If you would like to check if there are any updates for your Android device, follow these steps:**

1. Go to the Home Screen and find the Settings  icon. Click/tap on it to open the Settings.
2. Click/tap System. You'll find this option at the bottom of the Settings page. Names will vary slightly between devices. If you cannot find the System option, look for Software Update instead.
3. Click/tap About Tablet. If you cannot find the About Tablet option, look for Advanced, About Phone, Download Updates Manually or Download and Install instead.
4. Click/tap Update. If you cannot find the Update option, look for Check for Updates or System Updates instead. Click/tap Download and Install.

This will begin a check of your device to see if there are any updates available, and prompt you to download anything more recent than what your device currently has installed. Depending on your Android, you may have to click/tap through a few on-screen prompts (e.g., enter your passcode and confirm the update) before the update will begin installing. You won't be able to use your device during the update. It could take up to 30 minutes to complete.





# **Windows Tech Basics**

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Learning to use your Windows Device

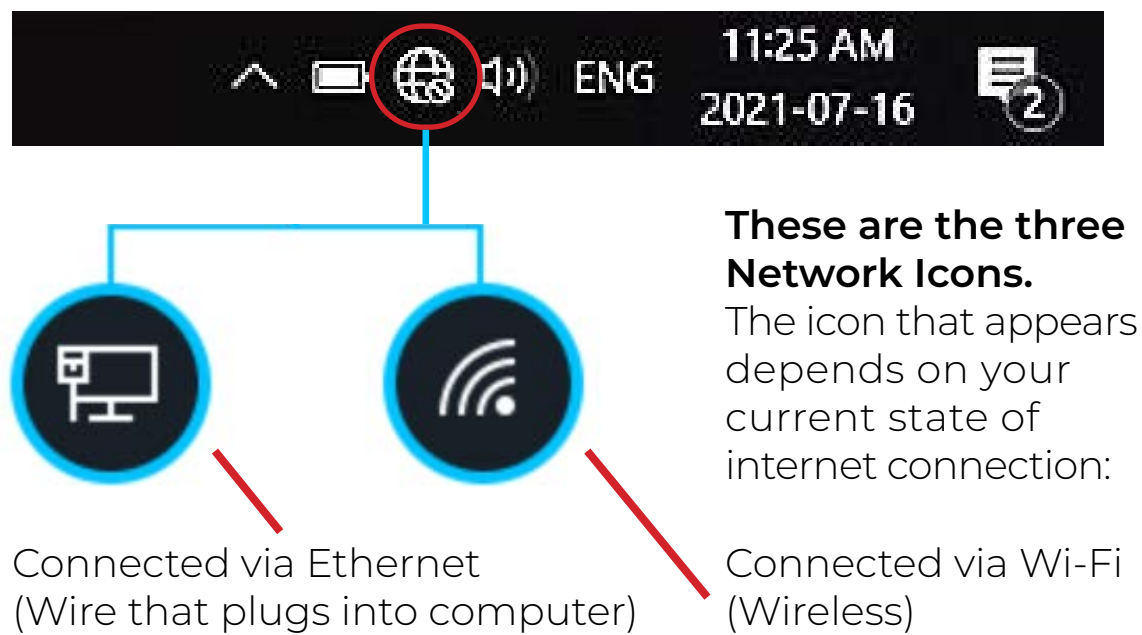


# Connecting to your Wireless Network

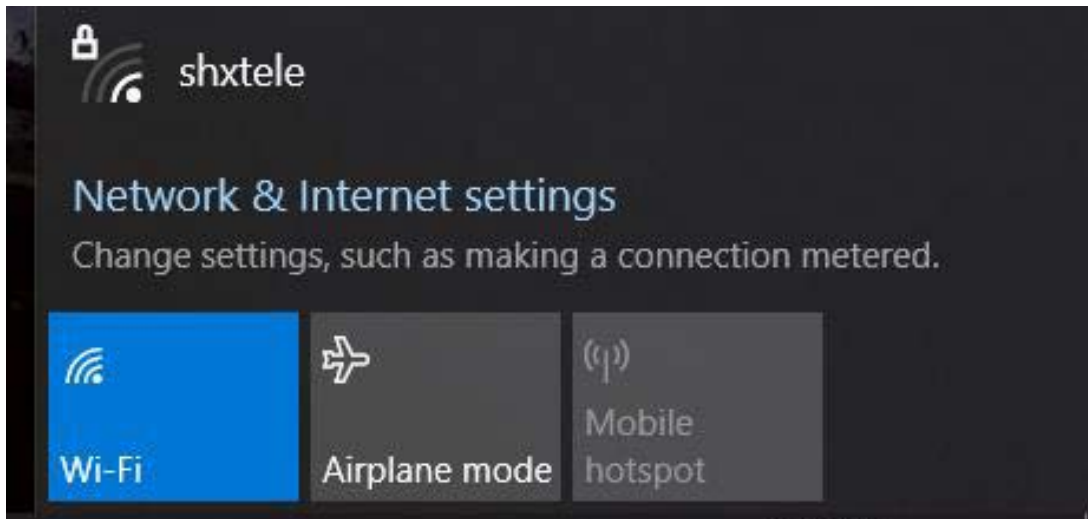
Wi-Fi is used by your smartphone, tablet, or computer to connect to the internet without any wires or cables. The internet is an electronic super network that connects smartphones, tablets, and computers around the world. Websites, emails, and search engines are part of the Internet. You can find Wi-Fi at many places: at home, at a coffee shop, the library, and many more!

## Follow these steps to set up a new Wi-Fi connection:

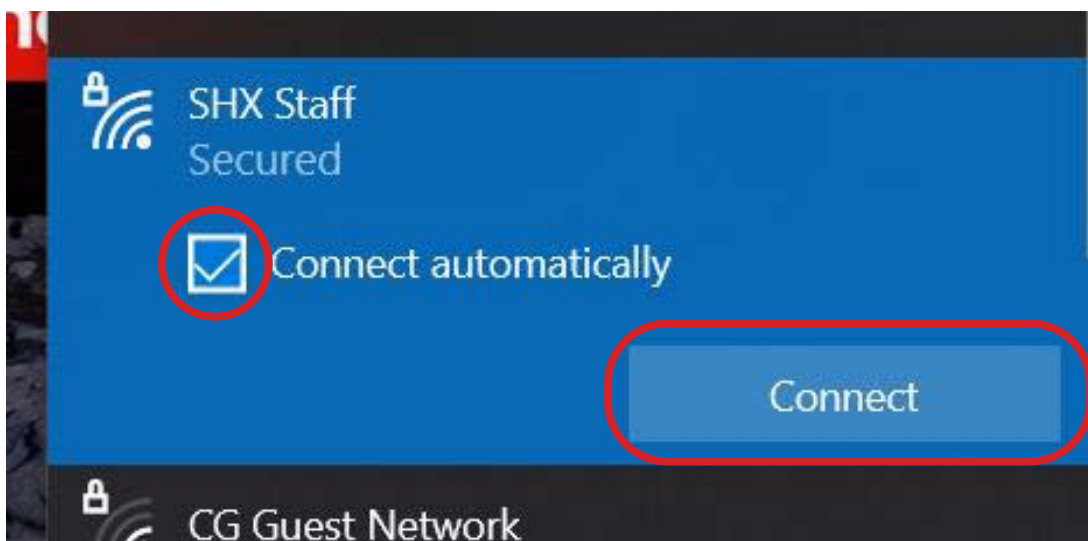
1. Click/tap on the Network Icon, found in the bottom right corner of the home screen. If you don't see one of the three Network Icons (or a similar one) shown in the following image, select the Up Arrow to see if it appears there.



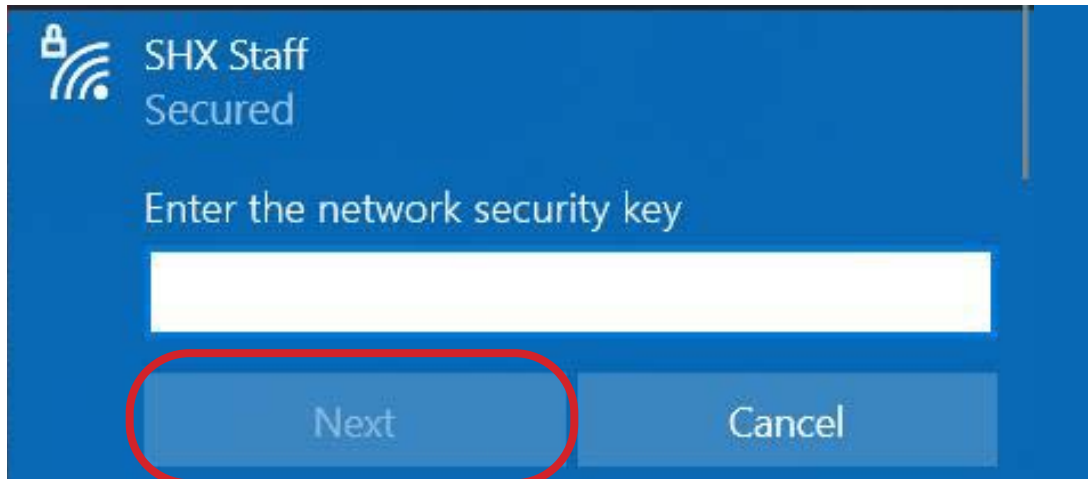
2. Clicking/tapping on the Network Icon will make a list of the available Wi-Fi networks appear (as shown in the photo). The lock symbol means a password is needed to join that Wi-Fi network. Click/tap on the Wi-Fi network you would like to connect to.



3. Click/tap "Connect automatically" (this means that your computer will remember the Wi-Fi password and stay connected to this Wi-Fi network). Click/tap "Connect."



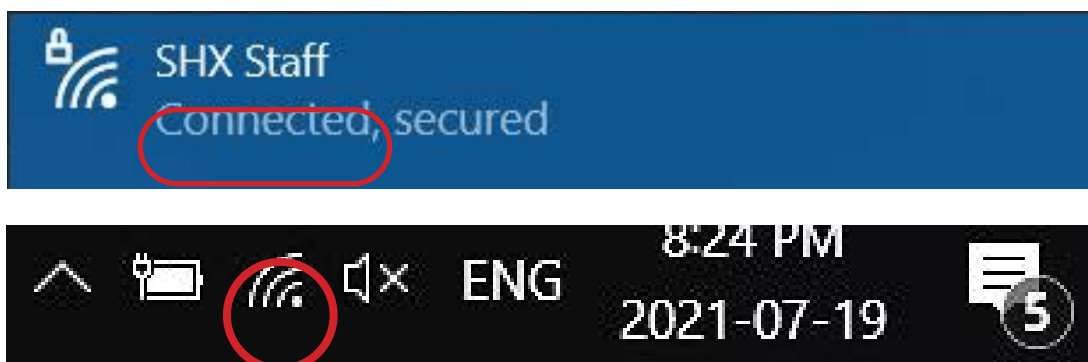
4. If a Wi-Fi network is locked, you will be asked to enter the Network Security Key (also called the Wi-Fi password). Enter the password, and then click/tap “Next.”



5. Once you have successfully connected to the Wi-Fi network, two things will happen:

- 1) The Wi-Fi Network Icon will appear in the bottom right corner of the home screen (circled in red)
- 2) The Wi-Fi network will say “Connected” (circled in red), and the “Connect” button will have changed to “Disconnect”. Disconnect means to stop using the Wi-Fi.

If you do not see the Wi-Fi Network Icon or “Connected,” you may need to try connecting to the Wi-Fi again!




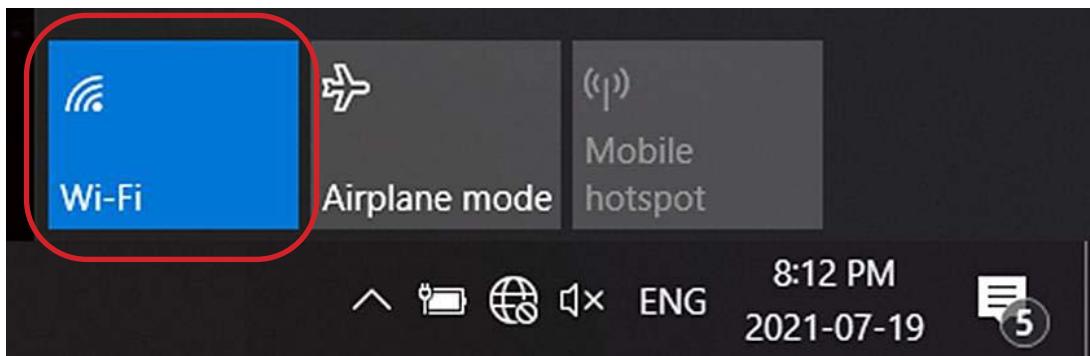



# Wi-Fi not Working?


## Try these Tips & Tricks!

### Reset the Wi-Fi Connection:

1. Click/tap on the Network  Icon, found in the bottom right corner of the home screen. This will make a list of the available Wi-Fi networks appear, along with three buttons (shown below): Wi-Fi, Airplane mode and Mobile hotspot.



2. Click/tap the blue Wi-Fi button  (shown above). This will turn the Wi-Fi off. When the Wi-Fi is off, the Wi-Fi button will be grey, and there will be no Wi-Fi networks listed.

3. Click/tap the grey Wi-Fi button  (shown below). This will turn the Wi-Fi back on and force the computer to search for the Wi-Fi networks again. Your computer should automatically reconnect to the Wi-Fi network.




4. If your computer does not reconnect to the Wi-Fi on its own, you will have to reconnect it yourself. See [Connecting to your Wireless Network \(Wi-Fi\)](#) for a step-by-step guide.

**Restart the Computer:** Restarting is when you turn your device off, let it rest for a couple seconds and then turn it back on. This basic troubleshooting step can cure all types of problems. To restart your computer, press and hold the Power button. Wait 30 seconds for your computer to completely power off. Press and hold the Power button to turn the computer back on.

# How to Download Applications (Apps)

Windows computers use the Microsoft Store to download apps.

1. Go to the Start  button, and then from the apps list select “Microsoft Store.”
2. Visit the Apps or Games tab in Microsoft Store.
3. To see more of any category, select “Show all” at the end of the row.
4. Select the app or game you’d like to download, and then select “Get.”

**Please note:** Microsoft Store is only available on Windows 10, or newer. Therefore, if you have an older Windows computer, the Microsoft Store may not be available for you. The icon for the Microsoft Store is shown here.



Apps can also be downloaded onto your computer from the internet or from a CD-ROM, but this is an older practice that is becoming less common and can typically only be done on computers (not on smartphones or tablets). The apps downloaded from a website or CD-ROM are often called 'computer programs' or "software." You may also see the word "install" used in place for "download," but they have the same meaning.

**Internet:** Before app stores existed, the most common way to download software was from the internet.

Some websites have free, or paid software you can download. For example, you can buy and download Microsoft Word (a popular app) onto your computer from the Microsoft website ([microsoft.com](https://www.microsoft.com)). Another example would be Zoom; you can download Zoom onto your computer for free from their website ([zoom.us](https://zoom.us)).

**CD-ROM:** Almost all software has moved away from this option and many new computers no longer include a CD-ROM for this reason.

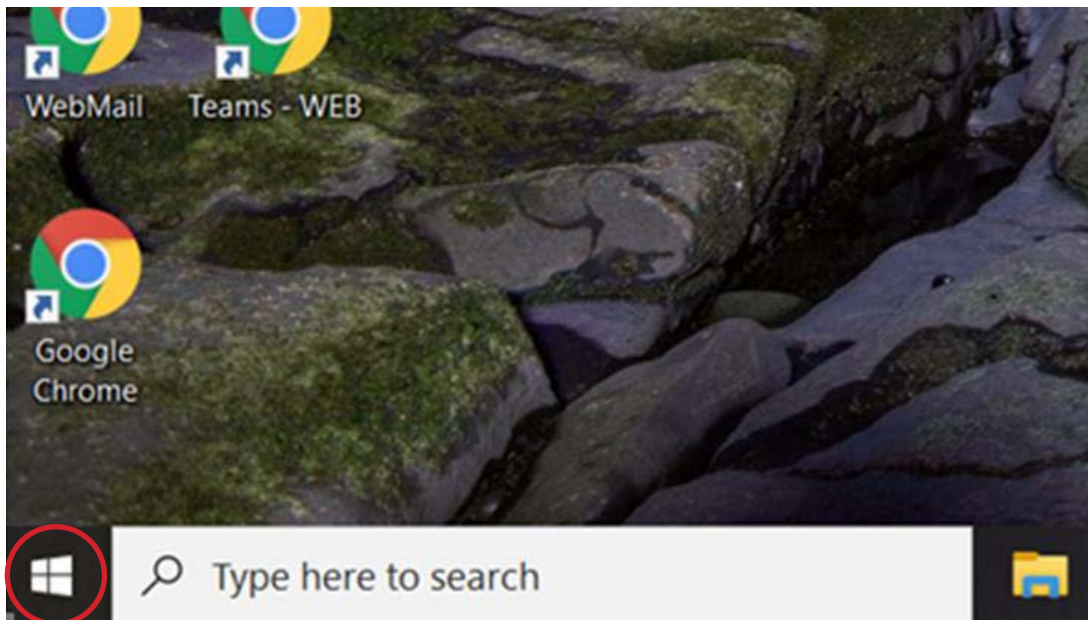
However, if you do need to install software from a CD-ROM, simply insert the disc into your computer, then follow the instructions.

# Updating your Device

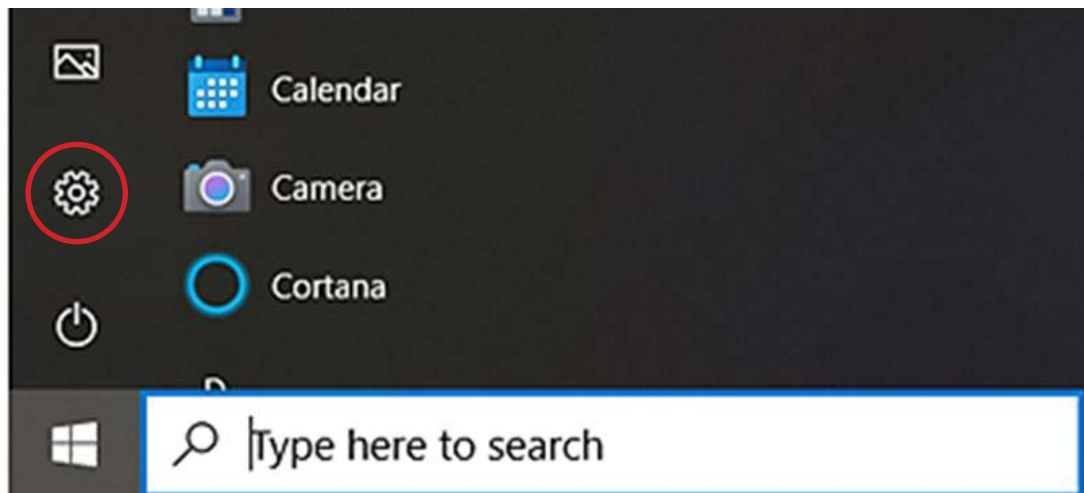
Updates fix any problems with the software on your device. More importantly, updates can address security issues when they occur. Your computer and your apps will need updates. Software updates are free. You should check monthly for updates. Most computers automatically notify you of new updates by default but will only download them when connected to Wi-Fi.

**Follow these steps to check if there are any updates available for your computer:**

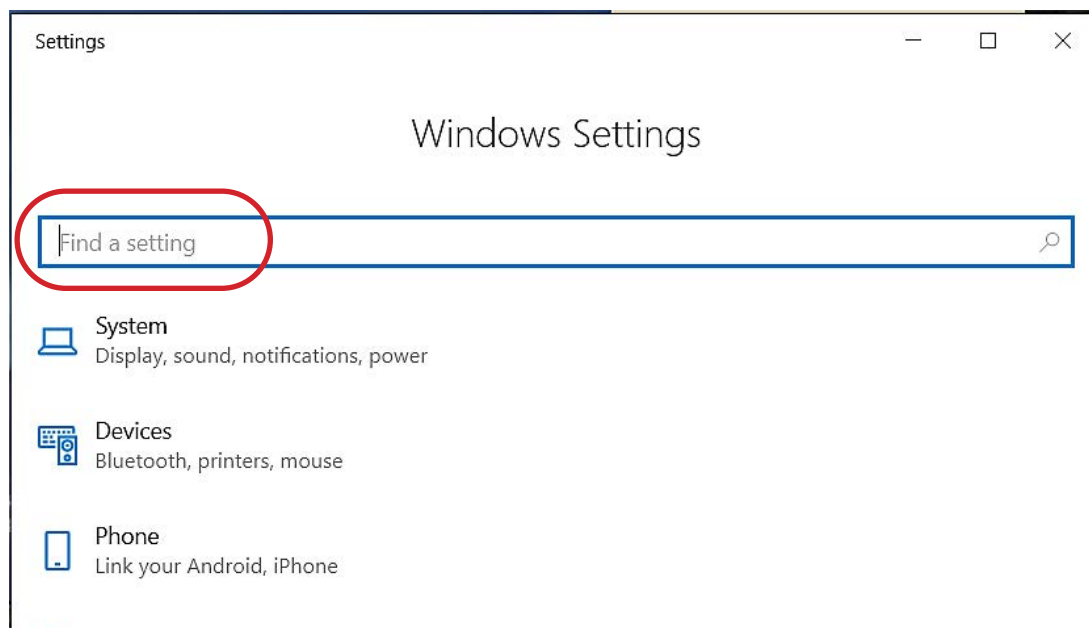
1. Open the Start menu—which contains all your apps, settings, and files—by clicking/tapping the Start icon found in the bottom left corner of the home screen.



2. Click/tap on the Settings icon. This will make the Windows Settings page appear.



3. Click/tap on the "Find a setting" search box. Type the word 'update' into this box. This will give you a list of options to choose from (Check for updates, Windows Update settings, etc.)

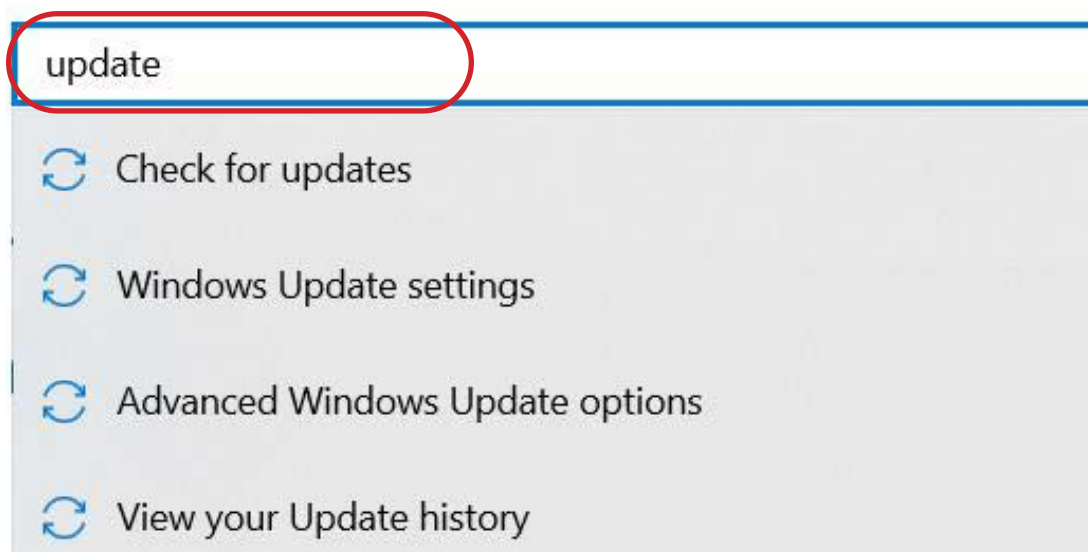




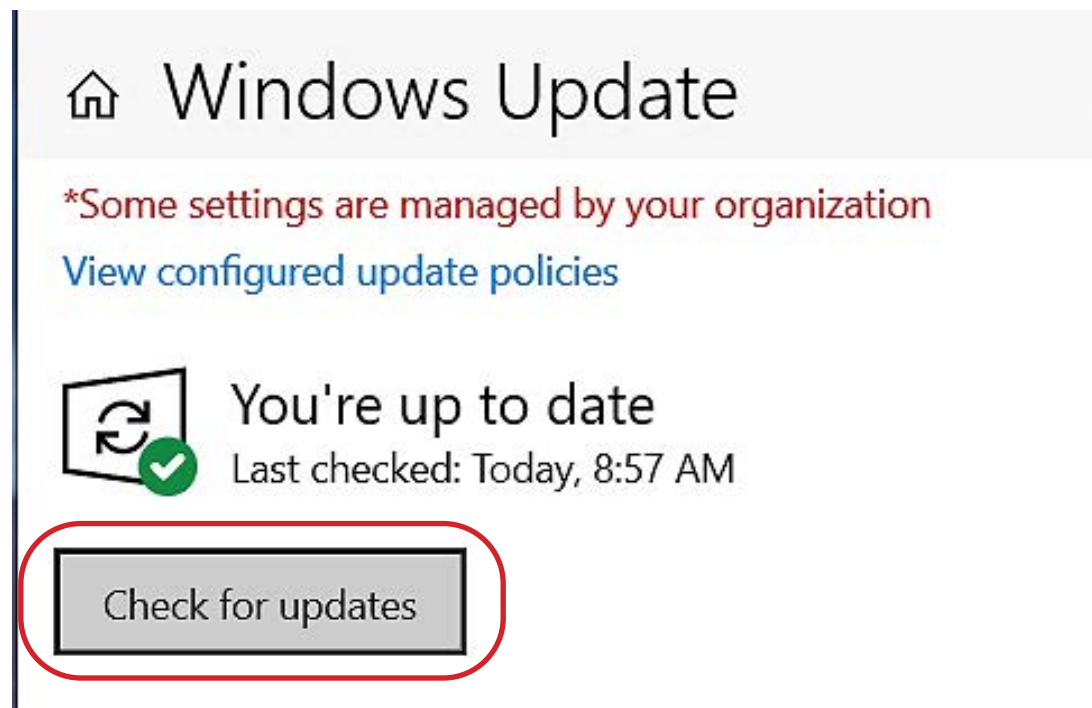
4. Click/tap on Check for updates.

Please note: Older Windows computers will not have a 'Check for updates' option. Instead, you will see a "Windows Update" option. Therefore, if there is no "Check for updates", click/tap on "Windows Update."

## Windows Settings



5. Click/tap “Check for updates” and then wait while Windows looks for the latest updates for your computer. If you see a message telling you that important updates are available, or telling you to review important updates, click/tap the message to view and select the important updates to download or install.



6. Click/tap the check boxes for any updates that you want to install, and then click/tap OK. Click/tap “Install updates.”

Please note: You won't be able to use your computer during the update, which could take 30 minutes or more to complete. Do not shut your computer off or allow it to run out of battery while it is updating.



# Email

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Keeping in touch using the internet

Electronic mail or email is a free and easy way to stay in touch with family and friends. Many organisations and companies use email to communicate rather than sending paper mail. Popular email providers are Gmail, Outlook, and Yahoo.

### **Download the App**

If you have a smartphone or tablet, you can download the app for email! Check page 26 if you have an Apple device, or page 41 if you have an Android device for step-by-step instructions on downloading an app. Otherwise, you can access your email on their website.

#### **Gmail**

Website: [Gmail.com](https://www.gmail.com)



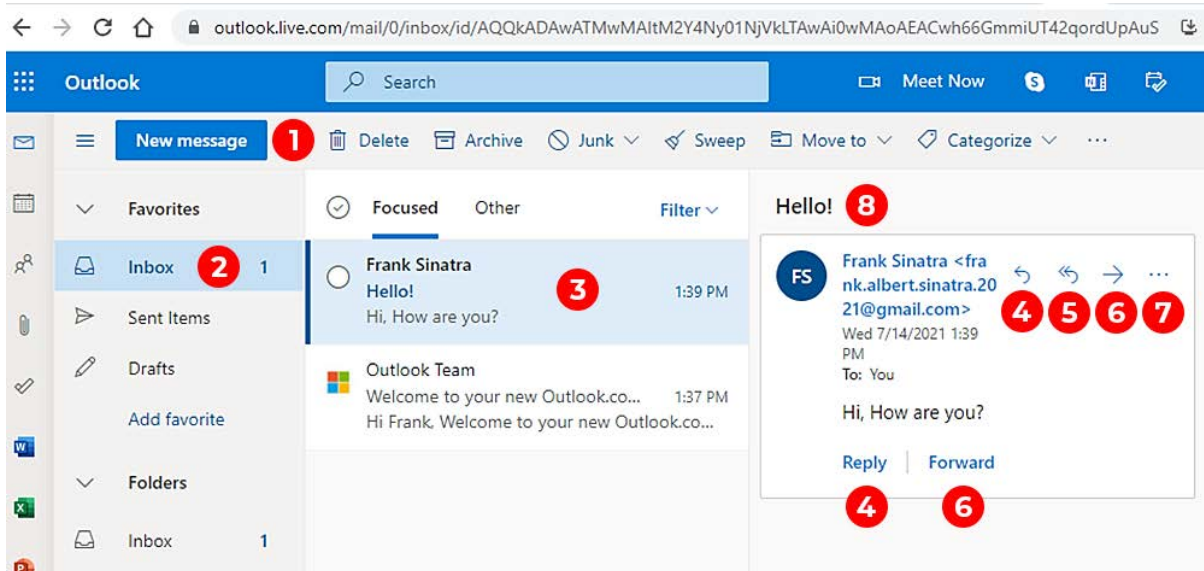
#### **Outlook**

Website: [Outlook.com](https://www.outlook.com)



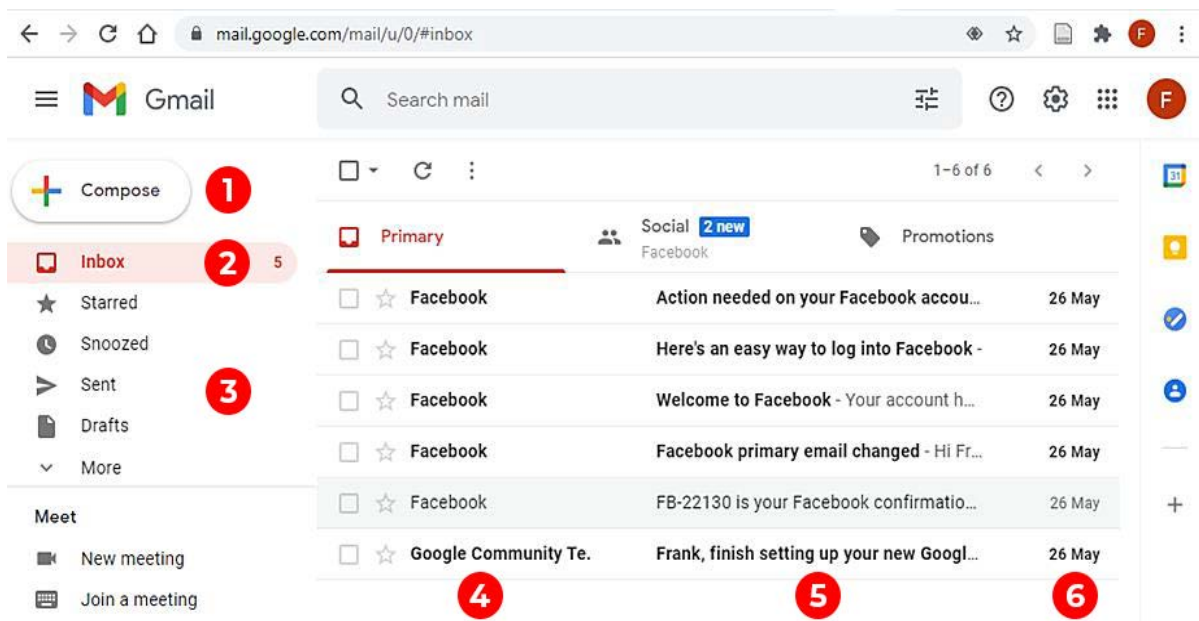
# The Outlook Inbox

- 1 The New Message button, click/tap on this to start an email.
- 2 The Inbox, this folder is highlighted in blue when selected, as shown.
- 3 The selected email is highlighted in blue and displayed in the right panel, as shown.
- 4 Reply
- 5 Reply All
- 6 Forward
- 7 More actions: click/tap for all options, includes reply, forward, delete, print, etc.
- 8 The subject of the email you have received.



# The Gmail Inbox

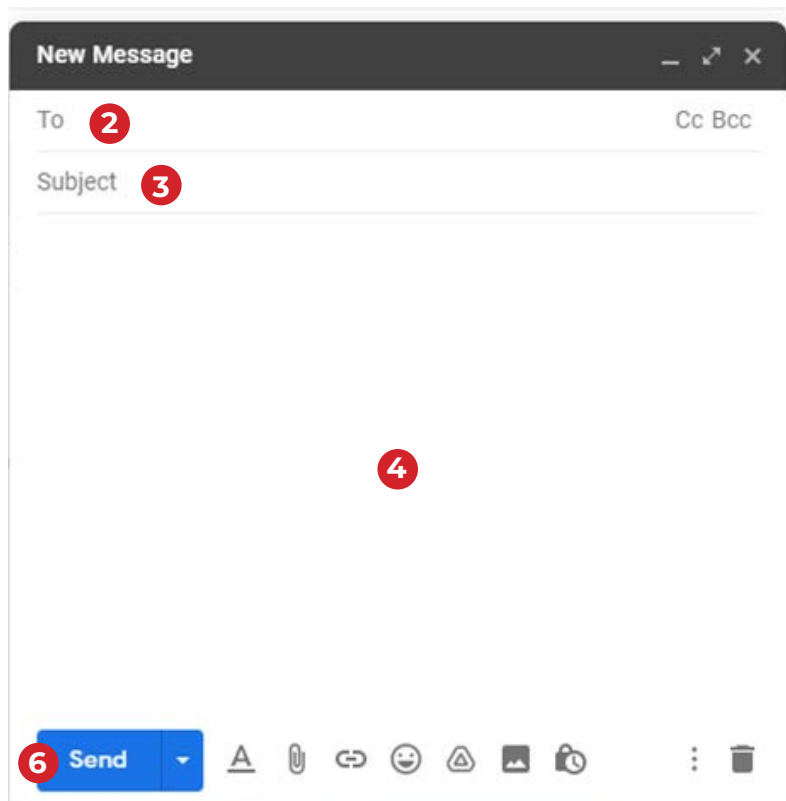
- 1 The Compose button, click/tap on this to start an email.
- 2 The Inbox, this folder is highlighted in red when selected, as shown.
- 3 Folders (Inbox, Starred, Snoozed, Sent and Drafts are all different folders)
- 4 The sender of the email you have received
- 5 The subject of the email you have received.
- 6 The date you received the email.





# How to Send an Email

- 1 To begin an email, click on the Compose or New Mail button (could also be shown as a blue + sign)
- 2 Enter the email address for your recipients in the “To” box.
- 3 Enter a subject in the “Subject” box. The subject is just a short description of your email.
- 4 Write your message in the main text box.
- 5 Proofread your message.
- 6 Click the Send button (will have the word ‘Send’ or a paper airplane icon ).



# Email Tech Terms

## **Attachment**

Photos or documents which are sent along with an email.

## **Compose**

Write an email message.

## **Contacts**

Names and email addresses of people in your email account.

## **Delete**

Erase an email. The email goes to the trash folder.

## **Drafts**

An unfinished email message. It is saved to a folder called drafts.

## **Email Account**

Sends and receive mail using your email address.

## **Email Address**

Identifies the email account where a message is sent (e.g., name@gmail.com). When you sign up for an email account, you create a unique email address.

## **Email Provider**

The company that provides email accounts. Examples of Email Providers are Gmail, Outlook, Yahoo!, etc.

## **Folders**

Where email messages are stored and sorted (e.g., Inbox, Drafts, Trash, Sent).

**Forward**

Send a copy of the email to a different person than the sender.

**Inbox**

Folder that receives new emails.

**Log in**

Access your account with your username and password.

**Move**

Put email message in another folder.

**Reply**

Answer or respond to the person who sent the email.

**Reply all**

Answer or respond to the person who sent the email and all the people who received the message.

**Send**

The email is complete and will be put into the inbox of the recipient.

**Spam**

Junk email. Often includes flyers and advertisements.

**Trash**

Folder emails go in when they are deleted, and you do not want them anymore. When you empty the trash, all messages in that folder will be permanently deleted.







# Facebook

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Connect with Friends & Family

Facebook is a popular social media website. It allows you to create a personal profile where you can share your thoughts, pictures, videos, and interests on your 'timeline' with your friends and family.

### **Download the App**

If you have a smartphone or tablet, you can download the app for Facebook and Facebook Messenger! Check page 26 if you have an Apple device, or page 41 if you have an Android device for step-by-step instructions on downloading an app. Otherwise, you can access Facebook on their website.

#### **Facebook**

Website: [Facebook.com](https://www.facebook.com)



#### **Facebook Messenger**

Website: [Messenger.com](https://www.messenger.com)

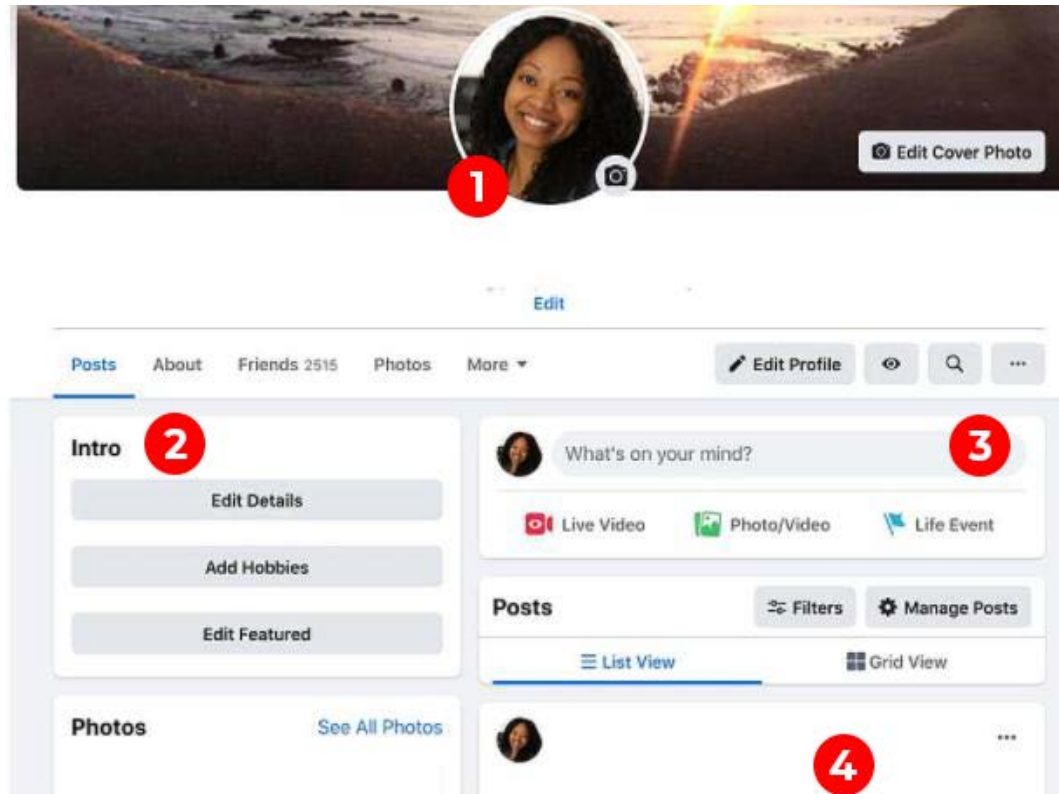




# Your Facebook Profile

Your profile has your profile picture, cover photo and all of your basic information. Your profile also includes your timeline, where you can see your own posts and posts you've been tagged in. You can return to your profile anytime by clicking/tapping on your name at the top right corner of the Facebook page.

- 1 Profile Picture
- 2 Your Information
- 3 Status Update
- 4 Timeline



# Like, Comment, or Share

On your news feed, you'll see updates from your friends and family. To interact with someone's post, you can like it, comment on it, or share it.

**Like:** If someone posts a photo, status, or comment that you like or agree with, you can click/tap the "like" button to show it.



You can also express that you love, laughed, are amazed, sad, or angry at their post by holding down the like button.







**Comment:** Under every post, there is usually an empty comment box. If you click/tap inside it, you can type your response. When you want to post your comment, press enter or ➡ to post it. Remember that the person who wrote the original post, their friends, and your friends will be able to see your comments.

**Share:** If someone posts a status, video, photo, or link that you want your friends to see, you can click/tap on share. Sharing is the same as re-posting something, it will appear on your timeline.

# How to Send a Private Message On Facebook Messenger

From your Facebook Account, follow these steps to send a private message:

1. From 'Home' , click  Messenger in the left menu.
2. Click  to start a new message.
3. Start typing a name into the "To" field. Names of friends will appear.
4. Select the person or people that you want to message.
5. Type your message, then press enter or  to send.

You can also click "Message" at the top of someone's profile to message them.

# Facebook Tech Terms

## **Chat (Message)**

Allows you to talk privately with your friends. It is like a text message or email. Only the person you send it to can see your message.

## **Facebook Friend**

This is the term used when you are connected with someone on Facebook. When you add someone as a friend, they are able to see your profile and updates and you can see theirs.

## **Facebook Messenger**

Allows you to send private messages on Facebook. The Facebook Messenger app is connected to the Facebook app.

## **News feed**

Shows the top posts among your Facebook friends. The more you interact with that Facebook friend, the more of their posts that you will see.

## **Notification**

You get a notification whenever something happens on Facebook that involves you. Mostly, this will be if someone likes or comments on your post or responds to a comment that you wrote. You will also get notifications when someone requests to be your Facebook Friend.

**Post**

This includes any activity that you put on Facebook: status updates, photos, comments, and much more. For example, you post a photo on Facebook. Another word for post is publish.

**Status (Status Update)**

Allows users to share their thoughts or important information with their friends. This can include where they are, what they are doing, how they are feeling, who they're with, or just something that they generally find interesting.

**Tag**

Identifies someone else in a post, photo, or status update. For example, someone might tag you if they post a photo that you are in. A name preceded by the "@" symbol signifies that someone is tagged.

**Timeline**

Everyone has their own timeline that shows all of their activity on Facebook: status updates, photos, comments, shares and much more. The most recent activity is shown at the top. Your timeline is found on your profile.







# Zoom

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Video visits with Friends & Family

Zoom is a popular video call app. It can be used on any smartphone, tablet or computer that has a microphone and camera. Zoom uses the internet to provide video and audio calling. You do not need an account to attend a Zoom meeting. Zoom is free to use!

### **Download the App**

If you have a smartphone or tablet, you can download the app for Zoom! Check page 26 if you have an Apple device, or page 41 if you have an Android device for step-by-step instructions on downloading an app. Otherwise, you can access Zoom on their website.

### **Zoom**

Website: [Zoom.us](https://zoom.us)



# How to Join a Zoom Meeting

- 1 Click/tap the Zoom meeting link that you received by email, text, or message.
- 2 If you have the Zoom app, the link will bring you to the Zoom meeting in the app.

The following steps are for those who do not have the Zoom app:

- 3 Instead of the app, the link will bring you to the page shown next. Click/tap the blue “Launch Meeting” button. If this does not work, click/tap the “Join from your Browser” button (circled in red).
- 4 Click “Open Zoom Meetings” on the dialogue shown by your browser. If you don’t see a dialogue, click “Launch Meeting” below.

By clicking “Launch Meeting”, you agree to our [Terms of Service](#) and [Privacy Statement](#)

**3** Launch Meeting

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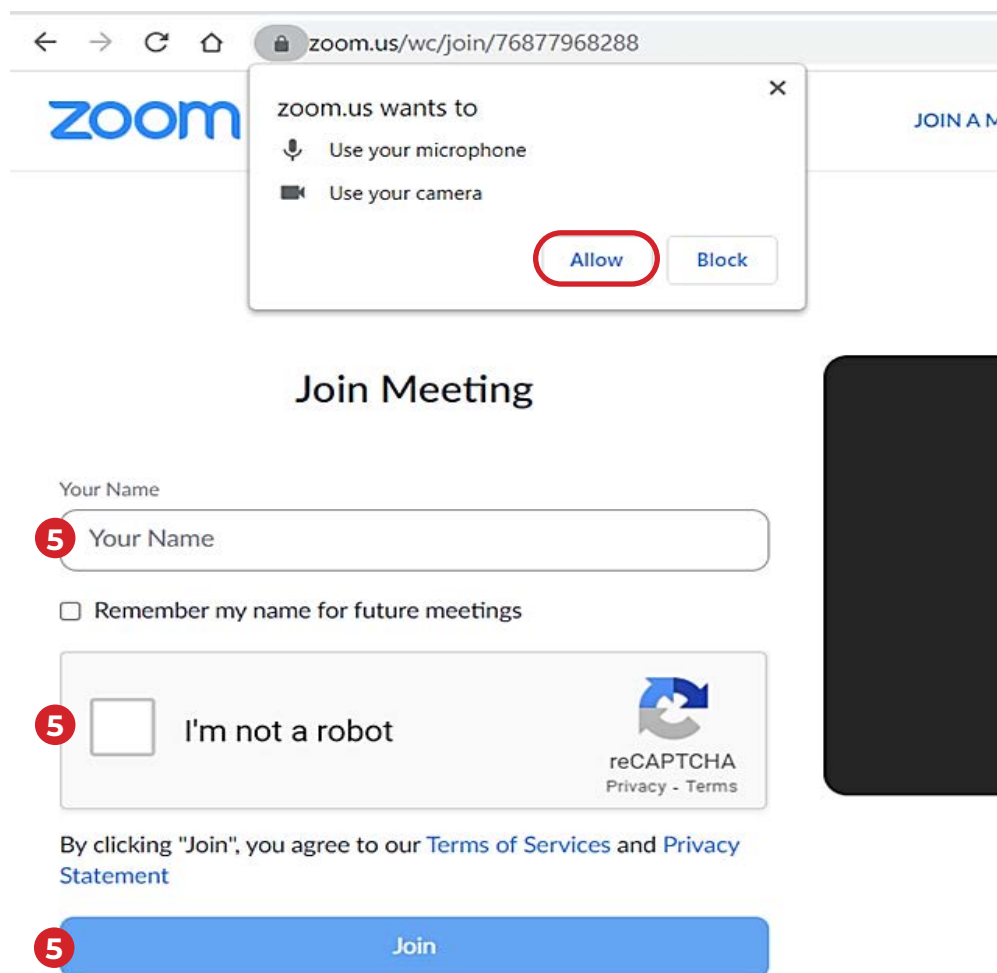
Don't have Zoom Client installed? [Download Now](#)

Having issues with Zoom Client? [Join from Your Browser](#)

**5** Next, you will be brought to the page shown here. It will ask you to type in your name and confirm that you are not a robot. You will want to click/tap the “Allow” button (circled in red) so that you can use your device’s camera and microphone in the Zoom Meeting. Click/tap the blue “Join” button to join the Zoom Meeting.

**6** Wait for the meeting host to admit you.

**7** If it pops up, click/tap the “Join with Computer Audio” button. Congratulations! You have successfully joined a Zoom Meeting



The screenshot shows a web browser at the URL `zoom.us/jc/join/76877968288`. A permissions dialog box is open, asking for microphone and camera access. The "Allow" button is circled in red. Below the dialog, the page title is "Join Meeting". There is a form with a "Your Name" input field, a checkbox for "Remember my name for future meetings", and a reCAPTCHA "I'm not a robot" challenge. A blue "Join" button is at the bottom. A large black mobile phone icon is on the right side of the page.

zoom.us wants to

- Use your microphone
- Use your camera

**5** Allow Block

### Join Meeting

Your Name

**5** Your Name

☐ Remember my name for future meetings

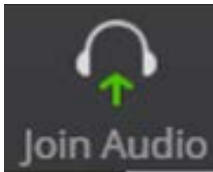
**5** ☐ I'm not a robot

reCAPTCHA  
Privacy - Terms

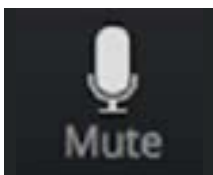
By clicking "Join", you agree to our [Terms of Services](#) and [Privacy Statement](#)

**5** Join

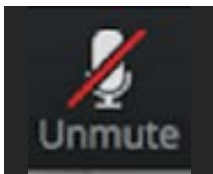
# Important Icons in the Toolbar



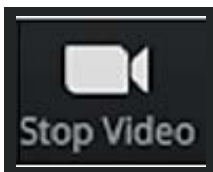
If you see this icon in the toolbar, click/tap on it and then click/tap on the Join Audio by Computer button. Then, the icon will change to the Mute or Unmute icons shown below.



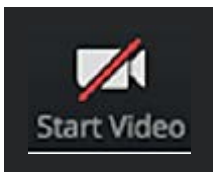
If you see this icon in the toolbar, everyone in the Zoom Meeting can hear you. Click/tap on this icon to mute yourself.



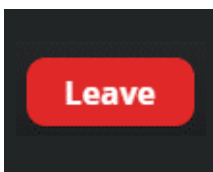
If you see this icon in the toolbar, no one in the Zoom Meeting can hear you. Click/tap this icon to unmute yourself.



If you see this icon in the toolbar, everyone in the Zoom Meeting can see you. Click/tap this icon to turn off your webcam.



If you see this icon in the toolbar, no one in the Zoom Meeting can see you. Click/tap this icon to turn your webcam on.



If you click/tap the Leave button in the toolbar, the Leave Meeting button will appear. Click/tap the Leave Meeting button to exit the Zoom meeting.

# Zoom Tech Terms

## **Click/tap**

The act of selecting an option on a device by pressing a button or touching a screen. The term click would commonly be used for computers while tap would commonly be used for smartphones and tablets.

## **Icon**

An image or symbol which represent an app or function. For example, every app has an icon which you can click/tap on to open the app.

## **Join a meeting**

You accept an invite to a Zoom video call.

## **Link**

An image, text, or a button that you can click/tap on to access a website. Text links are often blue in colour and underlined (e.g., [www.facebook.com](http://www.facebook.com)). Links may include wording such as 'click here for more information' or "find out more."

## **Microphone**

Most smartphones, tablets and laptops have inbuilt microphones so others on your call can hear you.

## **Mute/ Unmute**

Turning your microphone on (unmute) or off (mute). Being muted means that no one can hear you on the video call.



**Stop/ Start video**

Turning your webcam on (start video) or off (stop video). Stopping video means that no one will be able to see you on the video call.

**Video Call**

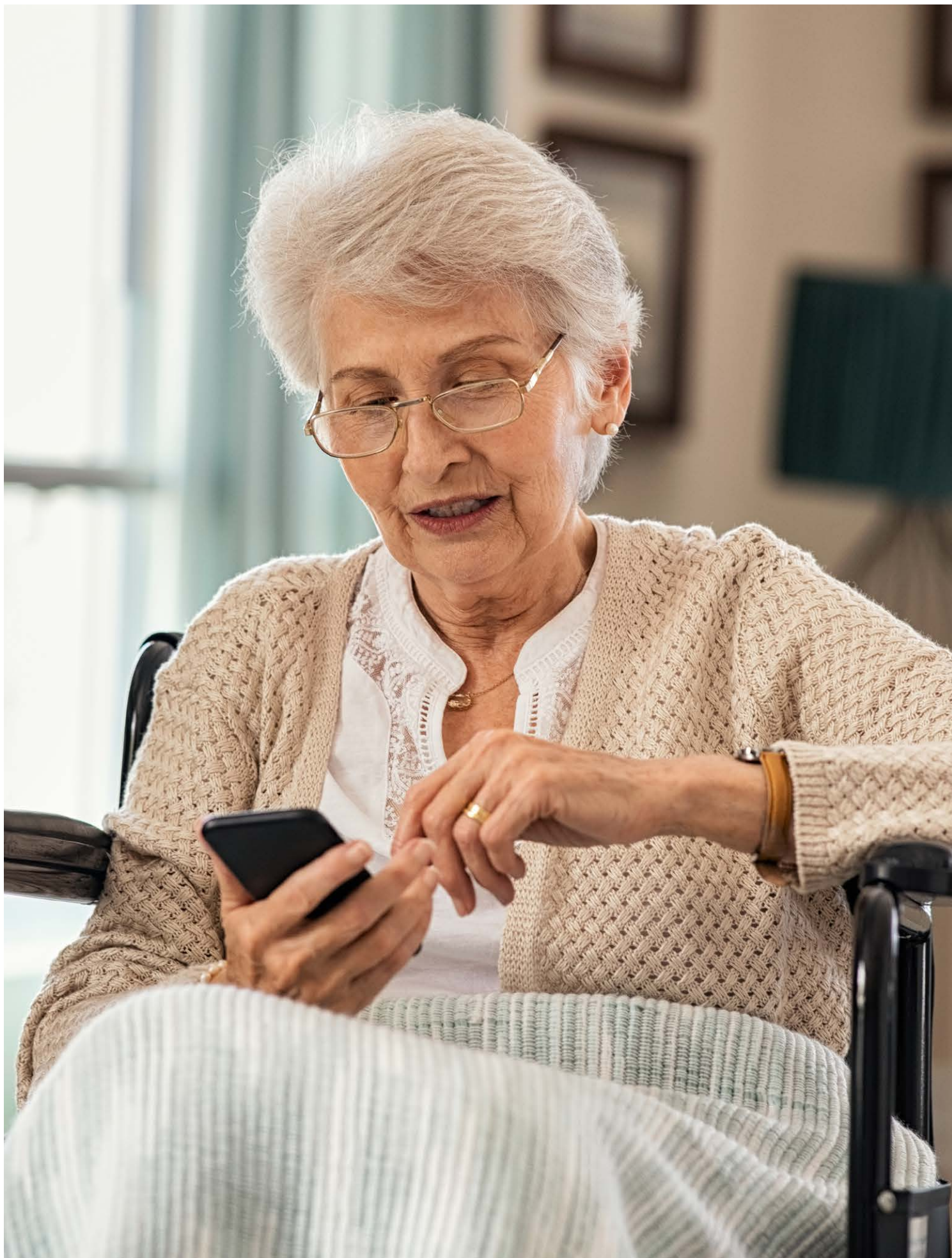
A phone call that uses the internet to transmit live video and audio between two or more people.

**Webcam**

A video camera that allows other people to see you on video calls, such as Facetime, Skype or Zoom. Most smartphones, tablets and laptops have inbuilt webcams (sometimes referred to as just cameras), but if you have an older laptop or desk computer you might need to buy a separate webcam.

**Zoom Meeting**

A video call between two or more people on Zoom.







# **Tips for Staying Safe Online**

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And How to get Help if you Need it

**Passwords:** Use strong passwords and do not share them. A strong password is, at least, eight characters long with numbers and letters.

**Pop-ups:** Watch out for urgent-looking messages that pop up while you're online. Don't click/tap on them and don't call the number they provide.

**Emails:** Avoid opening emails from unknown sources and be wary of clicking/tapping on any attachments or links. They may contain viruses.

**Watch out for scams:** The number of scams is on the rise. Recognizing these common signs of a scam could help you avoid falling for one.

- Scams ask for payments through money transfers or by putting money on gift cards.
- Scams write messages that contain typos or bad grammar and lacks appropriate customer service skills.
- Scams ask for your social insurance number or credit card information.
- Scams often pressure you to act immediately, threatening to arrest you, or claim your computer has a virus that they can fix for you.
- Scams often pretend to be a family member in distress and ask you to send money.

## **What you can do to avoid a scam:**

- Never give out your personal, credit card or online account details over the phone unless you made the call, and the phone number came from a trusted source.
- Just because someone knows your name, where you live or claims to work for an organization such as the government, does not mean you should trust them.
- Remember, if you didn't initiate the call, you don't really know who you're talking to.
- If an offer, email, or message sounds too good to be true, it probably is.
- Stop and talk to someone you trust. Before you do anything else, tell someone—a friend, a family member, a neighbor—what happened. Talking about it could help you realize it's a scam and protect you from theft or fraud.

## **If you have been contacted by a scammer, or have fallen victim to a scam, report it to the Canadian Anti-Fraud Centre.**

You can contact them by phone, toll free at 1-888-495-8501, Monday to Friday, from 9am to 4:45pm (Eastern time) or online anytime at [antifraudcentre.ca](https://antifraudcentre.ca)

# SOS! Who to Contact for Help

If you are having technical issues, here are some options to ask for help:

**Family and Friends:** Your loved ones can be a great help for setting up or troubleshooting your technology!

**Gluu:** Sign up for Gluu, a non-profit organization funded by the government of Canada. They offer Gluu Essentials, a comprehensive online digital skills training program that is FREE for Canadian seniors. Check it out at <https://gluusociety.org/>

**Cyber-Seniors:** Sign up for Cyber-Seniors, a non-profit organization that provides FREE webinars and one on one phone tech support to seniors. Check it out at <https://cyberseniors.org/>

**Connected Canadians:** Sign up for Connected Canadians, a non-profit organization that provides FREE technology training and support to older adults. Check it out at <https://www.connectedcanadians.ca/>

**A Local Computer Repair Store:** If you are having issues with viruses, software, updates, or you think your device may be broken, we recommend calling your local computer repair store for help.

**Shannex Staff:** If you have a simple issue, they may be able to help. But remember, they are not IT professionals and may not have the answer!







