

Connecting Generations

Cyber-Seniors™

PARTICIPANT'S HANDBOOK



THIS BOOK BELONGS TO:

IF FOUND PLEASE CALL:

www.cyberseniors.org



/CYBERSENIORSDOCUMENTARY

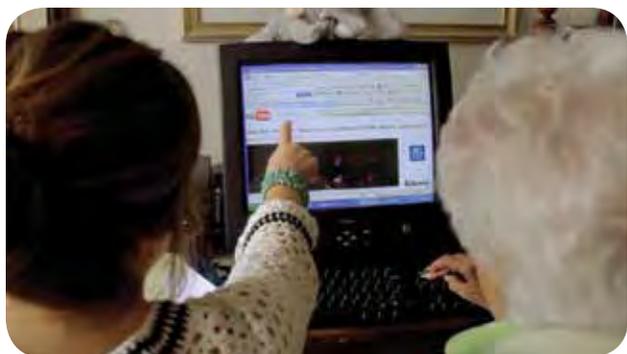


/CYBERSENIORS



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Preface



The idea for the Cyber-Seniors program came from a high school project that was launched by two sisters, Macaulee (16) and Kascha Cassaday (18) in 2009.

The sisters had witnessed firsthand how the Internet had transformed their grandparents' lives. After learning some basic skills their grandparents were able to communicate with them several times a week via the Internet, despite the fact that they lived in different cities and had very busy lives.

Inspired by this realization, the sisters started the Cyber-Seniors program to help other seniors get online.

They began by recruiting several of their friends to visit a local retirement home twice a week to teach interested seniors how to use the Internet. The program really caught on and before they knew it the seniors were able to send and receive emails, talk to and see their friends and family using Skype, and even "friend" their grandchildren on Facebook. The highlight of the program was the creation of the Cyber-Seniors Corner ([youtube.com/cyberseniorscorner](https://www.youtube.com/cyberseniorscorner)), a YouTube Channel where student-senior teams posted short videos featuring the senior sharing their wisdom and/or humour.

Saffron Cassaday, a filmmaker and Macaulee and Kascha's older sister, began filming some of the early Cyber-Senior sessions and decided to make a documentary film about these remarkable Cyber-Seniors. Over the next ten months, Saffron and her film crew captured over 120 hours of footage and many memorable moments. To everyone's disbelief, half way through filming Macaulee and her grandfather were both diagnosed with cancer. During this challenging time the Internet became an ever-important lifeline for the family. Macaulee and her grandfather grew even closer while undergoing cancer treatment, often Skyping with one another during chemotherapy sessions.

The Cyber-Seniors program and documentary film are inspiring examples of the wonderful things that can happen when generation gaps are bridged, and new ways of connecting are explored.

Saffron, Kascha and Macaulee hope their film will inspire more seniors to get online, and that the Cyber-Seniors program will expand around the world.

To find out more about the Cyber-Seniors documentary and director Saffron Cassaday go to: www.cyberseniorsdocumentary.com

Introduction

Welcome to Cyber-Seniors

We are pleased to provide this handbook to help you learn to use the Internet. Simply follow the instructions and practice, practice, practice! Before you know it you will be a Cyber-Senior and will be able to send and receive emails, explore the Internet, and much more.

You can use this handbook on your own or have someone help you. In either case, it is a good idea to use the "Learning Log" to keep track of where you are in the lessons and to take notes in the "Notes" section. If someone is helping you, remember to practice on your own in between lessons and use this handbook to help you when you get stuck.

This handbook has references to both computers and tablets or other devices with touch-screens. As such, the terms "click" (mouse) and "tap" (touch-screen) are used interchangeably but are intended to convey making a selection.

Please drop us a line, once you have learned to send an email, and let us know how things are going. Also, if you have any suggestions or ideas on how we can improve this handbook or the Cyber-Seniors Program, we would love to hear from you. Our email address is info@cyberseniors.org.

Good luck with your training, and have fun!





Cyber-Seniors Participant Profile Form

Help your mentor make your lessons more relevant and meaningful to you by completing this form. All information will be treated as confidential.

How familiar are you with using a computer?

- Can turn on a computer
- Able to navigate and access various programs (eg. Outlook, Word, etc)
- Familiar with keyboard functions (eg. Caps, Return, Space Bar, etc)
- Able to open an email
- Able to send an email
- Able to open attachments
- Able to attach files to an email
- Able to carry-out a Google search
- Able to use Skype (or equivalent program)
- Able to use Word (or equivalent program)
- Able to store and retrieve files

What technological devices do you currently own?

- Laptop
- Desktop computer
- Tablet/iPad
- Smartphone

If you own a device, what do you use it for?

- Email
- Social media
- Watch videos (YouTube)
- Search Internet for information (news, health)
- Online banking or paying bills
- Shopping
- Music
- Video conferencing (Skype, Google Hangouts, FaceTime)

List other computer programs and functions you are familiar with:



Cyber-Seniors Participant Profile Form

Who are you hoping to connect with through the Internet?

- Grandchildren
- Children
- Other Family Members (specify the relationship):

- Current Friends (specify):

- Old Friends (specify):

- New Friends (specify):

Additional Comments:

Do you have any special interests that you would like to explore through the Internet?

- Cooking
- Gardening
- Travel
- Jokes
- Cards
- Sports (specify):

- Crafts
- Literature
- Fitness and nutrition
- Music
- Beauty
- Fashion
- Woodworking
- Religion (specify):

- Other:



Cyber-Seniors Participant Profile Form

Do you have any of the following conditions? Select all that apply.

- Hearing loss
- Mobility impairment (i.e. use a cane, walker, wheelchair)
- Vision impairment
- Arthritic hands
- Condition affecting the nervous system
- Other: _____

Are there any specific computer skills or programs you are particularly interested in learning?

Is there any other information about yourself you feel will assist in enhancing your Cyber-Seniors experience?

Date: ___/___/_____

The following checklist will be used to track your progress. As you learn new skills, your mentor will indicate your accomplishments by checking them off on this form.

- Able to turn the computer on and off
- Familiar with various parts of the computer (screen, keyboard, mouse, etc)
- Knowledgeable of keyboard functions (enter/return, right and left click functions, shift, caps lock, numbers, return, space bar, escape, punctuation, delete/backspace and control, alt, delete)
- Aware of proper keyboard hand positioning
- Successfully completed standard typing test
- Understands the concept of email and email addresses
- Created an email address
- Able to access an email program
- Able to open an email
- Able to create an email
- Able to send an email
- Able to reply to an email
- Able to open attachments
- Able to send attachments
- Able to carry out a Google search
- Able to access entertainment or game sites

List Additional Skills:

- _____
- _____
- _____
- _____
- _____
- _____
- _____
- _____
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- _____
- _____

This form will be used by your mentor to keep track of what is being taught and the progress made during each training session.

Task Worked On	Notes (improvements, difficulties etc...)	Date	Total Time	Name of Mentor
1.				
2.				
3.				
4.				
5.				
6.				
7.				
8.				
9.				
10.				
11.				
12.				
13.				
14.				
15.				
16.				
17.				

1.1 Parts of a Computer



1.2 Key Functions



-  **Space Bar** Allows you to space words when typing a document
-  **Shift** Allows you to use keys that have two symbols on them
-  **Enter** Allows you to go to the next line
-  **Backspace** Allows you to go backwards to delete errors that you may have made
-  **Escape** Allows you to exit a page or screen
-  **Caps Lock** Allows you to type in all capital letters
-  **Num Lock** Causes the keys which have a number and a symbol on them to type the number
-  **Tab** Allows you to create an indent or a space in your document

1.3 Desktop

The desktop is usually referred to as the main screen of your computer. Depending on how your computer is set up, some desktops have images or patterns and some simply have plain colors.

You will find icons on this screen. Here are a few of the most common ones:



This is the **"Start"** button. Pressing this button allows you to access files, programs and the Internet.



This is the **"Trash Can"** or "Recycle Bin" where you place unwanted items or items you no longer need.



The **"My Computer"** icon is where you can find all the programs available for you to use on your computer.



Any one of these **"Internet"** icons can be used to surf the World Wide Web or the Internet.

Tablet External Features

Power Button

The **Power Button (A)** can be found on the top side of the iPad. To turn ON the iPad, press and hold this button until the screen lights up. To turn OFF the iPad, press and hold this button until the screen goes dark.

Home Button

The **Home Button (B)** is the circular button at the bottom of the iPad. Use this button to “wake up” the iPad when you want to start using it. The Home Button can also be used for returning to the “home screen”. Think of the Home Button as the “**Go Home**” button that always takes you back to the home screen.

Volume Buttons

The **Volume Buttons (C)** are two buttons on the upper right side of the iPad. Use these buttons to change sound volume. Press the top button to increase sound volume, and the bottom button to decrease sound volume.

Camera

The **Camera Lens (D)** is located at the top of the iPad. The iPad camera can be used for taking pictures and videos. You can even use the camera to chat face-to-face with your friends and family.

There is also a camera located on the back of the iPad, ideal for snapping pictures.

This is a picture of the iPad that shows the “home screen” and the important external buttons of this tablet.



Lock Screen

This is what the lock screen looks like. In order to start using the iPad, you need to “unlock” the screen. To do this, place your finger at the bottom of the screen where it says “**slide to unlock**”, and slide your finger across the screen, from left to right.



Home Screen

This is the home screen. This is what the screen will look like after you unlock it.

The square-shaped pictures that you see on the home screen are called “**applications**” or “**apps**”. Apps let you do different things on a tablet, such as surf the Internet, listen to music, watch videos, etc. Each app has a different function.



On-screen Keyboard



The iPad has a built-in keyboard that appears whenever you're in a text-entry location, such as an email message. Notice the different parts of the keyboard. You will learn more about using the keyboard in the next lesson.

1.3 Apps

Apps

You will be able to see all your apps on your home screen. Depending on how your tablet is set up, some apps can be found on different parts of the home screen. You may need to swipe the screen (i.e. slide your finger across the screen) in order to find some of the apps.

Here are some common apps:



Facebook – For staying updated with news about friends and family using messages and pictures



YouTube – For watching videos on different topics



Skype – For chatting with friends and family for free



Safari – For browsing the Internet

What is a Smartphone?

A Smartphone is a generic name for any cellular telephone that also has the ability to run apps. A smartphone is like a small computer, because it has an operating system on it, like a computer. The two most common types (operating systems) of smartphones are Apple and Android.

What's the difference between an iPhone and a Smartphone?

An iPhone is the smartphone created by Apple. Because an iPhone is only made by Apple, they tend to be more expensive. Apps for iPhones are available from the Apple store, and apps for other smartphones can be purchased or installed free from other app stores, such as Google Play.

What's the difference between a tablet and a Smartphone?

A smartphone has a telephone feature built in by default. A tablet can be used for telephone calls but a phone app needs to be installed to do so. Both devices require a paid plan from a service provider.

How do I get the Internet on my Smartphone?

To get Internet access on your smartphone or tablet, you need a paid plan from a service provider. Most plans include phone time, text messages, and data. Make sure you understand everything you're getting and what is not included before you sign a contract for a plan. Be aware that if you use something that is not included in your plan, you pay extra.



iPhone



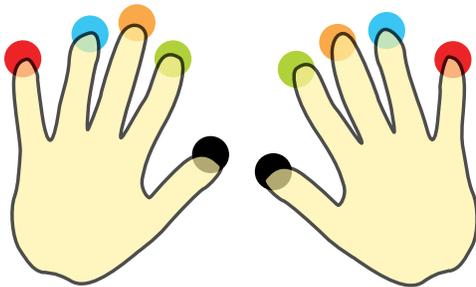
Android phone

2.1 Proper Hand Positioning

Proper hand positioning involves using all fingers to type. To get into the proper position, place your fingers on the home row keys.

- Your left pinkie finger should be on the **"A"** key and your right pinkie finger should be on the **";"** key
- Your left ring finger should be on the **"S"** key and your right ring finger should be on the **"L"** key
- Your left middle finger should be on the **"D"** key and your right middle finger should be on the **"K"** key
- Your left pointer finger should be on the **"F"** key and your right pointer finger should be on the **"J"** key
- Both of your thumbs should be placed on the **"Space Bar"**

(see diagram below)



From the home row it should be easy to use all the necessary keys. You should keep your hands in the same general position but move them as necessary to use the keys needed.

2.1 Proper Hand Positioning (continued)

Once your hands are in the proper position, type the following lines using the proper hand and finger positioning:

1. **a s d f g h j k l ;**
2. **q w e r t y u i o p**
3. **dad had a bad hat**
4. **the cat in the hat has a bad back**
5. **we see a bee**
6. **I had a bad day today**
7. **we went to the store to get some juice**
8. **I have a cat named pat but he makes me very sad**

Try these lines again and again until you can type them with ease.

2.2 Capitalizing Letters

Next, we will introduce capital letters. To write with capital letters you must click on the button that says “**Caps Lock**”, or hold down the button that says “**Shift**”, while pressing the letter you want to capitalize. Refer to the diagram (right) for the location of these buttons.

If you press the “**Caps Lock**” button, all letters you type after pushing this button will be capitals, until you click it again to turn it off. For the “**Shift**” button, you need to hold it while you push another key in order to create a capital letter. Note, unlike “**Caps Lock**”, you DO NOT have to press it again to turn it off. All you have to do is let go and the letters will stop being capitals.



The red highlighted area is where the “caps lock” is usually located. The blue highlighted area is where the “shift” button is usually located.

To practice, type the following lines using either “**Caps Lock**” or “**Shift**”:

1. **Hello my name is John and my friend is Kelly**
2. **I like Sam**
3. **He lives in Toronto**

Try these lines again and again until you can type them with ease.

2.3 Other Punctuation Keys

Now we will try to incorporate punctuation marks such as:

, . ? ! ; : " ' " " () / \

You will notice that all punctuation marks share a key with either another punctuation mark or a number. If you wish to type the number or the punctuation mark that appears on the bottom half of the key you can simply hit the key. If however, you wish to type the punctuation mark that is on the top half of the key you will need to hold down the **"Shift"** button, while pressing the key and then letting go when you're done.

Try typing the following full sentences with proper punctuation and capitalization. (Remember to place your hands in the proper position before beginning) :

1. **I would one day like to live either in New York or Dubai, London, Hawaii or Los Angeles.**
2. **Jimmy said "I don't like Sally's, Mark's or Jenny's dogs. They are all mean/vicious"**
3. **What did you just say?**
4. **I like ham! Do you?**
5. **I am packing: pants, shirts, shoes, and a raincoat. Do you think it's going to rain?**

Now try these lines again and again until you can type them with ease.

Once this is easy, try typing something on your own using the skills you've learned. Try using a variety of symbols. Keep practicing until you get the feel of typing in proper form.

2.4 How to use a Mouse

If you are on a desktop computer, chances are you also have a mouse that helps you navigate onscreen. Moving the mouse around allows you to navigate the cursor on your screen. You can use your cursor to click on and open programs. The mouse consists of 3 buttons:

A: The **left button** is the primary button. This is the button you press to access all primary functions. By placing the cursor where you want it on screen and clicking once.

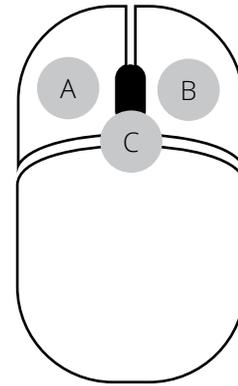
One click chooses where you want to place your cursor double click (quickly pressing the left mouse button quickly) activates the icon that you are hovering your cursor on.

(For example, if you want to open up the internet, hover your cursor over the "Internet Explorer" icon and double click on it to start the program. Another example could be if you wanted to open a folder that was on your hard drive containing your pictures in it, you would hover over the folder where your pictures are contained, and double click on it to open the folder.)

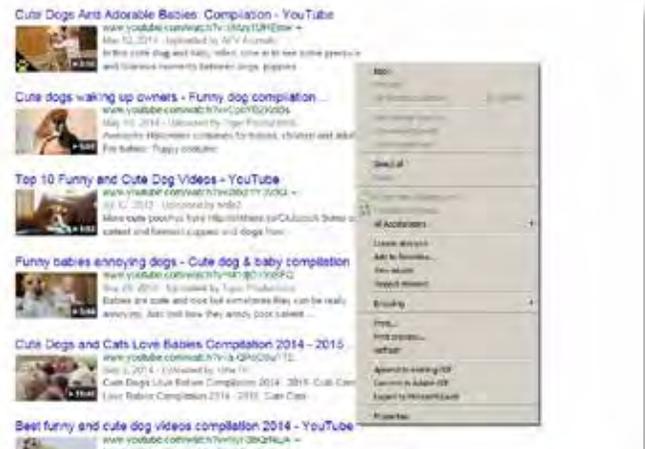
B: The **right button** is the secondary button and brings up options that are more specific to the program that you have open at that time. An example could be right clicking in Internet Explorer (**A**).

Some of the secondary options that appear are program specific. In the Internet Explorer example to the right, options you can choose a variety of functions such as "**Back**", "**Select all**", "**Translate with Bing**" (if you happen upon a website that is in a different language), "**Add to Favorites**", "**Print**", and "**Refresh**".

C: The **Scroll Wheel** can be used to navigate through the page if it's too big to appear for your screen size. Webpages such as Google Search displays a breadth of information that you can scroll down the page to see more.



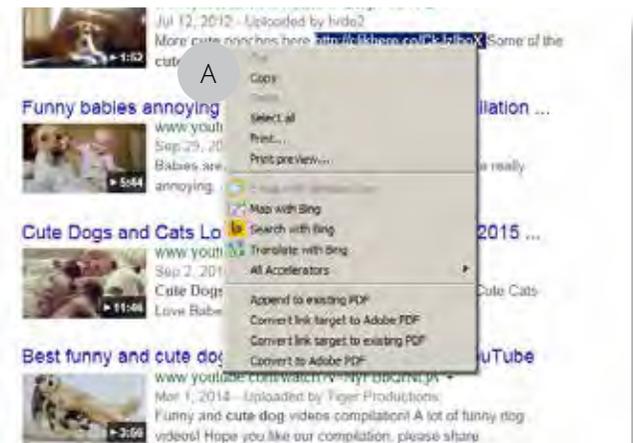
- A: Left Click button
- B: Right Click button
- C: scroll wheel



2.5 How to highlight text with your mouse

If you want to highlight a piece of text from a webpage (for example, a different web address to copy and paste into another browser window), it's very easy. Just click at the beginning of the text you want to highlight, hold down the left button of the mouse, and drag the mouse over the selection that you want. When the selection that you want to copy is highlighted, right click and choose "**Copy**" (**A**). Then move your cursor to the address bar, and right click again to choose "**Paste**". The text you highlighted will then appear in the search bar.

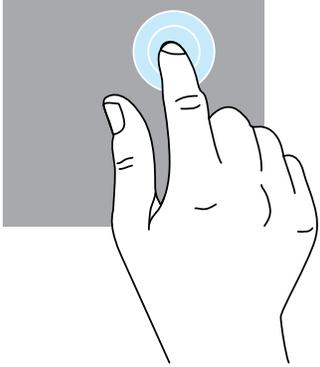
A quick way to select text as well is to click once on the word (or phrase that you want to select). A quick double click will select the word that your cursor is hovering on. Clicking three times will highlight the entire paragraph.



2.6 How to use a Trackpad (for laptops)

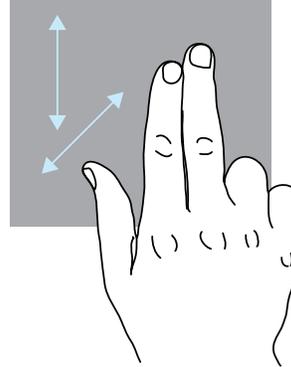
If you are on a laptop and don't have a mouse attached, you can use the trackpad. Some laptop trackpads have buttons located beneath the pad that act the same as the mouse buttons, the only difference is that you use your finger to navigate instead of moving a mouse. Some other trackpads have the buttons built into the pad and so, there are additional gestures involved.

Click/Double Tap



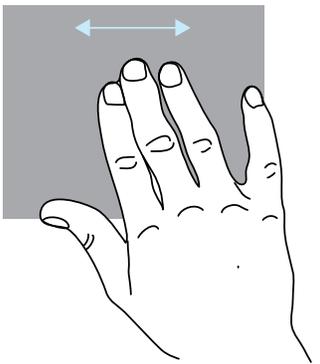
Tap down anywhere on the touchpad to click or double click.

Scroll



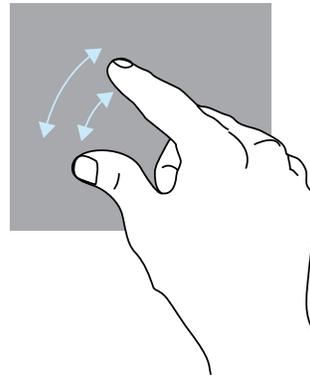
Brush two fingers along the touchpad to scroll in any direction, whether it be vertically, horizontally, or diagonally.

Swipe



Using three fingers, brush left and right along the touchpad to page forward and back.

Pinch



If you would like to zoom in or out on your screen, make a pinching gesture and pinch your fingers closed to zoom in. Pinch your fingers outward to zoom out.

2.7 How to Right Click with a Trackpad

There are a few different ways to right click with a trackpad, but here are the most popular:

1. Click with thumb while making contact with two fingers
2. Click with two fingers. (Instead of placing two fingers on the trackpad and using your thumb to right-click, use your two fingers to click the trackpad.)
3. Hold the "Control Key" down on the keyboard and tap the trackpad.

2.1 Using the Keyboard

The tablet has an on-screen keyboard that appears whenever you're in a text-entry location, such as when you are getting ready to type an email message.

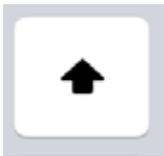
To get the widest keyboard display possible, rotate your entire tablet so that it becomes horizontal.

Here is a picture of the **Letter Keyboard** on the iPad:



Each letter of the alphabet has a corresponding key.

Other than letters, the keyboard also has the following keys:



(A) This is the **"Shift"** key. Tap this key to type uppercase letters.



(B) This is the **"Return"** key. Tap this key when you want to start a new paragraph, or to start typing on the "next line" until all the letters are gone.



(C) This is the **"Spacebar"**. Tap this key to put spaces between words.



(D) This is the **"Delete"** key. If you make a mistake, tap this key to remove the last letter(s) you typed. To delete a whole word/sentence, keep tapping this button

Once you become familiar with the Letter Keyboard, try typing the following lines to familiarize yourself to where the letters are on the keyboard:

1. **Dad has a great hat**
2. **The cat in the hat has a straight back**
3. **We see a bee**
4. **Today was a good day**
5. **We went to the store to get some juice**
6. **I have a cat named pat and he makes me very happy**

2.2 Punctuation and Numbers



Tapping the **Numbers Key** (shown above) will bring up the **Numbers Keyboard** (below):



The Numbers Keyboard lets you type numbers and punctuation marks.



Tap the **Letter Key (A)** at any time to go back to using the **Letter Keyboard**.

If you type a number in the **Numbers Keyboard** and then tap the **Spacebar**, it will automatically switch to the **Letter Keyboard**. Let's practice typing with both keyboards. Try typing these sentences:

1. **I would one day like to live in New York, Dubai, London, Hawaii or Los Angeles.**
2. **Jimmy said, "I don't like Sally's, Mark's, or Jenny's dogs. They are all mean."**
3. **What did you just say?**
4. **I like ham! Do you?**
5. **I am packing: pants, shirts, shoes, and a raincoat. Do you think it's going to rain?**

Now try these lines again and again until you can type them with ease.

Once this becomes easy, try typing something on your own using the skills you've learned. Practice makes perfect!

Email (or electronic mail) is a way to send and receive messages with your family and friends.

There are several different email providers which allow you to set up an email account and access your email free of charge from anywhere in the world, using any computer, simply by logging onto the Internet. The most popular and well-known of these providers are **Gmail, Outlook** and **Yahoo**.

Before you can send and receive email, you must establish an email account with one of these providers. To do so, go to one of the websites listed below and follow the instructions.

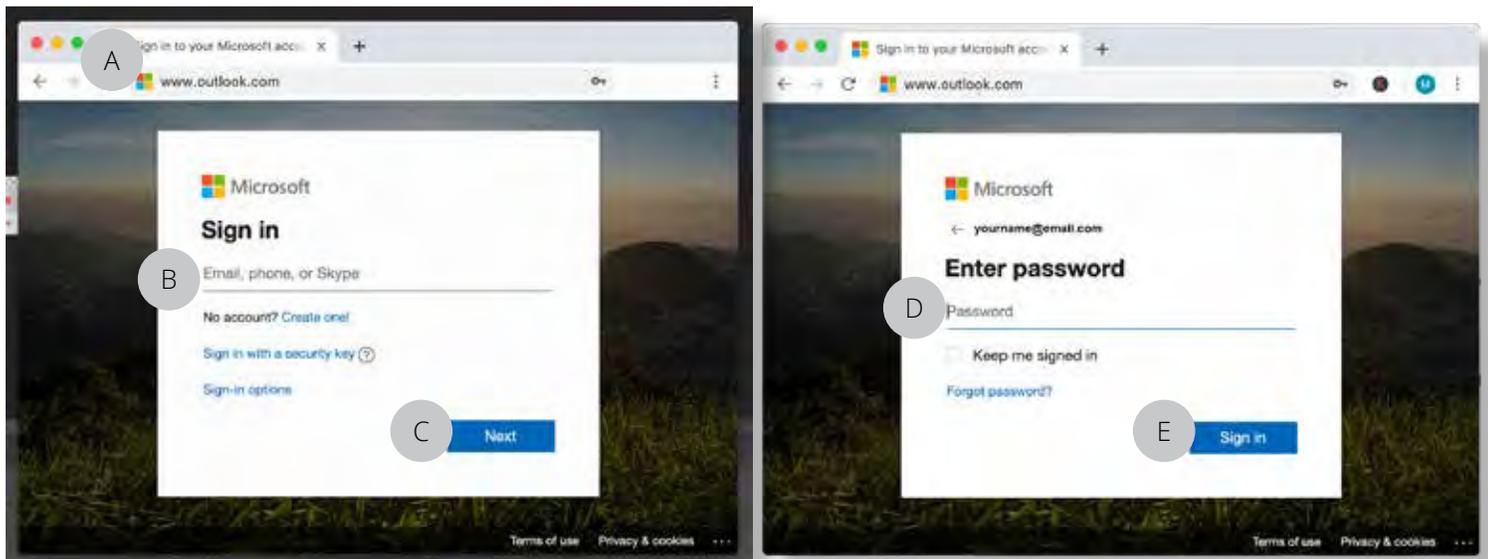
ca.mail.yahoo.com
mail.google.com
outlook.com

Note: If you don't have an email account yet you might want to ask for help from your mentor or a family member. If you are working through this handbook on your own, skip ahead to the lesson on how to use the Internet before attempting to set up an email account for yourself.

Once you have an email account, you can log into the website that hosts your account and get started. The instructions in this handbook are for Hotmail. However, if you have another provider your mentor will document the specific instructions for you in the Notes Section of this handbook. The general terms for all email accounts will be the same. The only difference from one provider to the next will be the page layout.

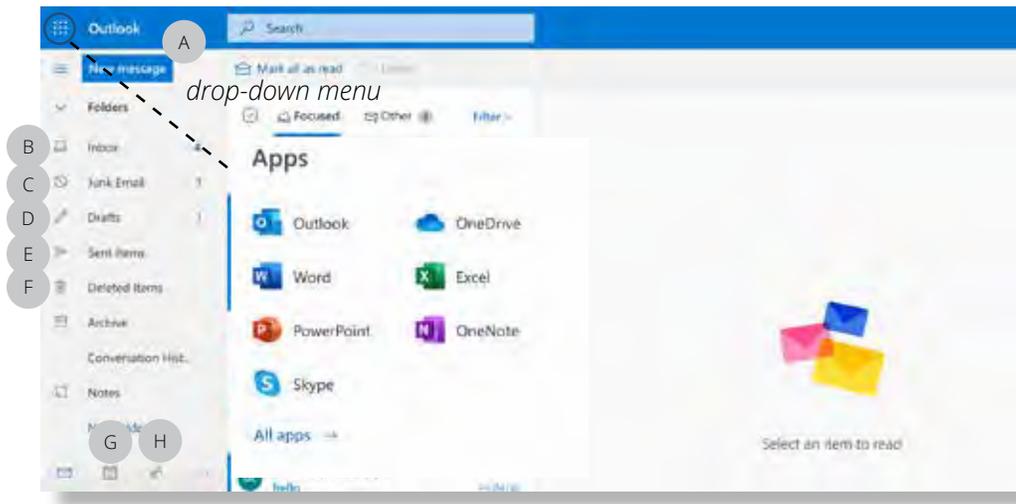
3.1 Signing Into Hotmail

1. Click on the **"Internet"** icon  to open a web browser.
2. In the Internet search bar (A), type **www.outlook.com**. When you are finished, press **"Enter"** on the keyboard.



3. You will see the **"Sign in"** page.
4. Click in the box (B) that says *"Email, phone or Skype"* and type your email address. When you are done click **"Next"** (C) and a new page will appear. On the new page, In the box (D) that says *"Password"* type your password. Then click on the **"Sign in"** (E) button.

3.2 Exploring Hotmail



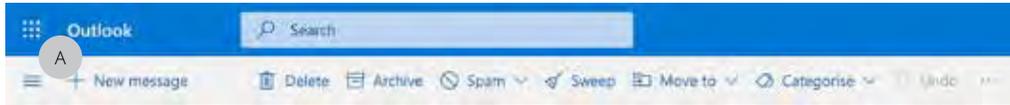
- A. **NEW MESSAGE** – Opens a new message/email that you will compose and send to friends and family.
- B. **INBOX** – Shows all the messages you have received; the number in the brackets indicates how many unread emails or messages you have.
- C. **JUNK** – Sometimes when emails are received from people or companies you do not know they are considered suspicious and are automatically placed in Junk folder. With your mentor, go over *internet security* in this handbook to learn more about junkmail or “spam”.
- D. **DRAFTS** – Holds messages you have started to write but have not sent.
- E. **SENT** – Shows all the messages that you have written and sent to family and friends.
- F. **DELETED** - Where all deleted emails are stored.

If you press on the arrow to the right of the  another panel will appear. (This is called a drop-down menu.)

- G. **CALENDAR** – You can manage your daily calendar from here, listing appointments or important dates.
- H. **PEOPLE**– Lists the email addresses of people you have written to, making it easy for you when you want to email them again.

3.3 Sending a New Message/Email

- A. To compose a new message/email click the “+ **New message**” button (**A**) at the top left hand corner of your Outlook screen.

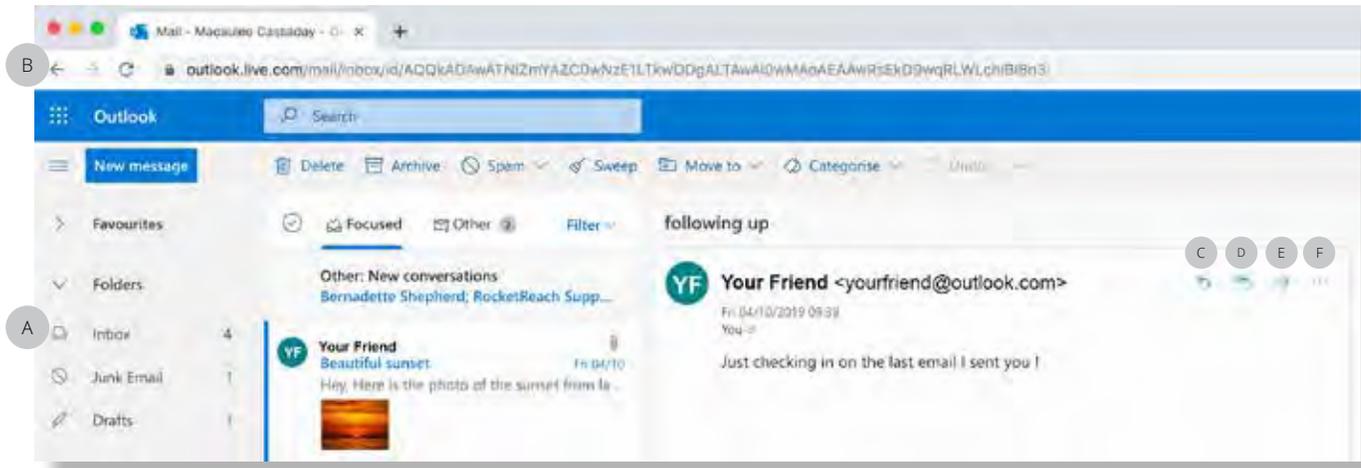


That will bring you to this computer screen:



- B. Tap this box and type the email address of the person you wish to email.
- C. Tap this “**Subject Box**” to give the email a subject if you wish.
- D. Tap this “**Message Box**” to type your message.
- E. When you are finished writing, tap “**Send**” to send your email.

3.4 Receiving/Replying to an Email



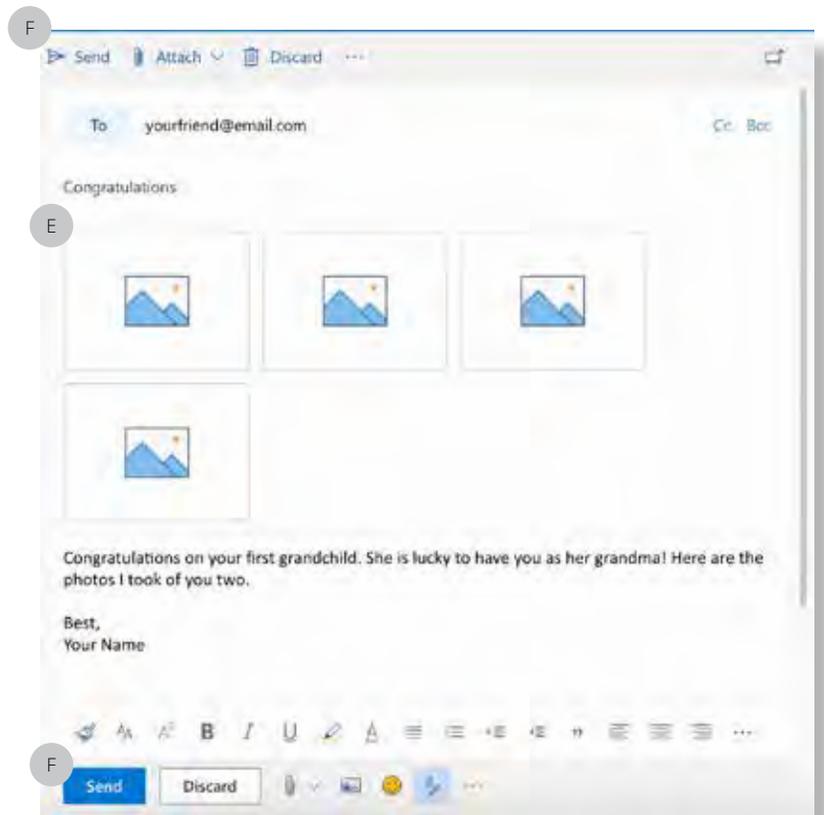
1. After signing into Hotmail, you can check all new emails you have received by looking at the **"Inbox"** tab (A) found on the left sidebar. If there are new emails it will look like this **"Inbox (1)"**. The **"(1)"** indicates you have 1 new email.
2. All new emails will appear in the middle of the screen. Place your cursor on a message and click to open it. After reading your message you can choose to reply or forward your message. (Instructions below, or close your message by clicking on the **"Inbox"** tab or the **"Back"** button (B).
3. To reply to the message, click on the **"Reply"** button (C) or the **"Reply All"** button (D) on the right hand side of your screen (reply all, sends your email to all recipients the original email was sent to). Press **"SEND"** once you have finished writing your reply.
4. Other actions to take are available by clicking the **three dots** (F) on the right hand side of the screen.

3.5 Forwarding an Email/Message

1. Click on the email you want to forward.
2. Click on the **"Forward"** tab (E) on the right hand side of your screen.
3. Enter the contacts email address you wish to forward the message to. If you want to include a subject and message you may do so but you do not have to.
4. Press **"SEND"**.

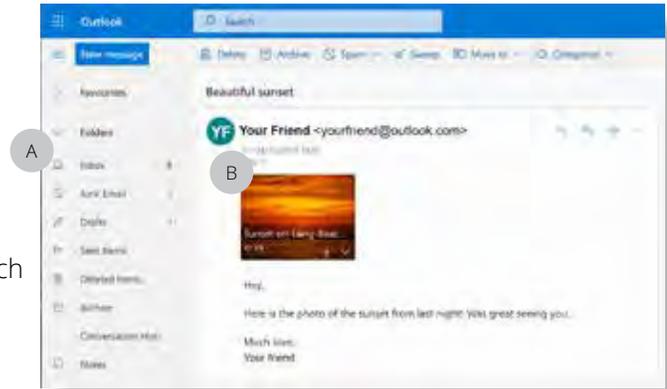
3.6 Sending an Attachment

1. After preparing your email (ie. completing the **"To"**, **"Subject"** and **"Message"**) click on **"Attach"** or **"Insert"** (A) (sometimes displayed as a paperclip icon) just above the **"To"** box.
2. Choose where your file is located (B) and a window like this will appear on your screen.
3. To send a picture, click on the folder where your photos are located (C) and then select the picture you would like to attach to your email. If you would like to send multiple attachments, just hold down **"Shift"** when clicking on the files or use your cursor to **"highlight"**.
4. Click on **"Open"** (D) and the picture will attach to your email. You will see your attachments show at the top of your message (E). Follow the instructions for sending an email to finish sending your email.
5. Remember to click on either of the **"Send"** (F) buttons.



3.7 Opening an Attachment

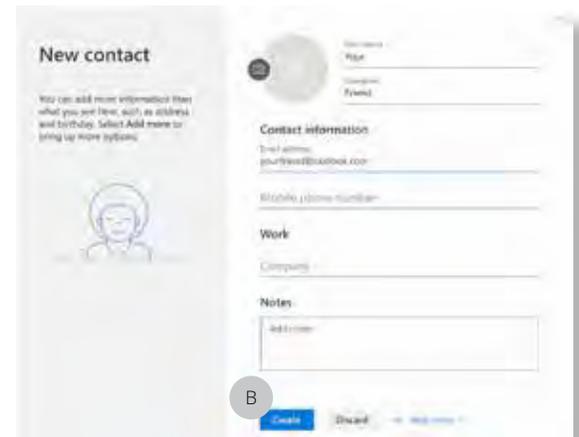
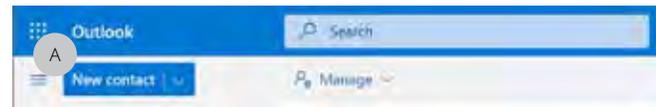
1. First, click on your **"Inbox"** tab (top left corner) and open new emails.
2. Any email which contains an attachment will display a **paperclip icon** .
3. Click on the message and the attachment will either be displayed in the message box or an icon will appear in the message box which you will need to click on to open the **"Attachment"** (B).



3.8 Adding a Contact to your Contact List

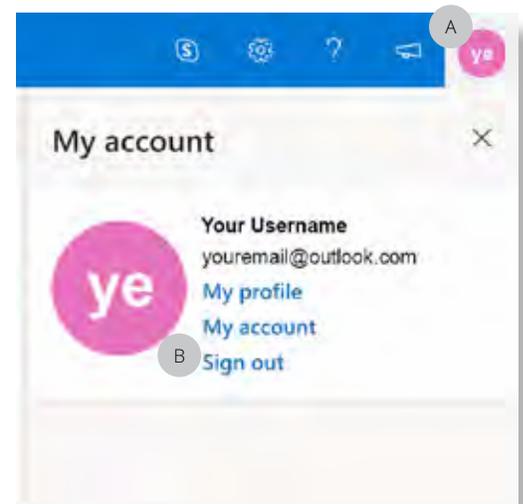
1. Click on the  icon found at the bottom of your left side bar.
2. Clicking the icon will take you to your **"people"** page. There you will find a **"New contact"** button (A).
3. Click on the **"New contact"** button.
4. Enter in the contacts First Name, Last Name and Email address.
5. Click on **"Create"** button (B).

NOTE: It is not necessary to enter all extra information that is asked for, e.g. company, phone number, address, etc.



3.9 Signing Out

1. When you are finished using the computer it is important to sign out. Click on the bubble showing **"Your Initials"** (A).
2. The **"Sign out"** tab (B) is found on the bottom of the drop-down menu.



4.1 Accessing the Internet

In this lesson, you will learn how to use a web browser. A web browser does exactly what the name suggests: Allows you to browse the web!

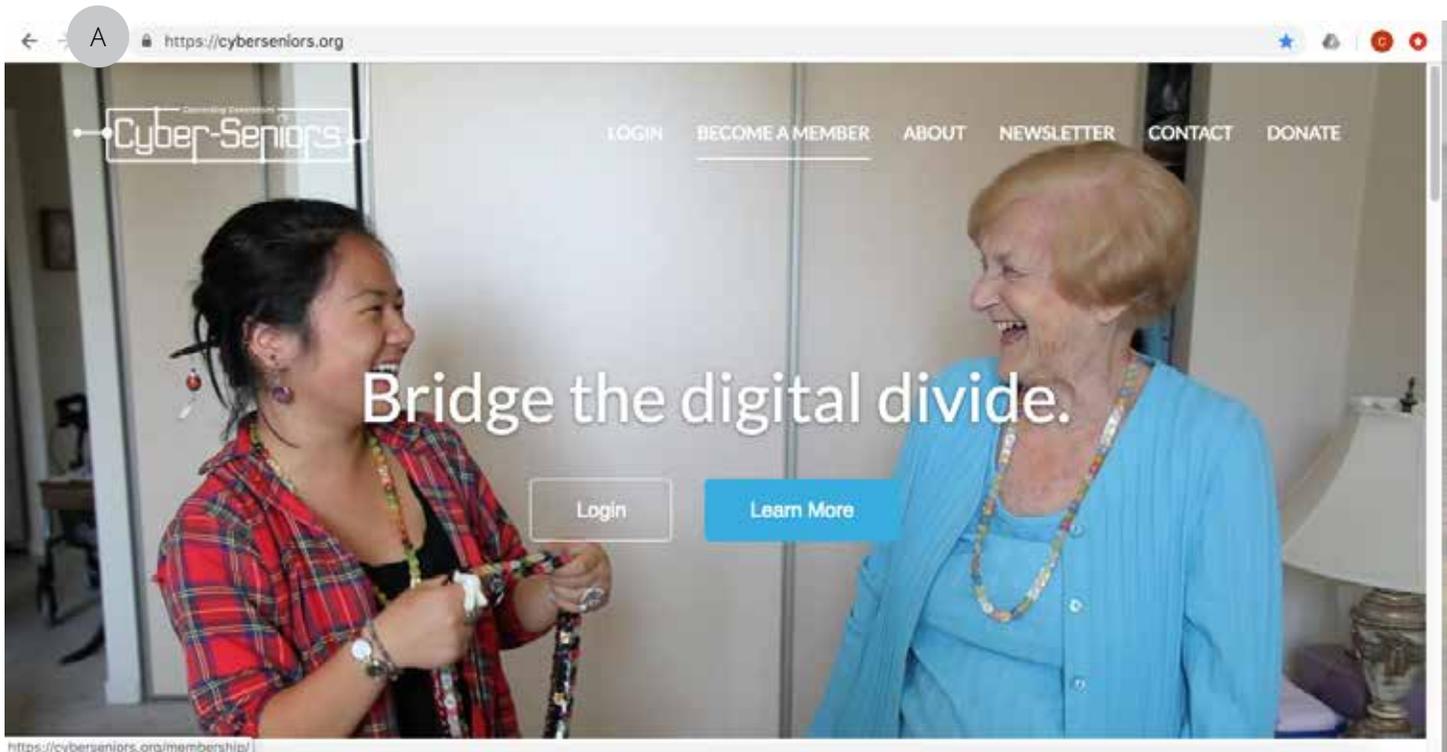
The Internet can be a great source of information. It allows you to read the news, and look at pictures and videos from around the world. To go on the Internet, you can use the web browser.

1. To open the Internet click on the **"Internet"** icon     and this screen will appear.
Once you are here, there are two ways to search what you are looking for.

4.2 When you have a Web Address

If you know which website you want to go to and you have its web address, click on the **"address bar"** (A) and type in the **"web address"** (e.g. cyberseniors.org). Then press **"Enter"** on your keyboard.

The website should automatically appear on the screen.



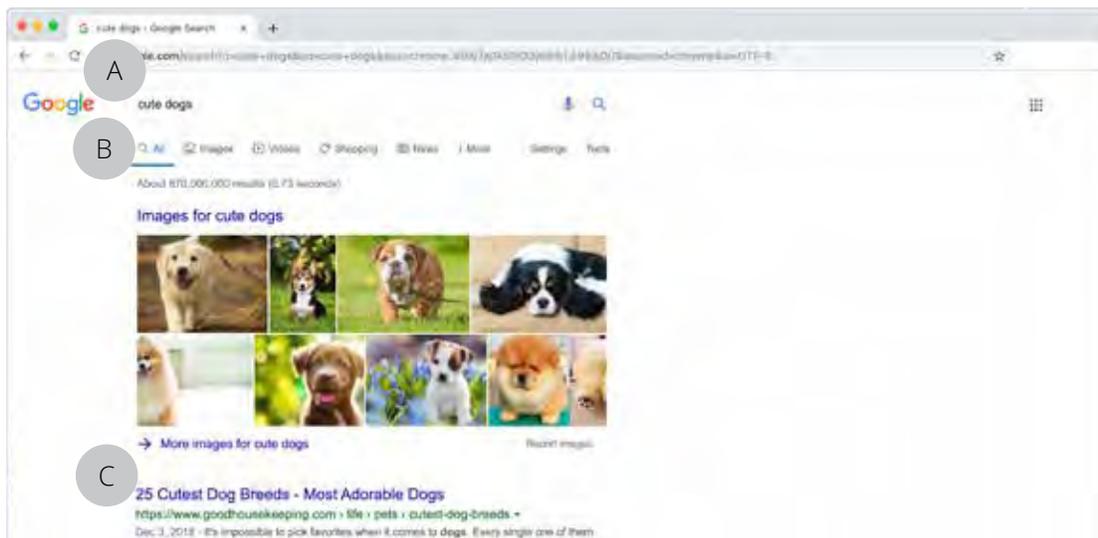
4.3 When you Don't Have a Web Address

If you don't know the Web Address of the website you want to look at, or you just want to search on a topic you're interested in, you can use the Google Search Bar.

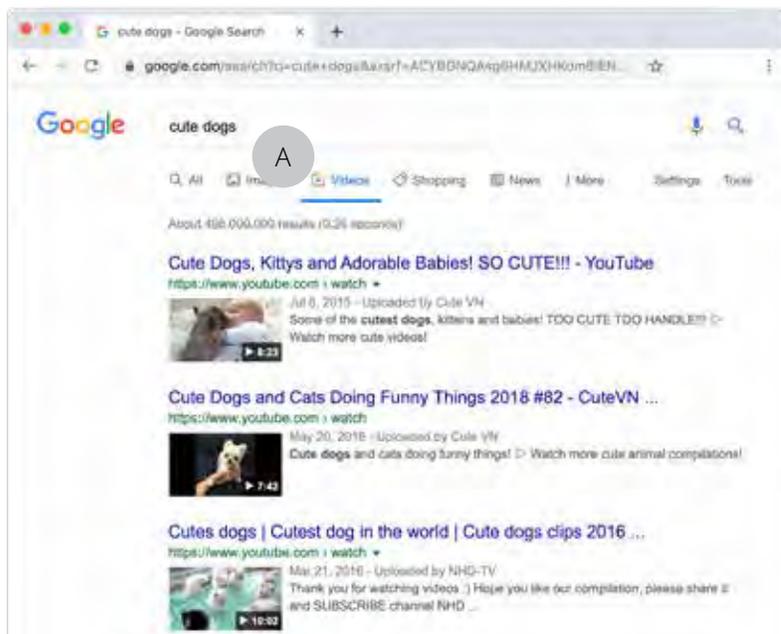
A. Click the **Google Search Bar** and type in what you're interested in. Then click "Enter" on your keyboard. For example, type in "cute dogs".

B. You can also look at **Videos, News, and Images** of "cute dogs" by tapping on these buttons

C. A list of websites related to "cute dogs" should appear. You can choose any one of them by tapping on it, and it will take you to that website



For example, if you tap **Videos (A)**, videos related to "cute dogs" will appear on the screen. You can tap on any of these videos to watch them.



4.4 Add a Website to Your Favorites List

When you find a website that you think you will want to go back, you can save it to a Favorites List to make it easy to find it next time.

Go to the website that you want to add to your Favorites List and click on the star icon at the end of the toolbar on the top right of your screen. Note: not every browser uses the “star” icon for favorites. The universal way to add bookmarks is by pressing “**Cntl**” and “**D**” together for PC or the “**Apple**” key and “**D**” for Macs. A small window will open which gives you the option to name the website and choose where to store it. When you are finished click the “**done**” button. To find your favorites later, click on the double arrow icon below and to the right of the search bar.

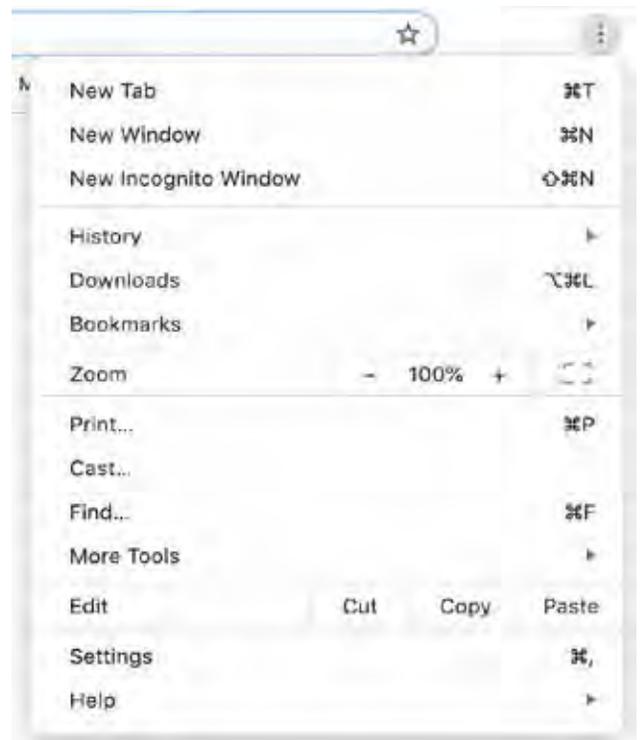
Make sure to add the Cyber-Seniors website and Cyber-Seniors Corner Youtube Channel to your Favorites List. Here are the website addresses:

www.cyberseniors.org
www.youtube.com/cyberseniorscorner

4.5 Other Important Buttons/Features:

Pull-down menus

When you open up the Internet, (or any other computer program) you will see a row of icons along the top of your computer screen. Clicking on any one of these icons will produce a pull-down menu. Each has a different function. Explore these functions by clicking on them. This is the best way to familiarize yourself with some of the options available to you.



Toolbar icons

There are three important icons that appear to the left of your search bar.



“Back”

Click the “**Back**” Button to go back to the last web page you looked at.



“Forward”

Click the “**Forward**” Button to return to your current web page after you’ve tapped the Back Button.



“Reload/Refresh”

Sometimes the screen goes blank, or parts of the screen are not loading properly (through no fault of your own!) Clicking the “**Reload/Refresh**” button usually takes care of this problem. Think of it as the “try again!” button.

What is YouTube?

YouTube is a video-sharing website where people can watch and share videos from all around the world for FREE!

There are many topics available to you on YouTube, including educational videos, entertainment, comedy, action, music, art, travel, and much more!

5.1 Going Onto The YouTube Website

To go onto YouTube, click the Safari icon, which looks like this:



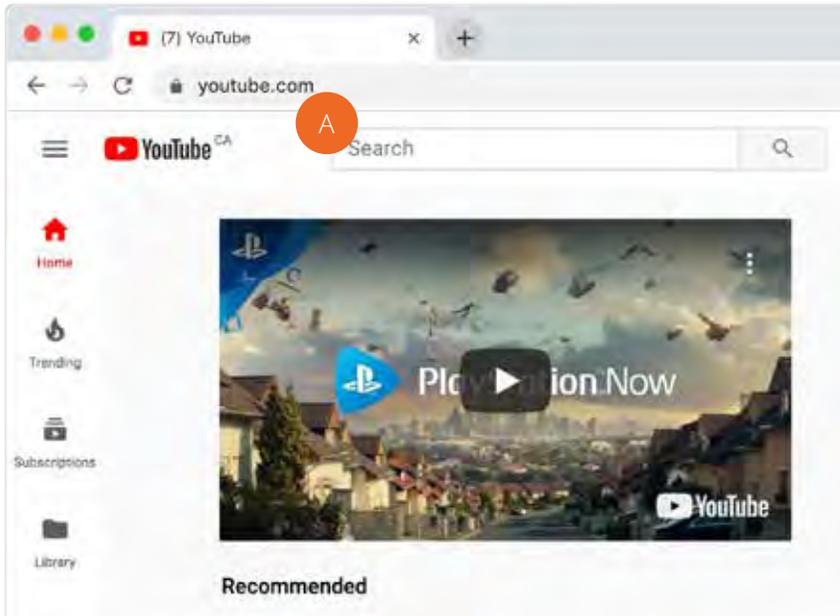
Once the Internet page appears on your screen, find the **Address Bar (A)** at the top of the screen. The Address Bar will be white.

Click the Address Bar, type **youtube.com**, then press **“Enter”** on your keyboard.

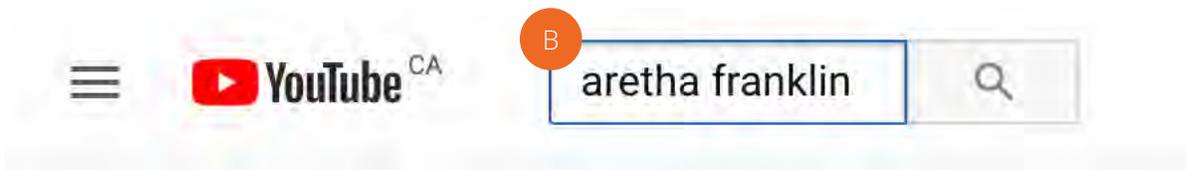
* Your mentor may have created a YouTube **“shortcut” (B)** for you. If this is the case, double-click the icon on your desktop. Double-clicking the shortcut will bring you directly to the YouTube website.



Click the “search” bar **(A)** at the top of your screen. This will allow you to search for videos on YouTube Search.



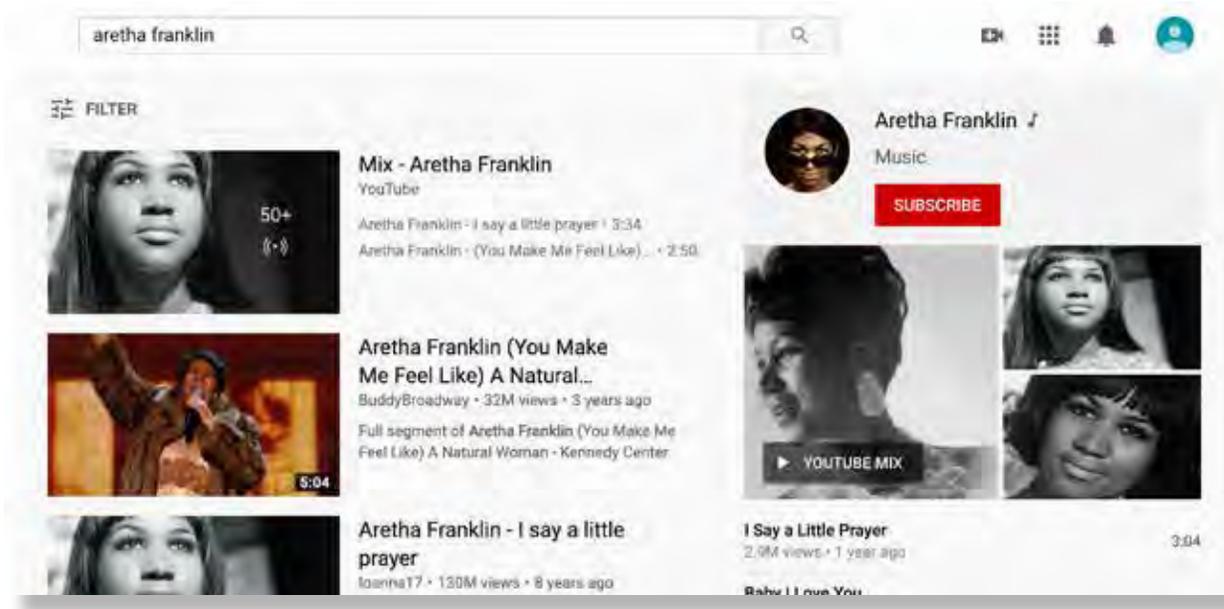
Type your topic of interest on the keyboard and it will appear in the Search Bar. Once you are finished typing, press “**Enter**” on your keyboard. For example, in the image below, the user typed “*elvis presley*” on the keyboard and it appeared on the **YouTube Search Bar (B)**.



A “list” of videos related to the topic you have chosen will appear on your screen:

Scroll down the page to view the full list of videos. When you find a video that you are interested in watching, click it with your mouse.

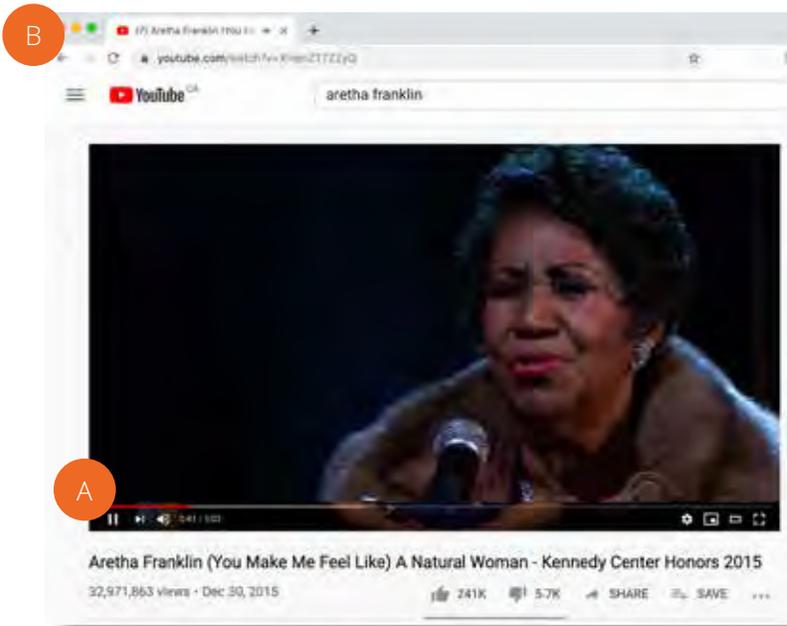
Once you click on the video, it will begin to play at the centre of your screen.



If you would like to “pause” the video, click the **Pause button (A)** found below the video, on the bottom left. It will look like this: 

If you would like to choose a different video, you can always “go back” **(B)** by clicking the arrow symbol found on your upper left screen.

You can now choose a different video from the list, or start searching for a new topic.



What is Skype?

Skype is a service that lets you talk to and see family and friends from anywhere in the world, for FREE! All you need is a tablet or computer, an Internet connection and a Skype Account.

6.1 How to Use Skype

If you don't have a Skype account, your mentor can help you create one. You will choose a Skype name and password.

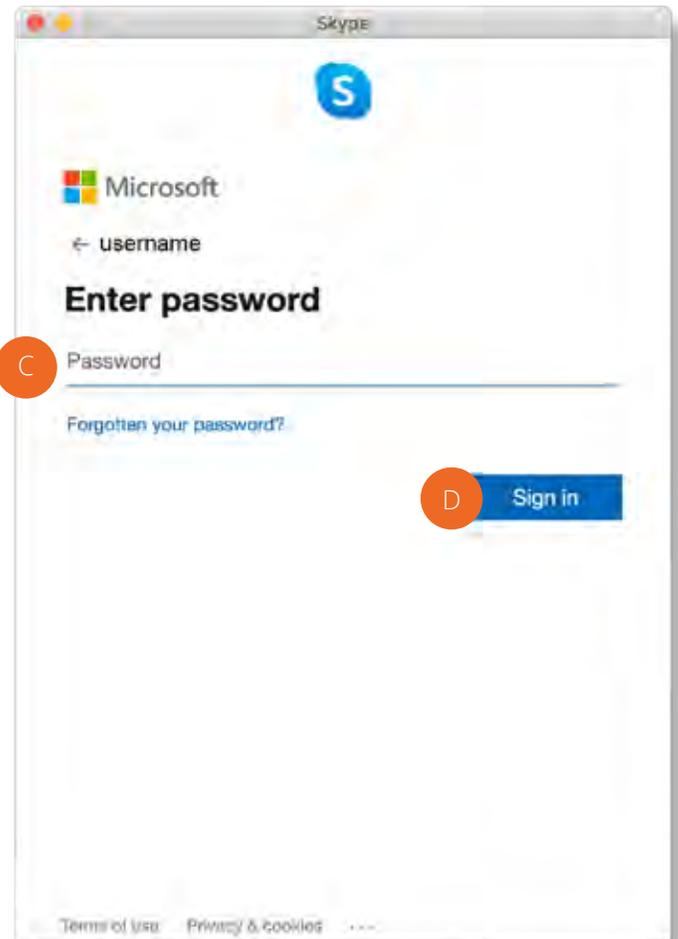
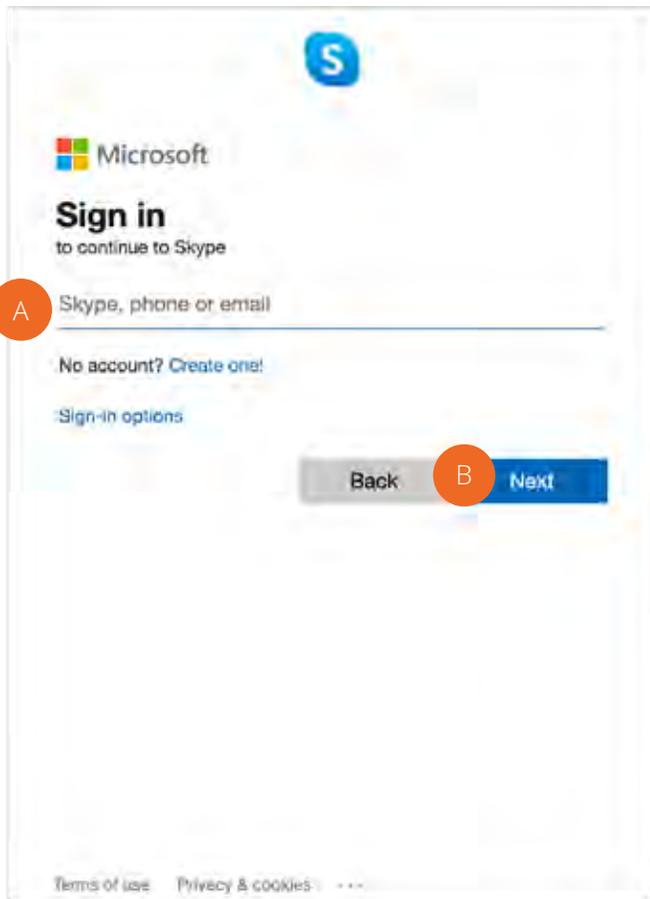
Once you have an account, open Skype to sign in 

6.2 Signing Into Skype

Once you've opened Skype, this screen should appear.

Click the bar that says **"Skype, phone or email" (A)**, type in your Skype name and then press **"Next" (B)**.

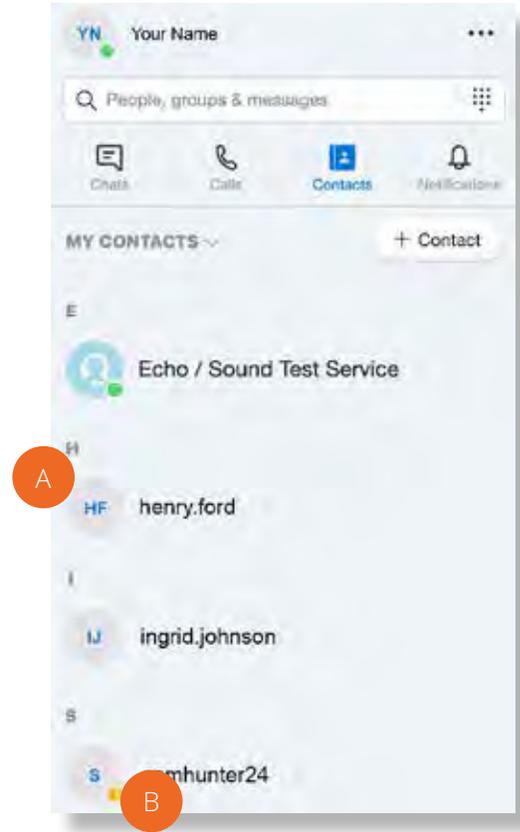
A new page will appear, click the bar that says **"Password" (C)**, type your password and then click **"Sign in" (D)**.



6.3 Calling a Contact

Once you are signed in, a screen like this will appear.

- A.** Each one of these circle icons is a **“contact”** – meaning, a person you have added to your Skype list, and who has added you to theirs.
- B.** The small symbol that appears on the right of some of the circle icons is that contact’s **“status”**, which will tell you whether he/she is available to talk.

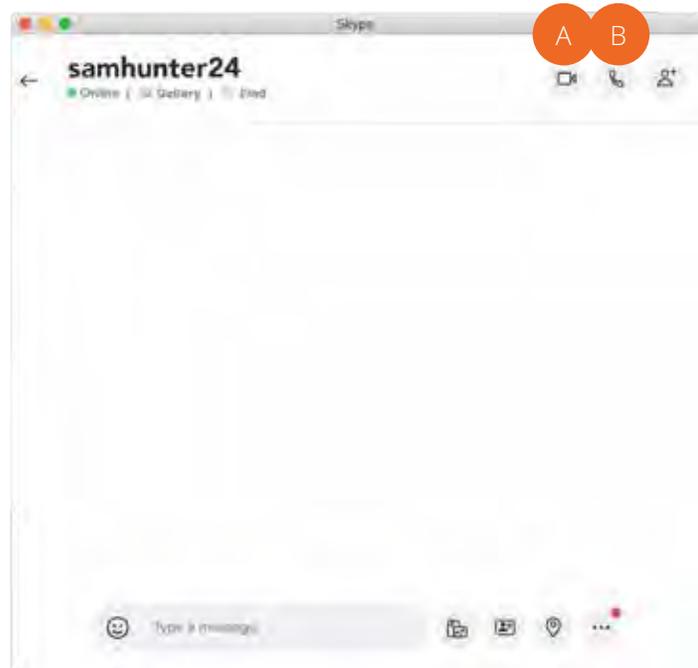


Here are some other symbols that may appear next to a contact’s name:

Status Symbol	Status Means
	Available (online)
	Do not disturb
	Away from key board (online)
	Offline with voicemail
	Offline

If a contact’s status shows that he/she is available (or “Online”), and you would like to call them, click on their “circle”. A “chat box” will open and you will be able to initiate a conversation with the selected contact.

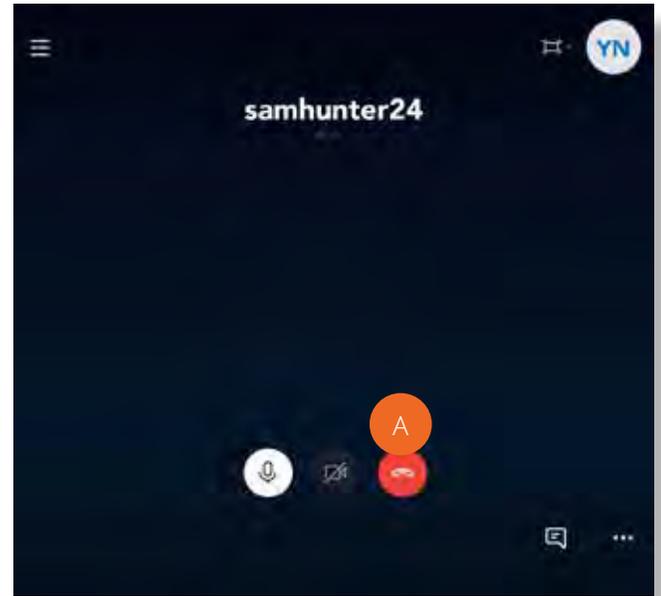
If your computer has a webcam click on the camera icon to make a **“Video Call” (A)** (to see the other person, and have them see you). Or, click the phone icon to make a **“Voice Call” (B)**.



Once you have clicked **"Call"** or **"Video Call"**, you will hear a soft ringing tone, and a screen that looks like this will appear.

If the person answers your call, you will be able to hear his/her voice, and if it's a video call, you will also be able to see them.

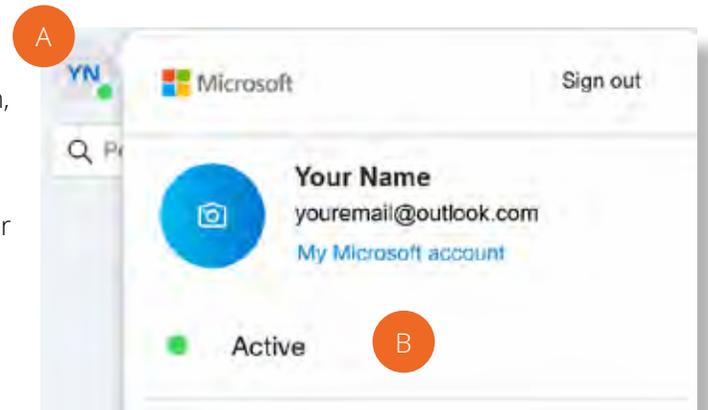
When you are ready to end the call, click on the **red telephone symbol (A)** at the bottom of the screen to hang up.



6.4 Changing Your Skype Status

To let other people know that you are available to have a conversation, you can change your own Skype status.

To do this, find **your name (A)** on the top left of your screen. Click on the little picture to the left of your name. A pull-down menu will appear with a list of options. Click on your current **"Status" (B)**.



Once you've clicked your current status, a list of possible **"Statuses" (C)** will come up. Click the one that matches your status.



6.5 Adding a Contact

When you first start using Skype, you won't have any contacts on your list. In order for people to call you, and you to call them, you have to "add" people to your Contacts List.

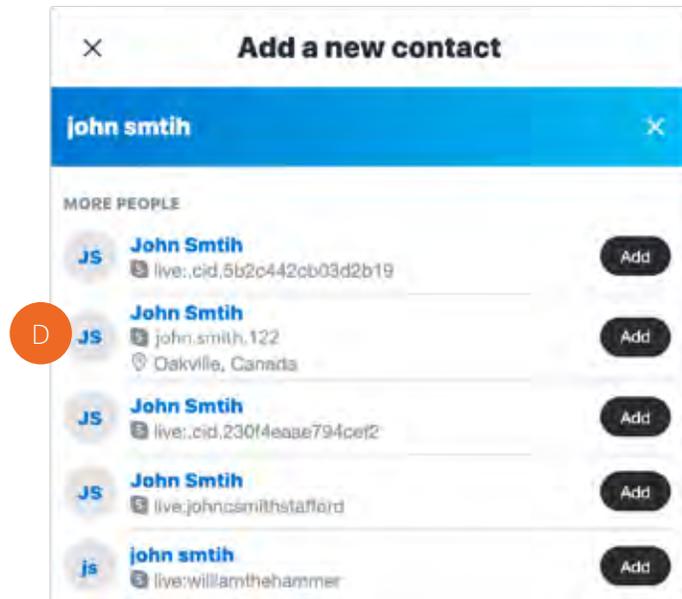
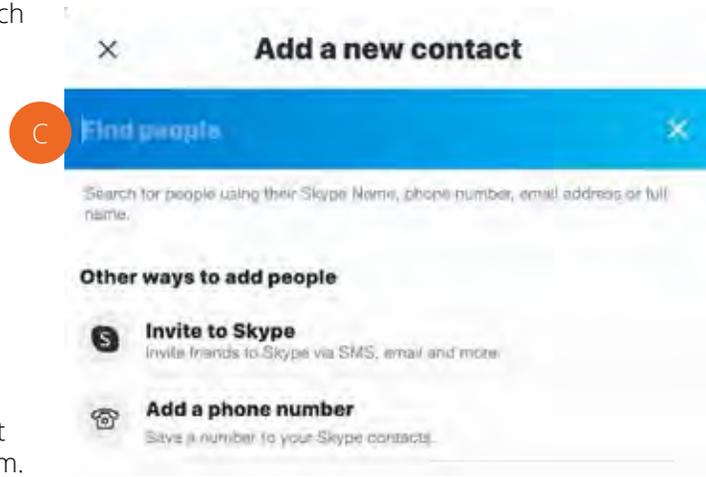
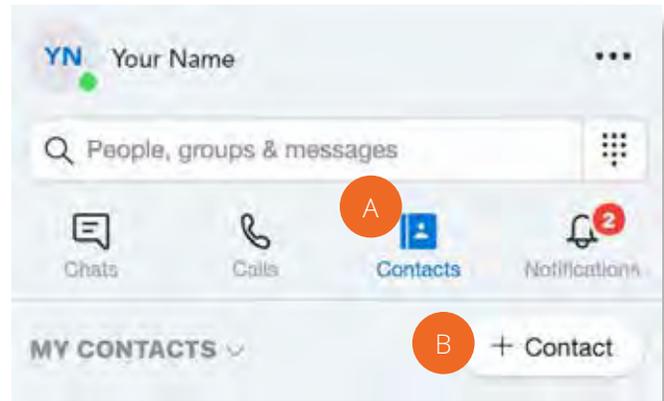
To add people, click on the "**Contacts**" (A) button on the upper left side of the screen. Then, click "**+ Contact**" (B).

The Skype Directory will appear on your screen. To search for a contact, type their full name, email address, or Skype Name into the white search bar (C).

In this example, the user searched for "John Smith".

However, Skype found many people with that name. To make sure that you are adding the right person, check to see where that person is from.

For example, if you look at the 2nd person in this list, you can see that he is from Oakville, Canada (D).



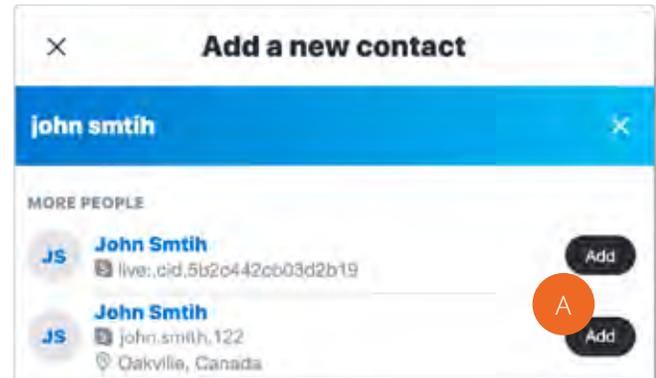
*Some people have a picture next to their names, which will make it easier for you to find the right person.

**To make sure you are adding the right person, ask your friend or family member for their Skype Name or email address.

Once you have found the right person, click **"Add"** (A).

This means you are adding this person to your contact list.

Once they are on your contact list you can click on their name and start chatting with them.



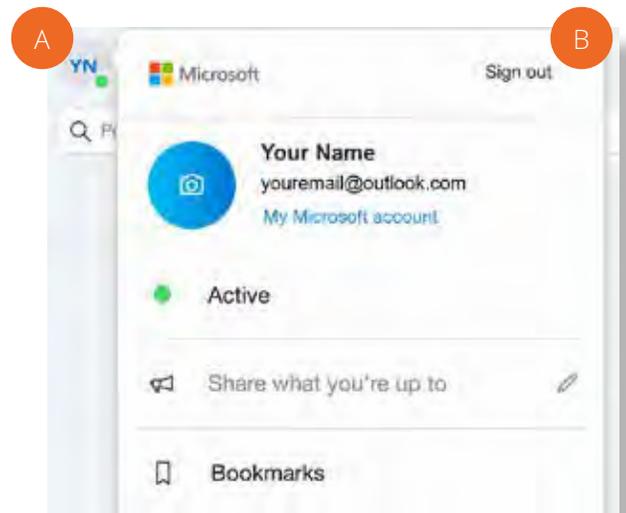
6.6 Signing Out

When you are finished using Skype, you should "sign out" of your account so that others using the same tablet after you cannot access your account.

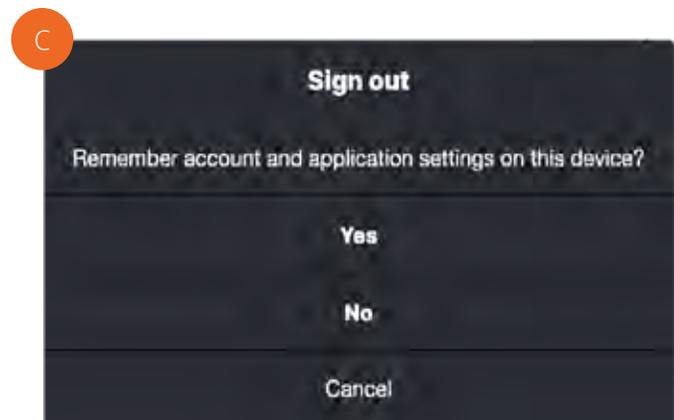
To do this, click on the circle icon that appears to the left of **your name** (A).

A drop down menu will appear.

At the top right hand corner of the drop down menu there is a **"Sign Out"** (B) button, click it.



If this is your first time logging into skype, a pop up window will appear (C) asking you if you would like to remember your "account and application settings". If you are on your personal computer feel free to click **"Yes,"** otherwise click **"No."**



What is Facebook?

Facebook is a popular and free social networking website that lets people share photos, videos, and messages with their friends and family. Facebook is mostly used to stay connected with other people and share updates on each other's lives.

7.1 Getting Onto Facebook

Your mentor will help you set up a Facebook account and create a shortcut to Facebook on your desktop.

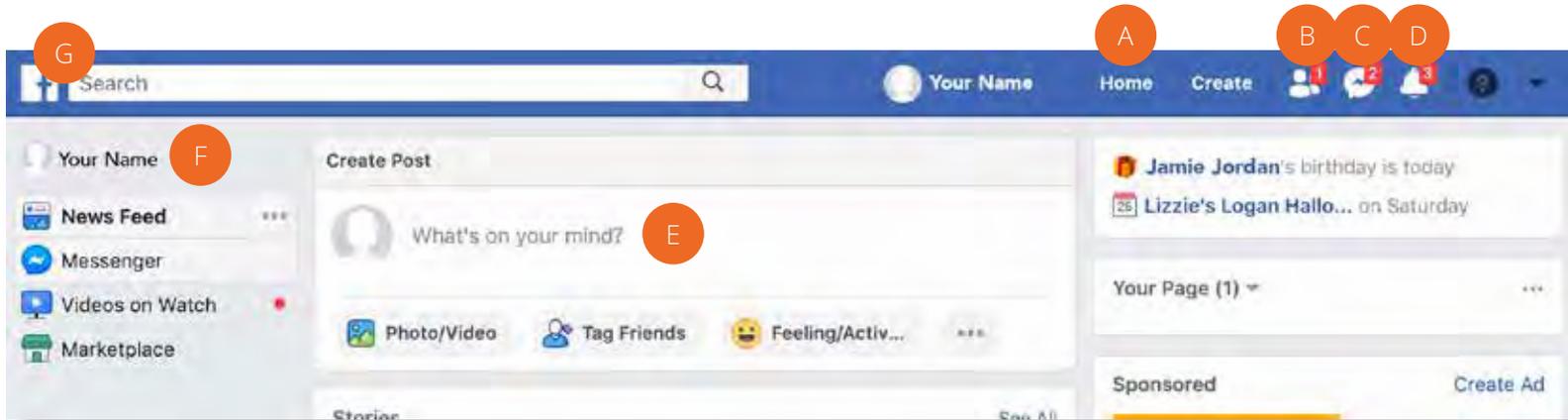
Double-clicking the Facebook shortcut will bring you directly to the Facebook website. This is what the **Facebook icon** looks like **(A)**:



7.2 Logging Into Facebook

- A.** Click the white bar that says “**Email**”, and type in your email address.
- B.** Click the white bar that says “**Password**” and type your Facebook password.
- C.** Click the “**Log In**” button. This will bring you to your Facebook page.

You will first be brought to your News Feed. The picture below shows you what it looks like. Think of it as a “news page”, where you will be able to see your friends' videos, pictures, etc. Your mentor will review its different features with you.



- A.** Click here to view your **News Feed**. This is where all the posts you make on your Facebook page will appear.
- B.** This is the **Friend Request icon**. Click this when you want to “add” new friends.
- C.** This is the **Messages icon**. Click this to send and receive messages from friends.
- D.** This is the **Notifications icon**. Your mentor will explain what types of notifications you will receive.
- E.** Click here to write a **Status Update** and share what you are up to with you friends.
- F.** Click on your name to go to your **Timeline**.
- G.** **Search** for your friends by typing their name in the search box.

7.3 Navigating Your “News Feed”

To go to your **News Feed**, click **Home (A)**. The News Feed shows updates of your friends’ lives. For example, if your friend went on a trip and then added photos onto his/her Timeline, it might appear on your News Feed.

The News Feed is similar to the front page of a newspaper.

Your friends’ new activities might show up on your News Feed in the form of headings, pictures, videos, and/or a few sentences related to their activities.

Your News Feed flows down the entire screen.

The picture (right) is an example of a News Feed. The user’s Facebook friend (Tess Finlay) added a **“Status Update” (B)** on her Timeline. You can comment on a friend’s status update by clicking the white bar that says **“Write a comment” (C)**. Click any of the icons, **D**, to add something extra to your comment. When you are ready to post, press Enter. Your comment will appear on your friend’s Timeline.



7.4 Facebook Friends

A “Facebook friend” is someone you’re connected to on Facebook.

“Adding friends” on Facebook is the only way you will be able to communicate with them through Facebook messages, and be able to see their Timelines with all their pictures, videos, and status updates.

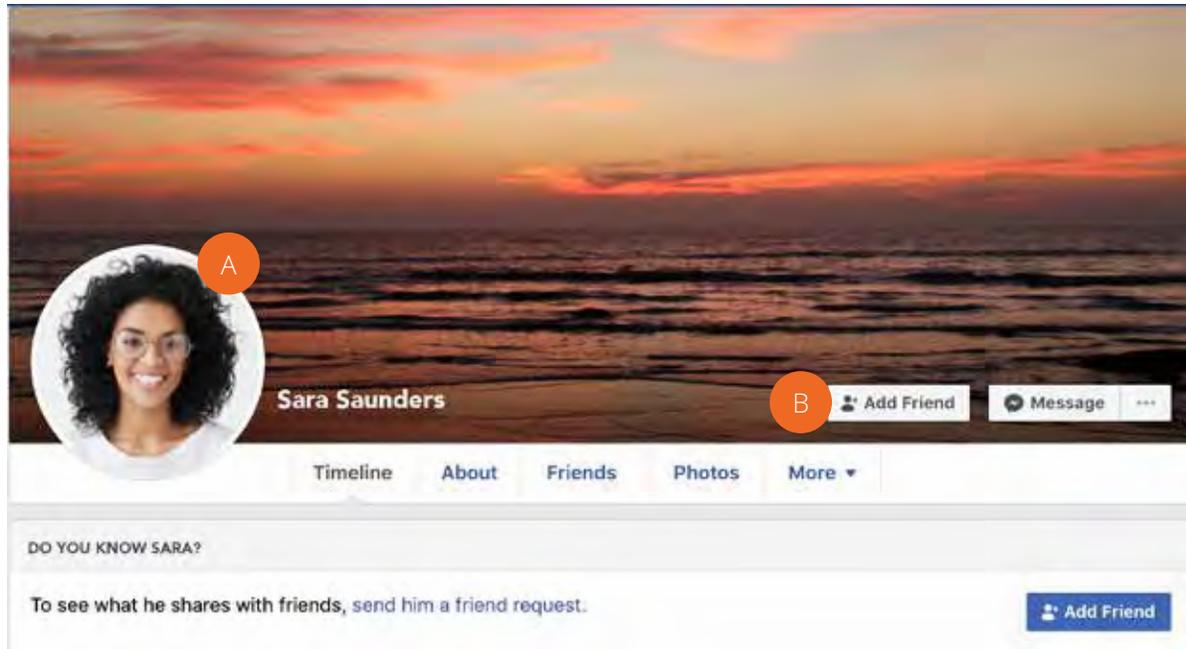
Being a Facebook friend with someone means that you can see each other’s Timelines and any pictures, videos, and updates that have been posted.

To add a friend on Facebook, click the **search box (A)** on the top left of your screen. Then, type the name of the person you would like to add (first and last name) and press Enter on your keyboard.



In the example below, the user wanted to add a friend named "Sara Saunders". After typing her name into the white bar, and clicking "search", Facebook found Sara Saunders' Timeline.

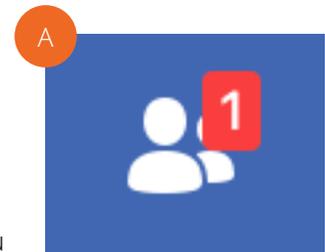
To make sure that this is the "right" Sara Saunders, the user looked at Sara's **Profile Picture (A)** on the top left. After ensuring that this is the "right" person, the user can click the **"Add Friend" (B)** button. This will send Sara a "Friend Request". Sara will then be able to choose whether to accept or decline to become this person's Facebook friend.



Accepting a Friend Request

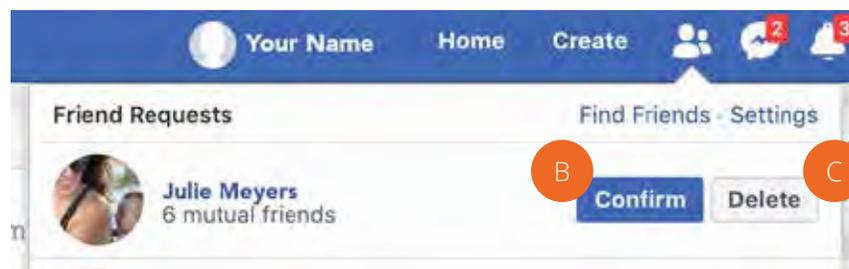
If a friend adds you on Facebook, you will receive a "Friend Request".

A new Friend Request will appear as a red number next to the **Friend Request icon (A)** on the top right of your screen. The number represents the number of new friend requests you have received.



After you have clicked the **Friend Request icon**, you will see the name of the person who would like to be your Facebook friend. You can now decide whether to accept or decline to be their Facebook friend.

If you like would like to be Facebook friends with this person, click **"Confirm" (B)**. If not, click **"Delete" (C)**.



7.5 Sending and Receiving Messages

Sending a Message

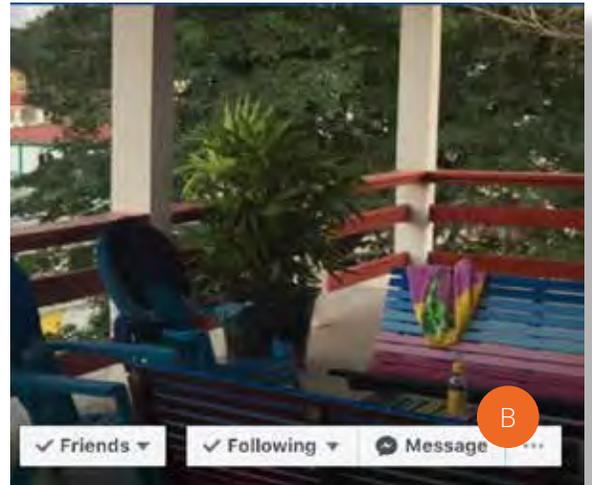
You can also send and receive private messages to/from your Facebook friends.

To send a message to a friend, go to his/her Timeline.

To do this, type in his/her name into the search bar in the side menu that says **"Search" (A)** at the top of your screen, and click "Search".

Now you will be able to see your friend's Timeline. Click on **"Message" (B)** at the top right of the screen.

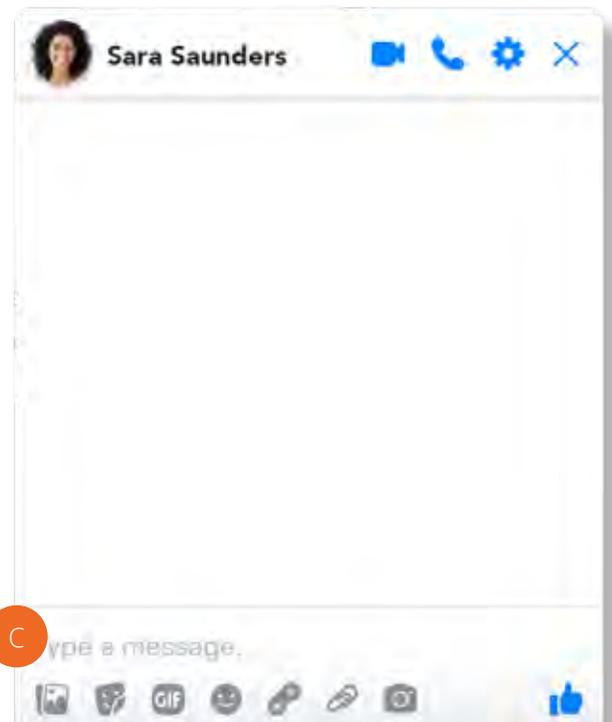
In the example, the user would like to send a message to a friend named Sara Saunders.



Once you click **"Message"**, a "message window" will appear (usually on the bottom right of the screen).

Click the white bar at the bottom of the message window to type your message. **(C)**

When you are finished typing, press Enter to send your message to your friend.



Sending and Responding to a Message

To check if you have new unread messages, look at the **Messages icon (A)** on the top right of your screen.

If you have new messages, there will be a red number next to the **Messages icon**. This number represents the number of new messages you have received. In this example, the user has received **1** new message.



To read the new message, click the **Messages icon**. A list of messages will appear. The **new message (B)** will appear at the top of the list, and will be "highlighted" in blue. Older messages will be at the bottom of the list.

Next, click the new message to respond to it.



A "message window" will appear on the bottom right of your screen.

Type your response into the **white bar (C)**, and press Enter on your keyboard to send your response.



7.6 Navigating Timelines

A **Timeline** is someone's "personal page". It contains all of the updates, photos, and videos that a person has added for their friends to see.

It might also show a list of that person's favourite activities and interests, and any other biographical information they choose to share.

Navigating a friend's Timeline

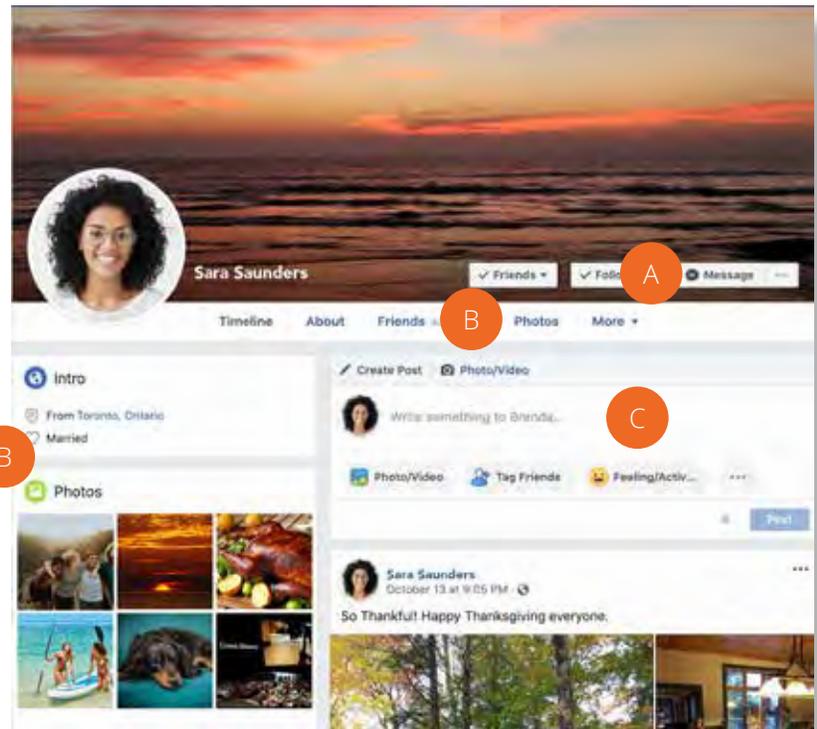
To see your friend's Timeline, type in his/her name in the white search bar that says **"Search" (A)** at the top of the screen, and press Enter.



Once you are on your friend's Timeline, you will be able to look at their photos and videos, write messages on their Timeline, and read their "status updates".

Pictured here is the Timeline of a person named "Sarah Saunders". Your mentor will review the different features with you.

- A.** Click **"Message"** to send your friend a private message
- B.** Click **"Photos"** to look at your friend's photos
- C.** Click **"Write here"** to write a message on your friend's Timeline. Any message you write on her timeline can be seen by all her Facebook friends.

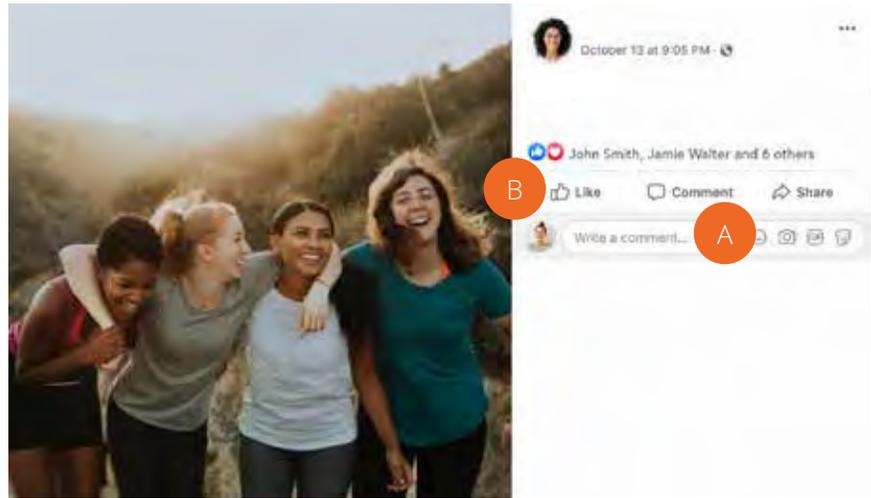


When you are looking at your friend's Timeline, you might see photos that your friend has added. It might be a single photo, or a group of photos.

To see a larger version of this picture, click on the photo. Once you do this, you will be able to look at the photo, or if there is a group of photos, you will be able to look through all of the photos in that photo album by clicking left or right on the photo.

If you would like to leave a comment on a photo, click the white bar to the right of the photo that says **"Write a comment"** (A), type in your comment, and press Enter.

If you want to let your friend know that you enjoyed looking at their picture, you can click the Thumbs Up **"Like"** button (B) to the left of the photo.



Sometimes, you will see "Status Updates" on your friend's Timeline. These are short messages that your friend has written and added to his/her own Timeline.

In this example, you can see that this person has added a status update onto her Timeline for her friends to see. Her friends have written comments about her status update.

In order to add a comment to someone's status update, click the white bar that says **"Write a comment"** (D), and type in your comment. When you are finished, press Enter.

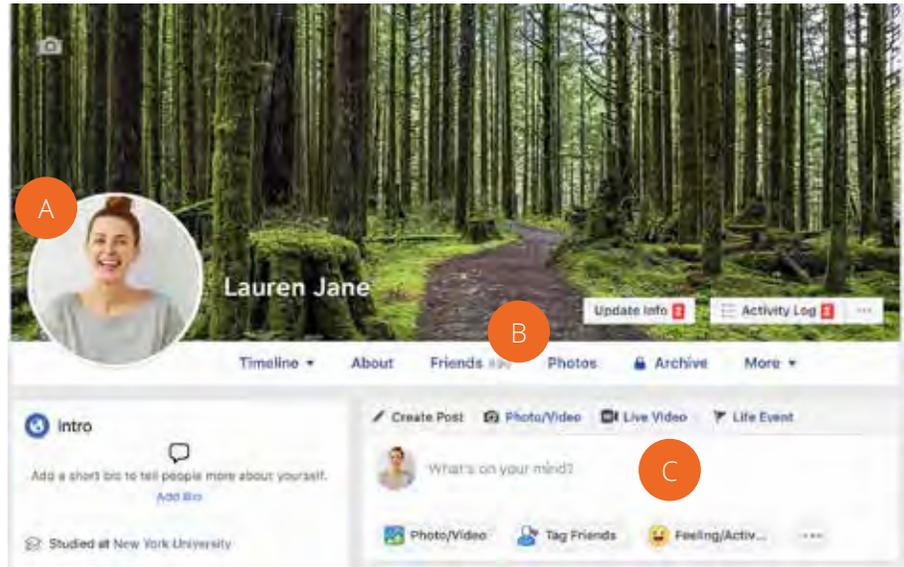
If you would like to let your friend know that you enjoyed reading their status update, you can click **"Like"** (E) below their status update. You can also **"Like"** any of the comments other people have written about the status update.



Navigating your own Timeline

Your Timeline is your own personal page. You can add pictures, videos, and Status Updates for your friends to see. Your friends can write short messages, and add pictures and videos to your Timeline too.

- A.** This is your **Profile Picture**. Your mentor will teach you how to add this to your a profile.
- B.** Click **Photos** to add photos to your Timeline. Your mentor will show you how to do this.
- C.** Click here to write a **Status Update**. Type what you want to post and then click "Send" to post it.

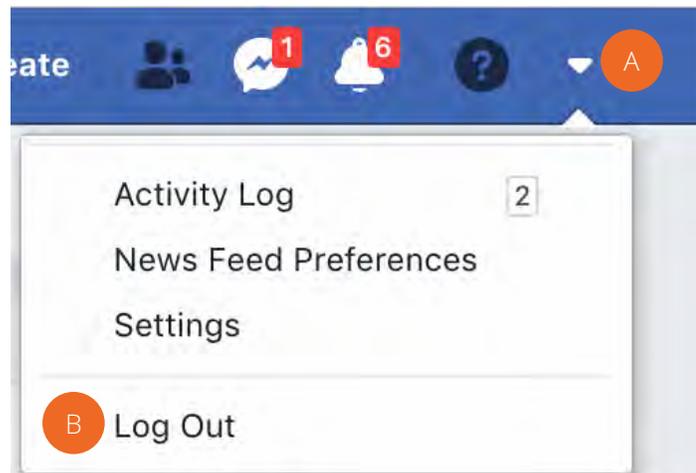


7.7 Logging Out

When you are finished using Facebook, make sure to "log out" of your account to ensure that no one else who uses the same computer has access to your account.

To do this, click the **down-arrow (A)** found on the **top right of your screen**.

A pull-down menu with options will appear. Scroll to the bottom and click "**Log Out (B)**".



How do I recognize a scam?

Anyone can send you an email. Scammers can make their sender's name look like something you recognize so that you're more likely to trust the message. Here are a few tips to recognize suspicious emails:

1. Emails that promise you large amounts of money: if the offer sounds too good to be true, it probably is. Also, many of these emails ask for a small deposit before receiving any money, when in fact, you will never get any money back.

ray sumto <raysumto1@gmail.com>
 undisclosed-recipients:
 brenda@thebestpart.ca
 Partnership in finance and business investments

Dear Sir,

PARTNERSHIP IN FINANCE/INVESTMENT

Compliments of the day, in my quest for reliable business relationship, I was in a management/finance forum held by the Human resource Dept. of my country's foreign affairs office, therein I got your contact and after a careful study, I decided to reach you for finance/Investments transaction based on your managerial expertise.

My father was formerly a finance Minister in my country and unfortunately he died few weeks ago. However, before his death, he drew my attention and told me that he warehoused/lodged the sum of two million and four hundred thousand Dollars. (\$2.4M) His instruction regarding to this fund was that I should not invest it in my country because of its economic instability and his political foes, rather it must be invested overseas where the Economy and Political Climate is more stable.

2. Emails that ask for personal information, especially your Social Security or Social Insurance Number, address, phone number, birthdate, etc., often to verify an account. No reputable company ever asks for private information or to confirm private information via email. If you don't have an account with that institution, delete the email, or better still, report it.

Angela M. Barrett <as45522@vqqiv.com>
 <rs-usa@irsdc.com>
 RE: Tax Exemption Notification



Sir/Madam,

Our records indicate that you are a Non-resident, and that you are exempted from the United States of America Tax reporting and withholdings on interest paid to you on your account and other financial benefits. To protect your exemption from tax on your account and other financial benefits, you need to re-certify your exempt status to enable us confirm your records with us.

1. We need you to provide your permanent address and US address if any, if different from the current mailing address. You must indicate as a Non-US resident, the country you are residing, to support your non-resident status and if your bank or other financial institutions you are dealing with has a US address for mailing purposes.

2. Please complete 1 through 11 and have all account holder(s) (if more than one account holder) sign and date the form separately and send to us through the fax number or email at the bottom of the W-8BEN form. Note that if your W-8BEN FORM together with a copy of your International passport is not received from you after 7days from the date of the receipt of this letter you will lose your Non-resident status and be listed as undocumented, resulting in the standard rate of 30% being applied on any dividend or interest income received on your investments/accounts.*

List of required documents:

- 1. A copy of filled W-8BEN FORM.
- 2. A photocopy of the photo page of your international passport.

*If you should receive multiple notifications, it means previous filled out forms was not properly filled and as such, we need you to refill needed columns and re-fax or email to us using the details at the bottom of W-8BEN.

We appreciate your co-operation in helping us protect your exempt status and also confirm our records.

Sincerely,
 Angela M. Barrett
 IRS Public Relation

3. Hold your mouse over the sender's email address. If the email address is cryptic, doesn't have anything in it that indicates the name of the sender's company, and ends in something other than .com, it is likely a scammer.

"Gutierrez, Hedda T." <emanuele.dallaverita@tim.it>

Gutierrez, Hedda T.

Hello

Here is your statement.
 The Pass key is
 You need to paste it to be able to open the document.
 I'm still waiting for your reply

Kindest regards
 Gutierrez, Hedda T.

Intermediate and Advanced Tutorials

Cyber-Seniors is pleased to provide over 1,200 additional tutorials on Internet apps and utilities. Learn about everything from Facebook to eBay to Match.com to see what might be useful to you.

To access these tutorials, login to the Cyber-Seniors portal and go to the Senior Resource and Training Center. Click on the Intermediate and Advanced Tutorials and choose a topic on the left. Find the tutorial you want and click Learn.

Intermediate and Advanced Tutorials
We are pleased to provide over 1200 tutorials on a myriad of topics specifically developed for Seniors.

Social
Entertainment
Shopping
Learn
Everyday
Internet 101

Google Search Course
8 Tutorials
Google Search lets you type in a word or phrase and then finds stuff on the Internet (including websites, pictures, and videos) related to it. Settings help you narrow your results.
[Learn](#)

StumbleUpon Course
9 Tutorials
Tell StumbleUpon what you do or don't like to see on the Internet, and it will guide you to new websites that you might like, or groups of people who can suggest content to check out.
[Learn](#)

WebMD Course
9 Tutorials
Find a local doctor or hospital, check common drug side effects, match common symptoms to ailments, or get general advice on virtually any aspect of your health.
[Learn](#)

Wikipedia Course
9 Tutorials
Wikipedia is an online encyclopedia written by its users, for its users, with the goal of making general information freely accessible to everyone.
[Learn](#)

Storing data in ‘the cloud’

You may have heard people talk about storing files or photos in “the cloud” or “online”. These terms are used interchangeably to mean that you can store any types of files (data) online.

“The cloud” is another name for the Internet but today it more means the storage and applications that are available through online accounts rather than website pages.

All email providers (Google, Yahoo, Microsoft, etc.) now provide an amount of storage of files through your email account. These storage spaces are called things like Google Drive, OneDrive, etc. Because this space is accessible through your email account, only you (or whoever you give your email password) can see your files. When you store a file in one of these cloud storage spaces, your file is stored on the computers managed by Google or Microsoft or whoever your email account is with. The advantage of this is that those computers are in secure storage facilities and they have infrastructure to make sure that they always work and the data is safe and backed up. If your files are only on your computer, if your computer isn't working, you don't have access to your files.

It may be frustrating to be asked to do many things ‘online’ that you did on paper or through other means. Cyber-Seniors mentors understand that this can be frustrating but they are there to help you figure out these processes. Online services are faster, more reliable, and cost less for the company and hence, for you.



Here are some popular internet terms that you may come across when surfing the world wide web:

ATB	All the best	NE1	"Anyone"
ATM	At the moment	O RLY	Oh really?
B4	Before	OMG	Oh my god
BBIAB	Be back in a bit	ONoz	Oh, no
BCNU	Be seeing' you	POV	Point of view
BFF	Best Friends Forever	RL	Real Life
BFN	Bye For Now	ROFL/ROTFL	Rolling on (the) floor laughing
blog	Also known as web log or an online journal	snail mail	Normal paper mail service
BRB	Be right back	TGIF	Thank God it's Friday
BTW	By the way	TMI	Too much information
CU	See you (later)	TTYL	Talk to you later (also spelled TTUL, T2UL or T2YL)
D/L	Download	IMO	In my opinion
FAQ	Frequently Asked Question(s)	TY	Thank you
FTW	For the win	w00t, w00T or WOOT	First two express exuberance, the last is a backronym for the term "We Own the Other Team".
FWIW	For what it's worth	IRL	In real life
FYI	For your information	JK OR j/k	Joking, Funny, Jokes
IDK	I don't know	L8R	Later, L8R also sometimes abbreviated as L8ER is commonly used in chat rooms and other text based communications as a way of saying goodbye
AFK	Away from Keyboard	ILO	I love you
ALOL	Actually laughing out loud	IMHO	In my humble opinion
ASAP	As soon as possible		
ATEOTD	At the end of the day		
LMAO	Laughing my ass off		
LOL	Laughing out loud, laugh out loud		

Favorite Websites

Website Address	Description
www.	

