



## Cyber-Seniors Info Page for Mentors

Welcome to Cyber-Seniors and thank you for taking the time to become a mentor!

Cyber-Seniors has converted all of its programming to online and remote formats in order to deliver essential tech training to seniors. Our primary services are found on our website directly below the main photo. Seniors who are looking for tech support can book a call through the link, "**Book a one-on-one tech call**". Seniors who would like to learn about various topics through our daily webinars can register for them through the link, "**Sign Up for Daily Webinars**". All of our webinars are recorded and uploaded to our YouTube channel, so Seniors can access those recordings through the link "**Watch Previous Webinars**".

We suggest that you start by joining and participating in a [Zoom Webinar](#). This will give you a feel for what tech level our seniors are at and the types of questions you can expect. Once you've participated in a webinar, feel free to accept an assignment in uSked to do a one-on-one tech support call.

### How do the Zoom Webinars work?

Each Cyber-Seniors Webinar lasts approximately 1 hour. The sessions include a 15-30 minute presentation or live demonstration followed by a question asking period for the seniors.

Once you have indicated that you are interested in participating in a webinar, you will receive an email confirming that you have been selected to participate. You will receive a second email the day before your session with information on how the session will be run, who will be leading the session (the person who shares their screen and guides the group through the initial presentation), the presentation itself (whether it be a PowerPoint or another format) and any other pertinent information.

If you are a first-time volunteer you will not be asked to lead but you are encouraged to help out during the question asking period of the session. Once you complete your first session you are eligible to lead future sessions.

*Note: If you have been volunteering and have not yet been selected do not hesitate to reach out and indicate you want to lead by emailing [macaulee@cyberseniors.org](mailto:macaulee@cyberseniors.org)*

### How do the One-On-One tech support calls work?

Once you have been selected for a one-on-one tech support call, the information about your session will be sent to you, but you can also find it in the 'Assignments' tab on the menu bar of uSked. Make sure to

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put it in your calendar so you don't forget. The email will let you know who you are calling and what they need help with. All one-on-one sessions start with a phone call, not video chat. Please see the General Rules at the end of this document regarding video calls. Refer back to the email you received from Cyber-Seniors including your uSked and Flex logins so that you can login to **Flex**, the online calling software.

Sometimes the seniors don't pick up – they may have forgotten about their one-on-one, or can't get to the phone in time. Hang up and try again in 2 minutes. If you make 3 attempts and still don't get in contact with them please email [scheduling@cyberseniors.org](mailto:scheduling@cyberseniors.org) to let us know.

## Disclaimer

Please read this to the senior you are speaking to at the beginning of each session.

Before we get started I want to let you know that while the information being shared with you today and the information posted on our website is considered to be accurate, this information is subject to frequent changes and Cyber-Seniors, its volunteers and employees are not in any way liable for any information shared with you or in the way it is interpreted or used by you.

So if you agree, we can get started.

I know sometime the seniors want to jump into their issues right away but it is necessary to read this. If they are confused by what this means, explain that you are a volunteer and not an expert, so the help you give is just your suggestion.

## General Rules:

1. Facetime, Skype and Zoom meetings are allowed in one-on-one sessions, however please first call your senior and ask them for permission. You may also need to explain what video calling is.
2. If you do video call make sure that your camera is properly placed so the senior can easily see your face. Some seniors are hard of hearing and being able to read your lips is a huge asset to them.
3. You are welcome to book another session with your senior but please do so through our [online booking calendar](#).
4. Always be kind and patient with the person you are assisting. However, if the call becomes uncomfortable for whatever reason, end the call and email [kascha@cyberseniors.org](mailto:kascha@cyberseniors.org) immediately to report the incident.

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## Check List for One-on-One Support Calls

1. Before making the call, open the One-on-one Support Call log and fill in what you can from the assignment information.
2. Login to Flex.
3. You must first read the disclaimer to the Senior (you can find it above)
4. Ask them if they are registered as a Cyber-Seniors member yet – if not, register them (instructions on how to do this are below)
5. Help them as best you can.
  - If you are unable to solve their problem find an alternative solution. For example – Do they need to call their internet provider? Do they need to call a more appropriate help desk like Apples Genius Bar, Microsoft or something similar? If that's the case, please help them find that number and offer to set up another call with them to ensure that their system is up and running again.
  - If you are not well versed enough in the device they are using or you couldn't help them for another reason, please email [scheduling@cyberseniors.org](mailto:scheduling@cyberseniors.org) with the details and we will find another mentor to help.
6. Sign them up for another session if they need them (Instructions on how to do that are below)
7. Encourage them to join our daily Webinars if they are not already involved. These are listed at [www.cyberseniors.org/webinars](http://www.cyberseniors.org/webinars).

## How to Register a Senior as a Cyber-Senior

Login to the Cyber-Seniors portal and go to your Dashboard.

Just below your personal information, click the Register Senior button. Complete the pop-up form. If they ask why you need this information, tell them that a) the login key for Seniors is last name and birthdate because many seniors don't have emails, and b) its so we can let them know about other free services that we offer and to better assist them. We will not be spam calling or emailing them.

If they are resistant, continue with the session and email [scheduling@cyberseniors.org](mailto:scheduling@cyberseniors.org) to let us know.

## How to Book Another Phone Call with the Senior you are Helping

Seniors will sometimes ask for more help or need more help. You are welcome to coordinate another meeting with them but we ask that you do this through our system. Go to our [online booking calendar](#) which is the same on the home page of our website, "Book a one-on-one tech call".

## Volunteer Hours

See the [Volunteer Tools](#) page for how to get a Volunteer Hours report or if you have forms from your institution signed.

[www.cyberseniors.org](http://www.cyberseniors.org)