INFORMATION for VOLUNTEERS for DC Libraries seniors

Name of Program: Senior iPad Program, sponsored by the DC Department of Aging and Community Living. Seniors in Washington DC who qualify for the program receive a refurbished iPad to increase their access to friends, family, resources, and the community through technology tools, training and support.

Seniors are also given a library card and are encouraged to try the apps provided by DC Libraries. If they have any issues with their card, please refer them to the information they received with the iPad.

WiFi: Internet access is provided via Cellular Data until June 2022, no password. The SIM card is installed and tested before given to the senior.

Seniors are informed:
One-on-one training goal is
- To create an Apple ID to register their iPad with Apple Corporation
- Learn how to use Zoom to access their three required group training sessions
- Setting up an email address if the senior does not already have one.

Group sessions
Seniors are informed that the iPad becomes their property after they have completed a minimum of three Zoom group training and one-on-one training after September 30th, 2021. If they access the group training twice a week and/or the Interest Group, we can assume the seniors are utilizing their iPad weekly.

FOR THE ONE-ON-ONE SESSIONS:
Please follow the instructions below and feel free to invite them to a Zoom meeting so you can screen share if needed. At the end of their session, please fill out the following form from the project organization: https://forms.gle/YFzzD8LRcj2sTrTv8. If there are any issues with this senior, please email tjames@wildtech.org.

Setting Up an Apple ID:
They need to set up an Apple ID using their existing email address
Note: They should already have an email address, if they didn't have one originally they were given one. IF an email was created for them they should have all the login information.
Go to settings and their should be a "sign into your ipad" button that they can click
Then click "Forgot password or don't have an Apple ID?".

As they are creating the ID make sure they select the option "Use current email address" so they can use their new existing email to set it up
Then show them briefly how to check their email on the iPad

Get on Zoom:
The next step is to get them on a Zoom meeting (Zoom is already downloaded on their iPad)
Just set up a meeting (**without a password**) and walk them through joining it
Once they are on the meeting have them connect to audio (accept audio permissions) and video (accept video permissions)

If you do not get through everything before the session is over please book another one-on-one for them at https://calendly.com/dclibrariescyberseniors
Please use Flex to call- If there are any issues or the senior doesn't answer, email scheduling@cyberseniors.org