

AgeWell

at the JCC

Tech Guide

A guide to the use
of emerging
technology.



Introduction

This technology guide was created by AgeWell at the Jewish Community Center of Greater Pittsburgh for the Henry L. Hillman Foundation “Powered Up for Seniors” initiative. This initiative targets investments in technology and advocacy to improve access and lower barriers to entry for older adults in Allegheny County.


Technology is an essential part of our everyday life. It provides us with entertainment and social connectedness. It also allows us to perform everyday tasks like banking, shopping, getting the news, and scheduling appointments, as well as monitoring health and safety. All these skills increase our ability to live independently, which improves quality of life. This guide will primarily offer instructions on desktop, laptop, and tablets technology.

Table of Contents

Introduction.....	2
Table of Contents.....	3
<u>Devices</u>	
Identify Your Device.....	9
What kind of device do I have?.....	9
Logo Images.....	9
Types of Devices.....	10
Laptop and Computer Brands.....	10
Parts of Your Device.....	11
Desktop Computer Components.....	11
Word bank.....	12
Mouse/Touchpad 101.....	13
Vocabulary.....	13
Parts of a Mouse.....	13
How to use a Mouse.....	14
How to use a Touchpad:	
PC (Personal Computer)/Windows Operating System.....	15
More Advanced Commands: PC.....	15
How to use a Touchpad: Apple/iOS Operating System.....	17
Keyboard 101.....	18
Keyboard Example.....	18
Parts of a Keyboard and What They Do.....	18
Basic Skills: Getting Started.....	21
Getting Started.....	21
Explaining the Icons on the Open Window.....	21

Minimizing and Maximizing Windows.....	22
Where are the settings?.....	23
Ports and Plug-Ins.....	24
General Ports and Plug Ins.....	24

Settings

Settings 101.....	26
Where are the settings on my Windows Device?.....	26
Where are the settings on my Mac?.....	27
Software Updates.....	29
Vocabulary.....	29
Why do we need to update software?.....	29
When does the software need to be updated?.....	29
How do I update the software on my PC?.....	30
How do I update the software on my Mac?.....	30
Accessibility.....	32
Vocabulary.....	32
Windows Devices.....	32
Vision.....	32
Hearing Loss.....	39
Low Motor Function.....	40
Apple Devices.....	42
A Few Notes about the Accessibility 3  menu for Apple Devices:.....	42
Vision.....	42
Hearing Loss.....	47
Low Motor Function.....	48

Connecting to Wi-Fi & Internet

Wi-Fi.....	54
------------	----

Vocabulary.....	54
What is Wi-Fi?.....	54
How to Know If You’re Connected to Wi-Fi.....	54
Troubleshooting Wi-Fi.....	56
How to Connect to Wi-Fi: Windows or PCs (Personal Computers).....	57
How to Connect to Wi-Fi: MacOS or iOS.....	58
Types of Web Browsers.....	59
Downloading Chrome.....	59
What can you do with the Internet?.....	60
Search Engines.....	60
Searching Websites and Topics.....	60
Bookmarking.....	61
Social Media Overview.....	62
Shopping.....	62
Virtual Meeting Platforms.....	63
Watch Movies and TV Shows.....	63
Listen to Music.....	63
Games.....	64
<u>Cyber Safety</u>	
Security and Safety.....	64
General.....	64
Social Media.....	64
Email.....	65
Usernames and Passwords.....	66
Creating a Username.....	66
Creating a Password.....	66
Forgot a Password?.....	67

Interacting Online

Email.....	68
What is Email?.....	68
Email Providers.....	68
Creating an Email Address.....	68
Creating a Password.....	69
Your Inbox.....	69
Replying to Emails.....	70
Forwarding Emails.....	71
Email Attachments.....	72
Deleting Emails.....	76
Banking and Bill Paying.....	77
Banking.....	77
Bill-Paying.....	77
Telehealth.....	79
What is telehealth/telemedicine?.....	79
Benefits of Telehealth.....	79
Telehealth Platforms.....	79
Social Media.....	80
Why use Social Media?.....	80
Popular Social Media Platforms Among Older Adults.....	80
How to Access Social Media.....	80
Benefits and Challenges of Social Media.....	80
What platform should you be on?.....	80
Facebook 101.....	81
Privacy and Security Tips.....	84
Zoom.....	85

Creating your Own Account.....	85
Signing in to your Account.....	87
Updating your Profile.....	87
Schedule a Meeting.....	87
Starting a Meeting.....	89
Basic Zoom Functions in a Meeting.....	90
Virtual Senior Academy.....	98
What is the Virtual Senior Academy?.....	98
Who runs the VSA?.....	98
Signing Up and Logging In.....	98
Signing Up for a Class.....	103
Joining a Class.....	104

Files & Microsoft

Files.....	107
What is a File?.....	107
Different File Extensions.....	107
What is a Folder?.....	107
Downloading a File.....	108
File Explorer in Windows Devices.....	112
Finder in Apple Devices.....	114
Microsoft Office and G Suite.....	115
Microsoft Office.....	115
Accessing Microsoft Office.....	115
Microsoft Office Icons.....	115
Creating a New Document.....	116
Naming your Document and Saving it to a New Location.....	116
Changing Font Color, Size, and Style.....	117

Inserting a Picture.....	120
Other Functions in PowerPoint.....	120
Google Drive.....	122
Making a Google Drive Account.....	122
Google Drive Icons.....	122
Creating a New Document.....	122
Naming your Document and Saving it to a New Location.....	123
Changing Font Color, Size, and Style.....	124
Inserting a Picture.....	126
Other Functions in Google Slides.....	126
Printing.....	128
Printing in Microsoft Office.....	128
Printing In Google Drive.....	129
What to Press in the Print Window.....	130
Shortcut for Printing.....	131
 <u>Other Resources & Notes</u>	
Other Resources.....	132
Glossary.....	134
Notes.....	136

Identify Your Device

Vocabulary

- Device: an item of technology. In this course, all devices will connect to the internet.

What kind of device do I have?

- Different devices use different software to function. It is important to know what kind of device you are using because it changes how you solve different problems and learn how to perform different tasks using your device.
- The next section gives an idea of what different brands' logos look like. This can help identify what type of device you have. The "Types of Devices" section gives examples of what some of these brands call their laptops.

Logo Images



Amazon



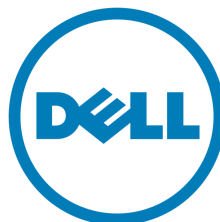
Apple



Asus



Google



Dell



HP



Lenovo



Microsoft



Samsung

Types of Devices

- Desktop: A desktop computer comes with three separate components: a tower, a monitor, a keyboard, and a mouse. As its name suggests, it is designed to sit on a table or desk and is connected to a power source.
- Laptop: A laptop computer has a screen and monitor attached, and an integrated keypad instead of a mouse. It folds up like a book, so it is easy to transport and can be used on your lap, or on a desk or tabletop.
- Tablet: A tablet is a small, portable computer that has a touchscreen keyboard. It is larger than a smartphone but has many of the same features, including phone and camera capabilities.
- Smartphone: A smartphone is a cell phone that has the features of a computer. In addition to making and receiving calls and texts, you can surf the internet, take photos, watch movies and videos, etc.

Laptop and Computer Brands

- Macbook (Air or Pro) (Apple)
- Dell laptop (Dell)
- Surface laptop (Microsoft)
- Thinkpad (Lenovo)
- Chromebook (Google)
- Galaxy Book (Samsung)
- Zenbook, Vivobook (Asus)
- HP Laptop

This is not an exhaustive list of devices. If you are unsure of what type of device you have, you can also find this under “Settings” in the “About” section. More about how to find this will be covered in the section on Settings.

The two operating systems we will cover are Apple’s Mac iOS and a Personal Computer (PC) or Windows Operating system.

Parts of Your Device

Desktop Computer Components

- **Monitor:** The monitor is your screen. On a desktop computer, it is separate from the keyboard and looks like a television screen. Each computer brand makes various sized monitors based on size and viewing needs.



- **Tower:** This is what holds the hardware and mechanics of your computer. It is typically rectangular in shape and can sit under a desk. It has its own power switch (separate from the monitor) and may include USB ports.



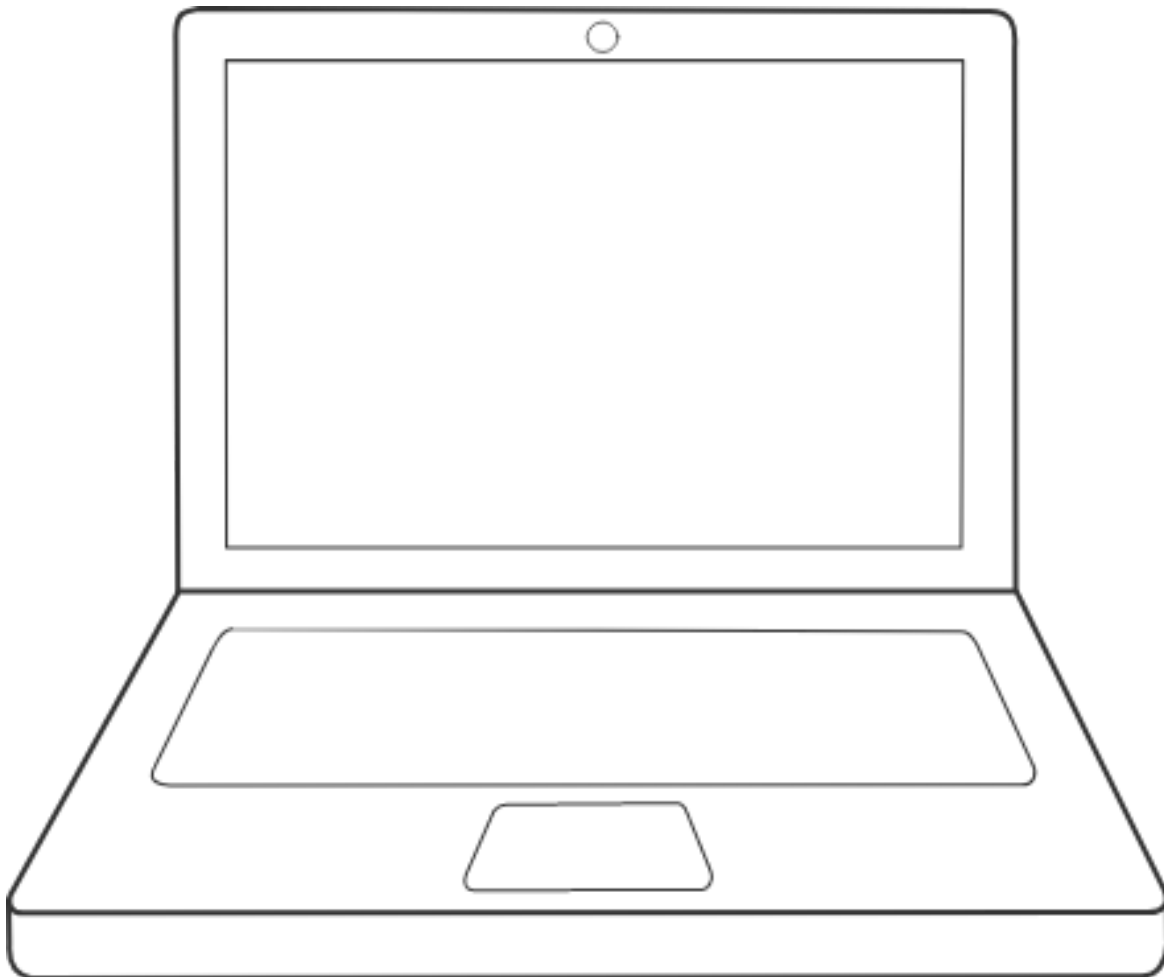
- **Keyboard:** The keyboard may look familiar, like that of a manual typewriter, with a few extra keys, which we will discuss in subsequent sessions.
 - **Note:** For a laptop or smartphone, the keyboard is integrated into your screen. When you touch the screen, the keypad pops up and looks like that of a manual typewriter.



Here is a picture of a general laptop. You can label this as we go through so you know where each button is on your device. Draw on the buttons that are not pre-drawn for you (on button, charger plug, headphone jack, and USB (Universal Serial Bus) port).

Word bank

- Screen
- On button
- Camera
- Keyboard
- Touchpad
- Charger plug
- Headphone jack
- USB(Universal Serial Bus) port



Mouse/Touchpad 101

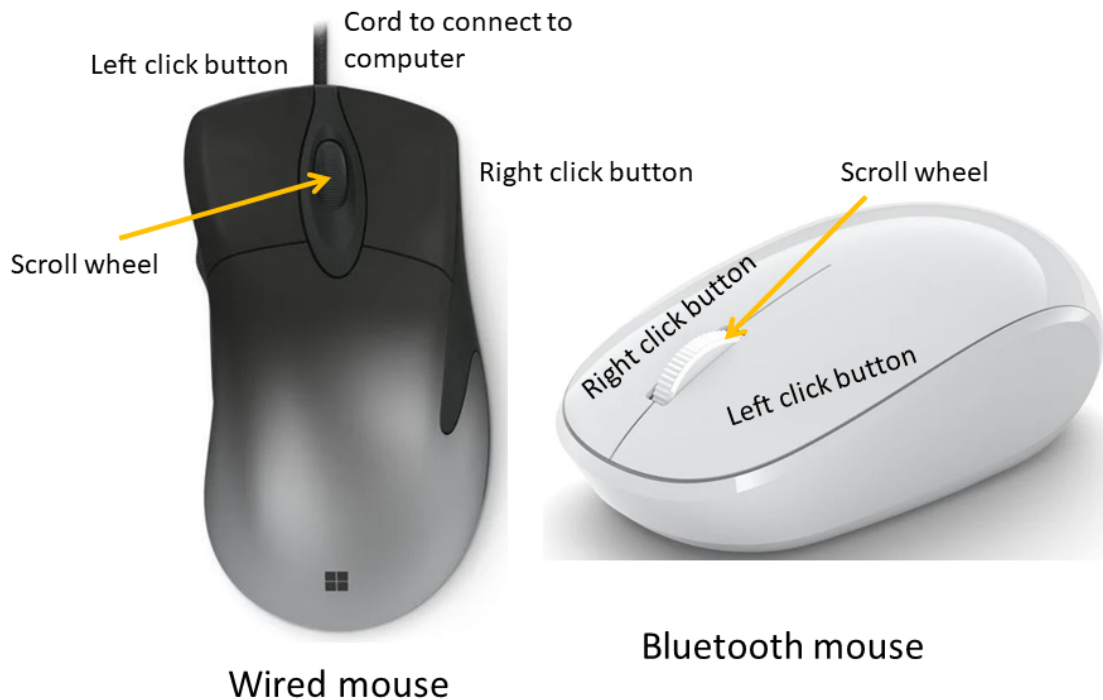
Vocabulary

- **Pointer:** This is the little arrow on your screen that shows where you are clicking. You can move this with the mouse or touchpad.
- **Cursor:** This is the little vertical line that appears before a word that you are typing on the screen.
- **Mouse:** A handheld device that controls the pointer on your computer. It can be connected with a cord or via bluetooth.
- **Touchpad:** Every laptop has a touchpad on it. It is most often a rectangle under your keyboard. When you touch it, your pointer moves on the screen.

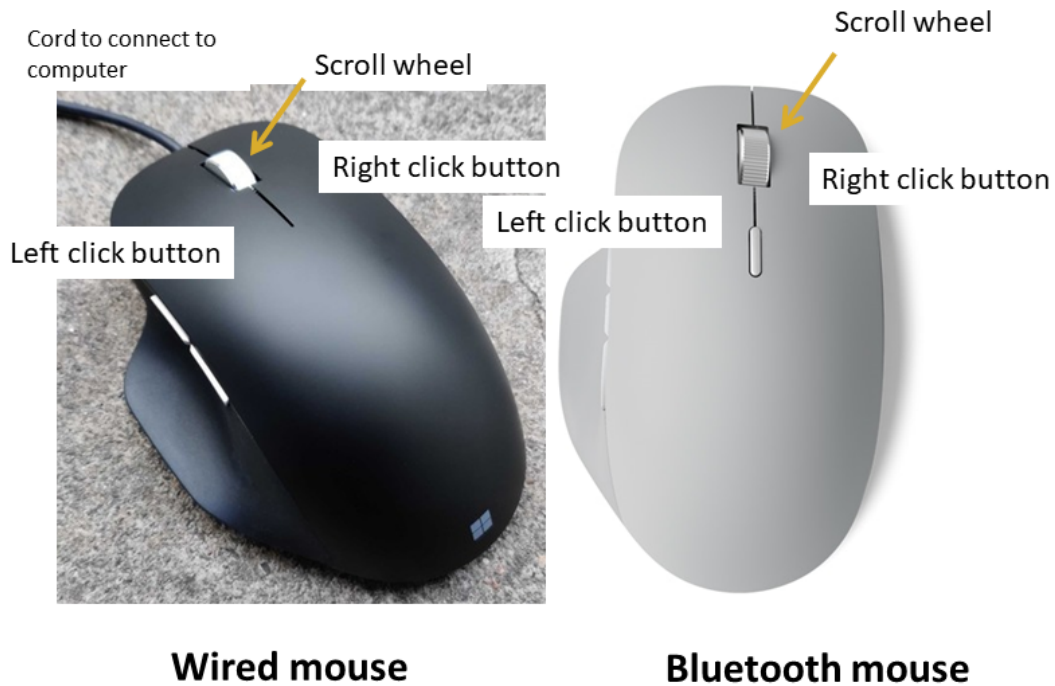
Parts of a Mouse

- Below is a labeled picture of a mouse. The left one in both graphics is a mouse that is connected to the computer via a cord. The right one in both graphics is a mouse connected through bluetooth.

Right-Handed Mice



Left-Handed Mice



How to use a Mouse

***This is the same in left and right-handed mice unless the defaults are changed.*

- Left-click once: This will position your cursor to where you clicked.
- Left-click twice: This will highlight the word you are hovering over, or open a folder or file, or start a program.
- Left-click three times: This will highlight the entire sentence you are hovering over.
- Right-click: This will open up a menu with additional functions.
- Using the scroll wheel: This will scroll up or down on the page you are on.

How to use a Touchpad: PC (Personal Computer)/Windows Operating System

- If your touchpad has two buttons, they work like a left-click and right-click on a mouse. If it does not have a right and left click button, you can do the following instead:
 - For a left-click, click the touchpad with one finger. The same commands for a mouse (left-click once, twice, or three times) work with one finger.
 - For a right click, click the touchpad with two fingers.
- To Zoom in: Touch the touchpad with two fingers (do not click), and spread your fingers apart. This will zoom in.
- To Zoom out: Touch the touchpad with two fingers (do not click), and bring your fingers together. This will zoom out and is the opposite of a zoom in.
- Scroll: Place two fingers on the touchpad and move them up or down (do not click, just slide). This will move the screen up or down.
 - If there is a scrollbar on the side of your screen (can be on the right side or on the bottom), you can also press it and drag your finger to scroll.

More Advanced Commands: PC

- These will be an option if you have a precision touchpad or it is enabled on your computer. Many new computers have this enabled.
- See all open windows: Place three fingers on the touchpad and slide them away from you to see all open windows in small rectangles on your screen. To undo this, slide your three fingers back towards you.
- Scroll between open windows: Place three fingers on the touchpad and move them side to side. This will move between the open windows you have.
- Show the desktop: Put three fingers on the touchpad and swipe them towards yourself. This will show your desktop.

- Open the search feature: Tap delete fingers on the touchpad at once. This will bring up the search feature, allowing you to find something on your computer.

All PC (Personal Computer)/Windows commands were found on Business Insider at <https://www.businessinsider.com/windows-touchpad-commands>.

How to use a Touchpad: Apple/iOS Operating System

- For a left-click, click the touchpad with one finger. The same commands for a mouse (left-click once, twice, or three times) work with one finger.
- For a right click, click the touchpad with two fingers.
- To Zoom in and out: Double tap (but don't click) with two fingers to zoom in. Then, to zoom out, repeat the gesture (double tap again).
- Scroll: Place two fingers on the touchpad and move them up or down (do not click, just slide). This will move the screen up or down.
 - If there is a scrollbar on the side of your screen (can be on the right side or on the bottom), you can also press it and drag your finger to scroll.
- Swipe between pages: Swipe left or right with two fingers to show the previous or next page.



All iOS commands were found on Apple's website,
<https://support.apple.com/en-us/HT204895>.

Keyboard 101

Vocabulary

- Keyboard: A panel of keys that allows you to type on the screen of a computer or laptop. It is connected to the body of the laptop. It can be connected via a cord to a computer or via Bluetooth.

Keyboard Example

- Not all keys on every keyboard are in the exact same place, and not all keyboards have the same buttons. However, all keyboards will have numbers, letters, punctuation marks, and general functions.
- Below is an example of a PC (Personal Computer) keyboard that uses Windows. As you can see, it has a button with a window-like graphic on the bottom row three buttons from the left. This will not be present on Apple keyboards.



Parts of a Keyboard and What They Do

- Space bar: This is the long button on the bottom row. It is *not* usually labeled “space bar.” It is used to put a space between letters while typing.
- Escape: This is labeled as “Esc” and is in the top left corner on the keyboard above. This is used to interrupt, stop, or cancel what you are doing. For

example, if your screen is full screen while watching a movie, pressing escape will make the screen shrink.

- Shift: This key is used to capitalize a letter or activate special characters above numbers 0-9. To use it, press down and hold while you type the letter you want capitalized or the special character you want to appear.
- Control: This button is labeled “Ctrl” on the keyboard. It is a modifier key, meaning that when pressed while pressing another key, it performs a special operation. Some basic control functions are below:
 - Ctrl+C: this copies something (i.e. picture, highlighted text, etc.)
 - Ctrl+V: this pastes the previously copied information.
- Caps: This allows you to generate letters in uppercase. To do so, press the button. Once pressed, all letters typed afterwards will be uppercase. To turn “Caps lock” off, press the button again.
- Tab: This button shifts the text in by a tab, allowing you to indent text.
- Enter Key (PC-Personal Computer) or Return Key (Apple): This key causes the computer to open a new blank line and position the cursor as far left as the margin setting allows.
- Fn: This button is short for “function.” Similarly to the “Control” button, it is a modifier key. When pressed, the Fn key enables the secondary purpose of other keys on the keyboard, like the function keys (F1-F12, usually along the top row of your keyboard like in the example keyboard above).
- Arrows: These are also referred to as direction and navigation keys. When pressed, it will move the cursor left, right, up, or down from where you are. They have arrows on them (<, >, v, ^).
- Backspace key: This key deletes any character that is *before* your cursor. If you press it once, it will delete one letter, space, or punctuation mark. If you press and hold, it will delete multiple characters.

- Delete key (PC-Personal Computer only): This is used to delete any character that is *after* your cursor. If you press it once, it will delete one letter, space, or punctuation mark. If you press and hold, it will delete multiple characters.
- Windows Logo Button (PC-Personal Computer only): This opens the start menu that also displays the search box. It has the same function as the Windows Key in the left hand bottom corner of the display screen.
- Alt key (PC-Personal Computer only): This is a modifier key, meaning that when pressed while pressing another key, it performs a special operation or types special characters.
- Command key (Apple only): This key is a modifier key, meaning when pressed while pressing another key, it performs a special operation.

Basic Skills: Getting Started

Getting Started


- Turning computer on
 - To begin to use your computer, you must first locate the power button. This is typically at the top of your computer tower and will look similar to this:



shutterstock.com - 1817772218

- The power icon can be in three states:
 - Dark: computer off
 - Blinking: computer is in sleep mode
 - Lit: computer is on
- Turning monitor on
 - Once the computer is turned on, you will also need to turn on your monitor. This is typically located on the bottom of the monitor, under the screen.
 - When you have turned it on correctly, the button itself or a small LED light should appear to signal that your monitor is on, and a picture should appear on your screen.






Explaining the Icons on the Open Window






- Icons and taskbar: Once you have turned your computer and monitor on, you will see a screen with images (or icons). This is your computer's hard drive, which you can think of as a filing cabinet.
- Start button
 - This is located at the bottom left corner of your screen. It looks like this  and is only present for PC (Personal Computer) users.

- Scroll bar
 - The scroll bar is the long rectangular bar on the far right edge of the screen. This allows you to move up and down the screen to see from top to bottom.



Minimizing and Maximizing Windows

- You have the ability to change the size of the windows you are working on so that you can see content more clearly, or to work on two separate smaller windows.
- In a PC (Personal Computer):
 - To close a window, click on the “X” in the top right corner of your screen.
 - The box icon () in the upper right corner of your screen, next to the “X,” is the way to do this. When you are using your full screen you will see two squares (). If you click on these boxes, your screen size will change.
 - To completely minimize a screen, click the line icon next to the squares on the tab bar (). This will reduce your entire screen to a browser icon on the bottom bar. To restore that screen, click on that icon in the bottom bar.
- In a Mac:
 - The red circle icon () in the top left corner will close the window you are in. When you hover over it, it has an “X” in it, like so:  .

- To maximize or decrease the size of a screen, click the green icon in the top left corner: . When you are not in full screen mode and hover over this, it will look like this: . Clicking this will maximize your screen into full screen mode. In full screen mode, hovering over this green button will make it look like this: . Clicking on it will shrink your screen into a smaller size.
- To minimize your screen into the bottom bar, click the middle yellow button () when you are not in fullscreen mode. Hovering over it will make the button look like this: .





Where are the settings?

- Settings is your control panel where you can set your preferences for display size, volume/sound. For more information on settings, refer to the [Settings 101 section](#).

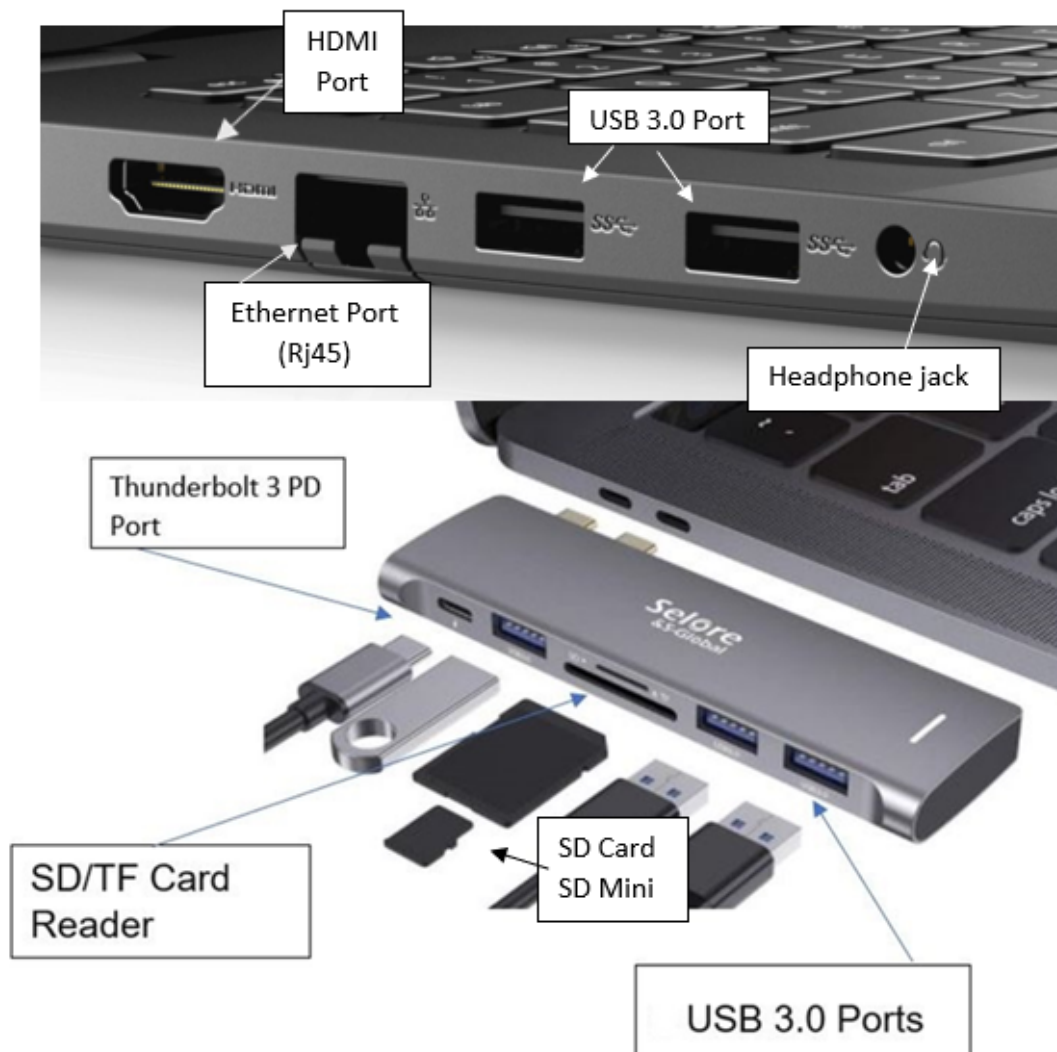
Ports and Plug-Ins

Ports can be used to plug different cords and technologies into your computer. There are different kinds of ports, and we will go over the general ports and plug-ins below.

General Ports and Plug Ins


- Port: A jack or socket that hardware not already connected to the computer plugs into. This hardware can include printers, flash drives, and cameras (among other things).
- Plug in: This means to put something into a port. “Plugging in” something to your computer means it is now connected to it until you unplug it.
- SD card: This is a type of memory card that is often used in cameras. Thus, it frequently holds pictures from taking photographs. When plugged in, those photos can be downloaded from the SD card. 
- TF or Micro SD card: This is a smaller version of an SD card. It is the smallest version of a memory card and is also used in cameras. 
- USB (Universal Serial Bus) C/Thunderbolt 3 port: These ports look the same but are slightly different. They are often used for charging devices or transferring data from one device to another. The main difference between them is that Thunderbolt 3 ports transfer data faster. 
- USB (Universal Serial Bus) 3 port: A USB 3 port is often thought of as the “traditional” USB port. It is also used for charging devices and transferring data. It transfers data slower than a USB C port, but is still very efficient. 
- Headphone and microphone jack: This is small and circular and is used to plug in headphones. With headphones connected to your device, you can listen to music. If the headset has a microphone, you can also talk during conference calls.

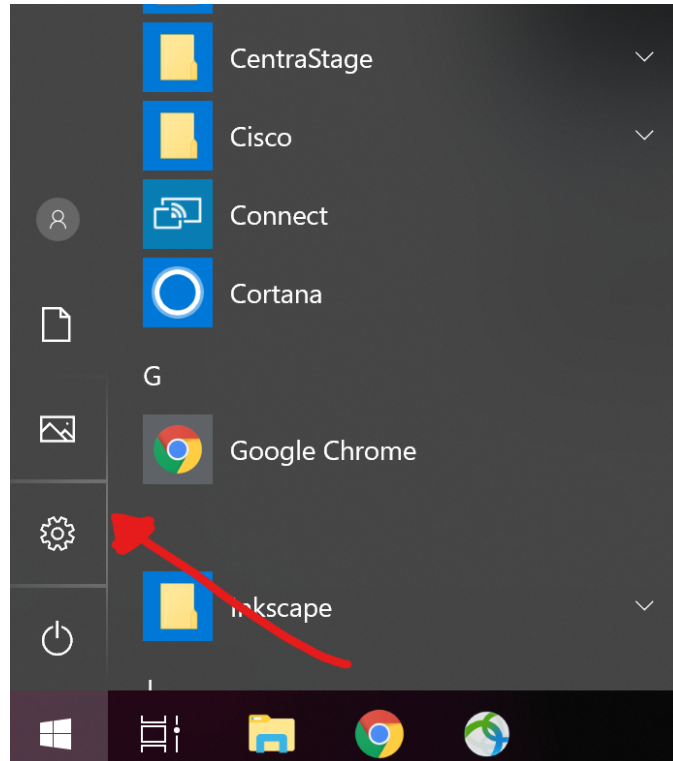
- Charging port: This can vary from device to device, but it is used to charge your device. The charger comes with your laptop and will have a uniquely shaped inlet and outlet for your brand of device.
- HDMI (High-Definition Multimedia Interface) port: This is often used for connecting computers to TVs, or from one device to another.
- Registered Jack 45 (RJ-45) or Ethernet port: This can be used to create an ethernet connection, which is a way to connect to an internet service directly.



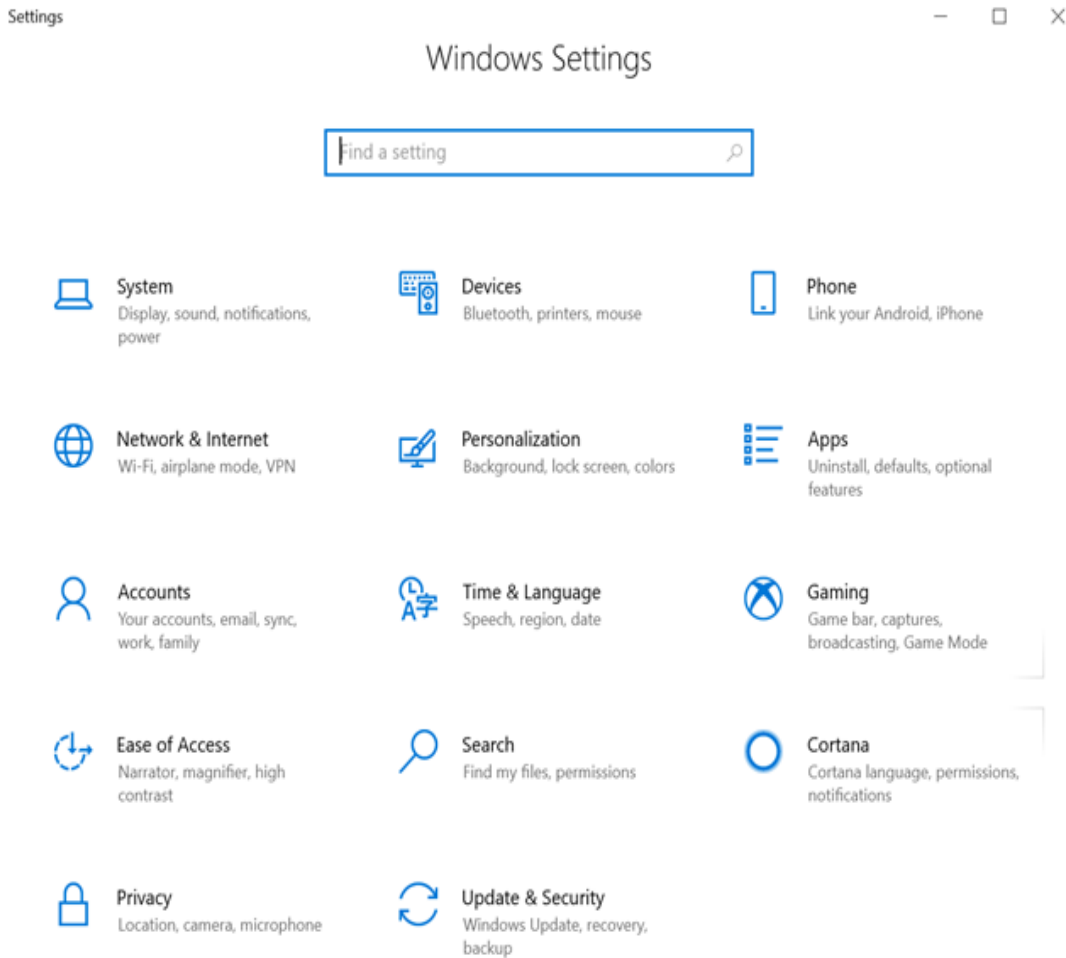
Settings 101

Where are the settings on my Windows Device?

- Settings are under the start button () in the bottom left corner of your home screen:




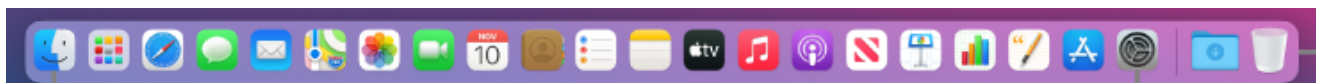
- Settings is the control panel for your computer. You can set your preferences for display size, volume/sound, time/date, language, as well as setting up WiFi (see section on WiFi), email and other applications.
- Once you click the gear button that the red arrow points to, the following window will appear:



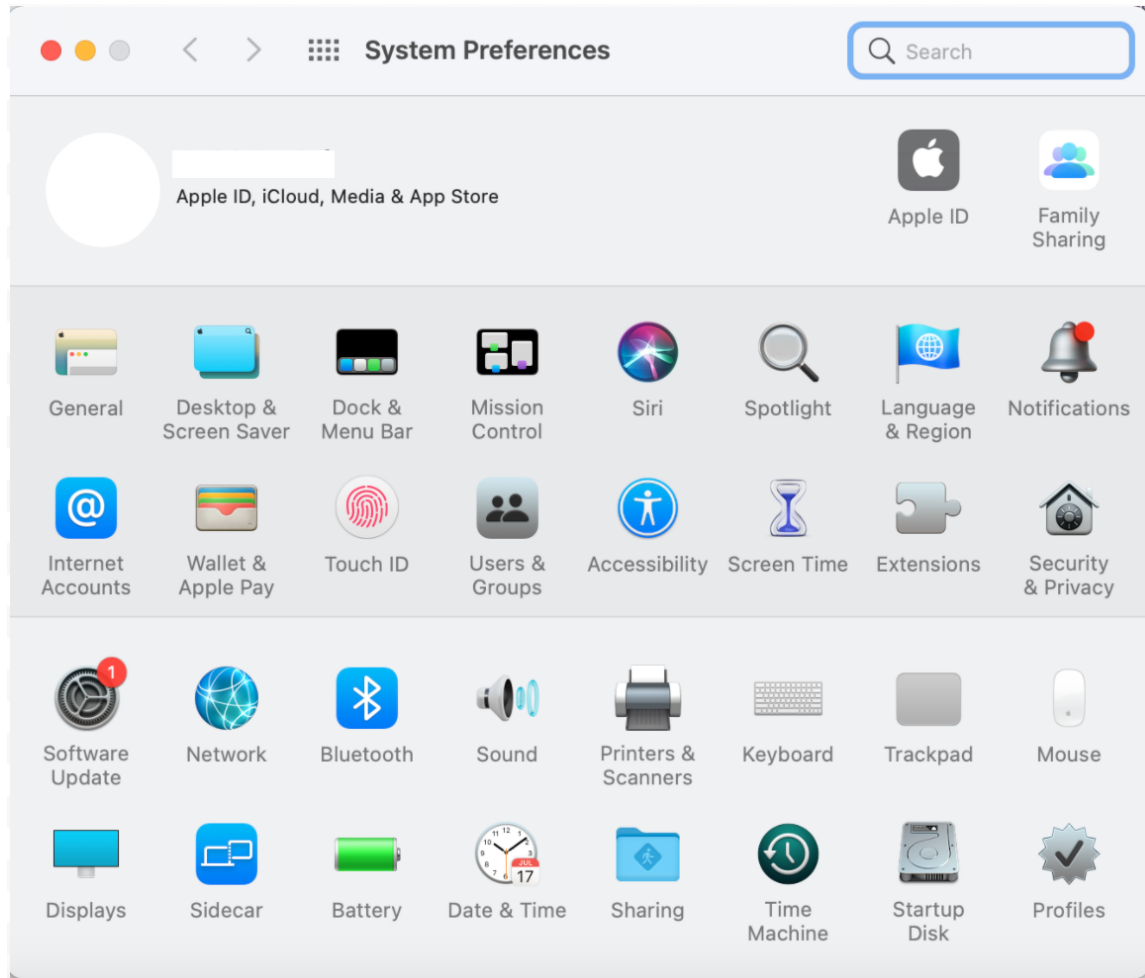
- Here, you can access a variety of things with regards to your computer. For more information on this, please visit: <https://www.makeuseof.com/tag/control-windows-10-settings-guide/>

Where are the settings on my Mac?

- Settings, also known as System Preferences on Apple Devices, are located in under the gear icon () in your taskbar, which will look something like this:



- Settings is the control panel for your computer. You can set your preferences for display size, volume/sound, time/date, language, as well as setting up WiFi (see section on WiFi), email and other applications.
- Once you click the gear button, the following window will appear:



- Here, you can access a variety of things with regards to your computer. For more information on this, please visit: <https://www.macworld.co.uk/how-to/how-use-system-preferences-on-mac-3515967/>

Software Updates

Vocabulary

- Software: These are instructions that tell your computer or different programs on your computer what to do. They are automatically downloaded on your computer and need to be occasionally updated.
- Operating System: An operating system (OS) is a software that manages computer hardware, software resources, and runs computer programs. For Apple, the operating system is MacOS or iOS. For all non-Apple devices which we will refer to as PCs (Personal Computers), the operating system is Windows.
- Internal hard drive: This is a data storage device installed in computers. It comes with your computer to begin with and is what all your information is stored on.
- External hard drive: This is an external hard disk (not always shaped like a disk) that connects to your computer with a USB (Universal Serial Bus) cable. It stores information and can be used as a place to store or back up information that does not fit on your computer or needs to be saved more than once for security.



Why do we need to update software?

- Software has to be updated because the manufacturer comes out with fixes to issues with the software, updates to programs, or other upgrades that require the software to be redownloaded.
- Updating software can also be important for security reasons, as there are often changes that make your device more safe.

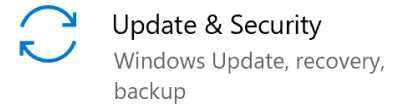
When does the software need to be updated?

- Oftentimes, there will be a notification that pops up on your laptop or computer saying “Windows Update available” (for non-Apple products) or “iOS or macOS Update available” (for Apple Products). This will let you know to update your laptop.
- Other software, like Word, also needs to be updated. It will also give a notification when it needs to be updated.

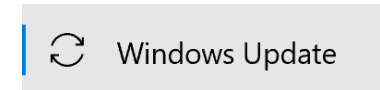
How do I update the software on my PC?

- For laptops with a Windows 10 operating system, click on the home button () and then the settings button ()



- Once in settings, go to Update & Security.



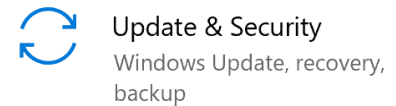
- Then, the Windows Update should be the first button on the left-hand side. It will tell you if it needs to be updated.



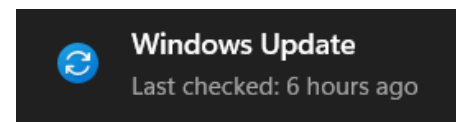
Windows 11 or Newer

- If the computer has a Windows 11 operating system, click on the home button () and then the settings button ()

- Once in settings, go to Update & Security.




- Then click on Windows Update in the top right corner. It will tell you the last time the computer looked for updates
- Once you click that, it will tell you if it needs to be updated.



How do I update the software on my Mac?

- For Apple products like MacBooks, their operating system is iOS (sometimes written as MacOS).

- To update your Mac, go to Settings. The Settings icon looks like this  when it has a notification to be updated.

- Once in Settings, go to Software Update. The button looks the same as the Settings button and is generally on the left side in the third row from the top.

- In Software Update, there is an option to check for a Software Update, if it does not already say that one is available. Click on that to check for a Software Update.
 - If a Software Update is available, click on “Upgrade Now” to download it. It will walk you through a few steps to update the software.

Note: If there is not enough space on your hard drive for an update, the update will not download onto your device. To create enough space to download the update, some files must be deleted from your computer. If you don't want to delete them forever, you can store them on an external hard drive or USB temporarily.

Accessibility



Vocabulary





- Pointer: This is the little arrow on your screen that shows where you are clicking. You can move this with the mouse or touchpad.
- Cursor: This is the little vertical line that appears before a word that you are typing on the screen.
- Sticky keys: These allow a modifier to stay active even after they are no longer being pressed. It allows you to press a set of modifier keys one at a time in sequence, instead of all at once.

This section will be split up based on the type of operating system your device has: Mac or Windows. First, we will cover Windows computers. Second, we will cover Apple (Mac) computers.

Windows Devices



Vision


There are vision related accommodations in the Accessibility section of Settings (). To find these, go to Settings and click on the “Ease of Access” icon (). Then, scroll to the first section, which is the “Vision” Section.




- Display  Display : There are a variety of options in this section.
 - Make text bigger: In this section, you can change the font size on your computer by sliding the slider from the left to the right. The further to the right the slider goes, the bigger the font is.
 A ————— A
 - The “Sample Text” box () shows you an example of how big the text would look.
 - The “Apply” button () will apply the changes to your computer. Your screen will turn blue while the changes are being applied.
 - Make everything bigger: Here, you can change the size of the apps and texts to make everything on your screen bigger. To do this, you

can select a percentage increase you'd like from the dropdown menu.

Change the size of apps and text on the main display

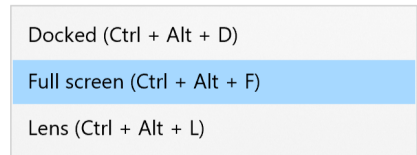
- Make everything brighter: This slider allows you to increase the brightness of your screen. ☀  20 %
 - Simplify and personalized Windows: This section allows you to personalize your computer in various ways.
 - Show animations in Windows: This affects what your screen looks like when you minimize and maximize it. With animations on, you will be able to see where the screen is minimized/maximized to. Without this, the screen will just disappear or appear when it is maximized or minimized. It is a personal preference, but some find animations distracting.
 - Show transparency in Windows: Turning this toggle on will make some of your screens slightly transparent. For some, this is harder to see, so turning this function off is helpful.
 - Automatically hide scroll bars in Windows: The scroll bars on the side of your screens are helpful to see how far down a page you are. Hiding them will make it so that you can't see how far down a screen you are, but you can still scroll.
 - Show notifications for: This dropdown menu lets you choose how long you would like notifications to appear for on your screen. The drop down allows you to extend the time a notification appears for. Extending the time a notification appears makes it easier to see.
 - Show desktop background image: You can personalize the background image on your computer, and with this toggle, you can show the background image or just show a black screen instead. Turning it "off" will just show a black screen, while turning it "on" will show the background you choose.
- Cursor & pointer size  Cursor & pointer size : In this section, you can customize the cursor and pointer.
 - Make the cursor easier to see when typing: This section would enlarge your cursor. Sliding the slider to the right will make your cursor

larger. The little “abc” box () shows you how big our cursor would be once enlarged.

- Change pointer size and color: This will change what our pointer looks like. The first row of boxes increases the size of your pointer. The second row changes the color of your pointer (white, black, or black and white with it becoming black when you hover over something.).
- Change touch feedback: This gives visual feedback when you touch the screen (if your computer has a touchscreen). Turning it on and checking the box makes the feedback more obvious and darker, so you can see where it is more easily.
- Magnifier  Magnifier: Magnifier zooms in on parts of your display. They can run in full screen, in a separate window, or as a lens that follows your mouse pointer around the screen.
 - Use Magnifier: You can turn on the magnifier here by switching the toggle “On”. Another way to turn the magnifier on are using the Windows logo key and the plus button ( +). To turn the magnifier off, you can switch the toggle off or press the Windows logo key and the escape button ( Esc).
 - Change zoom level: This section allows you to increase or decrease how much the magnifier zooms in on your screen.
 - Change zoom increments: This dropdown allows you to choose how much you zoom in by. The default is 100% increments (i.e. 100%, 200%, etc.), but you can change this to be smaller or larger increments.
 - Start Magnifier after sign-in: Checking this box will automatically start the magnifier after you sign into your device.
 - Start Magnifier before sign-in for every: Checking this box will automatically start the magnifier before you sign-in. This means that it will be on as soon as you turn on your device.
 - Collapse Magnifier window to a floating transparent magnifying glass: This makes it so that the magnifier is not




stuck in one place and is more transparent. It looks different than if this box was left unchecked.





- Smooth edges of images and text: This box makes things under the magnifier look smoother.
- Invert colors: Checking this box makes the colors under the magnifier the opposite of what they appear normally. This provides a higher contrast for those who might not be able to see otherwise. You can also invert colors by pressing control, alt, and I together (Ctrl + Alt + I).
- Change Magnifier view: You can customize what you want your magnifier to look like in this section.
 - Choose a view: This dropdown allows you to choose what you want your magnifier to look like. You can have it docked, full screen, or as a lens.
 - If the magnifier is docked, it is located on the top of your screen in one spot.
 - If the magnifier is full screen, the entire screen is zoomed in where your pointer is.
 - If the magnifier is a lens, the only area magnified will be where your pointer is. The space behind it will *not* be enlarged (that would happen in full screen).
 - Have Magnifier follow: This section allows you to choose where the magnifier is.
 - If it follows your mouse cursor, it follows your pointer.
 - If it follows the keyboard focus, it follows where you are typing.
 - If it follows your text insertion point, it follows where you click.
 - If it follows the narrator cursor, it follows your pointer as well.
 - Keep the mouse cursor: Here, you can choose where you'd like the mouse cursor (or pointer) to be located.



- If it is within the edges of the screen, then the pointer will be at the edge of the magnifier.

If it is in the center, the magnifier will be *around* your pointer.



- Color filters  Color filters : This section allows you to apply a color filter that makes it easier to see the screen, which can be particularly useful for people who are colorblind.
 - Turn on color filters: You can turn the color filters on and off with the on/off toggle. If you want a keyboard shortcut to be able to toggle this on and off, you can press the Windows logo key, Control, and C together ( + Ctrl + C).
 - Select a color filter to see elements on the screen better: This allows you to choose the color filter you'd like.
 - Inverted: This applies the reverse colors on the display.
 - Grayscale: This makes your screen black and white.
 - Grayscale inverted: This makes your screen black and white but inverts the colors, so what was originally white will appear black.
 - Select a colorblindness filter to make the colors on the wheel more distinct: Click on one of the options to add a color filter for a type of colorblindness.
 - Red-green colorblind: The green is weak, also known as deuteranopia.
 - Red-green colorblind: The red is weak, also known as protanopia.
 - Blue-yellow colorblind: Also known as tritanopia.
- High contrast  High contrast : In this section, you can make apps easier to see by using more distinct colors.
 - Turn high contrast on: You can turn high contrast on and off with the on/off toggle. If you want a keyboard shortcut to be able to toggle this on and off, you can press the Alt, left Shift, and Print Screen together. Left shift is the shift key that is on the left of the keyboard.




- Choose a theme: This allows you to choose how you'd like it to be high contrast from the dropdown menu. The color of the text, hyperlinks, disabled text, selected text, button text, and background can be customized beyond just the background color.
 - High Contrast #1: This changes the background to black.
 - High Contrast #2: This also changes the background to black.
 - High Contrast Black: This also changes the background to black.
 - High Contrast White: This changes the background to white.
- Select a colored rectangle to customize high contrast colors: To customize the text further, as mentioned above, click on these rectangles to pick the color you'd like the text to appear as. To save the changes, click Apply.
- Narrator  Narrator: Turning on Narrator mode makes the Narrator read the elements on your screen. Narrator can be controlled by keyboard, touch, and mouse.
 - Use Narrator: You can turn the Narrator on and off with the on/off toggle. If you want a keyboard shortcut to be able to toggle this on and off, you can press the Windows logo key, Control, and Enter together ( + Ctrl + Enter). To turn this on or off on a device with a touch screen, press the Windows logo key and the Volume up button ( + ).
 - To learn more about using Narrator, click the “Learn Narrator basics with QuickStart” link or the “Learn how to use Narrator” link.
 - Choose when to start Narrator: This allows you to start Narrator after you sign into your computer, or even before you sign in.
 - Sync settings: This allows all users on the computer to use your settings before they sign in. It is useful for using serial braille before signing in.
 - Personalize Narrator's voice: This allows you to choose the voice you'd like from the dropdown menu.
 - Change voice speed: Moving the slider to the right speeds up the Narrator's voice, while moving it to the left slows it down.

- Change voice pitch: Moving the slider to the right increases the pitch, and moving it to the left lowers the Narrator's pitch.
- Change voice volume: Moving the slider to the left lowers the voice's volume, but moving it to the right increases the voice's volume.
- Select Narrator audio output device: This allows you to choose where you want the sound of the Narrator to come out of on your computer. Click the dropdown menu to choose from various options.
 - Default Audio Device: This is the default where the audio comes from on your computer.
 - Headphones: This would make the sound come out of your headphones that may be connected to your computer.
 - Speakers: Choosing this would indicate that the sounds come out of your computers' speakers.
- Emphasis formatted text:
- Turn on intonation pauses:
- Lower the volume of other apps when Narrator is speaking:
- Change how much content you hear: This specifies how much content you can hear when you turn the Narrator on.
 - Hear characters as you type: This means you would hear each letter, space, or other character as you type.
 - Hear words as you type: This would read words
 - Speak Narrator errors: This tool will announce errors such as no next item.
 - Hear audio cues when you perform an action: This option turns on the extra sounds that Narrator plays when you do certain actions.
 - Hear hints on how to interact with controls and buttons: Selecting this option will have your computer read hints on how to use certain buttons and keys.
 - Change the level of detail Narrator provides about text: This dropdown will allow you to change how much detail the Narrator gives about the text.



- Change the level of context Narrator provides for buttons and other controls: This increases or decreases how much the Narrator says about what your control is in context to.
- Adjust order of context reading for buttons and other controls: This will change if the context is read before or after the controls' actions are performed.
- Choose keyboard settings:
 - Select keyboard layout: This dropdown allows you to choose from a Standard keyboard layout or a Legacy keyboard layout. Standard is the more updated version, while Legacy is the keyboard prior to 2018.
 - Select Narrator modifier key: This allows you to choose which modifier key you select. The boxes below allow you to select when you'd like the modifier keys to be active.
- Use Narrator cursor: The Narrator cursor is a graphical representation of where the Narrator is focused on the screen at any given moment. The boxes below it allow you to choose how the Narrator cursor interacts with the screen and mouse, as well as what it speaks and is synced with.
- Use braille (preview): If you want to use a braille display with Narrator, you must download third-party software. To do so, click the "Download and install braille" button.
- Help make Narrator better: In this section, you can give feedback about how Narrator is working by pressing Narrator, Alt and F (Narrator + Alt + F). To send additional information about how Narrator is working to Windows, toggle the on and off switch "on".
- Read faster with scan mode: This last section tells you how to make the Narrator read faster. To make it read faster by turning scan mode on, press the caps lock and spacebar keys. To read everything in an app or webpage, press the up and down arrow keys.






Hearing Loss



There are hearing loss related accommodations in the Accessibility section of Settings (). To find these, go to Settings and click on the “Ease of Access” icon (). Then, scroll to the second section, which is the “Hearing” Section.

- Audio  Audio: This allows you to change the audio settings on your computer.
 - Make your device easier to hear: By moving the slider to the left, the volume will decrease. Moving the slider to the right increases the volume. You can also increase the volume using these buttons on your computer: . The left button turns volume all the way off, the middle button decreases volume, and the right button increases volume.
 - Turn on mono audio: Switching this switch on combines left and right audio channels into one channel (changes it from mono to stereo).
 - Show audio alerts visually: This makes audio alerts also show up visually on your screen. The drop down allows you to choose the level of visual alerts you’d like.
- Closed Captions  Closed captions: This displays audio as captions on your device.
 - Preview: This previews what the captions will look like.
 - Change caption font: Here, you can change the font color, how transparent the text is, the style of your caption, the caption size, and if you want any effects of the caption.
 - Change caption background: This section allows you to specify what you’d like the caption background to look like. You can change the transparency and color by using the different dropdowns.
 - Dim window content: This section adds a text background to improve contrast and make text easier to read. You can specify the window color and transparency in this section.

Low Motor Function



There are motor function related accommodations in the Accessibility section of Settings (). To find these, go to Settings and click on the “Ease of Access” icon (). Then, scroll to the last section, which is the “Interaction” Section.

- **Speech**  **Speech**: Using speech can help if you have limited reach or strength.
 - Talk instead of type: This allows you to use dictation to make text entry easier.
 - To do this, press the Windows logo key and H ( + H) to start dictation.
 - Dictate text and control your device using only your voice: This allows you to control your device with your voice. Turning on Speech Recognition will allow you to do this because your computer will recognize what you are saying as commands. To toggle to Speech Recognition once it is turned on, press the Windows logo key, Control, and S ( + Ctrl + S).
- **Keyboard**  **Keyboard**: This section makes it easier to type if you have limited reach or strength.
 - Use your device without a physical keyboard: Toggling this on turns on the On-Screen Keyboard. You can also use the Windows logo key, Control, and O ( + Ctrl + O) to turn this function on and off.
 - Use Sticky Keys: Turning this toggle on turns on the Sticky Keys function. Pressing the shift key five times also turns Sticky Keys on or off.
 - Use Toggle Keys: Switching this on will make your computer play a sound whenever you press Caps Lock, Num Lock, or Scroll Lock. You can also turn this on by pressing and holding the Num Lock key on your keyboard for five seconds.


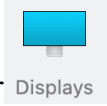
- Use Filter Keys: Turning this on will make it so that your computer ignores brief or repeated keystrokes. This can also be turned on by holding the right shift key on your keyboard for 8 seconds.
 - Change how keyboard shortcuts work: Turning this on will emphasize access keys by underlining them, when available.
 - Print Screen shortcut: This allows you to use the PrtScn key on your keyboard to take a snapshot of your screen and print it.
 - Make it easier to type: This section has two options that show a warning message and/or make a sound when turning Sticky Keys, Toggle Keys, or Filter Keys on, letting you know when these functions are in use.
- Mouse  Mouse: Turning this function on allows you to control your mouse with the numeric keys on a keypad.
 - Eye control  Eye control: Eye control lets you use tracking technology to control the mouse, type using an on screen keyboard, and communicate with people using text-to-speech. It is only available if you download external software to enable this function.

Apple Devices

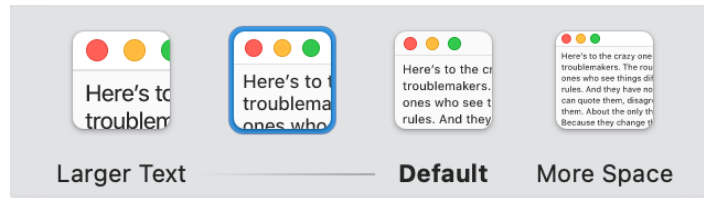
A Few Notes about the Accessibility menu for Apple Devices:

- In this section, there is a checkbox at the bottom of the panel that says, “Show Accessibility status in menu bar” (Show Accessibility status in menu bar). If this checkbox is selected, there will be a small symbol () added to the top of your screen in the right side of the menu bar. Clicking on this icon will open a menu list of Accessibility shortcuts. These can be customized by clicking on the last two options in the menu: **Keyboard Shortcuts...** and **Accessibility Preferences...**.
- Furthermore, there is often a question mark () in the bottom right corner of the Accessibility menu. Clicking this will open a window with directions on how to use the features.

Vision

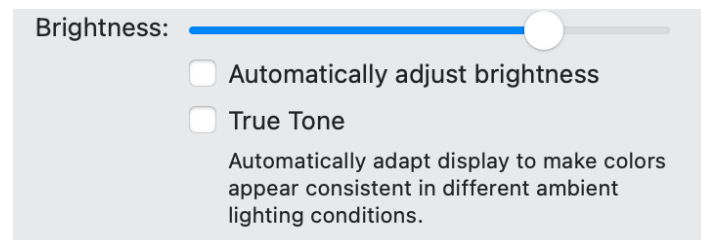
The first place to find Vision accommodations is in Settings () under  Displays.


- In Displays, you can increase or decrease the font size. Here, more space means that the font is smaller, and larger text means the text is larger.




In addition to changing font size, you can change the brightness of your computer screen. This can be done in multiple ways.

- First, you can go through the Displays tab as you did previously. Once in Displays, there is a toggle with which to adjust brightness. If you move it to the right, the screen will get brighter.



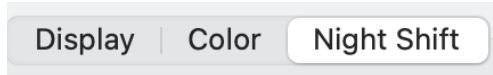
- If you want your screen to automatically adjust brightness, click the box that says “Automatically adjust brightness.” This will make it so that if you are in a dark room, it will automatically adjust the brightness lower.
 - If you click the box next to “True Tone,” it will change the colors so that your screen is consistent in different colored lighting.
- The second way to adjust your brightness is with keyboard keys. On the top row of your keyboard, there should be two buttons like this:  .
 - The left key with the F1 on it is the lower brightness button. The right key with the F2 on it is the raise brightness button.

- When brightening your screen, you will see something like this pop up on

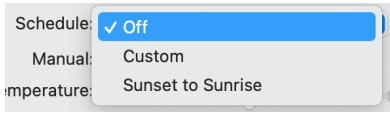
your screen: . This notifies you that you have changed the brightness on your computer.

Another screen setting that can aid someone if they have low vision is the Night Shift. This automatically changes the colors of your screen to adjust brightness when it gets darker outside. You can turn this on and off in “Display”.

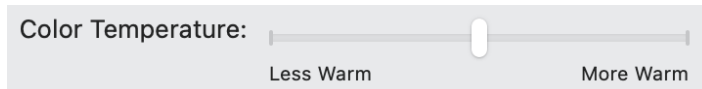
- Once in Display, click on “Night Shift” on the top row.



- Once in the Night Shift settings, you can change the Schedule to turn on and

off around the sun or to set it to a custom time. 


- Below that, on the Color Temperature, you can indicate if you want the color to be more blue (less warm) or more orange (more warm). You can do this by moving the toggle right and left.



The second place you can find vision related accommodations is in the Accessibility section of settings. To find these, go to Settings and click on the


“Accessibility” icon ( Accessibility).

- In Accessibility, there are a number of vision accommodations you can take advantage of. Vision is the first category with accommodations in this section.

- VoiceOver  VoiceOver : VoiceOver gives spoken descriptions of items on the computer screen and gives control of the computer through use of the


keyboard. To turn VoiceOver on, click the box next to “Enable VoiceOver”.


Enable VoiceOver

- Zoom  Zoom : This will allow you to enlarge the text on your computer. It lists shortcut options for zooming in and out; you can turn these on by clicking the box next to “Use keyboard shortcuts to zoom”.

Use keyboard shortcuts to zoom

- There are other options in this section. Another useful one is “Enable Hover Text”. This allows you to hold the command key on your

keyboard (with this symbol ) and hover over the text to enlarge it. To activate this, click this box: Enable Hover Text

- Display  Display : In this section, there are three subheadings: Display,

Cursor, and Color Filters.

- Under Display, you can:

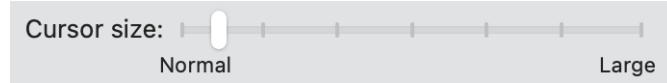
- Invert colors (change the colors on your laptop so they are the opposite of what you currently see)
- Reduce motion (stop or reduce the movement of elements on the screen)
- Increase contrast (increase the contrast of items on the screen without changing the contrast of the screen itself)
- Reduce transparency (replace the transparent effect used on some backgrounds in macOS with a darker background, to improve contrast and readability)
- Differentiate without color (use shapes, in addition to or instead of color, to convey status or information)
- Change the size of the Menu Bar to be bigger
- Increase display contrast by moving the selector farther to the


right.

Display contrast: Normal Maximum

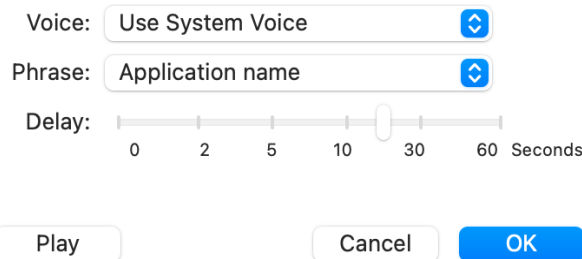
- Under Cursor, you can:

- Enable “Shake mouse pointer to locate,” meaning that if you quickly move your mouse, it will enlarge the cursor so you can see it better.
- Change the size of your cursor so it is bigger on your screen.



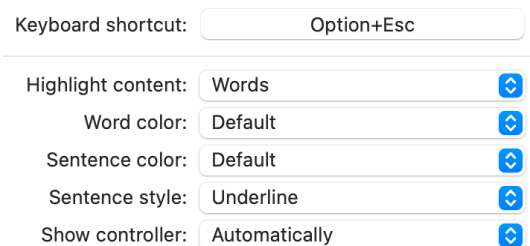
- Spoken Content  Spoken Content: In this section, you can make your computer speak text for you. This helps if you are unable to read the text or see the image in front of you.


- System Voice: This gives you the ability to choose what voice you’d like to speak to you. You can click “Play” to hear a sample.
- Speaking Rate: This allows you to choose how fast the text is spoken at.
- Speak announcements: Selecting this will have your Mac announce and speak alerts to you. You can customize this by clicking “Options”. Here, you can select the voice, which phrase you want spoken before each alert, and how long your Mac waits before it speaks the alert.




- Speak selection: Selecting this checkbox makes your Mac speak selected text when you press the specified keyboard shortcut. To specify the keyboard shortcut, click Options.


- Keyboard shortcut: To select a keyboard shortcut, press the key combination you want to use. For example, press the Option and Escape keys together to set the keyboard shortcut as Option+Esc.





- Highlight content: In the Options menu, you can also choose if you want the spoken words, sentences, or both highlighted while the text is read. Click the “Word color” and “Sentence color” pop-up menus to choose the highlight color, or to use the default color.
 - Sentence style: Click the pop-up menu to choose how to indicate sentences as they’re spoken (Underline or Background Color).
 - Show controller: Click the pop-up menu to choose when to show the controller (Automatically, Never, or Always) when text is being spoken.
- Speak items under the pointer: This has your Mac identify items under the pointer, either all the time or only when you use zoom. You can also set the verbosity level (High, Medium, or Low) and whether to have your Mac wait a shorter or longer time before speaking.
- Speak typing feedback: Selecting this has your Mac speak what you type, select, or press using the keyboard. To customize Typing Feedback, click Options.
 - Echo characters: Your Mac speaks each character you type.
 - Echo words: Your Mac speaks each word you type.
 - Echo selection changes: Your Mac speaks each time you select something on the screen.
 - Echo modifier keys: Your Mac speaks each modifier key you press.
- Descriptions  Descriptions : In this section, you can play audio descriptions when they’re available. This means that the descriptions of visual content will be automatically played.


Hearing Loss


There are vision hearing loss related accommodations in the Accessibility section of Settings (). To find these, go to Settings and click on the “Accessibility”

icon (). Then, scroll down past the Vision section to the Hearing section. There are three sections for hearing related accommodations: Audio, RTT, and Captions.

- Audio  Audio : In this section, there are two options for accessibility, described below.
 - Flash the screen when an alert sound occurs: This makes your screen flash when you receive an alert.
 - Test Screen Flash: This demonstrates what a screen flash for alerts would look like.
 - Play stereo audio as mono: This makes your Mac play stereo audio tracks as mono audio in the left and right speakers of headphones, instead of just left *or* right.


- RTT  RTT : This section discusses Real-Time Text calls.
 - Enable RTT: Checking this box enables you to make and receive RTT calls on your Mac without using a special device. If you select this option and you make a phone call on your computer. You can choose to use audio, RTT, or RTT relay for the call.
 - Send Immediately: If this is selected, characters are sent as you type them using RTT. To type full messages before you send them, you would have to uncheck this box.
 - RTT relay number: In this box, type the phone number of the relay service you want to use when you make an RTT relay call on your MacBook computer. If a number is not specified, your phone carrier's default relay service is used.

- Captions  Captions : This section allows you to choose specific settings for captions on videos, movies, and other types of audio.
 - Style for subtitles and captions: The boxes in this section allow you to choose what you want your subtitles to look like. You can choose

from a list of four options, or use the “+/-” () to add another type of caption you’d like.


- In the “+/-” section, you can name the subtitle in the “Style Name” section. There are a variety of settings you can specify, in addition to if you’d like a video to be able to override these setting (Allow video to override). Selecting this checkbox means that a video will use its default caption settings instead of what you select for it.
- Prefer closed captions and SDH: When this checkbox is selected, subtitles for the deaf and hard of hearing (SDH) or closed captions will be used instead of standard subtitles, if they are available.

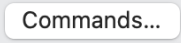


Low Motor Function


There are motor function related accommodations in the Accessibility section of Settings (). To find these, go to Settings and click on the “Accessibility” icon (




). Then, scroll down to the “Motor” section.

- Voice Control  Voice Control : Voice Control allows you to edit text and interact with your computer by speaking into it.
 - Using the dropdown menus, you can select the language you are speaking, where the microphone is, and if you want an overlay. An overlay of numbers or a grid would show numbers or a grid on your screen so you could better control the voice control on your screen.
 - Show Hints: This will give you hints for using Voice Control.
 - Play sound when command is recognized: Checking this box will make your computer play a sound when it recognizes one of your Voice Control commands.

- Commands  : This button will open up a menu that allows you to turn on commands from a list of commands provided, as well as add your own custom commands.
- Vocabulary  : Specify custom words or phrases to use when you speak to your Mac. For example, if you work with medical or technical documents or apps, you can add medical and technical terms to the vocabulary.
- Keyboard  Keyboard : This section allows you to customize your keyboard. You have two subheadings: Hardware and Accessibility Keyboard.
 - Hardware: The Hardware pane of Accessibility Keyboard preferences to enable and set options for Sticky Keys and Slow Keys.
 - Enable Sticky Keys: Enabling this allows you to press a set of modifier keys one at a time in sequence, instead of all at once. For example, you would enter the key combination Option-Command-F5 by pressing each key in sequence. Clicking on the “Option” button gives you options on how to customize the Sticky Keys.
 - Press the Shift key five times to toggle Sticky Keys: Use your keyboard to turn Sticky Keys on or off.
 - Beep when a modifier key is set: Have your Mac make a sound when you press a modifier key.
 - Display pressed keys on screen: Show symbols in the selected area on the screen for the modifier keys you press.
 - Enable Slow Keys: Turning this on adjusts the delay between when you press a key and when it’s activated. Clicking on the “Option” button gives you options on how to customize the Slow Keys.
 - Use click key sounds: Have keys make a sound when pressed. You hear a sound when you press a key, and a different sound when the key is accepted.

- Acceptance Delay: Set the delay between when you press a key and when it's accepted.
 - Accessibility Keyboard: The Accessibility Keyboard lets you type and interact with macOS without using a hardware keyboard. To turn it on, click the box next to "Enable Accessibility Keyboard."
 - Panel Editor: Click this to create custom panels that are available from the Accessibility Keyboard.
 - Options: Here, you can customize the Options for your Accessibility Keyboard. You can set its appearance to General, Hot Corners, and Dwell.
 - General: You can change the appearance to dark or light, set how long you want it to stay active after inactivity, play sounds for keys and dwell actions, insert and remove spaces automatically, and capitalize sentences automatically. There are also more settings under Keyboard Preferences.
 - Hot Corners: This gives your computer setting options for when you hover over each corner. You can give each corner a different command, and not all corners have to be active.
 - Dwell: This allows the pointer to be controlled using head or eye tracking technology. Dwelling, or holding the pointer still for a specified amount of time, will trigger the dwell action. This panel gives you a variety of options on customizing your dwell options.
- Pointer Control  Pointer Control: There are two subheadings under Pointer Control: Mouse & Trackpad, and Alternate Control Methods.
 - Mouse & Trackpad: This section allows you to customize click speed, trackpad options, and mouse options.
 - Double-click speed: Here, you can adjust the mouse or trackpad's reaction time when you double-click an item.

- Spring-loading delay: This allows you to use the slider to specify how long an item has to be over a folder before the folder opens.
 - Ignore built-in trackpad when mouse or wireless trackpad is present: Clicking this box will disable the built-in trackpad on your Mac when you use a mouse or wireless trackpad.
 - Trackpad Options: Here, you can set certain options for scrolling with your trackpad. These include: scrolling speed, scrolling, dragging items.
 - Mouse Options: This subheading allows you to adjust your mouse setting. These settings include: scrolling speed and scrolling.
- Switch Control  Switch Control : This allows your computer to be controlled using one or more switches. These can be mouse, keyboard, gamepad buttons or dedicated devices. There are four subheadings under this section: General, Typing, Switches, and Navigation.
 - General:
 - Enable Switch Control: Click the box to turn on Switch Control to display the Switch Control Home Panel.
 - Appearance: You can choose to have a light or a dark appearance for Switch Control panels. This is independent of whether you use a light or dark appearance on your Mac.
 - Hide panel after inactivity: Clicking this box will hide the Switch Control panel after the specified period of inactivity, up to 60 seconds. To show the panel again, press any switch. This is useful when you don't need the panel for a while, like when watching a movie.
 - Allow platform switching to control your computer: This will allow you to use another Apple device that is already set up with your switches to control your Mac computer.
 - Panel Editor: Create panels to add to Custom in the Switch Control Home Panel, or to share with others.
 - Typing:

- Show current text in keyboard panel: Selecting this displays a bar across the top of the Keyboard panel to show text as you're typing it in a document or text field, for example.
 - Insert and remove spaces automatically: This allows Switch Control manage spaces when you're writing text. For example, it automatically corrects spacing after a period or between sentences, based on context.
 - Capitalize sentences automatically: Selecting this box allows Switch Control to manage capitalization when you're writing text.
- Switches:
 - Required: Switch Control requires the Select Item switch. When auto scanning is on, Switch Control automatically moves to the next item as it steps through a panel, group, or the user interface.
 - Optional: Adding a switch to optional lists optional switches to use, regardless of whether auto scanning is on or off.
 - Auto scanning: This allows Switch Control to automatically step through, or scan, items in a panel, group, or the user interface. This option is on by default.
 - Timing: This sets timing options for auto scanning:
 - Hold before perform duration: The number of seconds that a switch must be pressed to be recognized.
 - Ignore switch repeats: The number of seconds during which repeated pressing of a switch is ignored.
 - This option is useful if you're prone to accidentally pressing a switch multiple times.
 - Hold before repeat duration: The number of seconds that a switch must be pressed to be recognized a second time.
- Navigation: There are a series of dropdowns from which to customize your navigation with Switch Control.
 - While navigating: Here, you can customize what you do when an item is highlighted.

- Restart position: This customizes the position from which to start when you rescan an item (such as a panel, group, or window).
- Auto scanning after select: By default, auto scanning is paused when you select an item; you must press the Select Item switch to resume auto scanning. To have auto scanning automatically continue after you select an item, click the pop-up menu, then choose Resume.
- When pointer reaches edge: This customizes the action taken when the pointer reaches a boundary while scanning the user interface.
- Switch Control cursor size: This allows you to change the thickness of the border of the Switch Control cursor when scanning the user interface.
- Pointer precision: This is the precision with which you control the pointer when selecting an item on the screen. You can choose Low or High precision.
- Loops: This changes the number of times, up to 10, that a panel, group, or window is scanned.
- Timing: This sets the timing options for navigation.

Wi-Fi

Vocabulary

- Wi-Fi: The wireless technology used to connect devices to the internet.
- Internet: This is a virtual network that connects computers, phones, tablets, and other technological devices. This allows you to connect with other people, find answers to questions, and much more. For more information about what you can do with the internet, see the section on the Internet.
- Router: This brings the internet to your devices. It needs to be plugged in and often looks like a box with antennas sticking out of it. Here are some pictures of routers.








What is Wi-Fi?

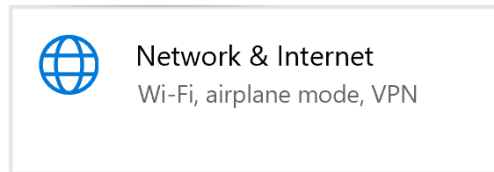
- Wi-Fi is the radio signal sent from your router to a device nearby, which translates the signal into data you can use and see. Being connected to Wi-Fi allows you to be connected to the internet. For more information on what you can do with the internet, check out the “Internet” section.

How to Know If You’re Connected to Wi-Fi

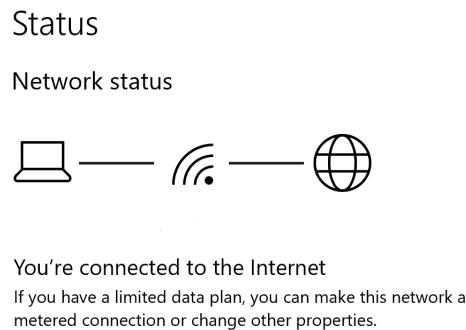
Windows Device

- The easiest way to check if you are connected to the Wi-Fi using a device with Windows as the operating system is to look in the bottom right hand corner of your screen. If you are connected to the Wi-Fi, this widget will appear: . If you are not connected to the internet, this widget will appear: . If you are not connected to the internet but your computer is trying to connect to a network you have previously connected to, this widget will appear: .

- A second way to check if you are connected to the internet is to go to the start button () in the bottom left corner of your screen. Then, click on the settings button () above the start button. Next, select the Network & Internet box which looks like the following:







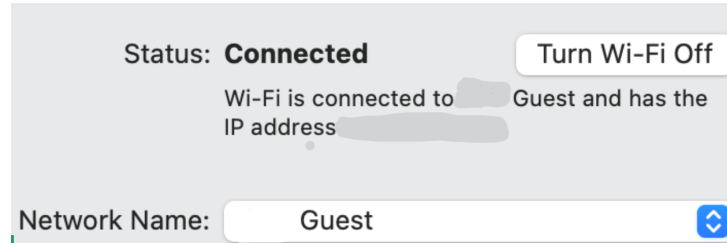
- Once you click on that button, you can see if you are connected to the internet immediately. The top of your screen will look like this:



- Here, your Network status is whether you are connected to the internet or not. In this case, you are connected.

Apple Devices

- The easiest way to check if you are connected to the WiFi on an Apple device is to look in the top bar of your computer on the right hand side. If you are connected, this widget will appear: . If you are not connected, this widget will appear: .
- If this widget is not present in your top bar, the other way to check if you are connected to the internet is to look in settings (). Once you're in settings, click on the Network button (). Once there, it will tell you if you are connected to the internet or not after "Status".



- Here, the Network name is the name of your Wi-Fi network.

Troubleshooting Wi-Fi



- My Computer isn't Connecting to the Internet. What should I do?
 - If your computer isn't connecting to the internet, there are a few reasons this could be. First, your internet could be turned off by accident on your computer. To check if this is the case, follow the steps listed above to check if your Wi-Fi connection point on your device is on and ready to connect to the Wi-fi.
 - Check to see if your network is turned on or the network you are trying to connect to is not password protected. If it is, you will see a lock and be prompted for a password. If you know it or have access to it, type in the password to get connected.
 - Once you have verified it is turned on (on the device) your device can connect to the wi-fi network and you will have access to the internet.
 - If the Wi-Fi is turned on and your device still isn't connecting, try restarting your computer. To do this, press and hold the power button until the screen goes black. Then, wait about 30 seconds and press the power button again. This will restart your computer. (You can also disconnect the chord from the wall if plugged in if you prefer, it will have the same result.)
 - Once restarted, follow the instructions above to try to connect to the internet again.
- My Wi-Fi still isn't working.
 - If you have tried all the above steps to connect to the internet, it may be an issue with the router. To solve this problem, try restarting your router. As mentioned above, it looks like a black box. There should be a power button on it to turn it on and off, just like on a computer.

Press the power button to turn it off, wait 30 seconds, and then turn it back on. This will restart your router.

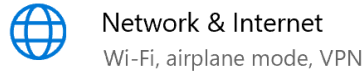
- Once your router is restarted, follow the steps above to reconnect your computer to the Wi-Fi again.

How to Connect to Wi-Fi: Windows or PCs (Personal Computers)

- Method 1:

- To connect to the Wi-Fi, first go to Settings by clicking on the start button () and then the settings button ()

- Once in Settings, go to Network and Internet.



- In Network & Internet, click on “Show available networks”. A menu should appear on the bottom right side of your screen. There should be different labels each next to the Wi-Fi symbol, which look like this:




- The different number of bars the symbol has indicates the strength of the network.
- To connect to a certain Wi-Fi network, click its name and type in the password. You should then be connected to the internet.

- Method 2:

- A second way to connect to the internet is by clicking on the Wi-Fi symbol on the bottom right bar of your screen. Once you click on it, it will bring up the menu mentioned above.
- Once the menu is open, to connect to a certain Wi-Fi network, click its name and type in the password. You should then be connected to the internet.

How to Connect to Wi-Fi: MacOS or iOS

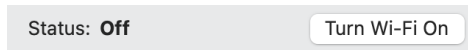
- Method 1:

- To connect to the Wi-Fi, first go to Settings by clicking on the Settings button (). This will be located on the bottom bar of your computer.

- Once in Settings, go to Network.

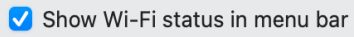



- In Network, click on “Turn Wi-Fi On.”



- Once the Wi-Fi is on, you can select a network from the “Network Name” dropdown menu.



- Method 2:

- A second way to connect to the internet is if it is in the bar at the top of your screen. To put it at the top of your screen, go back to Settings→ Network and click the button next to “Show Wi-Fi status in menu bar”. This will allow you to access the Wi-Fi settings more easily. 



- Once that button is clicked, there should be a Wi-Fi symbol in the top right-hand corner of your screen. It looks like this: 

- If you click on this button, a list of Wi-Fi networks will appear. You can connect to any of these by clicking on them and typing in a password (if needed).

Types of Web Browsers

There are different types of web browsers you can use. The default on a Mac device is Safari () , while the default on a device with Windows is  Microsoft Edge.

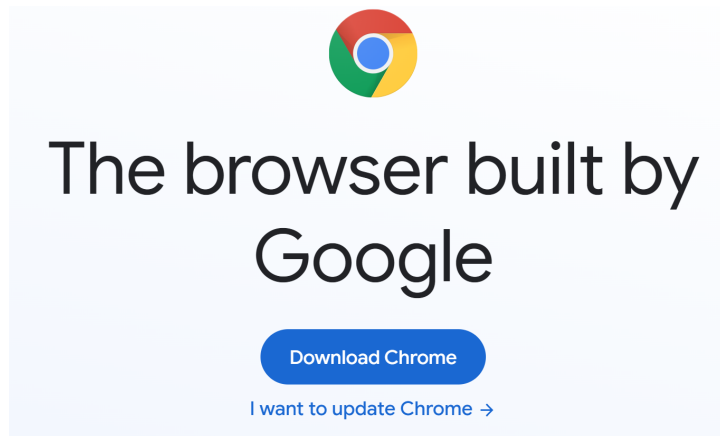
Other web browsers include:

- Google Chrome 
- Mozilla Firefox 

You can choose to use any of these browsers listed above. Oftentimes, people find Google Chrome the easiest to use.

Downloading Chrome

- To download Chrome, go to <https://www.google.com/chrome/> in your current browser. Then, click on the blue “Download Chrome” button.



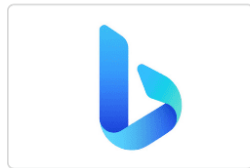
- Once you click on that button, it will download an extension for you. Go to your Downloads folder and click on the “Chrome Setup” download. Then, follow the instructions to install it on your computer.

What can you do with the Internet?

Connecting to the internet allows you to do all the things you do in person (and more) and more quickly. Information on the internet is contained on websites or webpages, which are made up of both text and images, similar to a magazine page.

Search Engines

- A search engine is the basis for finding information on the internet. There are several different search engine options. Some of the most common are:
 - Google
 - Yahoo
 - Bing
 - AOL



Searching Websites and Topics


- There are two ways to search for information on the internet.
 - The first is to do a general search by typing keywords, names, or titles in the search box. This will bring up a list of websites, or links, that contain information related to the topic, including articles, images, and videos. You then select (click) on the listed link to be taken to the website.
 - You can also search specifically for a website by using the address bar at the top of the page. You would then type in the name of the website

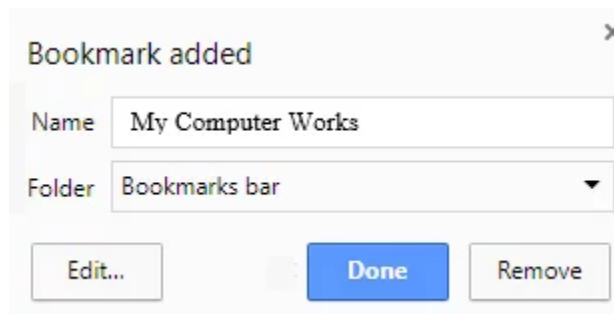
you are looking for (i.e., www.weather.com, www.macy's.com, etc.) and you will be taken directly to the website.

Bookmarking

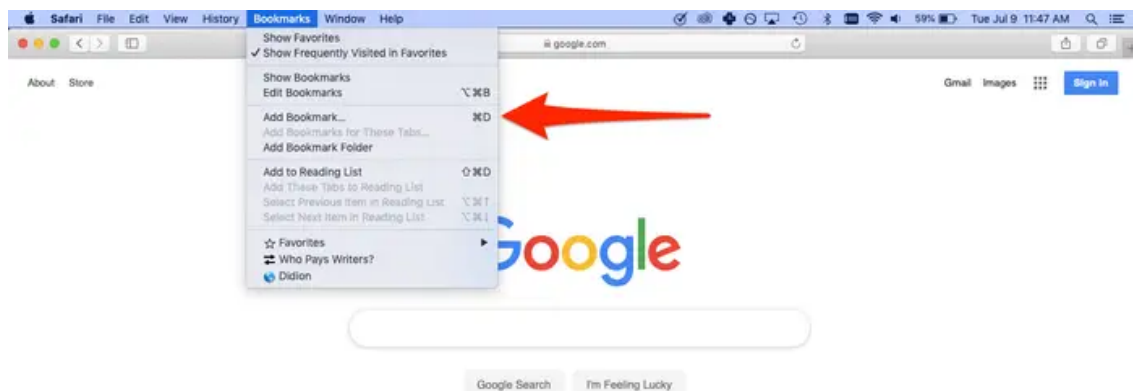
- Bookmarking allows you to save the links to certain web pages to be easily accessed later. With this function, you do not have to search for a link each time you want to find it. You can just click on the bookmark you have made, and it will take you to the website.

- How to Create a Bookmark on Chrome:

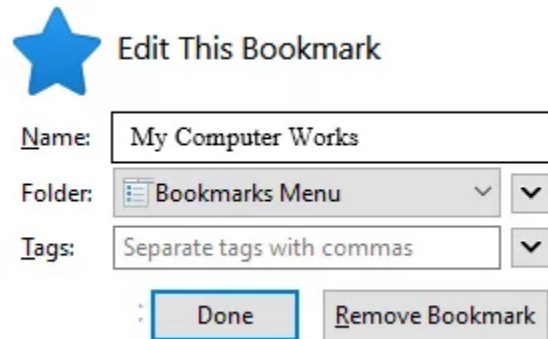
- On Chrome click the star icon () when you are on the page that you want to save. This star icon is located in the top right side of your screen, at the end of the box where the link appears.
- After clicking the star, you can customize the name of your bookmark (typically, the name of the website) and the location (typically, the bookmarks bar). The window to do this in will look like this:



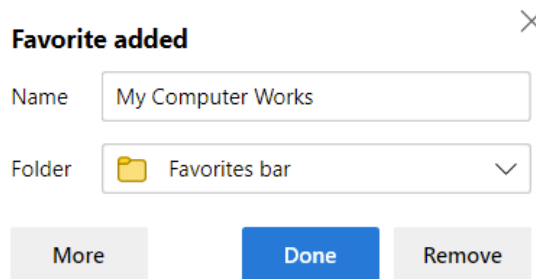
- Then, click “Done” and your bookmark will be saved.
- How to Create a Bookmark on Safari:
 - Click the Bookmark tab in the top menu on your computer. Select “Add Bookmark,” like shown below.



- Then, go through the steps to name and save your bookmarks.
- How to Create a Bookmark on Mozilla Firefox:
 - Use the Ctrl + D keys on your keyboard to bring up the “Edit This Bookmark” box.



- Then, name your bookmark and choose a location to save it to and click “Done” to add it.
- How to Create a Bookmark on Microsoft Edge
 - Use the Ctrl + D keys on your keyboard to bring up the “Favorite Added” box.



- Then, name your bookmark and choose a location to save it to and click “Done” to add it.

Social Media Overview

- Social media allows you to stay connected to family and friends through words, pictures and other images. Rather than calling or writing to people you can instantly touch base and catch up with them via social media posts.

Shopping

- Every type of brick-and-mortar store now also has an online store offering you all of the same products and services (and sometimes more) than you

can get in person. You can purchase everything from groceries to a new car quickly and easily online.

- Examples of social media include: Facebook, Twitter, and Instagram.

Virtual Meeting Platforms

- The internet offers several different ways to connect and communicate with people with both sound and video, unlike a traditional phone call. Zoom, Google Meet, and Teams are a few of the most popular. You will be able to have a virtual get-together with one person or multiple people in different locations at one time. These platforms can be used for social events or for professional situations.

Watch Movies and TV Shows

- Rather than waiting for a show or movie you want to see to be on television, multiple channels offer you the ability to watch what you want instantly. Most require a paid subscription, but many television channels are online and do not charge a fee. These are some of the most popular:
 - Netflix
 - Hulu
 - Amazon Prime
 - Peacock
 - Disney Plus
 - HBO Max
 - YouTube

Listen to Music

- With access to the internet, you no longer need physical copies of albums or CDs, or even an actual radio to enjoy music whenever you want. Your favorite radio stations, albums, songs, and videos are at your fingertips on the internet. Radio stations from all over the world are available for you to listen to at home. You can search videos on YouTube, as well as purchase and listen to music from various channels such as
 - Apple Music
 - Spotify
 - Pandora

Games

- There are a variety of games you can play online. These include but are not limited to:
 - Scrabble
 - Words With Friends
 - Jigsaw Puzzles
 - Card Games
 - Chess/Checkers
 - Crossword Puzzles/Word Search/Sudoku
 - Lumosity
 - Happy Neuron

Security and Safety

While there are many benefits to using the internet, and legitimate websites are highly secure, you do need to take some precautions. Here are some important tips:

General

- Never share personal information such as your full birthdate, social security number, address, etc. with strangers, or in email addresses, usernames, or passwords.
- Never trust someone that you don't know just because they have personal information about you.
- Be aware of misinformation, scams, and frauds. If something sounds too good to be true, it probably is. If someone is asking for personal information, do not give it to them. If you have any doubts, run it by a trusted friend or family member to get their opinion.

Social Media

- Use strong privacy settings so that you know exactly who can see your posts and information. There are options for sharing your posts and photos with the general public, or just a group of friends. It is best to choose the smallest and closest group only.
- Only accept friend requests from people that you know directly.
- Do not share specifics about where you are at a given time. You should wait to share pictures from your vacation when you are back home.

Email

- Never open an email with an address that you do not recognize, or anything with a subject line that sounds suspicious (i.e., promising a prize or money, asking for help).

Username and Passwords

Creating a Username

You will be asked to select a username for each online account you set up, from social media to shopping to bill paying. Your username should be easily remembered and identify you in a general way.

- Common usernames are your first and last name or first initial and last name. If your name is common and has been used by others you may need to add a number or special character (i.e., joansmith14; r.brown.202).

Remember never to use anything that will give away personal information (such as your birthdate or address) in your username.

Creating a Password

- You will also need to choose a password. Again, this should be something that you can remember easily, but not so simple that it can be guessed.
- Typically, sites have requirements for passwords, so they are safe. Examples of these requirements for a password are:
 - Minimum 8 characters
 - Contains an uppercase and lowercase letter
 - Contains a number
 - Contains a symbol
- Another good rule for passwords is that they are not found in the dictionary.
- An example of a good password is: w2Xa!de6fr

It's a very good idea to write down your username and password (and the service they're associated with) so you don't forget them. Having them all in one place, a notepad for example, is the best way to ensure that you know where to find them when the time comes.

Forgot a Password?

- In case you don't remember your password, there are steps you can take to reset it to a new one.
- On a login page, there is typically a message that reads “[Forgot your password?](#)” or some variation of that. It will usually be blue because it is a link that will take you to a new page to begin the process of resetting your password.
- After you click “[Forgot your password?](#)”, it will take you to a page where it will ask you to enter your account email address, username, or phone number, however most of the time it will ask for the account email address.
- Once you enter your email address and follow the instructions on that page, you should get an email that has instructions on how to reset your password. This will typically consist of clicking a link in the email that will then take you to another new page where you can finally create a new password.
- The password change will most likely be permanent, so it's a good idea to write the new one down with your account username so you don't have to go through this process again.

Email

What is Email?

- Email (electronic mail) allows you to send and receive messages over the internet, just as you would letters through the postal service. Unlike traditional mail, email messages are sent and received immediately and at no cost.
- It is a way to be instantly connected to friends and family wherever you are. You can also send photos, articles, or other attachments in your emails, just as you might in a handwritten letter.

You will need an email account and an email address to get started and to send and receive emails. Your email address will be a username you select (see below) along with the name of your email provider (i.e., john.smith@yahoo.com). To do this you need to select an email provider, just as you do a cable or utility provider.

Email Providers

- There are many options when choosing an email provider. Verizon and Comcast provide email for their customers. Other choices include Gmail through Google:



Gmail



Yahoo



Aol Mail



Outlook

Creating an Email Address

- Once you've decided on a provider, the first step will be to go to the website and set up your account. Each site will have a "Create an Account" or "Sign Up" button that will get you started.
- This is where you will be asked to choose a username.

All email addresses contain an @ sign followed by the name of your email provider. (i.e., joansmith14@gmail.com, r.brown202@yahoo.com).

Creating a Password

- You will also need to choose a password. Again, this should be something that you can remember easily, but not so simple that it can be guessed.
- Typically, sites have requirements for passwords, so they are safe. Examples of these requirements for a password are:
 - Minimum 8 characters
 - Contains an uppercase and lowercase letter
 - Contains a number
 - Contains a symbol
- Another good rule for passwords is that they are not found in the dictionary.
- An example of a good password is: w2Xa!de6fr

Your Inbox

- Your inbox acts as your regular mailbox as the place that you write, send and receive emails.
- Your emails will appear as a line in your inbox, similar to this:

Standard Inbox:

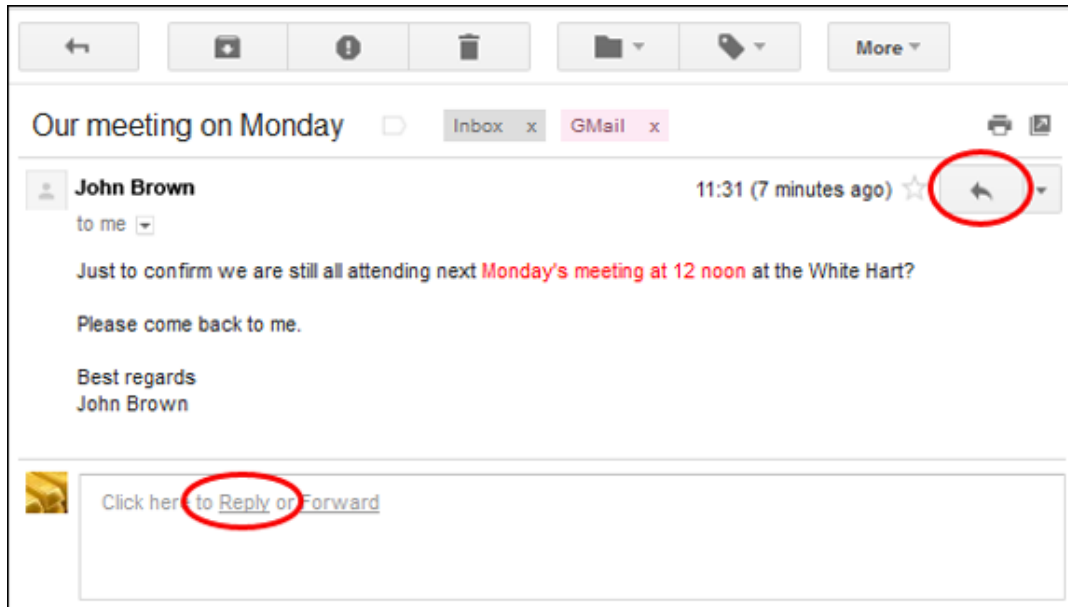
From	Subject	Received ▼
eBay	Your eBay Bid is Confirmed	Thu 3/6
Sarah Manager	Updated to Status Reports due	Thu 3/6
John Miller	OOO Next Week (3/10 – 3/14)	Thu 3/6
David Shah	Project Initiated: Dynamic Auctions	Thu 3/6
Jill Executive	RE: Super important presentation	Thu 3/6
David Shah	Project Initiated: Checkout 3.0	Thu 3/6
David Shah	Project Initiated: Bidding 2.0	Thu 3/6
Jeanine Wife	Could you pick up the baby today?	Thu 3/6

- Emails will be listed chronologically in your inbox, with the most recent at the top. The sender's name will appear along with a subject line about the content of the email, and the date all in bold type. Once you have read an email, that line is in regular type, as seen above.
- Remember to never open an email with an address that you do not recognize, or anything with a subject line that sounds suspicious (i.e., promising a prize or money, asking for help).

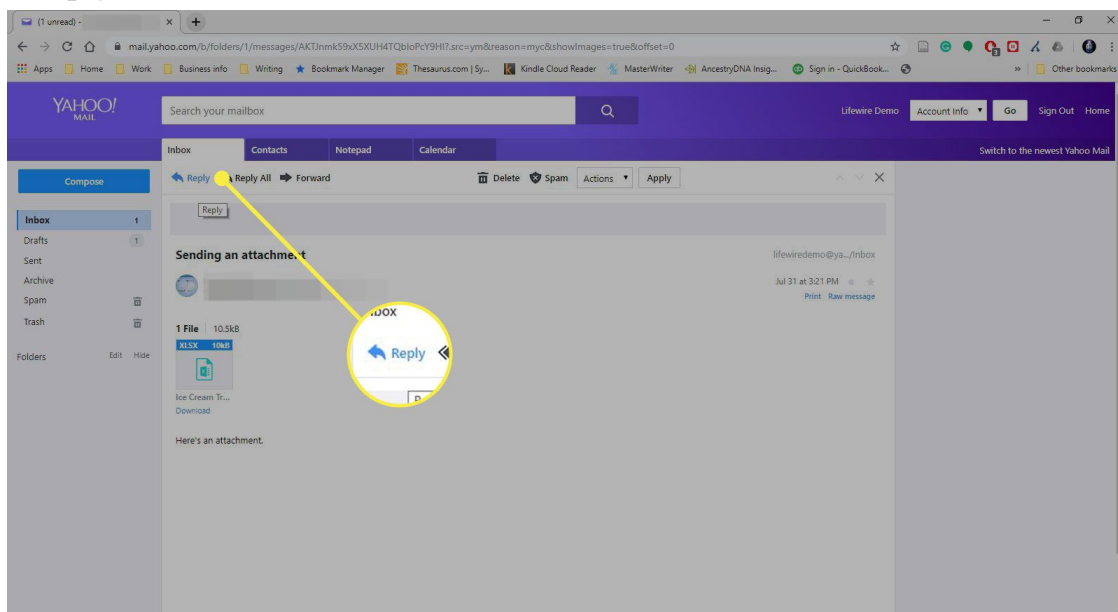
Replying to Emails

Once you read an email and decide to reply to it, you will click a reply button. These are some examples:

- Gmail: Clicking on the arrow circled in red or the word “reply” circled in red will allow you to reply to this email.



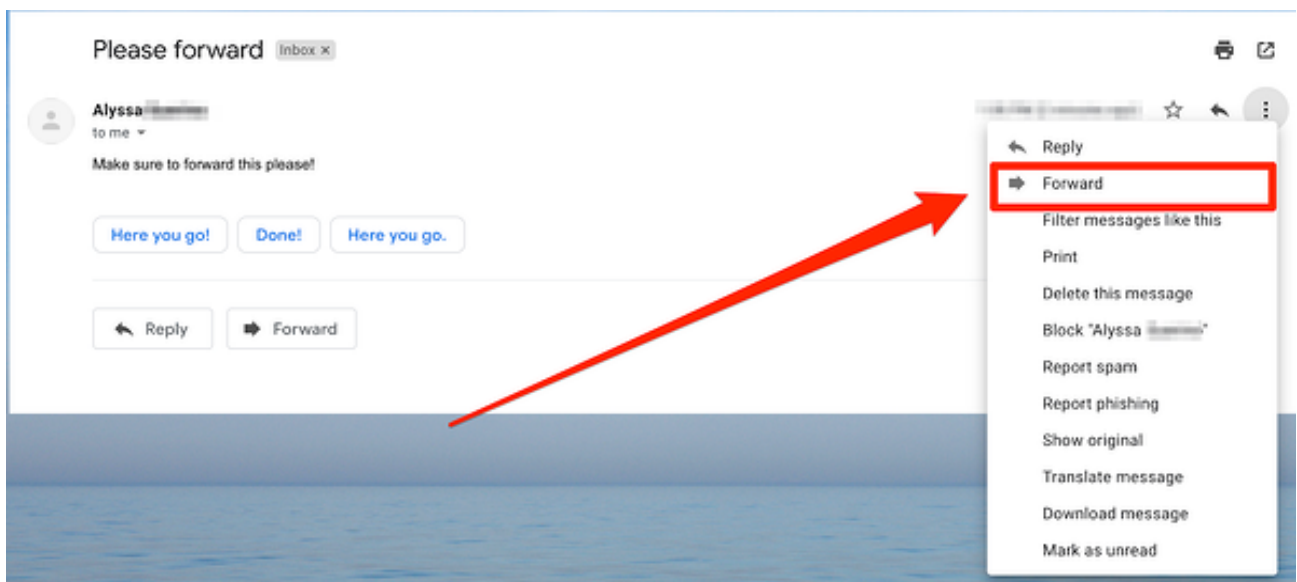
- Yahoo: Clicking the blue reply button circled in yellow will allow you to reply to the email.



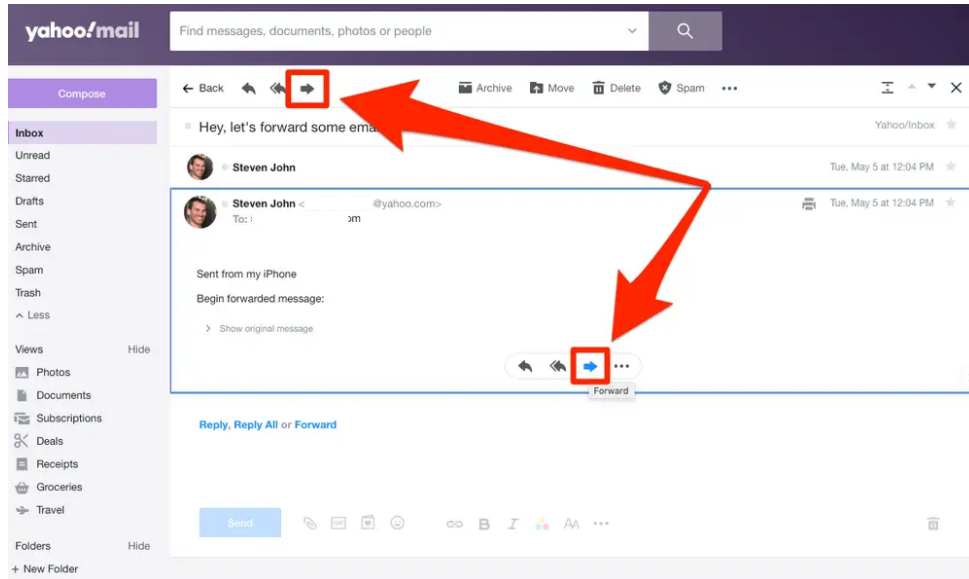
Forwarding Emails

Aside from replying directly to the sender of an email, you can forward an email to a person or persons who are not the original sender or addressed in the original email. This is helpful when you want someone else to see the content of the email. You can forward the entire message without having to rewrite or move the contents to a new email template. It will also send any attachments included in the original email to the new recipient. Here is how to forward emails on a few different platforms:

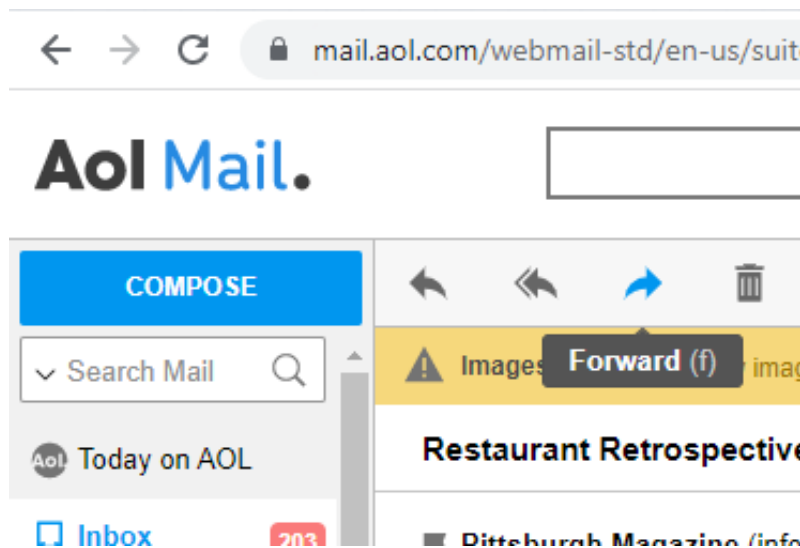
- Gmail: To forward an email in Gmail, click the forward button at the bottom next to reply, or click the three dots in the upper right corner of an email and click “Forward”.



- Yahoo: In Yahoo, the forward button is a dark grey arrow pointing to the right. It can be found in two places, as indicated by the red pictures below.



- AOL Mail: In AOL Mail, the forward button is a curved arrow pointing go the right. It is shown below in blue.



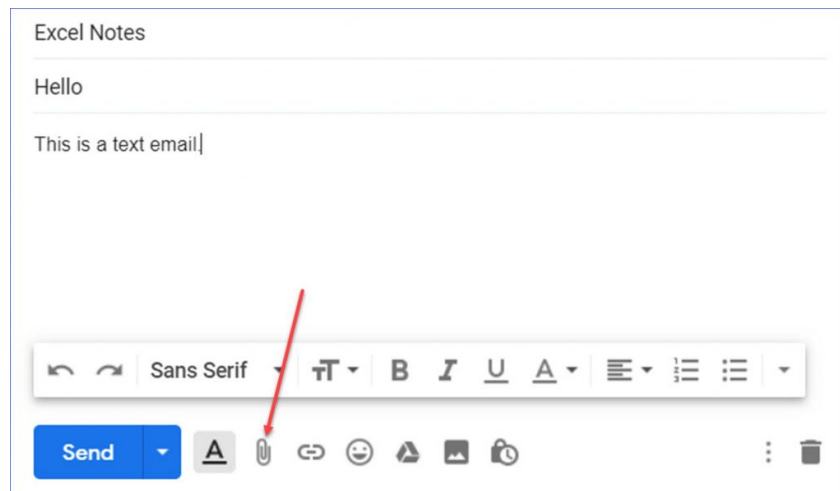
Email Attachments

Opening Attachments

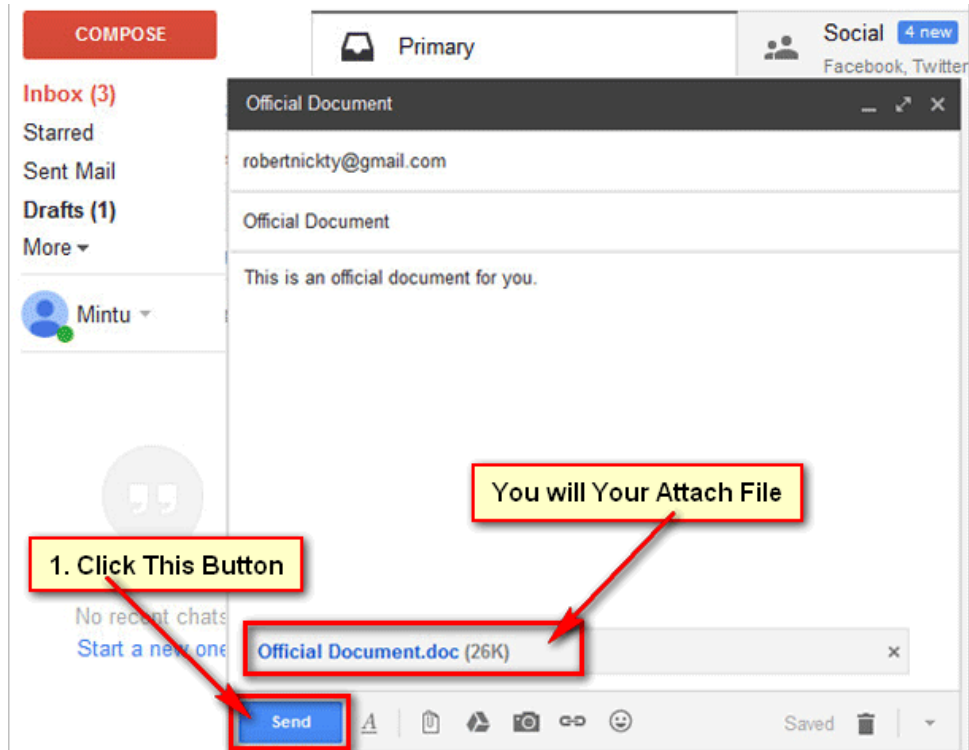
- You may receive an email with an attachment. This may be a picture, video, or article that is being sent to you by an email. To open an attachment, you can just click on the icon of the attachment once and it will open.

Sending Attachments

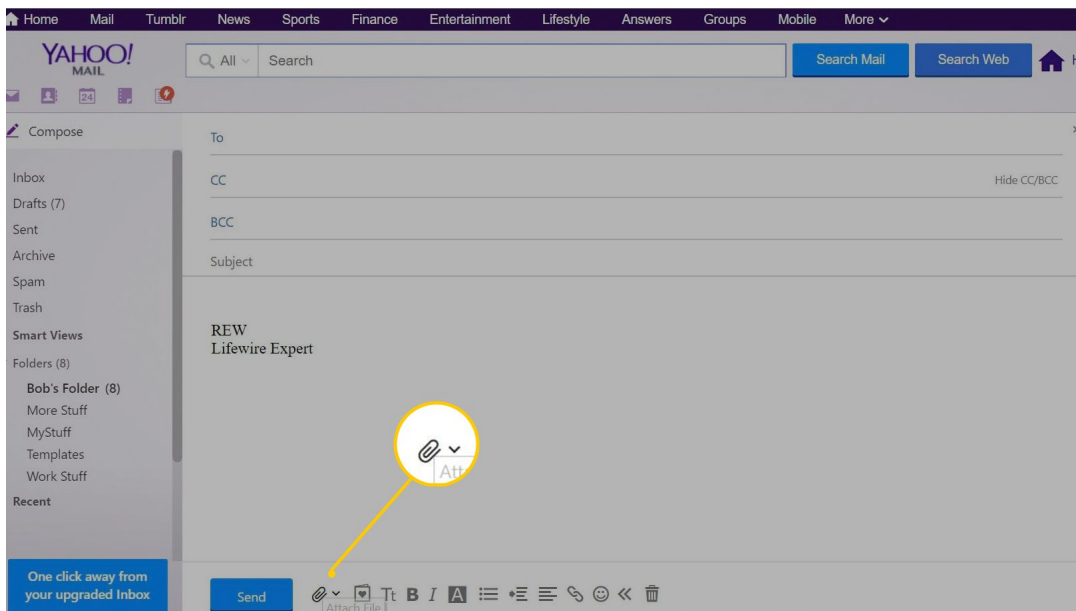
- To send someone else an attachment, you will click on the add attachment button at the bottom of your email. This looks slightly different depending on your email provider. They all generally look like some form of a paperclip.
- Once you attach an attachment to an email, there will be something indicating you have attached an attachment to your email. It will look different between email providers, and we show some examples below as well.
- Gmail: In Gmail, the attachment button is located two buttons over from the blue send button near the bottom of an email.



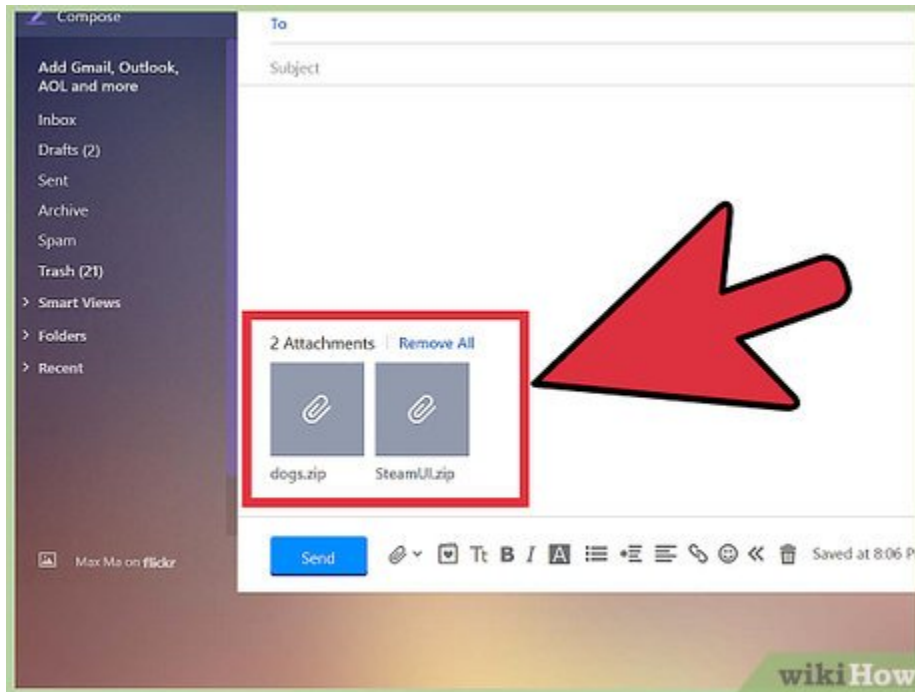
- Once your attachment is attached to the email, it will look like this in Gmail:



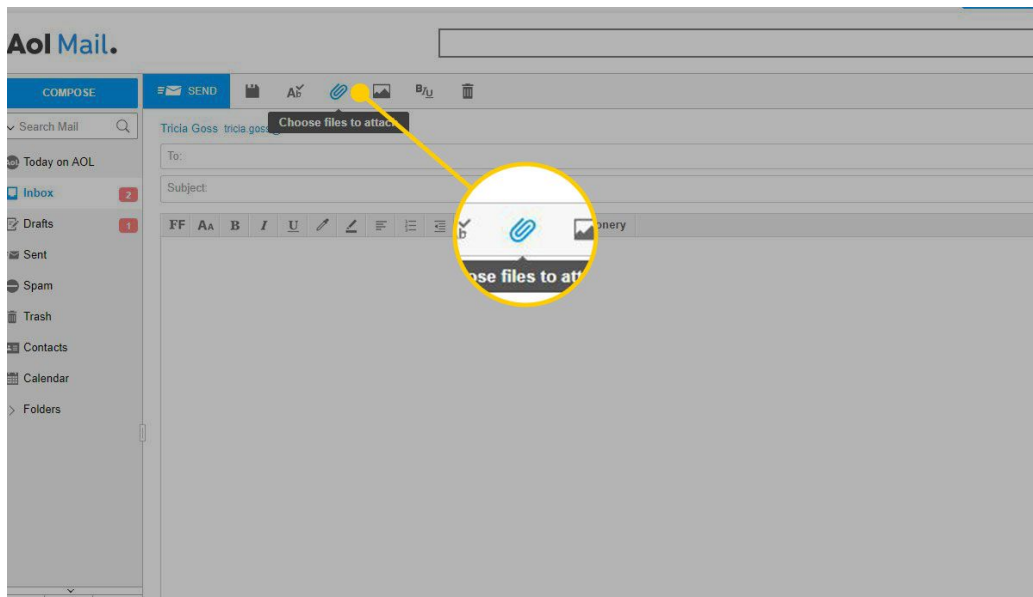
- Yahoo: In Yahoo, the attachment button is right next to the blue send button.



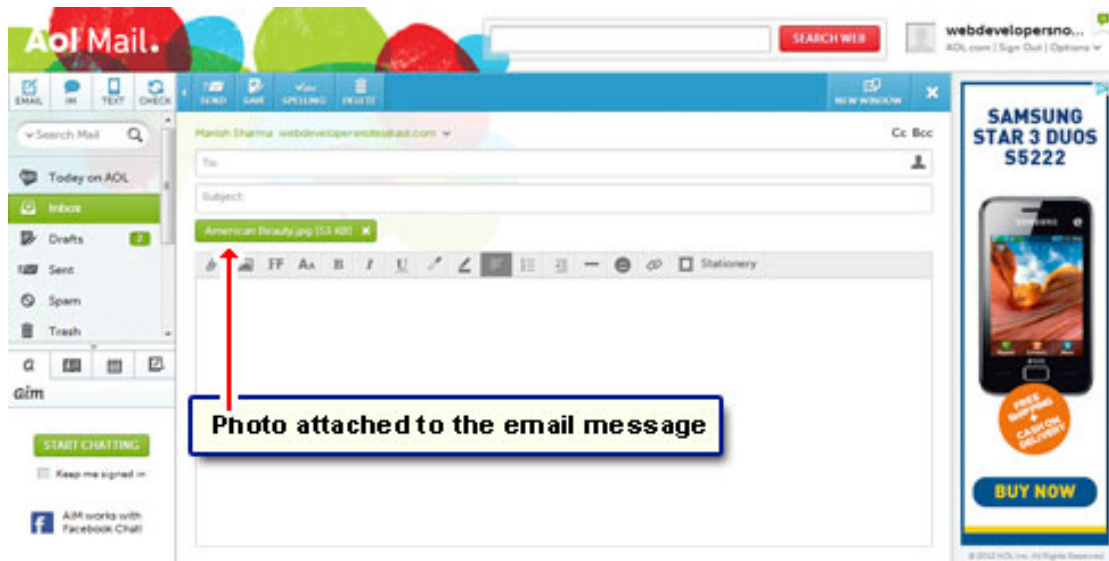
- Once attached, this is how your attachment will look in Yahoo:




- AOL: In AOL, the attachment button is three buttons over from the blue send button. It is located above the email you are writing.



- Once you attach the attachment, this is what your mail will look like. The green button at the end of the red arrow indicates that you have an attachment in your email.



Deleting Emails

- Once you have read and responded to an email, you can delete it so it will no longer appear in your inbox. Before deleting an email, make sure that you will not need to refer to it again.
- You will check the small box on the left of the email in your inbox. Then click on the trash can icon () on your inbox bar. Your email will be placed in the Trash section of your account.

Banking and Bill Paying

Online banking and bill paying offer huge conveniences to users and are more secure than ever. Managing your money and paying bills from home eliminates a lot of time and effort that traditional methods. You don't have to worry about the weather, parking, lines, or physical challenges of going to a bank in person. Paying bills online eliminates the need to write and send checks and anticipate mailing times or having stamps around.

Banking

- Almost every financial institution now offers online banking to all members. You will need to set up an online account. Each bank will vary, but the general rule of choosing a username and password will apply. You will also need to provide account information and possibly a birthdate or social security number.

Bill-Paying

- You can pay any variety of bills online, whether they are monthly bills, such as utilities, mortgage, or credit card, or yearly bills, such as subscriptions, as well as one-time bills such as medical bills. For bills that are due at regular intervals, you can set up automatic bill-paying based on the due date, negating the need for you to remember which bills are due when.

There are two different options for how your bills are paid. You can pay them directly to the individual company, or you can pay them through your bank.

- Paying Directly to Companies
 - You will log into your account with the individual company. You will then find the Make Payment or Pay Bill button. That will open the bill and select the payment method, input the information (i.e., bank account or credit card) and then click Confirm Payment. You will receive an on-screen confirmation as well as an email confirmation sent to your linked email.

- Paying Through your Bank
 - You can link your utility or other accounts to your bank account and have them paid directly. To do this, you will log into your bank account and then find the Bill Pay link. You will then create profiles for each payee for which you will need account numbers. Then determine the amount that should be paid and the date. You may want to set the date of payment a few days before the due date to ensure that it is paid on time, since there may be processing time.

Telehealth

What is telehealth/telemedicine?

- Telehealth is loosely the use of electronic technologies to access health care from a distance, rather than in-person in a provider's office. This includes medical, psychological and psychiatric appointments conducted virtually by computer or by phone, as well as health monitoring, and remote care, and electronic exchange between you and your doctor of medical information (i.e., pictures, test results, etc.).

Benefits of Telehealth

- The COVID-19 pandemic has accelerated the expansion of virtual care, helping patients, including older adults, gain access to life-saving services. Virtual care has the potential to increase access to health care services among senior adults by making it more convenient. You can access medical, psychological, and other services from your own home. Have you had to cancel an appointment due to the weather or not feeling well? Have you had to travel far or had to find transportation to access your medical provider? The inconveniences of traveling, weather issues, and health problems are eliminated.

Telehealth Platforms

- Here are some of the platforms that you might encounter when doing telehealth:
 - Google Meet
 - Zoom
 - Doxy.me
 - Calendly
 - Simple Practice
 - TheraNest

Social Media

Social media platforms are web sites that are designed for people to communicate, share, and interact with others through words, photographs, videos, and links.

Why use Social Media?

- Social media was created to help connect people beyond in-person interactions. It helps to eliminate barriers to engaging and maintaining relationships. It can help you stay connected to people—family members, friends, public figures—as well as to news and events, all of your choosing.

Popular Social Media Platforms Among Older Adults

- Facebook
- Twitter
- Instagram
- YouTube

How to Access Social Media

- You will need to first decide which social media platforms you want to use. Each platform requires you to set up an account with a username and password in order to log in to access content. All the platforms discussed here are free (although they do contain ads generated by the site, like television commercials).

Benefits and Challenges of Social Media

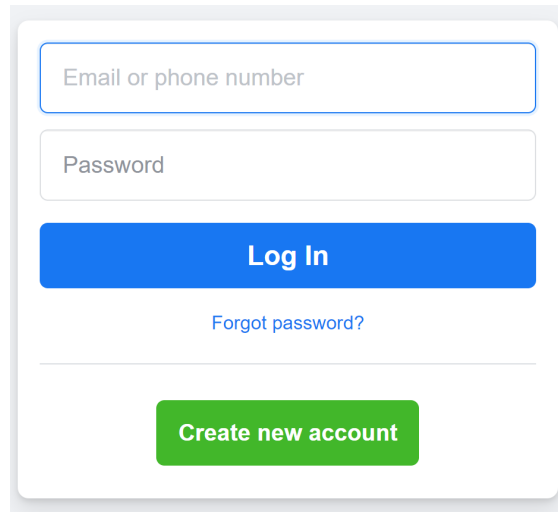
- Research continues to show how important it is for seniors to remain connected and engage with others. Such connections provide enjoyment and social support, which are key to healthy aging.

What platform should you be on?

- You can be on any of the platforms listed above. However, Facebook (also known as Meta) is the most popular social media platform among adults 65 and older.

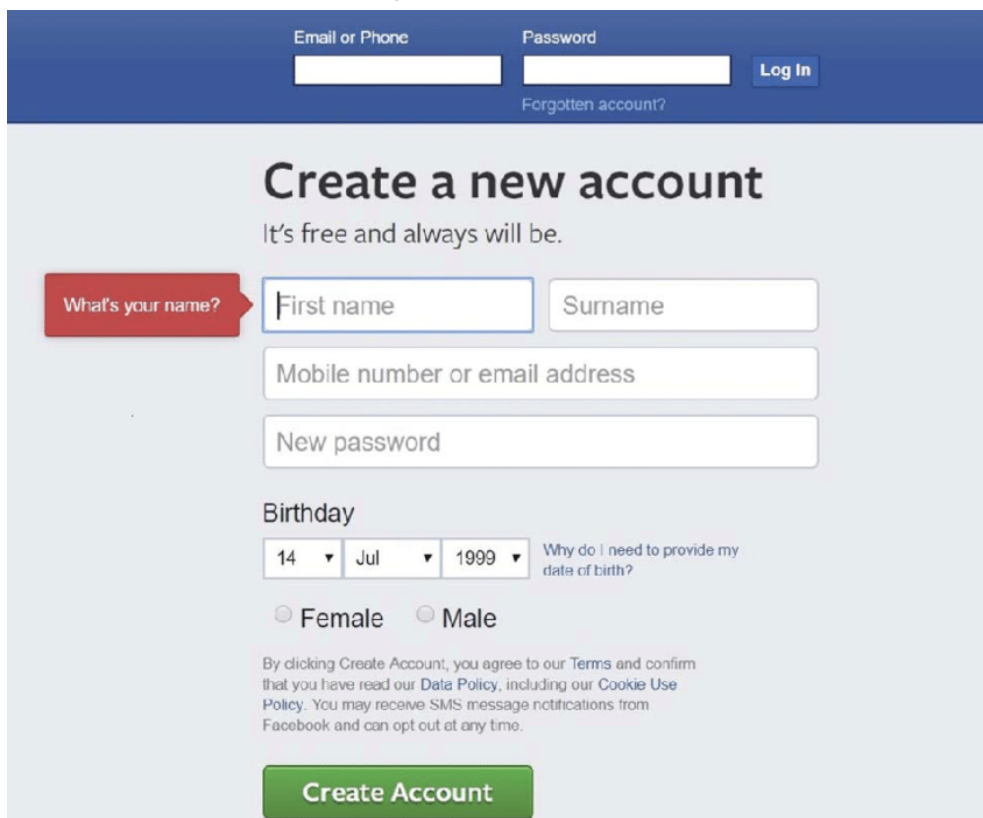
Facebook 101

- First, you can create an account. To do this, go to www.facebook.com and click the green “Create new account” button.



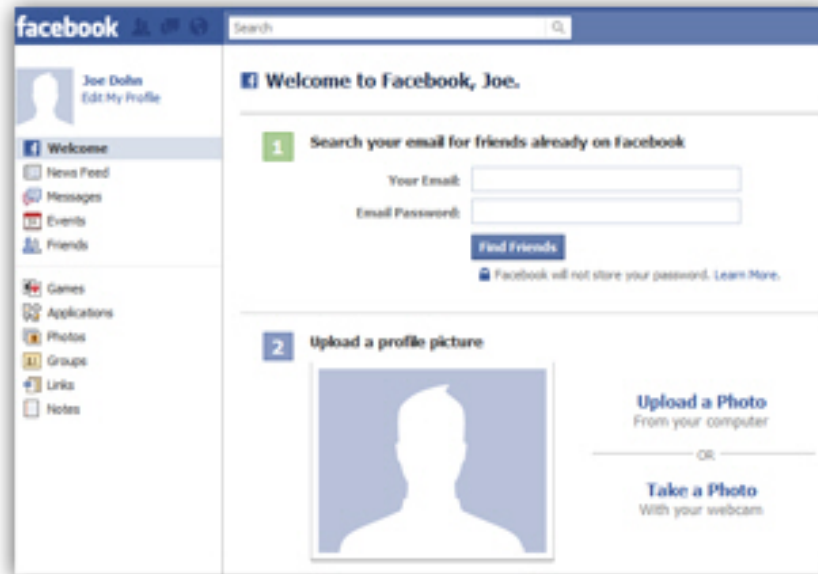
A screenshot of the Facebook login and account creation interface. It features a white background with a blue border. At the top, there is a text input field labeled "Email or phone number". Below it is another text input field labeled "Password". A prominent blue button with the text "Log In" is centered below the password field. Underneath the "Log In" button is a link that says "Forgot password?". At the bottom of the form is a green button with the text "Create new account".

- After that you will see the Create a New Account page. Complete the information and click the green Create Account button.

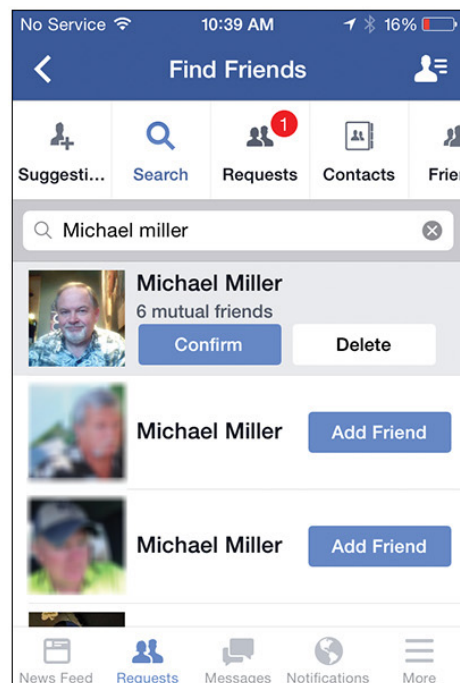
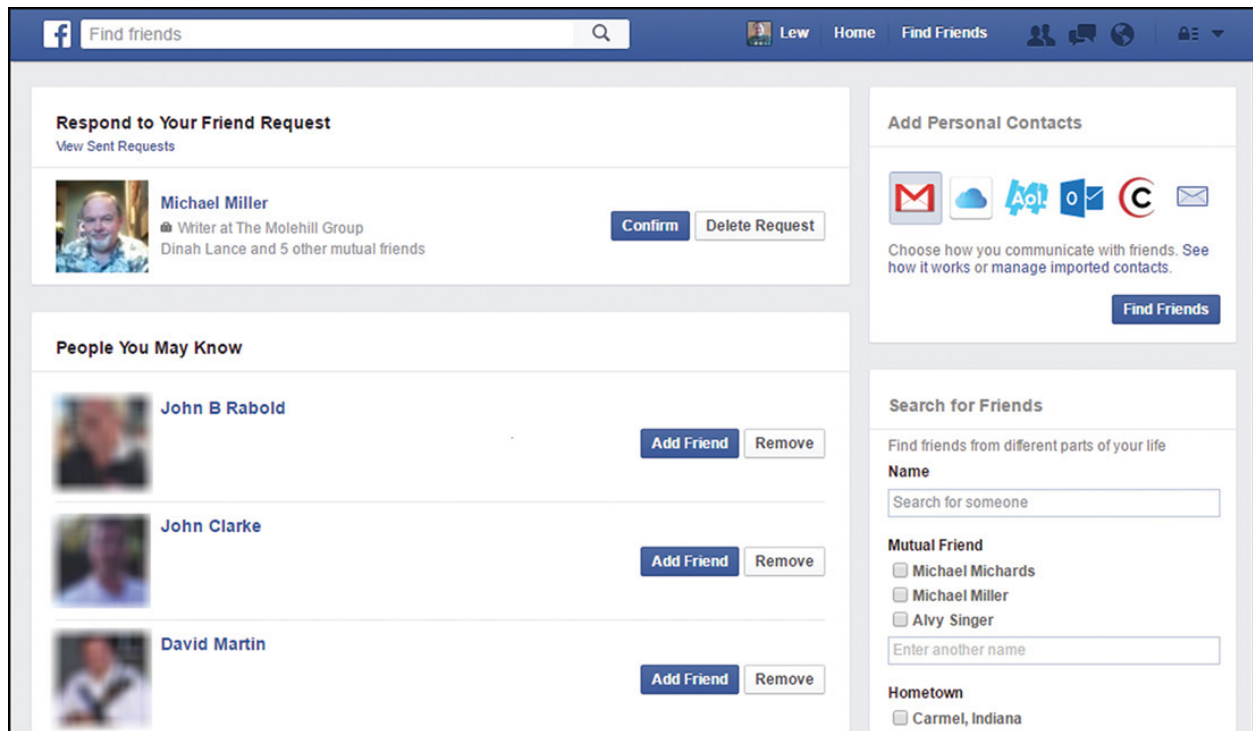


A screenshot of the Facebook "Create a new account" page. The page has a blue header with a search bar and a "Log In" button. Below the header, the main heading is "Create a new account" with the subtext "It's free and always will be." A red callout box with the text "What's your name?" points to the "First name" input field. Other input fields include "Surname", "Mobile number or email address", and "New password". The "Birthday" section includes dropdown menus for day (14), month (Jul), and year (1999), with a link "Why do I need to provide my date of birth?". There are radio buttons for "Female" and "Male". At the bottom, there is a green "Create Account" button and a small disclaimer: "By clicking Create Account, you agree to our Terms and confirm that you have read our Data Policy, including our Cookie Use Policy. You may receive SMS message notifications from Facebook and can opt out at any time."

- Next, you can set up your profile. You can add as little or as much information as you'd like. You do not have to fill in all the fields and can always go back and change the information.



- Once your profile is made, you can start finding friends.
 - You can search for people by typing in a name using the Find Friends search bar. When the person you are looking for shows up on the list, click the blue Add Friend button. This sends a request to the person. When they accept your request, they will show up on your Friends list on your profile page.
 - The top picture below shows how this looks on a computer, while the bottom picture shows how it looks on a cell phone.



- You may also receive friend requests from others who have found your profile. You will be asked to confirm the request. Make sure that

you know this person before clicking the Confirm button. Remember never to confirm or add a Friend who you do not know!

- You can now start posting! You can post updates, photos, links to stories and websites on your profile page or directly from the News Feed.
 - The News Feed is where you will see all the updates your friends have posted.

Privacy and Security Tips

- While there are many benefits to using social media, you do need to take some precautions while using it. Here are some important tips:
 - Never share personal information such as your full birthdate, social security number, address, etc. and never trust someone just because they have personal information about you.
 - Use strong privacy settings so that you know exactly who can see your posts and information. There are options for sharing your posts and photos with the general public, or just a group of friends. It is best to choose the smallest and closest group only.
 - Only accept friend requests from people that you know directly.
 - Do not share specifics about where you are at a given time. You should wait to share pictures from your vacation when you are back home.
 - Be aware of misinformation, scams and frauds. If something sounds too good to be true, it probably is. If someone is asking for personal information, do not give it to them. If you have any doubts, run it by a trusted friend or family member to get their opinion.

Zoom

Creating your Own Account

- Creating a Zoom account is easy and free. It is similar to Skype but is easier to use for classes and group video conferences. All you need is a computer and an email account.
- To sign up for your own free account, visit the Zoom sign-up page (<https://zoom.us/signup>).
- After going to this website, it might ask you to verify your birthday to ensure that you are old enough to use Zoom. Enter your birthday in the dropdown boxes and click continue to continue.

Month ▾ Day ▾ Year ▾

Continue

- Once your birthday is verified, enter your email address to sign up. Then, check your email. You will receive an email from Zoom (no-reply@zoom.us). In this email, click Activate Account.



Welcome to Zoom,

To activate your account, please click on the button below to verify your email address. Once activated, you'll have full access to Zoom Meetings & Chat.

ACTIVATE ACCOUNT

- Once you've clicked "Activate Account," type in your first and last name and a password to create an account.

First Name

Last Name

Password

Confirm Password

For Educators: Select this option if you are signing up on behalf of a school or other organization that provides educational services to children under the age of 18


[Continue](#)

- After you fill in that information, it will take you to a page to invite friends. You can skip this step by clicking "I'm not a robot" and "Skip this step".

Don't Zoom Alone.

Invite your colleagues to create their own free Zoom account today!

Why invite?




Email Address

Email Address

Email Address

[Add another email](#)

I'm not a robot 
reCAPTCHA
Privacy - Terms

[Invite](#) [Skip this step](#)

- After that, your account is created! Now you can log in to your account and start meetings.

Signing in to your Account

- To sign into your account, go to <https://zoom.us/signin>. Sign in with the email address and password you signed up with.

Updating your Profile

- Once you have logged in, you can click on the left side on “Profile” to update your Profile.

When you join meetings and webinars hosted on Zoom, your profile information, including your name and profile picture, may be visible to other participants. Your name and email address will also be visible to the [account owner](#) and host when you join meetings or webinars on their account while you're signed in. The account owner and others in the meeting can share this information with apps and others.

AgeWell [Edit](#)

AgeWell

Department AgeWell

Company JCC of Greater Pittsburgh

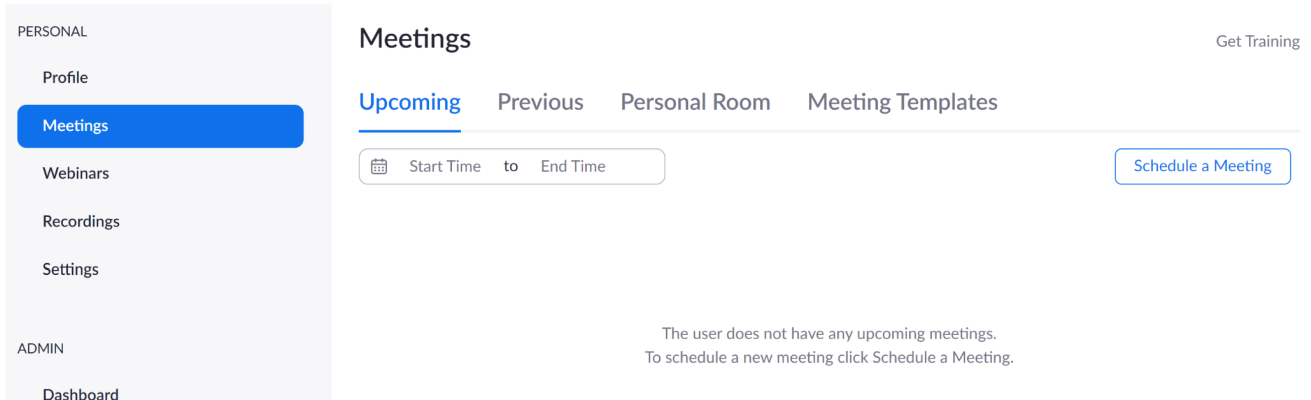
Personal

Phone Not set [Add Phone Number](#)

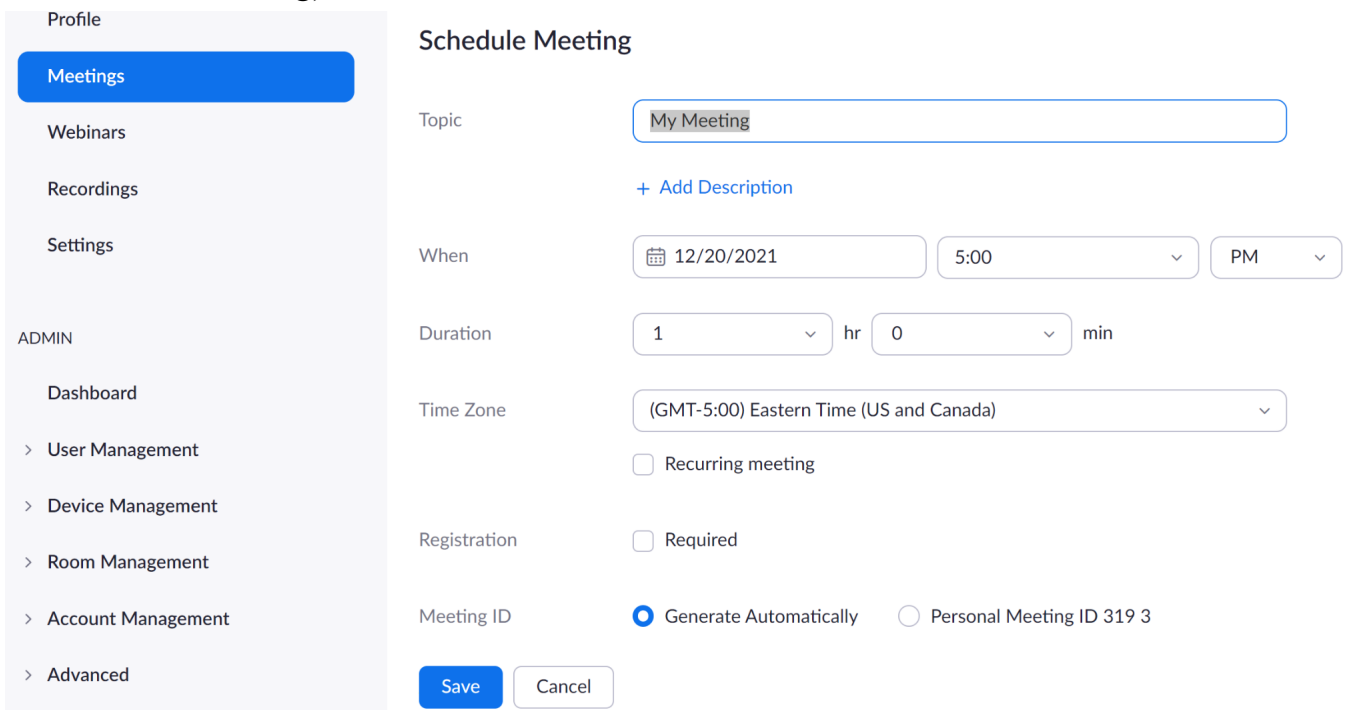
- Once in your profile, you can edit your name and photo by clicking the blue “Edit” button.
 - After you’ve clicked on Edit, you can change your profile picture by clicking on the grey person.
 - You can choose to upload one from your computer.

Schedule a Meeting

- After you are signed in to Zoom, you can schedule a meeting by clicking on “Meetings” under profile on the left hand side.



- Once in Meetings, click on the blue “Schedule a Meeting” button on the right hand side.
 - Enter your meeting information (topic, date, time, and length of meeting).



- Click “Save” at the bottom to save your meeting information. Then, your meeting will appear under the Meetings tab and look like below. It is now scheduled.

Starting a Meeting

PERSONAL

- Profile
- Meetings**
- Webinars
- Recordings
- Settings

ADMIN

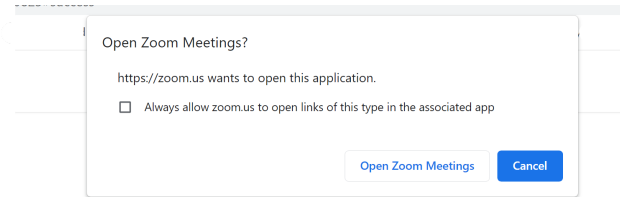
- Dashboard
- > User Management
- > Device Management
- > Room Management
- > Account Management

My Meetings > Manage "My Meeting"

Start this Meeting

Topic	My Meeting
Time	Dec 20, 2021 05:00 PM Eastern Time (US and Canada)
Add to	31 Google Calendar Outlook Calendar (.ics) Yahoo Calendar
Meeting ID	97
Security	<input checked="" type="checkbox"/> Passcode <input checked="" type="checkbox"/> Waiting Room <input checked="" type="checkbox"/> Require authentication to join
Invite Link	https://virtualesenioracademy.zoom.us/j/97472490823 Copy Invitation
Video	Host On

- To start the meeting, go to the “Meetings” tab and click the blue “Start this Meeting” button. The following should pop up.



Click **Open Zoom Meetings** on the dialog shown by your browser

If you don't see a dialog, click **Launch Meeting** below

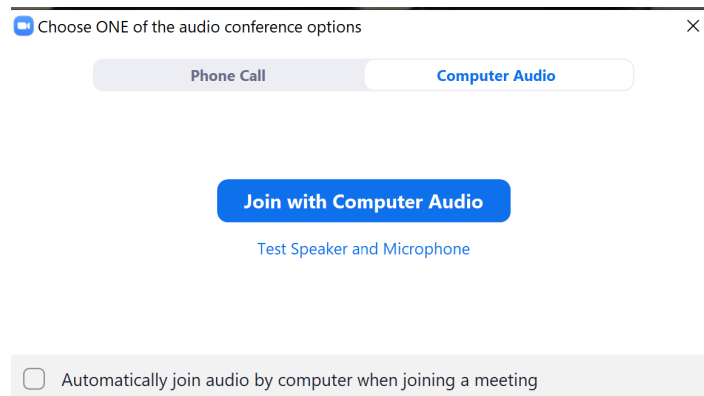
By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)

[Launch Meeting](#)

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

- Click on the “Open Zoom Meetings” button (next to the blue cancel button) to start your meeting. If you do not see the pop up, click the blue “Launch Meeting” button.

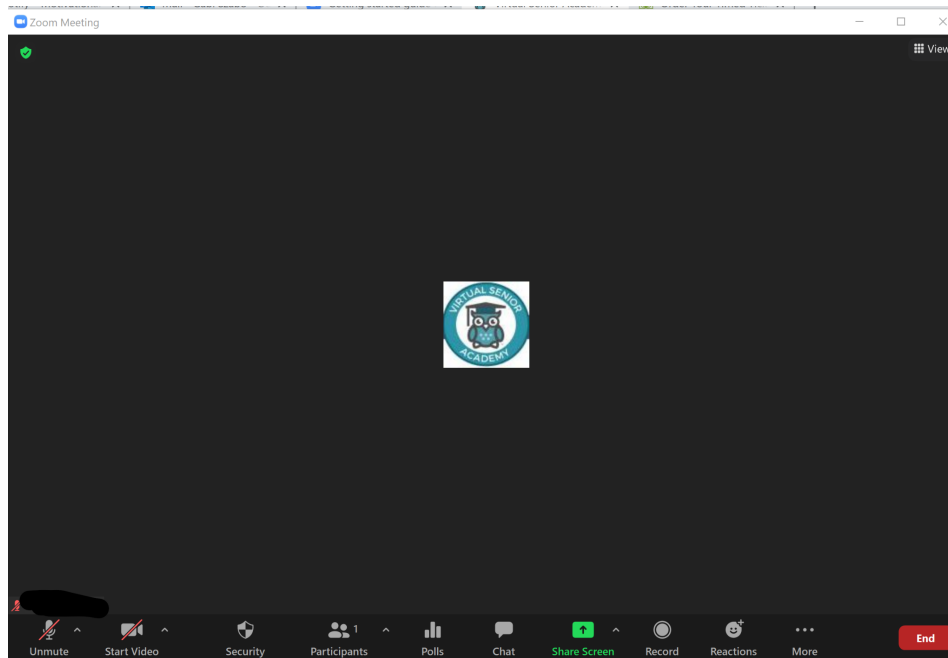
- This should appear once you Launch the Meeting.



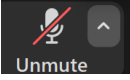

- Clicking “Join with Computer Audio” means the microphone and speakers that the Zoom meeting uses will be the one attached to your computer. You have now started the meeting.

Basic Zoom Functions in a Meeting

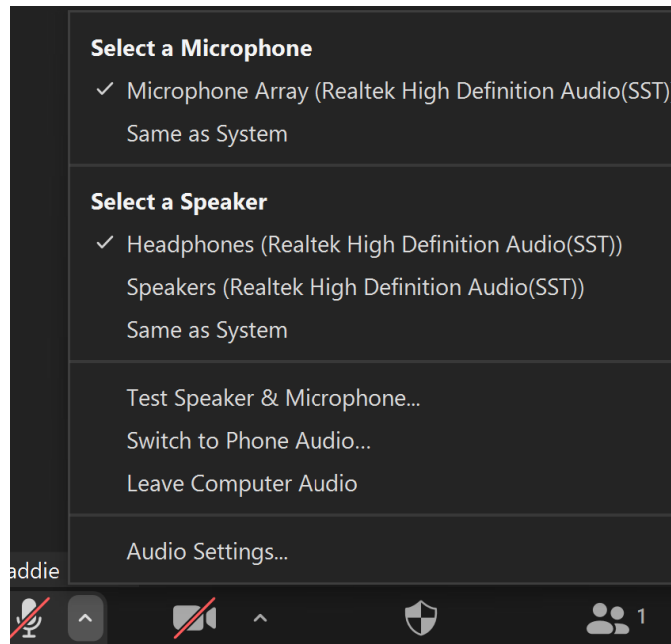
- Once you are in a meeting, this is what your window will look like.



- This person has their camera off, which is why you cannot see anything.
- Along the bottom panel, there are some controls with which you can use to participate more in a Zoom meeting. We will go over these from left to right.

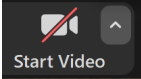
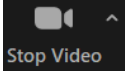
- Unmute : The first button along the bottom row is the unmute button. If you click on it, you can unmute yourself and speak in the class. The button looks like this when unmuted: . If you click it again, it will mute again.

- If you click the carrot next to the Mute/Unmute button, it will bring up a few audio options, as seen below.

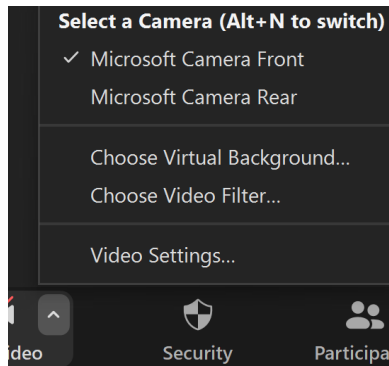


- Under “Select a Microphone,” you can choose if you want the microphone Zoom uses to be the one built into your computer (“Same as System”); this is the default option. If you would like to specify another microphone, such as “Microphone Array,” you can choose another option.
 - Under “Select a Speaker,” you can select if you want the speaker to be the “Same as System” (usually the default), “Speakers” (only applicable if you have external speakers), or “Headphones” (only applicable if you have headphones plugged in).
 - “Test Speaker & Microphone” allows you to test these to make sure it can hear you and you can hear it.


- “Switch to Phone Audio” and “Leave Computer Audio” are options to change your audio from coming out on your computer to coming out on your phone.
- “Audio Settings” allows you to control more settings related to Zoom audio.

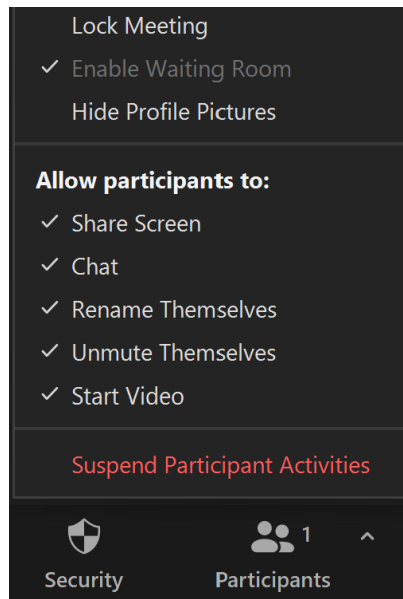
- Start Video : If you join without your video or turn your video off, it will look like this. To turn your video on, click the camera button. Once your video is on, it will look like this: . If you click it again, it will turn your camera off.

- If you click the carrot next to the Stop/Start Video button, it will bring up a few camera options, as seen below.



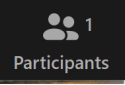
- Under “Select a Camera,” you can switch between a rear and front camera, if your computer has both. The front camera is on the same side as your computer screen, and the rear camera is on the opposite side of your screen.
- Clicking “Choose Virtual Background” opens a host of possibilities to give yourself a fake background. A virtual background can make it look like there is a mountainside behind you instead of your living room.
- “Choose Video Filter” puts a filter over your video. It can make you have cat ears or something else like that. They are settings to make non-professional meetings more fun.
- “Video Settings” allows you to control more settings related to Zoom audio.

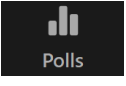
- Security : This button opens a menu that allows you to make your meeting more secure. You likely will not have to use this for a basic meeting. Often, people put security measures in place for meetings that are publicized online or have a high attendance. Below is what the Security menu looks like.

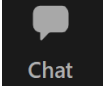


- “Lock Meeting” means that no more people can join the meeting.
- “Enable Waiting Room,” which is currently selected, means that participants will be put into a waiting room before joining the main meeting room with you. To admit people in the waiting room, you will have to go to the “Participants” tab and click “Admit.”
- “Hide Profile Pictures” turns off people’s profile pictures (if they have set one) and only shows their names.
- In the “Allow participants to:” section, you can restrict participants’ access to various functions of a Zoom meeting, including:
 - Sharing their screens
 - Using the chat
 - Renaming themselves (only you would be able to change their names)

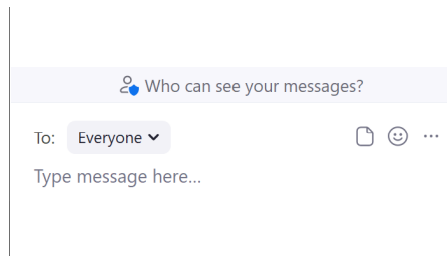
- Unmuting themselves (only you would be able to turn their microphones on for them to speak)
- Starting their video (only you would be able to start their video)

○ **Participants** : Clicking on this will open a panel to the right that will show all of the participants. You can close this by clicking on the small right carrot in the upper left-hand corner of the white panel with the participants.

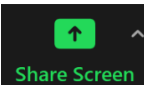
○ **Polls** : When you open polls, you can create a poll or a quiz here for your participants to take. You click the blue “Create” button to make a quiz. Only you will be able to see the results of the poll.

○ **Chat** : Clicking on the chat button opens up the chat in a side panel to the right. Here, you can type messages to other participants.

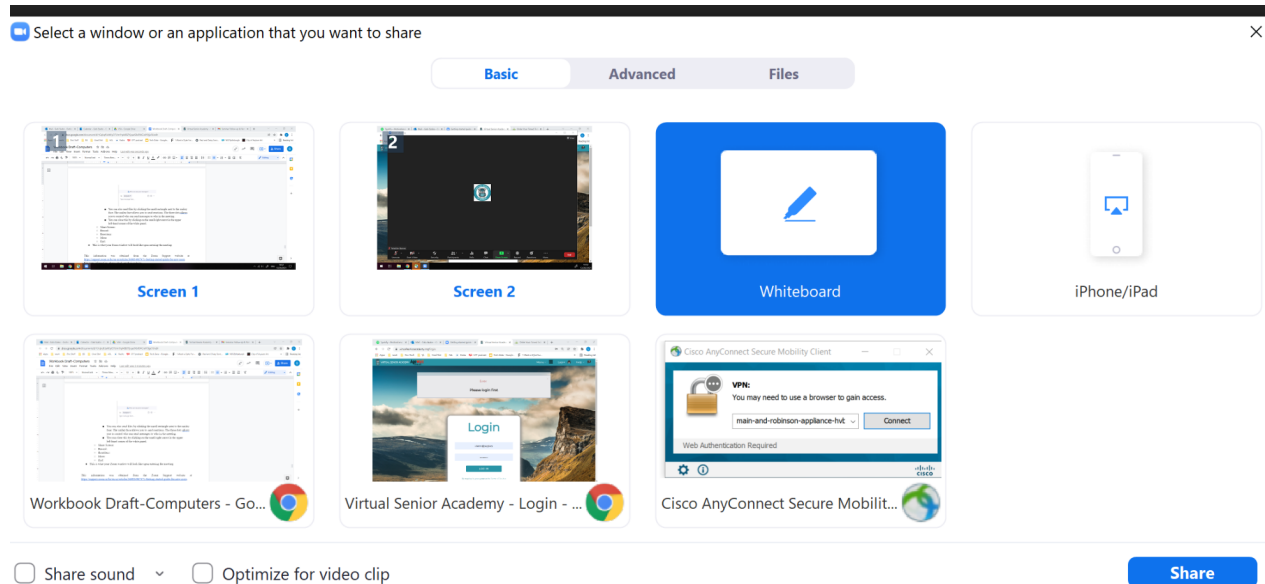
- To specify who you want the message to go to, click on the box that says “Everyone” and specify a recipient.




- You can also send files by clicking the small rectangle next to the smiley face. The smiley face allows you to send reactions (also known as emojis) in the chat. The three dots allow you to control who can send messages to who in the meeting. You can restrict access to participants just being able to message the host, the host and co-hosts, or everyone.
- You can close this by clicking on the small right carrot in the upper left-hand corner of the white panel.

○ **Share Screen** : Sharing your screen means that others will be able to see what is on your screen. This is helpful for sharing

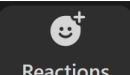
presentations, pictures, and other materials that you just want to show people but not send them. Clicking the green Share Screen button opens up a window on your screen, seen below.

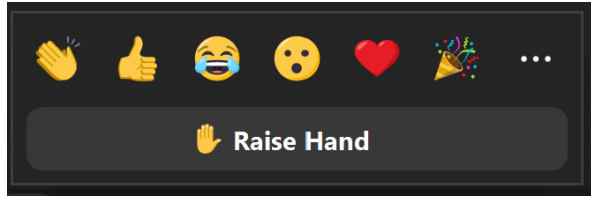


- In this window, there are various options for screen sharing. If you have multiple windows open on your computer, you can pick which screen to share (denoted by the first four squares on the left side).
- You can also share a “Whiteboard,” which allows you to draw on the screen using your cursor and pointer.
- The iPhone/iPad function allows you to share the screen of your iPhone or iPad if it is connected to your laptop.

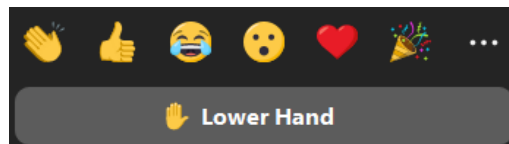
- Record : Clicking this button allows you to record the Zoom meeting. It is customary to let people know before you start recording them. Once you start recording, these buttons will appear in place of


the “Record” button . Pressing the Pause button pauses the recording temporarily, while pressing the Stop button prompts you to stop the recording.

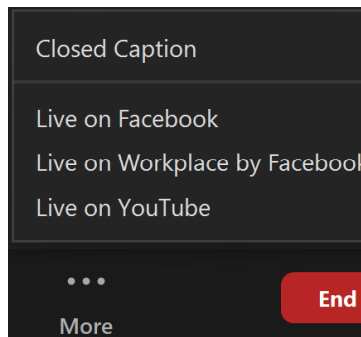
- Reactions : Selecting this button opens up the options below:




- These are reactions you can press to add show participation in a conversation. The reaction will appear in the top right corner of your video screen, or next to your name in the Participants list.
- The “Raise Hand” function raises your hand and bumps your video to the top left-hand corner of the screen or the top of the screen. This is customarily used to indicate that you have a comment or question to add to the conversation. Once you have made your comment or asked your question, you must press the “Lower Hand” button that will replace the “Raise Hand” button.

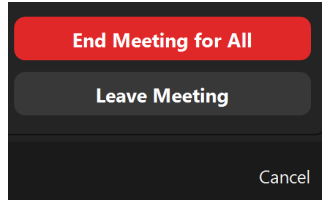



- More : This final tab gives you a few more options for your Zoom meeting.

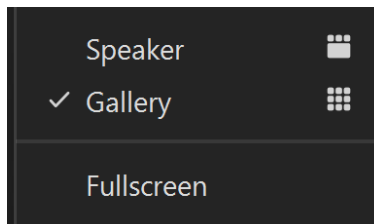


- Enabling “Closed Captions” means that your meeting will have captions. Often, outside software is required for this, as not all Zoom subscriptions have closed captioning built into the software.
- The “Live” options require you to connect your Zoom to Facebook and/or YouTube. If you click on one of those options, it will redirect you to those websites to connect your Zoom to it.

- End : Lastly, there is the “End” button. When you click this button, are two options (other than “Cancel” for accidentally closing the meeting).



- “End Meeting for All” (in red) will close the entire meeting for all participants.
 - “Leave Meeting” will leave the meeting open for other participants. You will have the option to assign another participant as the host. This is useful when you need to leave the Zoom meeting but others want to stay.
- In the top right corner, there is also a view button that looks like this: . Clicking this gives you a few options on how your Zoom screen looks.



- “Speaker” highlights the person who is speaking.
- “Gallery” shows up to 25 participants’ videos in boxes.
- “Fullscreen” makes it so that your Zoom window takes up the entire screen.

This information was obtained from the Zoom Support website at <https://support.zoom.us/hc/en-us/articles/360034967471-Getting-started-guide-for-new-users>. For more information, please check out their website.

Virtual Senior Academy

What is the Virtual Senior Academy?

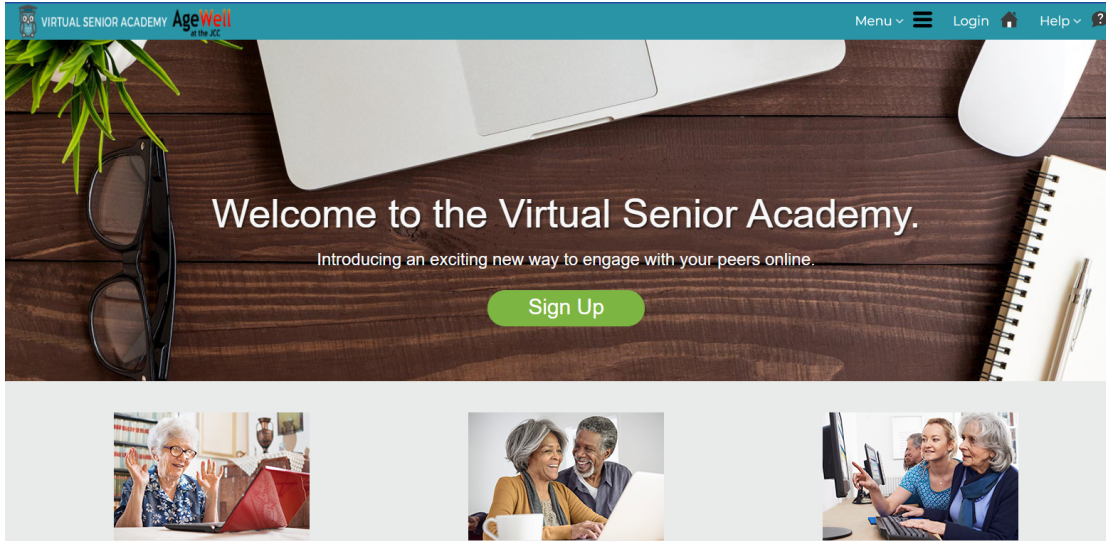
- The Virtual Senior Academy, or VSA, is like an online Senior Center that offers live learning experiences using video chat software (Zoom) that cover topics like health and wellness, arts and music, book clubs, history, current events, and much more. Class facilitators are community members who want to share their passion and knowledge with other Pittsburghers. The VSA is open to all, not just Pittsburghers.

Who runs the VSA?

- The Virtual Senior Academy was created by the Jewish Healthcare Foundation in 2017, as a free program to connect adults age 50 or older in the Pittsburgh region through interactive courses online. The program has expanded and is now run by AgeWell at the Jewish Community Center.
- Learn more about AgeWell at the JCC here:
<https://jccpgh.org/adults-2/agewell/>. For more about AgeWell Pittsburgh:
<https://agewellpgh.org/>.

Signing Up and Logging In

- Below is a Guide on How to Sign up for the Virtual Senior Academy. To find out more information on how to use the VSA, you can go to <https://virtualsenioracademy.org/menu/how-to> for more information.
- First, navigate to <https://virtualsenioracademy.org/>. This is the home page of the Virtual Senior Academy.
- Then, click the green “Sign-Up” button in the middle of the page, and you will be redirected to a new page.



- Then, fill in the information and create a password. Accept the terms and conditions by checking the box and clicking the blue "Next" button. You will be redirected to a new page.

- Fill in the information and select from the drop down options that best describe you and select the organization you are affiliated with. If you are not affiliated with any of the options, select "Not Affiliated with Organization".
 - If you are a UPMC SNP member, please end the code given to you next to "UPMC Code". If you are not a UPMC SNP member, leave this part blank.

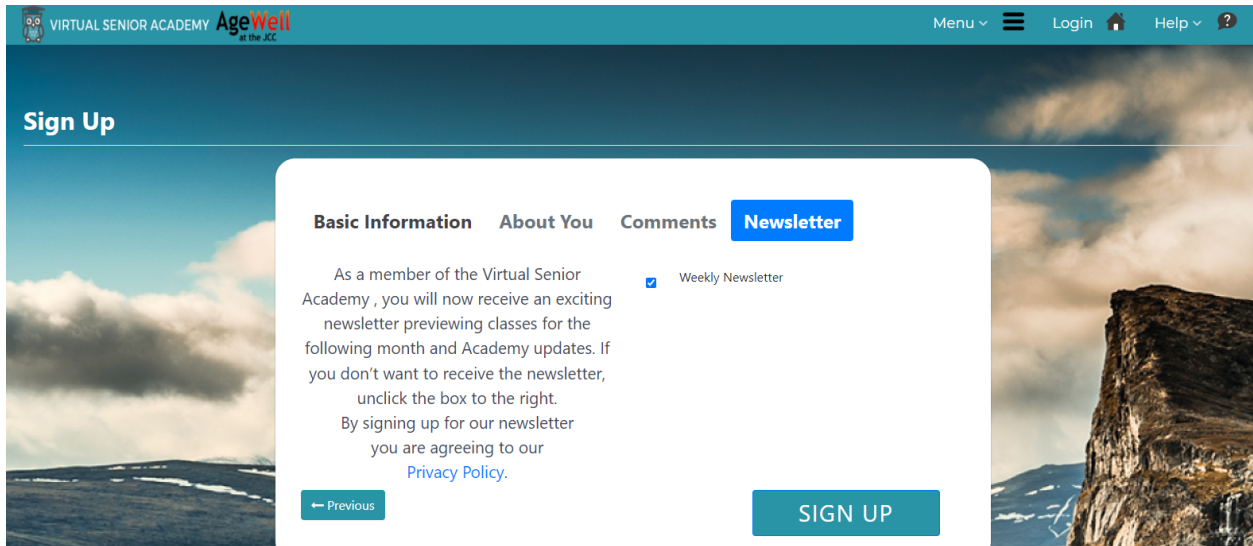
- Please select from the drop down for “Are you a parent or guardian creating an account for a child?” then select the blue “Next” button.

The screenshot shows the 'About You' step of a sign-up process. The page has a teal header with the logo 'VIRTUAL SENIOR ACADEMY AgeWell at the JCC' and navigation links for 'Menu', 'Login', and 'Help'. The main content area is a white form with a teal background image of a mountain range. The form has four tabs: 'Basic Information', 'About You' (selected), 'Comments', and 'Newsletter'. The 'About You' section contains several input fields: 'Address', 'Phone Number', 'Gender Identity' (set to 'Female'), 'Race' (set to 'American Indian/Native Alaskan'), 'Age-Range' (set to 'Under 55'), 'Organization', 'UPMC Code', and 'Referred By'. Below these fields is a question: 'Are you a parent or guardian creating an account for a child?' with a 'Yes' option selected. A link for 'Child Safety Guidelines and Waiver for Parental Consent' is provided. At the bottom of the form are 'Previous' and 'Next' buttons.

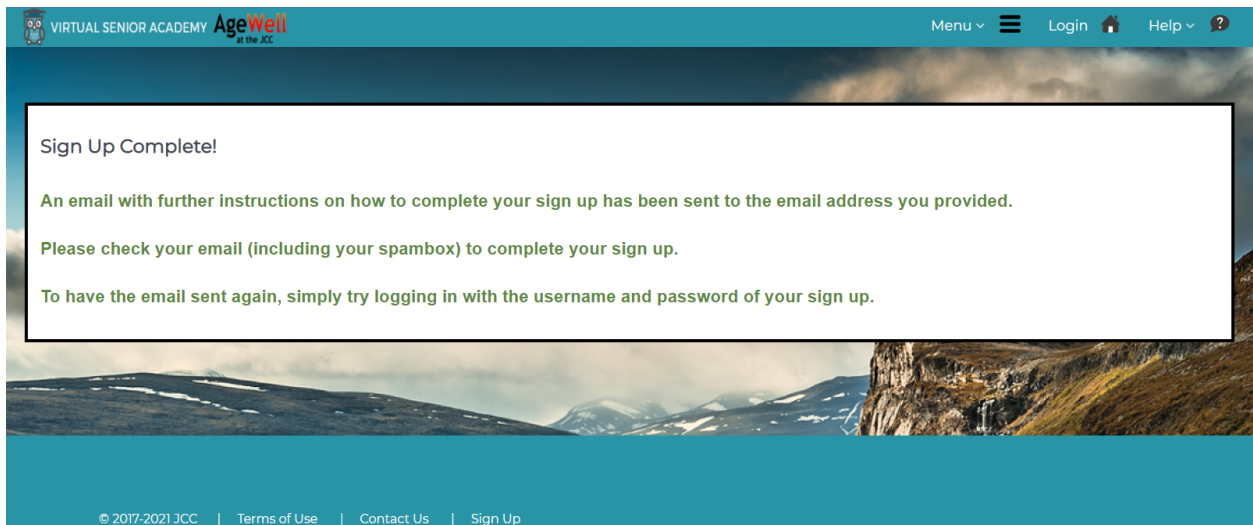
- Fill out any additional information you want us to know. Click the “Next” button.

The screenshot shows the 'Comments' step of the sign-up process. The page has a teal header with the logo 'VIRTUAL SENIOR ACADEMY AgeWell at the JCC' and navigation links for 'Menu', 'Login', and 'Help'. The main content area is a white form with a teal background image of a mountain range. The form has four tabs: 'Basic Information', 'About You', 'Comments' (selected), and 'Newsletter'. The 'Comments' section contains a text area with the prompt: 'Optional Comments Enter any additional information that you would like us to know.' At the bottom of the form are 'Previous' and 'Next' buttons.

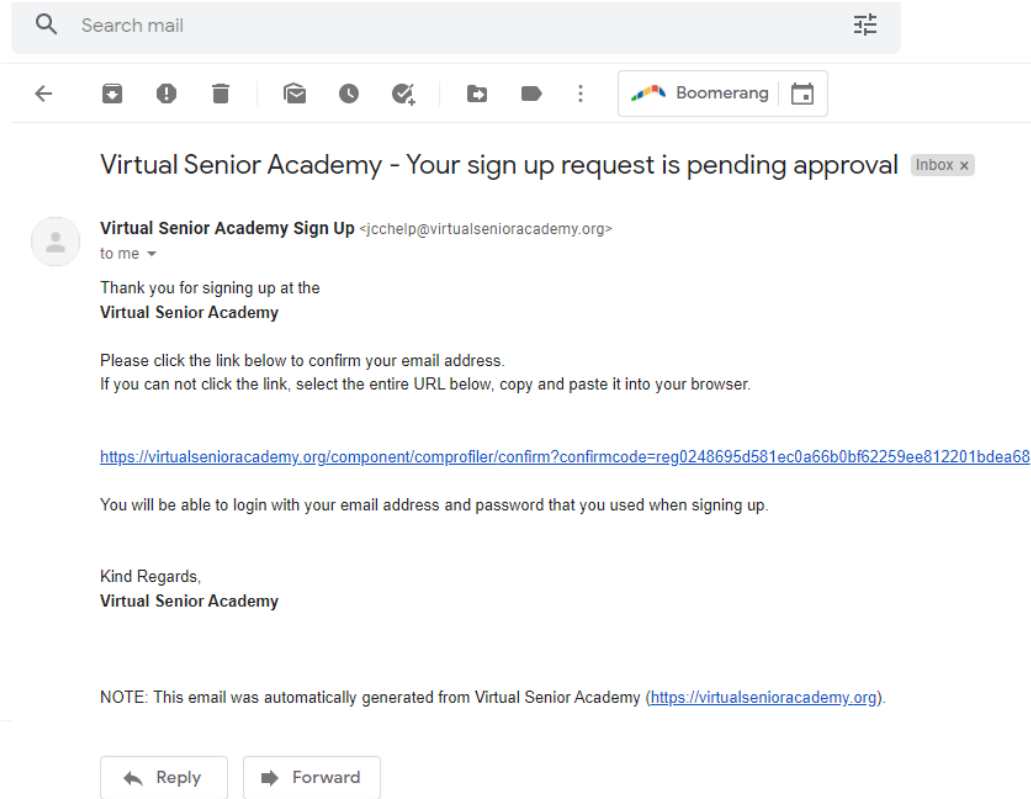
- Click the blue “Sign Up” button.



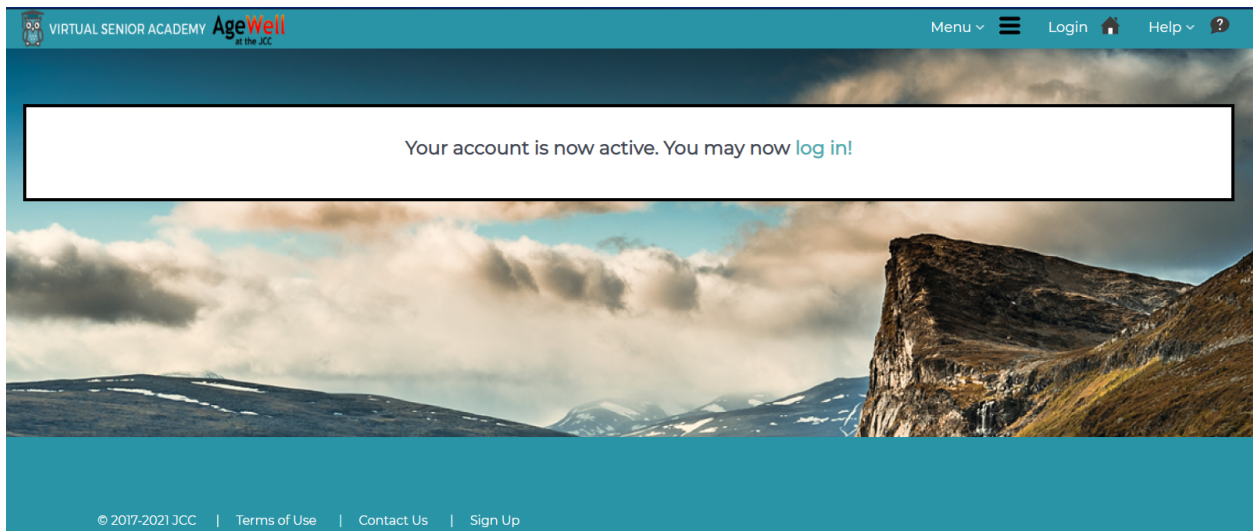
- Please check your email (including your spam or junk box) to complete your sign up.



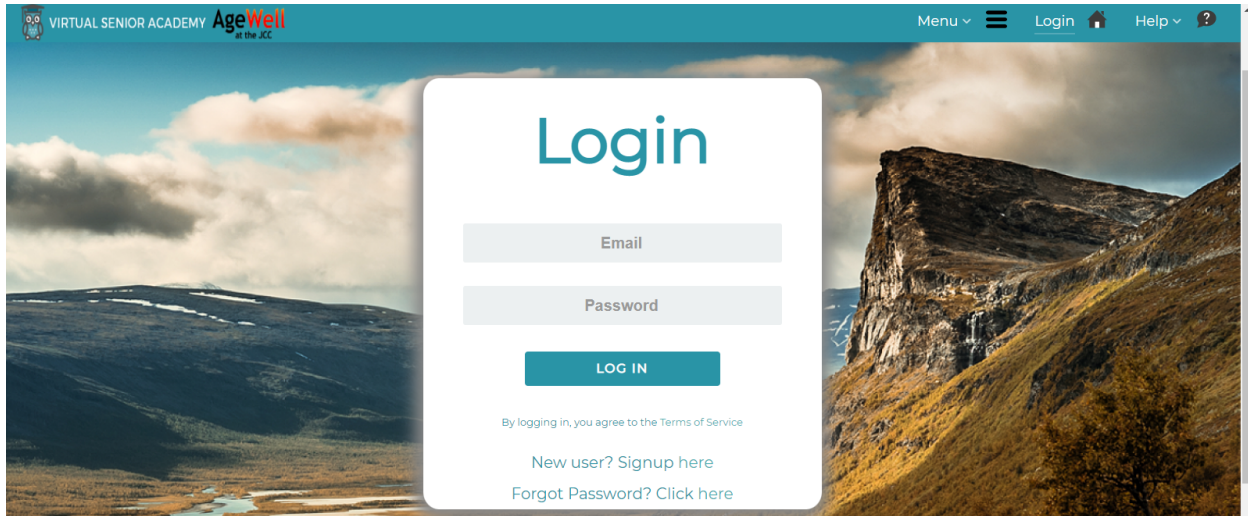
- Once you have found that email from the Virtual Senior Academy, click the blue link in the middle of the email page to be redirected back to the Virtual Senior Academy website.



- Click the blue “log in” button and it will redirect you to log in.

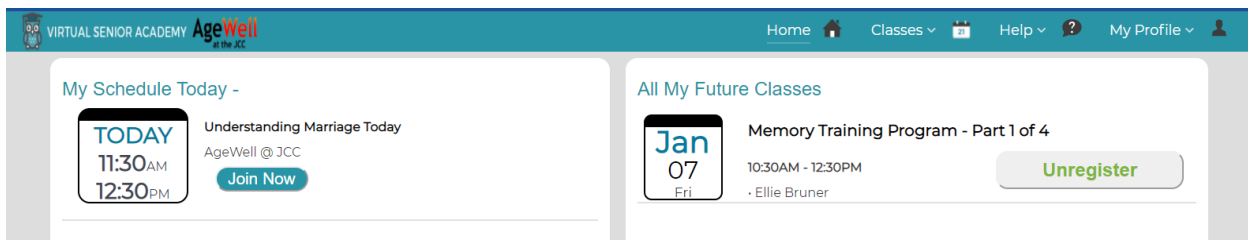


- Log in with the same email address and password you signed up with.



Signing Up for a Class

- These are the instructions to sign up for a class once you are signed in to the VSA. You sign up for a class the same way each time.
- Once you are logged in, click the “classes” drop down on the top right side of the page and explore classes and register for any you find interesting.



- Once you have chosen a class you like, you can register for it. To register for a class, click the green “Register” button and you will be redirected to this page below.



Spaces left for this event: 19

[Register](#)

Computer Literacy Course: Introduction to Email Lesson 5

Wednesday, December 22, 2021, 01:00pm - 02:00pm
(Eastern Standard Time)

Anna Middle Waite Learning Center

Life Skills and Education~Beginner

[View Handouts](#)

- Once on this page, click the green “Register” button again to finish registering for the class. The page will look like it does below.



Spaces left for this event: 18

[Unregister?](#)

Computer Literacy Course: Introduction to Email Lesson 5

Wednesday, December 22, 2021, 01:00pm - 02:00pm
(Eastern Standard Time)

Anna Middle Waite Learning Center

Life Skills and Education~Beginner

[View Handouts](#)

- As can be seen above, the green “Register” button will turn grey and ask if you want to unregister. You are now registered for this class and can return to the classes tab to keep exploring the class selection.
 - If you registered by mistake you can re-click the button to unregister.
 - If you click the “Home” button on the top of the screen, you will be redirected to your dashboard where you will see the class you registered for.

Joining a Class

- Below is what your dashboard looks like. You can also access this by clicking the “Home” button at the top of your screen.

The screenshot shows the website interface for Virtual Senior Academy AgeWell at the JCC. The top navigation bar includes links for Home, Classes, Help, and My Profile. The main content is divided into two sections:

- My Schedule Today -**: Displays a calendar for 'TODAY' with a class titled 'Understanding Marriage Today' at 'AgeWell @ JCC' from 11:30 AM to 12:30 PM. A blue 'Join Now' button is visible.
- All My Future Classes**: Lists two upcoming classes:
 - Dec 22 (Wed)**: 'Computer Literacy Course: Introduction to Email Lesson 5' from 01:00 PM to 02:00 PM at 'Anna Middle Waite Learning Center'. An 'Unregister' button is present.
 - Jan 07 (Fri)**: 'Memory Training Program - Part 1 of 4' from 10:30 AM to 12:30 PM at 'Ellie Bruner'. An 'Unregister' button is present.

- To join a class that you signed up for, click the “Join Now” button in blue on the left-hand side and you will be redirected to a new page. You are only able to do this if the class is about to begin.

This screenshot shows a Zoom meeting launch page. It contains the following text and elements:

- Click **Open Zoom Meetings** on the dialog shown by your browser
- If you don't see a dialog, click **Launch Meeting** below
- By clicking "Launch Meeting", you agree to our [Terms of Service](#) and [Privacy Statement](#)
- A blue button labeled **Launch Meeting**
- Don't have Zoom Client installed? [Download Now](#)
- ©2021 Zoom Video Communications, Inc. All rights reserved.
[Privacy & Legal Policies](#) | [Do Not Sell My Personal Information](#) | [Cookie Preferences](#)

- If you do not see the Zoom link launch, click “Launch Meeting” in blue to enter the Zoom room. It may ask you if you would like to join with your camera and microphone. Generally, it is advised to join with a microphone. Joining with a camera is up to your discretion, but encouraged.
 - Some classes are recorded, and if you do not wish to be recorded, please choose to not share your camera. The presenter will let you know at the start of the class if the class will be recorded or not.
 - This is an interactive platform designed to be a space for question and conversation. Some presentations will have a Q&A section at the end and have the option for putting the question in the chat box at the bottom and it will be answered by the presenter.

- After the class you will be prompted with a survey. Click the green “Take Survey” button and be directed to the survey.

Review My Past Classes

Below is a list of the classes that you registered to take in the past. If there is a green "Take Survey" button, click it to complete a survey about that class. If there is not a button, you have previously completed the survey. We appreciate your feedback!

Dec 20 2021 11:30AM Understanding Marriage Today
Facilitator ID: 1814

Take Survey

- Please take the survey and answer all questions and add comments in the box. Taking the survey allows us to keep offering classes and to offer new ones as well.

Class Survey Form

You've received this survey because you registered for this class.

1) What is your overall rating of this class? Poor Satisfactory Excellent

2) I found this class content to be informative? Yes No

3) I would take future classes with this instructor? Yes No

4) This class added value to my day? Yes No

5) Additional comments?

SUBMIT SURVEY

- From there you can choose to click the green “Home Page” button or “Back to Class History” or exit the VSA.

We at Virtual Senior Academy thank you for your feedback.

It is important to us to hear your opinion to improve our service.

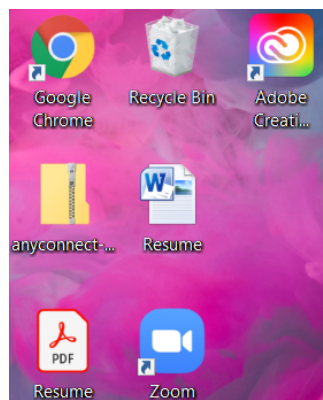
[Back to Home Page](#)

[Back to Class History](#)

Files

What is a File?

- Files are documents you download from the internet. They can include articles, pictures, videos, and other documents. It might be helpful to think of it as a digital version of a real-world thing you interact with on a computer.
- They are often represented by icons on your desktop or home screen. Below are what some icons may look like:



Different File Extensions

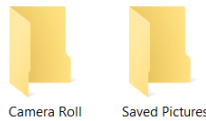
- A File Extension is something that comes after a file title that tells you what kind of file it is. We will cover some basic file types.

File Extension	What it Means
.pdf	This stands for Portable Document Format. It is a great way to save documents you no longer want to edit.
.docx/.doc	These two extensions indicate that you are saving a document. You can still edit these after saving them.
.xlsx	This file extension is for an excel file. It is still editable after you save it in this format.
.pptx/.ppt	These extensions indicate that you are saving PowerPoints. It is still editable after you save it in this format.
.jpeg/.jpg/.png	These file extensions indicate that you are saving a picture. You cannot edit these after saving without picture-editing software.

What is a Folder?

- A folder can hold multiple files in it and can be used to organize files.

- On Windows, folders look like this:



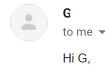
- On Apple devices, folders look like this:



Downloading a File

- To get Files on your computer, you can download and save them from the internet, or you email or create them yourself.
- From Email:
 - When you get a file in your email, it will look something like this:

Coffee Picture > Inbox x



G
to me ▾
Hi G,

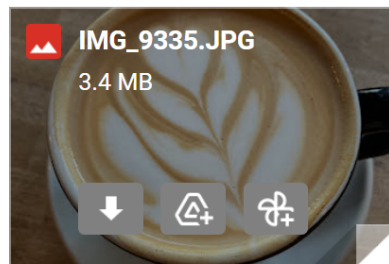
3:33 PM (4 minutes ago)

Here is the picture of the coffee you requested.

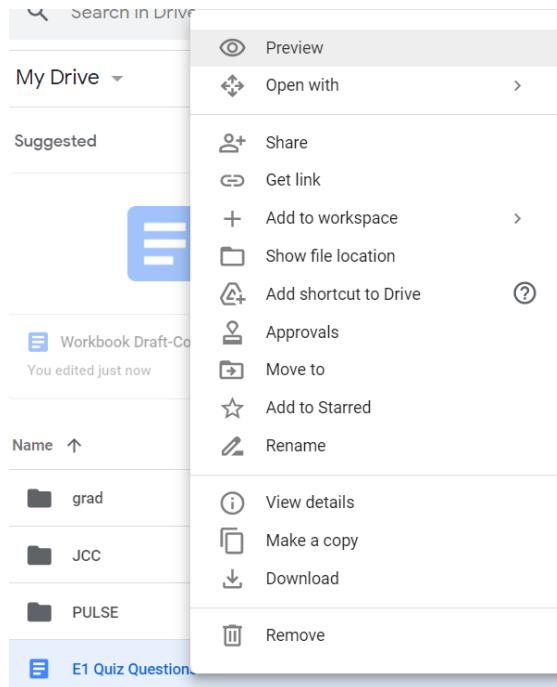
Thanks,
GS



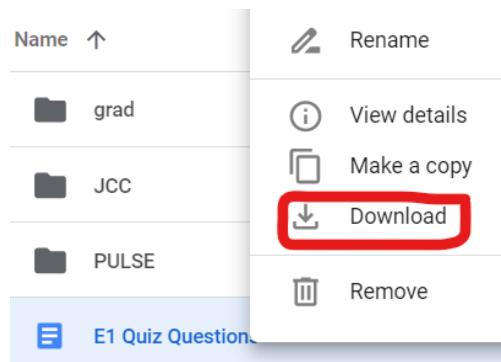
- If you hover over the picture, it will look like this:



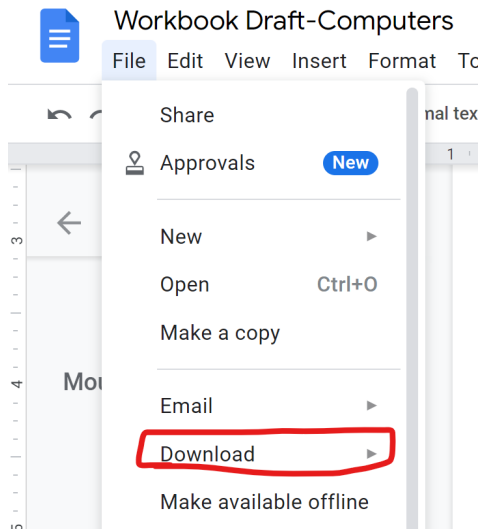
- The numbers and letters next to the red icon are what this image is named. Clicking on the leftmost button on the bottom will download the picture. Once downloaded, you can find this file in your File Explorer under Downloads (for Windows) or in your Finder under Downloads (for Apple devices).
- From Google Drive:
 - There are two ways to download a document from Google Drive.
 - First, you can do this by right-clicking on the document you want to download. That will bring up this menu:



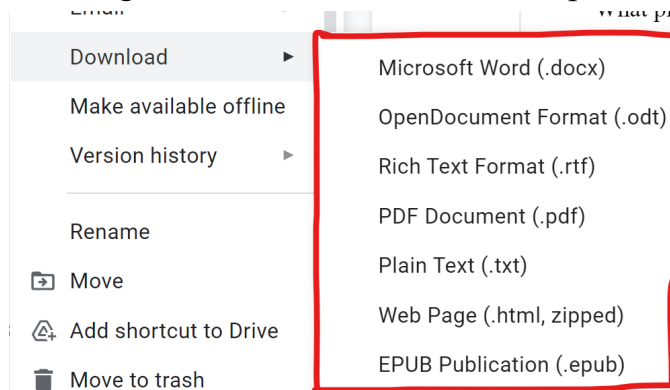
- In this menu, click on the download button, highlighted in red:



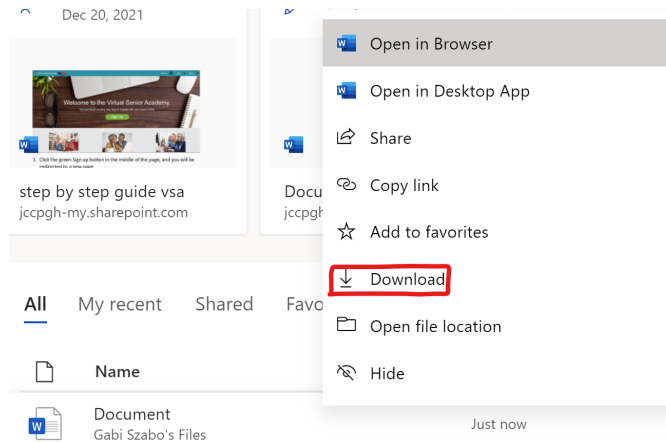
- Clicking on that button will download the document to your File Explorer under Downloads (for Windows) or in your Finder under Downloads (for Apple devices).
- The second way to download a document from Google Drive is within the document itself. Once you have double left-clicked on it to open, you can press the “File” button in the upper left hand corner of your screen. Clicking that button will open this menu:



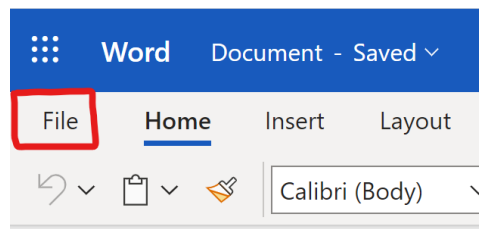
- Clicking on the “Download” button opens this menu:



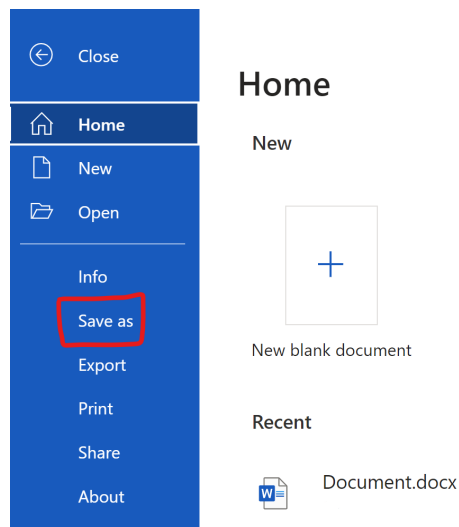
- Here, you can select what kind of format you’d like to download your document in. The most popular and useful formats for a document are “Microsoft Word (.docx)” and “PDF Document (.pdf)”. There are different kinds of extensions on different documents, and some of these are covered in the Microsoft Office and G Suite section.
- From a Microsoft 365 Document:
 - There are two ways to download a Microsoft 365 document.
 - The first way to download a document on Microsoft 365 is by right-clicking on it. Doing so will bring up this menu:



- Then, you can click on the “Download” button to save it to your downloads folder.
- A second way to download a document from Microsoft 365 is to click on the “File” button in the document.

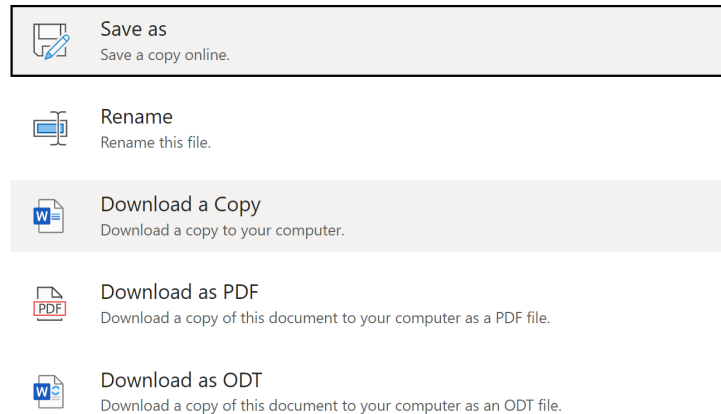


- That will open this menu where you can click the “Save As” button to download a document:



- Then, you can choose to download your document.

Save as



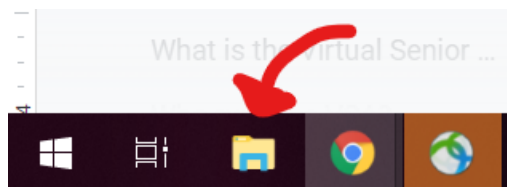
- Clicking “Download a Copy” will download the document in the same format you are working on it in. “Download as PDF” will download as a PDF document.

The rest of this section will be split into Windows devices and Apple devices. We will explain what a File Explorer and Finder are.

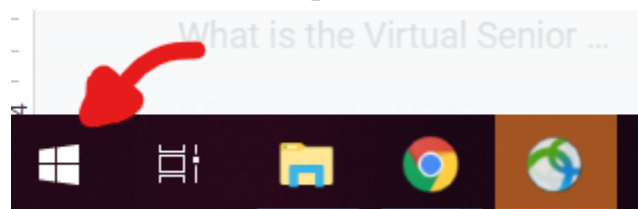
File Explorer in Windows Devices

- In Windows, the File Explorer is what you can use to view and organize files and folders.

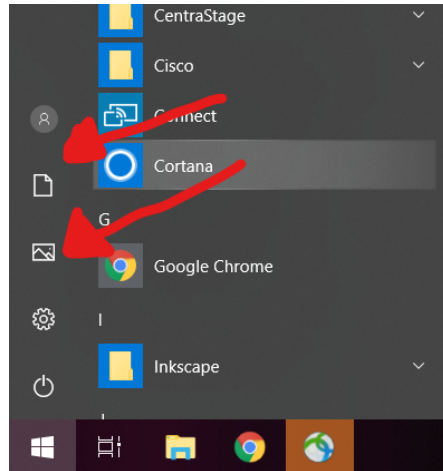
- This is the icon for the File Explorer: .
- You can find the File Explorer in the bottom taskbar here:



- A second place to find the File Explorer is under the Windows Logo here:



- After clicking on that icon, you can click on either of these two icons:



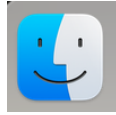
- Doing that will open the File Explorer window.
- To open a folder or file, double left-click on it. This will allow you to open the file.

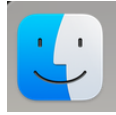
For more information on Files in File Explorer and on Windows devices, refer to the following link:

<https://edu.gcfglobal.org/en/windowsbasics/common-computer-tasks/1/>

Finder in Apple Devices

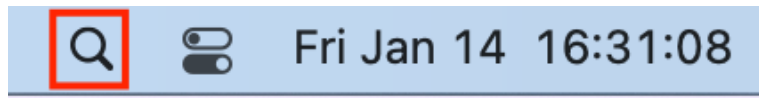
- On Apple Devices, the Finder is what you can use to view and organize files and folders.



- This is the icon for Finder: .
- You can find Finder in the bottom taskbar here:



- A second place to find the Finder is by clicking the search bar button in the top right hand side of your screen.



- Then, you can type “Finder” into spotlight search and the Finder will come up.



- To open a folder or file, double left-click on it. This will allow you to open the file.


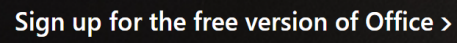
For more information on Files in Finder and on Apple devices, refer to the following link: <https://edu.gcfglobal.org/en/osxbasics/working-with-files/1/>

Microsoft Office and G Suite




Microsoft Office and G Suite (also known as Google Drive) both have online versions that allow you to create documents, spreadsheets, presentations, and more. Since they both have online versions, you can access them easily with your email address. We will cover both, but you can choose which one best suit your needs.



Microsoft Office

Accessing Microsoft Office







- There are two ways to access Microsoft Office. First, you can have a subscription to Microsoft Office 365, which you can pay for or get for free. You can get a Microsoft 365 subscription by going to office.com. Then, click on “Get Office” () or “Sign up for the free version of Office” (). Once you do that, it will prompt you to create an account. We recommend you use an email you use regularly and write your password down so you do not forget it.
- The second way is to download Office 2021 from Microsoft’s website. To do this, search “Download and install or reinstall Microsoft 365 or Office 2021 on a PC or Mac” in Google. Instructions should be under the first link.

Microsoft Office Icons

-  : This is the icon for Microsoft Office.
 -  : These are the icons that allow you to create a new document in Microsoft Office.
 -  : This is the icon for Microsoft Word. It is similar to Google Docs. Typically, people use this to type letters, lists, greeting cards, or other text-based documents. You can also edit existing text documents.


-  : This is the icon for Excel Spreadsheets. It is like Google Sheets. You can use this to make tables, analyze budgets, and do data analysis.
-  : This is the icon for PowerPoint. It is like Google Slides. You can make presentations with PowerPoint.

Creating a New Document

- To access Word through Microsoft 365 Online, click on the Word icon  on the left-hand side of the screen. Then, click the “New blank document” button () on the left side below the search bar and the word “New” to create a new document.
- To access Excel through Microsoft 365 Online, click on the Excel icon  on the left-hand side of the screen. Then, click the “New blank document” button () on the left side below the search bar and the word “New” to create a new document.
- To access Word through Microsoft 365 Online, click on the Word icon  on the left-hand side of the screen. Then, click the “New blank document” button () on the left side below the search bar and the word “New” to create a new document.

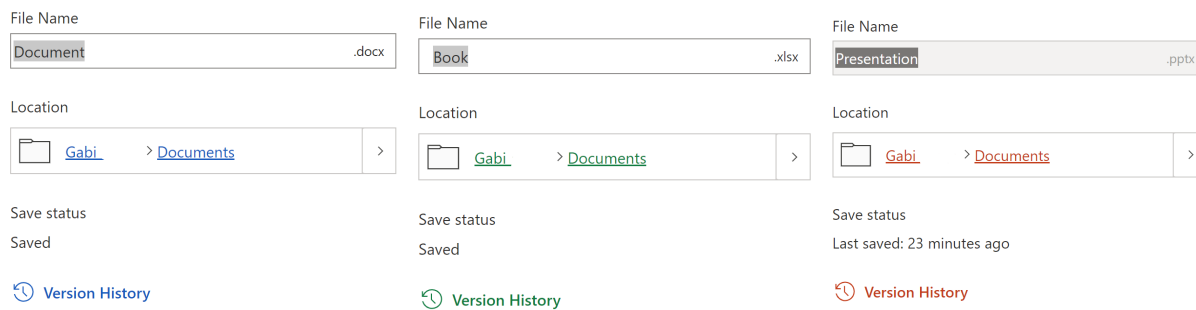
Naming your Document and Saving it to a New Location

Once you have created a document, you can rename it.

- Renaming a Word document, Excel Spreadsheet, and PowerPoint all follow the same process. To rename a Word document, click on “Document - Saved” in the top left corner (). In Excel, this

button says “Book - Saved” (), and in PowerPoint, this button says “Presentation - Saved” ().

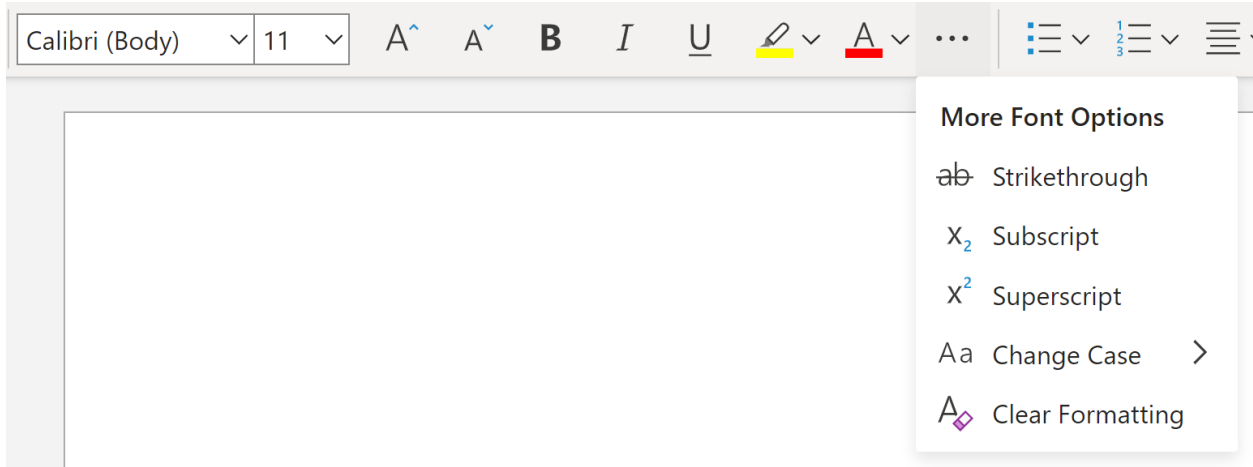
- After you click on that button, a menu will come up. Below, you can see what this looks like for Word, Excel, and PowerPoint (from left to right).



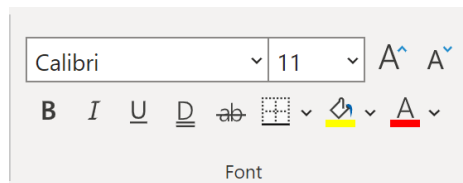
- To rename your Word document, click on the word “Document” and type a new name. For Excel, click on “Book.” For PowerPoint, click on “Presentation.” The extension .docx simply means it will be saved as a Word file, while .xlsx and .pptx signify the document will be saved as a spreadsheet and PowerPoint, respectively.
- To change the location of your document, click on the little arrow next to “Gabi > Documents” (for you, this will say “[Your Name] > Documents”). Once you click this arrow, a new menu opens with all of your folders and locations in your Microsoft 365 space. You can click on a folder to save the document to that folder.

Changing Font Color, Size, and Style

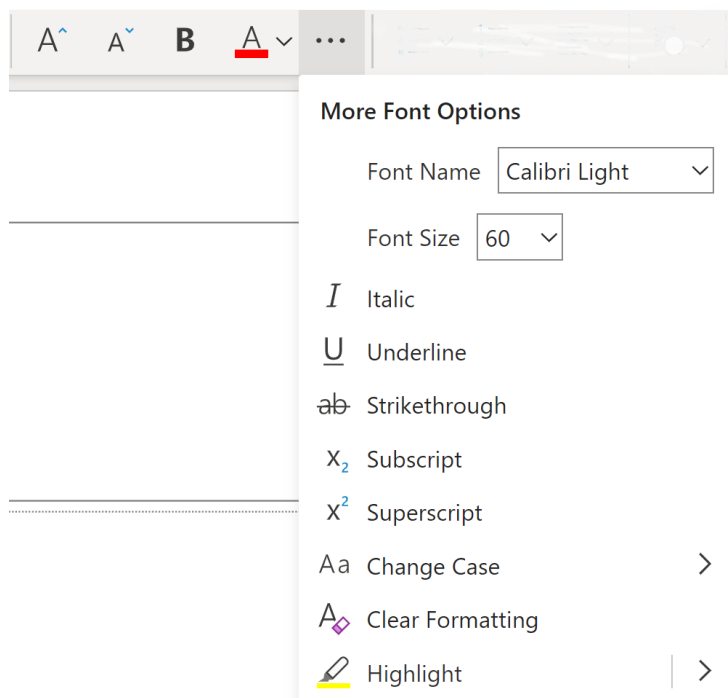
- Changing font size, style, and color uses the same buttons in Word, Excel, and PowerPoint, but the location and orientation of these buttons may change. The buttons are located on the top of your screen directly above the screen you are typing on. They look like the following:
 - In Word, the section of settings that controls the font is below. Note that you must click on the three dots to see all of the font-related settings. They appear in a dropdown.



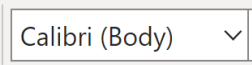


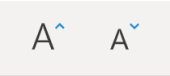







- In Excel, this is the section that controls font related buttons:





- In PowerPoint, the section of buttons that controls the font is below. Note that you must click on the three dots to see all the font-related settings. They appear in a dropdown.



- Below, you can find explanations of what each button does.

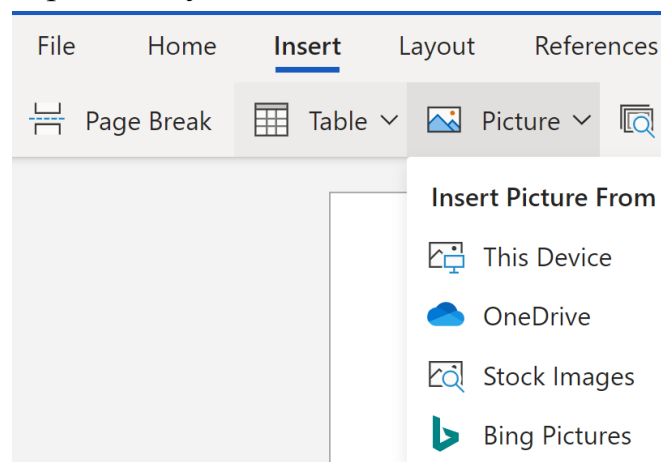
- : Clicking the arrow next to this allows you to change the font you are using. Different fonts have different styles, like different people's handwriting.
-  or Font Size : Either of these dropdowns allow you to change the size of your font. You can click the little carrot to select a different font size.
-  : These two options allow you to change the font size to be larger or smaller by one point. Clicking the left letter A increases the font size by one point, while clicking the right A decreases the font size by one point.
- : Pressing this button before typing or selecting text and then pressing this button bolds your text. **This is what bolded text looks like.**
- : Pressing this button before typing or selecting text and then pressing this button italicizes your text. *This is what italicized text looks like.*
- : Pressing this button before typing or selecting text and then pressing this button underlines your text. This is what underlined text looks like.
-  or : These two buttons highlight the text or cell (in the case of excel). This will change the color of the page behind your text, like this: This **word** is highlighted.
- : Clicking the carrot in this button allows you to change the color of your font.

-  Strikethrough : This button allows you to cross out your text, like this: ~~this text~~ has a strikethrough through it.
- x_2 Subscript : This button changes text to a subscript. This is what a subscript looks like: Word_{subscript}.
- x^2 Superscript : This button changes text to a superscript. This is what a superscript looks like: Word^{superscript}.
- Aa Change Case > : Clicking this button will change your font from UPPERCASE to lowercase or vice versa.
-  Clear Formatting : Selecting text and then clicking this button resets the formatting, making it as it was before you did any formatting.

Inserting a Picture

You can insert a picture into any of the platforms we have discussed so far, but we will focus on Word/Google Docs and PowerPoint/Google Slides because it is not a very useful function in Excel/Google Sheets.

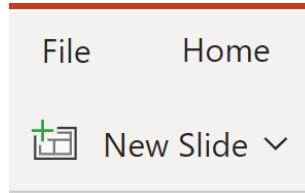
- To add a picture in Word and PowerPoint, go to “Insert” in the bar right under the blue or orange bar. Then, click on “Picture” and click the carrot. After that, you can choose to insert a picture from your device, stock images, or another location. To insert an image from your device, it has to be saved on your device previously.



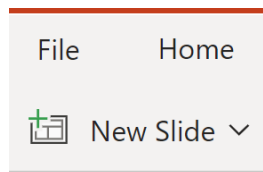
Other Functions in PowerPoint

Here, we will cover how to add a new slide, how to add a different type of slide, and how to change the background on your slide.

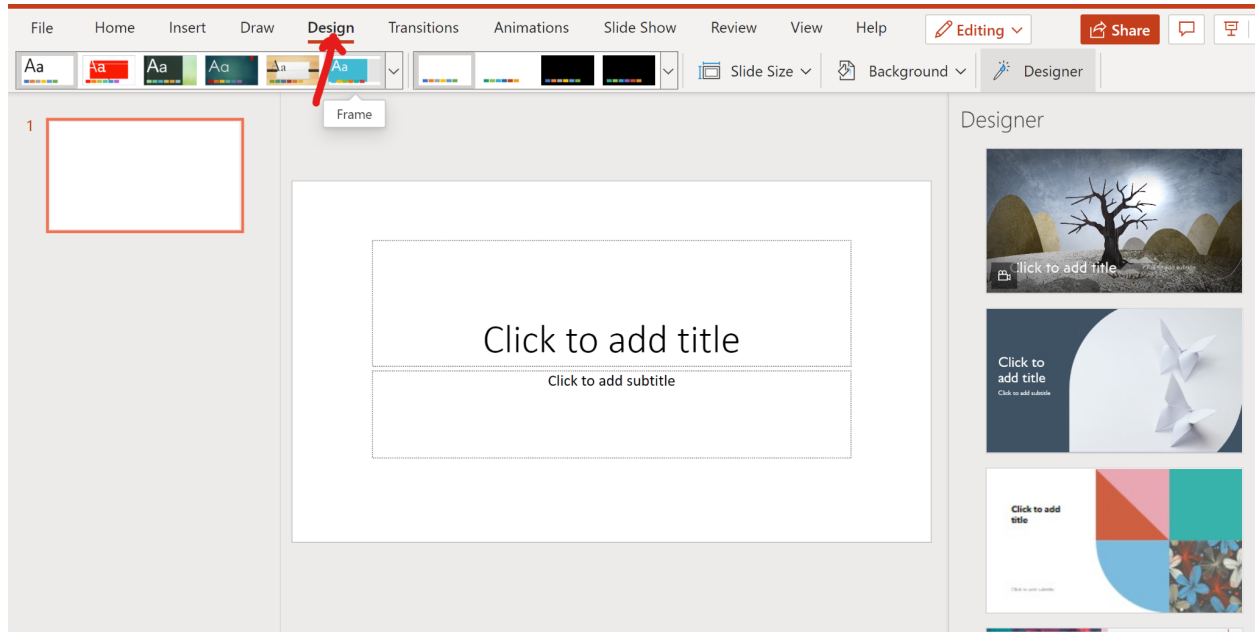
- Adding a new slide: To add a new slide in PowerPoint, go to “New Slide” right under the left-hand corner. Clicking on this button will add a new slide that is the same as the current slide you are working on.



- Adding a different type of slide: Right next to the new slide button, there is a small carrot. Clicking on this will allow you to add a new slide that has a different set up than the last slide. This means that it might have more places to add text or pictures, depending on the one you choose.



- Changing the background/theme: To change the background of your presentation, go to “Design” (labelled with a red arrow below). Then, you can choose a background from the ones directly below the word “Design.” A right-hand panel will also pop up (labelled “designer”) that will give more options for a background.



For more information on how to use Microsoft 365, visit this website and click on the icon of the platform you need help with:


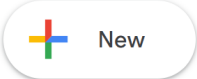

<https://support.microsoft.com/en-us/training>.



Google Drive

Making a Google Drive Account

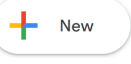

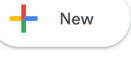

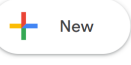

- There is one way to access Google Drive. Go to google.com/drive/ . Then, click on “Go to Drive” ([Go to Drive](#)). This will take you to a login page. To create an account, click “Create account” ([Create account](#)). Then, follow the instructions to create an account. We recommend you use an email you use regularly and write your password down so you do not forget it.

Google Drive Icons

-  Drive : This is the logo for Google Drive.
 -  New : With this button, you can create a new document.
 -  Google Docs : This is the icon for Google Docs. It is like Word.




-  Google Sheets : This is the icon for Google Sheets, which is like Excel Spreadsheets. You can use this to make tables, analyze budgets, and do data analysis.
-  Google Slides : This is the icon for Google Slides, which is like PowerPoint. You can make presentations with Google Slides. Typically, people use this to type letters, lists, greeting cards, or other text-based documents. You can also edit existing text documents.

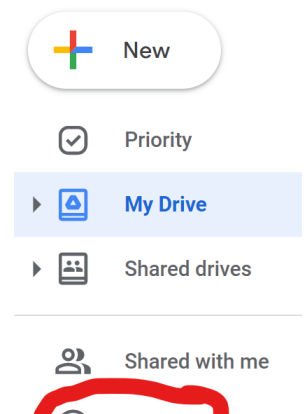
Creating a New Document

- To access Google Docs, click on the “New” button () on the left-hand side of the screen, and then click “Google Docs” ( Google Docs) to create a new document.
- To access Google Sheets, click on the “New” button () on the left-hand side of the screen, and then click “Google Sheets” ( Google Sheets) to create a new document.
- To access Google Slides, click on the “New” button () on the left-hand side of the screen, and then click “Google Slides” ( Google Slides) to create a new document.

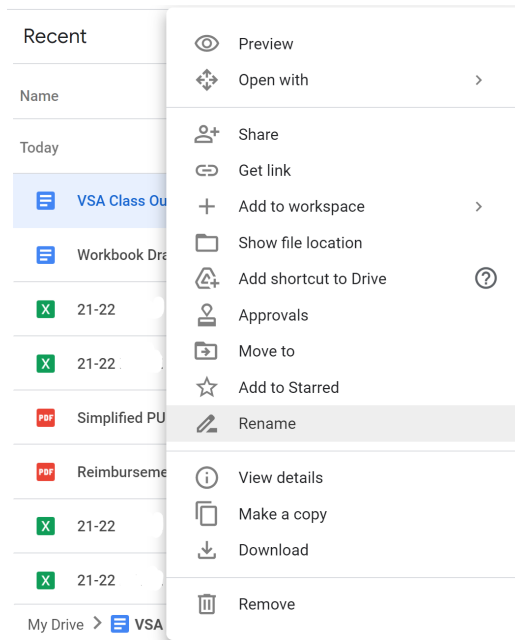
Naming your Document and Saving it to a New Location

Once you have created a document, you can rename it.

- To rename a Google Doc, click on “Untitled document” ( Untitled document ☆
File Edit View Insert Forr) in the top left corner and type in the file name you would like it to have. This is the same process for renaming Google Sheets and Google Presentations, except for in Google Sheets it will say “Untitled spreadsheet” ( Untitled spreadsheet ☆
File Edit View Insert Format) and in Google Slides it will say “Untitled presentation” ( Untitled presentation ☆
File Edit View Insert Format).



- To save your document to a different location, go to the location you originally created the document in. This might be your Google Docs home, which can be found at <https://drive.google.com/drive/u/0/my-drive>. You can also find the document you just created under “Recent” on the left-hand side.
- Once you find the document to rename, you can right-click on its name. The following menu will appear once you do that:



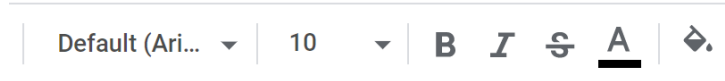
- Then, click on the “Rename” button that is highlighted in light grey above and rename your document.

Changing Font Color, Size, and Style

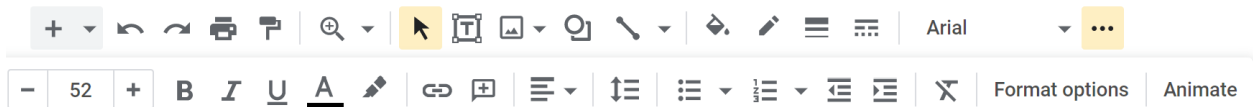
- Changing font size, style, and color uses the same buttons in Google Docs, Google Slides, and Google Sheets, but the location and orientation of these buttons may change. The buttons are located on the top of your screen directly above the screen you are typing on. They look like the following:
 - In Google Docs, this is the section of settings that controls the font:

A screenshot of the Google Docs font toolbar. It includes a font family dropdown set to 'Times New...', a font size dropdown set to '12', and buttons for bold (B), italic (I), underline (U), text color (A), and background color (a pencil icon).





 - You can find more font related settings under Format>Text. This is located in the top bar in Google Docs
 - In Google Sheets, this is the section that controls font related buttons:



- In Google Slides, the section of buttons that controls the font is below. Note that you must click on a text box for the word “Arial” with the three dots next to it to appear. Then, click the three dots to see all of the font-related settings. They appear in a dropdown.



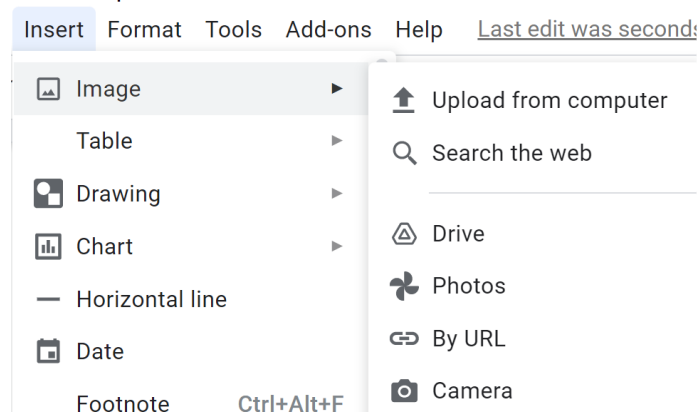
- Below, you can find explanations of what each button does.
 - **Arial** ▾ : Clicking the arrow next to this allows you to change the font you are using. Different fonts have different styles, like different people’s handwriting.
 - **- 52 +** or **10** ▾ : Either of these allows you to change your font size. With the first option, you can use the “-” to decrease font size by one point and use the “+” to increase the font size by one point. Clicking on the number will allow you to type in the font size you’d like. With the second option, the carrot next to the dropdown allows you to change the size of your font. You can click the little carrot to select a different font size.
 - **B** : Pressing this button before typing or selecting text and then pressing this button bolds your text. **This is what bolded text looks like.**
 - **I** : Pressing this button before typing or selecting text and then pressing this button italicizes your text. *This is what italicized text looks like.*
 - **U** : Pressing this button before typing or selecting text and then pressing this button underlines your text. This is what underlined text looks like.

-  or  : These two buttons highlight the text or cell (in the case of excel). This will change the color of the page behind your text, like this: **This word** is highlighted.
-  : Clicking this button allows you to change the color of your font.
-  : This button allows you to cross out your text, like this: ~~this text~~ has a strikethrough through it.

Inserting a Picture

You can insert a picture into any of the platforms we have discussed so far, but we will focus on Word/Google Docs and PowerPoint/Google Slides because it is not a very useful function in Excel/Google Sheets.

- To add a picture in Google Docs and Google Slides, go to “Insert” in the bar right under the title. Then, click on “Image” and click the carrot. After that, you can choose to insert a picture from your device, the web, or another location. To insert an image from your device, it must be saved on your device previously.

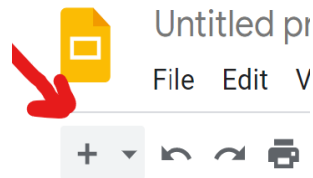


Other Functions in Google Slides

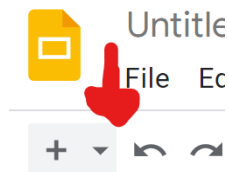
Here, we will cover how to add a new slide, how to add a different type of slide, and how to change the background on your slide.

- Adding a new slide: To add a new slide in Google Slides, go to the small “+” button below the yellow Google Slides symbol under the left-hand corner.

Clicking on this button will add a new slide that is the same as the current slide you are working on.



- Adding a different type of slide: Right next to the plus button, there is a small carrot. Clicking on this will allow you to add a new slide that has a different set up than the last slide. This means that it might have more places to add text or pictures, depending on the one you choose.



- Changing the background/theme: To change the background or theme of your presentation, click on the “Theme” button under the top bar. This will open a menu on the right side of your page that will have options you can choose from to change your theme to.



For more information on how to use Google Drive, view the links below:

- For Google Docs: <https://support.google.com/a/users/answer/9282664?hl=en>
- For Google Sheets: <https://support.google.com/a/users/answer/9282959?hl=en>

- For Google Slides:

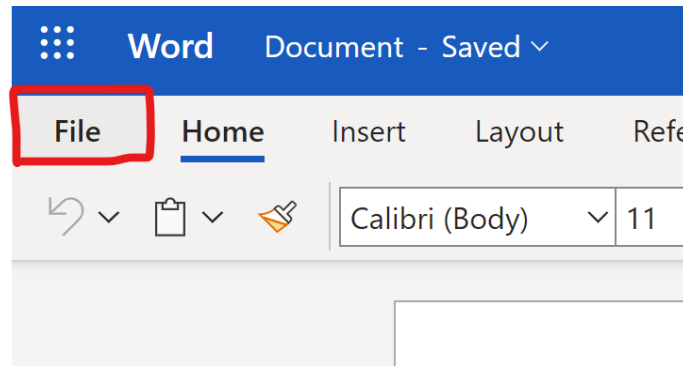
<https://support.google.com/a/users/answer/9282488?hl=en>

Printing

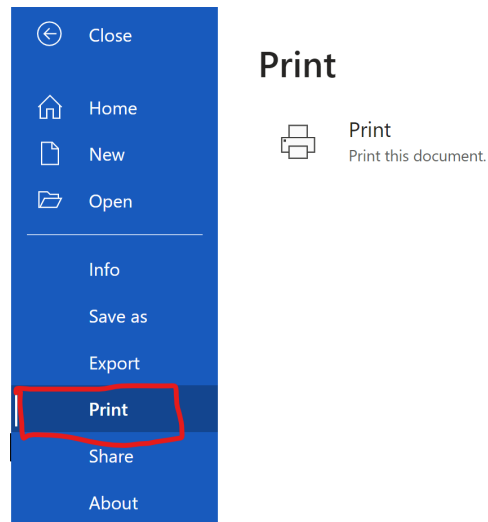
In this section, we will review the basics of printing. There will be resources at the end to allow you to get more information on how to print.

Printing in Microsoft Office

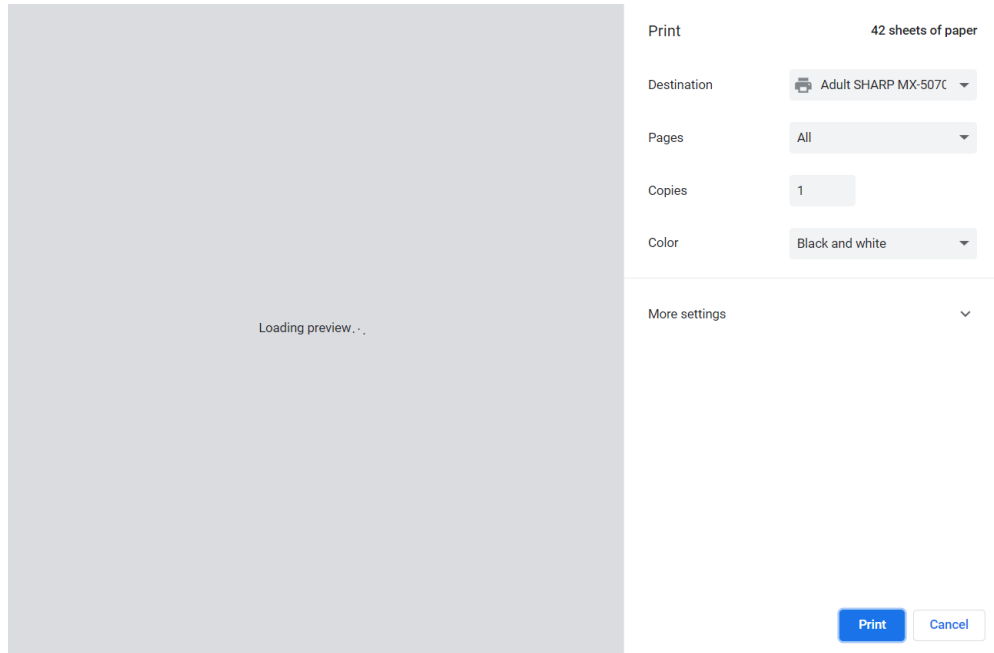
- To print in Microsoft Office or Microsoft 365, you need to first go to “File” in the top left corner. Below, the button is shown in Word.




- Once you click File, it will open this menu where you should click on “Print”.

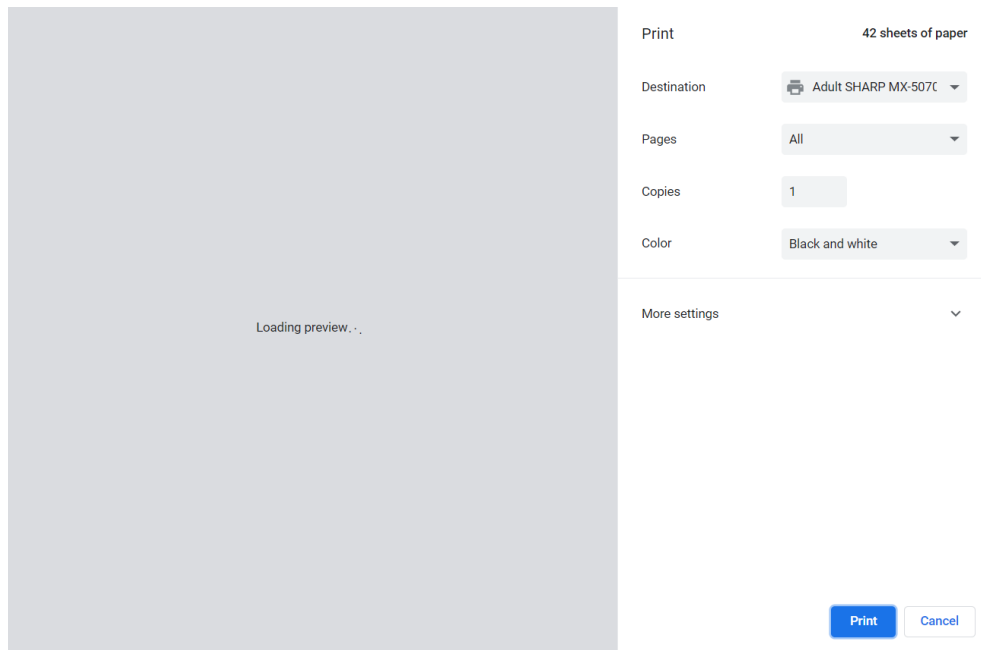


- Lastly, click on the print button. It will open this print menu below. We will go over what to do with this menu in a later subsection.



Printing In Google Drive

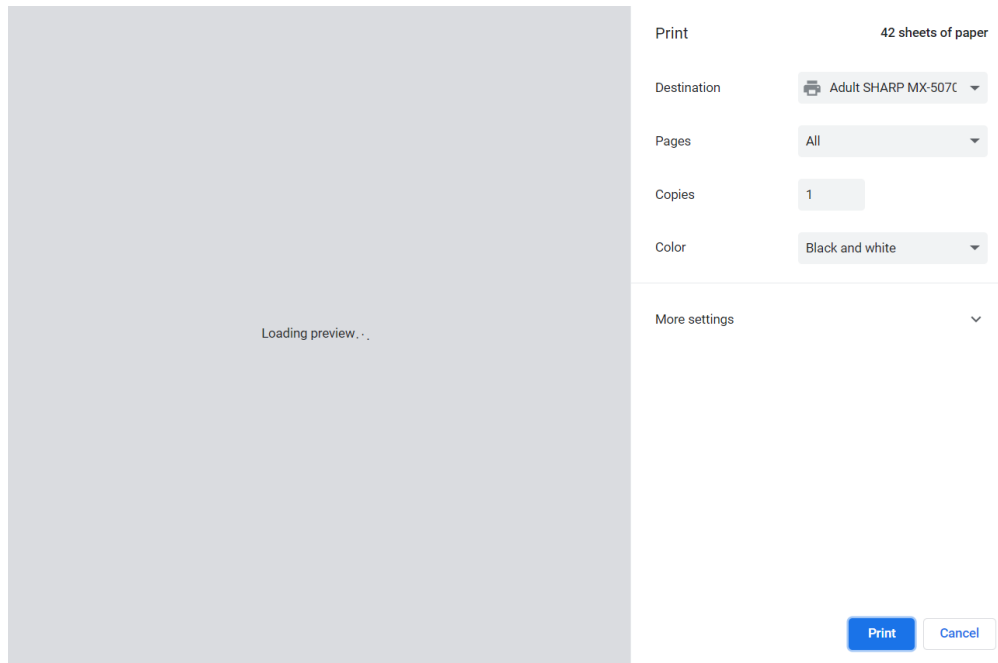
- To print in Google Drive, click on this print icon: . It is located under file in the top left corner of your screen. Once you click on it, this menu will come up:



- We will go over what to do with this menu in the next subsection.

What to Press in the Print Window

- Here, we will go over what to do once you have this print window up.



- First, you should set your “Destination.”

Destination

Adult SHARP MX-507C

This tells your computer where to print.

If you click on the small arrow next to the printer (in this case Adult SHARP MX), you can select a different printer.

- Then, you can choose how many pages you’d like to print (Pages All). Once again, clicking the small down arrow will allow you to customize what pages you’d like to print.

- Next, choose how many copies you want of your document (Copies 1). Typically, this is just one, but if you are printing a flier, you might want to print more than one copy.

- After that, you can specify if you would like to print your document in black and white or in color (Color Black and white). The arrow will allow you to specify if you would like to switch from black and white to color.

- Lastly, clicking the arrow next to “More settings” opens a variety of other ways to customize how you print. However, for basic printing capabilities, this is unnecessary.

Shortcut for Printing

- An easy shortcut to print on any device with a keyboard is by pressing the “Control” key (which has the abbreviation Ctrl on the keyboard) and the “P” letter key on the keyboard together at the same time. This will bring up the print window above. Then, follow the steps in the previous section to print your document.

Other Resources

-AgeWell Pittsburgh

Phone number: 412-422-0400

Email: Agewell@jccpgh.org


AgeWell Pittsburgh is a collaboration between the Jewish Association on Aging, the Jewish Community Center, and JFCS Pittsburgh. With the help of the Jewish Federation of Greater Pittsburgh, the three agencies came together in 2004 to better serve the older adults of the greater Pittsburgh community.

Through cooperation and teamwork, the three agencies could reach more seniors in more efficient and effective ways and achieve their collective goal/mission of helping seniors stay independent in the community for as long as possible. By having one number to reach many programs and services for older adults from several different organizations, AgeWell Pittsburgh serves as the gateway to maintaining the lifestyle seniors would like to keep.



Other Resources

Essential Numbers



General Assistance 24/7 help connecting with everyday needs (food, rent, utilities) 2-1-1	ACCESS Shared-ride service for people with disabilities & 65+ 412-562-5353
Allegheny Link Assistance with housing, aging & disability resources 866-730-2368	PA Medicare Education & Decision Insight Counseling for Medicare, Medicaid & long-term care 800-783-7067
Older Adult Protective Services Reporting abuse or neglect of people 60+ 412-350-6905	SeniorLine Info on in-home care, transportation, senior centers & more 412-350-5460
Social Security Administration Retirement, disability & Medicare benefits 866-770-2965	Emergency Always dial 9-1-1 in an emergency 9-1-1

Glossary

Word	Definition	Chapter(s)
Device	An item of technology. In this course, all devices will connect to the internet.	Identify Your Device
Pointer	This is the little arrow on your screen that shows where you are clicking. You can move this with the mouse or touchpad.	Mouse/Touchpad 101, Accessibility
Cursor	This is the little vertical line that appears before a word that you are typing on the screen.	Mouse/Touchpad 101, Keyboard 101, Accessibility
Mouse	A handheld device that controls the pointer on your computer. It can be connected by a cord or via Bluetooth.	Parts of Your Device, Mouse/Touchpad 101, Accessibility
Touchpad	Every laptop has a touchpad on it. It is most often a rectangle under your keyboard. When you touch it, your pointer moves on the screen.	Parts of Your Device, Mouse/Touchpad 101
Keyboard	A panel of keys that allows you to type on the screen of a computer or laptop. It is connected to the body of the laptop. It can be connected via a cord to a computer or via Bluetooth.	Parts of Your Device, Keyboard 101, Accessibility,
Software	These are instructions that tell your computer or different programs on your computer what to do. They are automatically downloaded on your computer and need to be occasionally updated.	Software Updates
Operating system	An operating system (OS) is software that manages computer hardware, software resources, and runs computer programs. For Apple, the operating system is MacOS or iOS. For all non-Apple devices which we will refer to as PCs (Personal Computers), the operating system is Windows.	Identify Your Device, Mouse/Touchpad 101, Software Updates,
Internal	This is a data storage device installed in	Software Updates

hard drive	computers. It comes with your computer to begin with and is what all your information is stored on.	
External hard drive	This is an external hard disk (not always shaped like a disk) that connects to your computer with a USB (Universal Serial Bus) cable. It stores information and can be used as a place to store or back up information that does not fit on your computer or needs to be saved more than once for security.	Software Updates
Sticky keys	These allow a modifier to stay active even after they are no longer being pressed. It allows you to press a set of modifier keys one at a time in sequence, instead of all at once.	Accessibility
Wi-Fi	Wireless technology used to connect devices to the internet.	Settings 101, Wi-Fi,
Internet	This is a virtual network that connects computers, phones, tablets, and other technological devices. This allows you to connect with other people, find answers to questions, and much more. For more information about what you can do with the internet, see the section on the Internet.	Wi-Fi, what can you do with the Internet?
Router	This brings the internet to your devices. It needs to be plugged in and often looks like a box with antennas sticking out of it. Here are some pictures of routers.	Wi-Fi

