

TECHSENIOR

TECHNOLOGY FOR ASSISTING SENIORS

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Introduction

Modern times can be characterized by the immediacy, the speed of technology and the internet use, but this does not concern the whole population. While younger generations are particularly familiar with the internet and its applications, the older generations, especially those after the age of 50, are facing major problems in using and handling computers.

This abstaining from electronic devices as it is natural, as the years goes by, not only does not blunt, but also create more and more problems. The more technology evolves, the more the modes of reconciliation and communication change. Respectively, there is also a major barrier to encouraging older people to learn how to use a computer. The belief that the Internet is an area for young people, is being adopted by many older people who feel unhappy by not being involved, mainly because they are afraid to use it for security reasons.

Of course, this should not discourage people from using computers because a great number of older people are willing to learn, as long as the first obstacles of fear of the unknown and indifference are overcome. With the right incentives and the right methods, the elderly can benefit from the many ways in which the internet can improve their everyday lives.

In addition to improving their everyday lives, the internet and electronic media can also improve the communication of older people. This improvement and direct contact with people in their close environment, regardless of city and country, can be a very powerful motivation, also taking into account the strong bond that exists between the elderly and the younger generations in our country.

Now it's easier than ever to stay in touch with family and friends who are in all around the world. By using social media and creating accounts on popular electronic media (Viber, Skype, etc.), older people can communicate with everyone directly and easily. This is one of the strongest incentives for the elderly, to learn to use their electronic devices.

In the same way, they can create and use e-mail, which is also a prerequisite for the use of web-banking, social networking, creation of accounts in electronic applications, websites etc.

The same degree of engagement can also be achieved by searching for and engaging in web sites that include topics that are relevant to older people (eg medical and health issues, clubs, information sites, delivery, etc.).

Also in the entertainment section, they will be able to use their computers to stay informed and watch their favorites shows and old movies that they like.

The truth is that everyone wants to understand and be able to use the electronic devices to connect live to the network and feel they can also keep track of the developments. They want to see photos uploaded by friends and family members on Facebook or Instagram, they want to be able to send emails, seek medical advice from Google online or even talk to their family via Skype, Viber or of Whatsapp. And of course they can always be given the opportunity to communicate or to make an appointment with private doctors.

Brief List of Learning Objectives:

- **Electronic Mail** – Older people should be trained in how to create an e-mail account and use it, both for uploading files and for using it on other pages and applications (social media, subscriptions, etc.).
- **Social Media & Communication** – Elderly people need to learn how to create accounts and use social networks (Facebook, Instagram, etc.).
- **Use of Telecommunication Applications** – It is very important for the elderly to know how to create accounts and communicate through electronic communication applications.
- **Search for Information on the Internet**– One of the most important reasons for the elderly to use the internet in addition to electronic reconciliation and communication is to feel more informed in their everyday lives. This may be feasible when they are able to use search engines to visit websites that interest them in order to be entertained and informed.
- **Use of Web TV** – Teaching the elderly to watch online newsletters and their favorite shows.
- **Contact with Private Doctors** – The best and easiest way for elderly people to make appointments and send material to private doctors, especially when they are in distant areas, is the use of electronic devices. Knowledge of using these electronic media is more necessary when the elderly are experiencing health problems.

All of the above, should be made clear to the elderly, in order to understand the advantages of using the internet without confusing.

What the trainer should pay attention to -Basics Steps

Caution on volume of information

There are some key points that people who are familiar with technology may not take them into account, and therefore this is a huge obstacle for older users to learn how to use the internet and online applications properly. But that is the main purpose of the trainer of the elderly: to convince them that **"If I can do it, you can do it too!"**

Perhaps the most important mistake in trying to teach older people, is to ignore that older people cannot absorb a big amount of information. Using many technical terms and details, it is likely to confuse the elderly and eventually make them to decide to quit trying to use the technological tools. For this reason, it is very important to teach them in the simplest possible way and by using many examples, which will be fully understood by the learners.

Especially with regard to social networking platforms, where the amount of information they need to take into account is large, it is very easy to create confusion to elderly and also a reason for them to not use the electronic media. Using simple steps and examples, the process can be easier and more pleasant in both directions, and above all to achieve its goal.

For this reason, there should initially be an exploratory discussion to see if older learners know or even have heard something about social networks and their use, if they have heard again about communication applications and their benefits, email, and other online tools.

As trainers, you need to think about how older people are facing new technology. For some, it will be relatively easy to start using the internet, but for some others, it is going to be harder. The truth is, everyone wants to understand the terms they are likely to listen to on a daily basis, and use them to connect live and keep up-to-date.

The elderly are not interested in complicated terms and technical information, they want instead to have a better quality of life and communicate directly and easily with their loved ones. It does not make sense to teach many and different things that are not essentially to use. In this case the "The simpler, the better" applies.

Internet use and risks

An equally important point that must be explained by trainers to trainees is that, as with the use of the Internet for e-commerce, social networks, applications, and web sites are also places, that must use carefully.

It is very important to understand from the start that every electronic media has its utility and its specificities. Because of the fact that the social networks, apps, and websites they visit will be recreational, this does not mean they do not contain risk.

Especially in social networks, the level of exposure is great. A frequent mistake in the use of social media is the constant announcement of our movements (check-in). You need to give the elderly a sense of how easy it is, strangers with malicious motives to watch them (theft when the person has said he is missing from his home are common). Therefore, it must be clear that we abide by the security rules and we do not accept friendship requests from strangers or fake profiles.

For this reason, they must learn from the beginning to be careful and aware of the dangers they may encounter when they are connected. They have to understand that their presence on the internet can affect their lives negatively if they are not careful with the information they share.

Using the appropriate examples, it should be understood, that they should not give personal information over the Internet, especially to people who do not know, as they would not even give personal information to an unknown person in their normal life. The goal of this update is not to terrify the elderly but to be vigilant when connected. Risks exist everywhere in our everyday life, but this is not a reason for giving up.

At this stage, examples of people who have targeted as victims to theft of personal data can be given. It is important to emphasize that there are similar examples in the offline life, so what really matters is, the careful use of personal information.

What older people will learn

Electronic Mail



One of the most important points of a person's online presence is having an e-mail account. Without a personal e-mail account, it is not possible to create a social networking and app account, or become member to a web site. Apart from the fact that the email account is a prerequisite for the web presence, it is also very useful in everyday life. It is important for the elderly to understand that through this account they can communicate and send material, as they would have done earlier with classical mail, more easily and with no cost.

Basic steps:

- As a first step, a concise presentation of the most important e-mail companies (Yahoo, Microsoft Outlook, Hotmail, Gmail, etc.) should be made and select the one that is the easiest environment for the elderly. A good choice is Gmail, because of its easy way to use it and the fact it can be connected to Google's browser (Google Chrome).
- Once the choice of the company is made easier for the elderly, you will help them to create an account by correctly putting their details and a password they will remember.
- After creating the account, the first attempt to send a message will be made. Once they understand how they can send an email, you'll teach them how to send messages with attachments (photos, etc.), send a message to more than one recipient (multiple shipment) or even archive their messages.
- Finally, it is important to log off and reconnect to their account, just to make clear that they have understood the procedure and can repeat it from their own computer or other devices such as smart phone and tablets.

Θα πρέπει και σε αυτή τη φάση να τονιστούν τα θέματα ασφάλειας του λογαριασμού ηλεκτρονικού ταχυδρομείου. Εκτός του κωδικού που και σε αυτή τη περίπτωση θα πρέπει να παραμένει μυστικός, θα πρέπει να ενημερώσετε τους ηλικιωμένους πως ενδεχόμενα να λάβουν e-mails με κακόβουλο λογισμικό, ή επικίνδυνο περιεχόμενο. Θα πρέπει να τους πείτε πως να αναγνωρίζουν τέτοιου είδους μηνύματα και τι να κάνουν εάν λάβουν κάποια. Ένα πολύ συχνό παράδειγμα τέτοιων μηνυμάτων είναι αυτά που προέρχονται από άγνωστους παραλήπτες και έχουν τίτλους όπως «Κερδίσατε», «Μεγάλη προσφορά» κλπ. Τέτοια μηνύματα θα πρέπει να τους δείξετε πως να τα διαγράψουν αμέσως.

Social Media & Communication

One of the most popular reasons for using the Internet is the use of social media networks. Through social media networks, anyone can communicate with friends and relatives on every side of the planet, share photos and ideas, and see the ideas of others. This is why social media networks are so important to older people.

Introduction to social networks:

- At the beginning, a general presentation of the basic social networking sites that will be most useful for the elderly should be made. Facebook and Twitter are two networks that are close to the needs of the elderly. There should be a small introduction to Facebook and its use (communication and photos) and also Twitter (to stay update). At this point, the benefits of using social networks should be emphasized once again. Next, an introduction should be made on how to open accounts on these networks and what they should be aware of during this process. You should tell them, that it is important to set up passwords that only they will know and it will not be easy to be "broken" by malicious software (e.g. 123456789 or birthdates). If they cannot easily remember their codes, it is good to note them somewhere they will only be able to see. Also, it is not necessary to announce personal information that are optional (e.g. mobile phone number).
- Explain them the privacy policy of the websites and how they can at any time check their account security settings on each social network separately. This will make even clearer the fact that they must adhere to certain safeguards.
- Account creation is a step that older people may find difficult. The reason is that they have to fill in a lot of data all together, and upload photos from their computer files. By creating their account on each network along with the trainer, the first and most important step to familiarize themselves with these networks will be done. It is important that at every step of the process the elderly to understand what is happening and why.
- The next step is also what will "persuade" older network users to stay active: Connecting with their loved ones and with groups of interest (clubs, communities, hobby groups, etc.) are the reasons that will remain active. So you have to teach them and make sure they have understood how to look for people and groups, add them as friends, find pages they are interested in or follow (on Twitter).
- It is important to understand the difference of posting from sending a message. The post and the comments are seen by all our friends while using messenger we send messages directly to the people who we are interested in and only us see the messages.
- Finally, they should learn how to log off and log in from other computers and devices to their accounts.

Help them find their first friends and join social networking groups as well as pages about clubs or interests of their age.

Use of Telecommunication Applications



A thematic module, which is extremely important for older people, is the one of communication applications. If they are familiar with how to use them, the benefits they can be offered are great. In addition, the fact of being able to communicate with no cost throughout the world, the ability to see the people they are talking to (via Skype-calling or Facebook video calls), or the fact that they could send instant photo messages (Viber, WhatsApp, etc.) for free, is a great advantage.

Basic steps:

- Introducing the most important online communication applications and presenting the many advantages of using them. Due to the multi-year use of traditional ways of phone communication, it will not be as easy to get used to using the applications. For this reason, the elderly should be convinced of the benefits of these ways of communication.
- Identify what their needs are. In order to get into the process of creating accounts for each application, they must be sure they will use it. If they do not need one, they do not need to create an account and "load" with unnecessary information.
- Installing applications and creating accounts. At this point you should show them how to look for an application and install it on their computer or other devices. As with social networks, you should show them how to create an account to be able to use each application.
- Browse to the application environment and use. Applications have an easy to use environment for everyone, so with a simple browsing, it will be easy for the elderly to look for their first contacts.
- A Skype call could also be used, in order them to see how the applications work, to make some additional adjustments if they needed, but also make the process more interesting.

Search for Information on the Internet



Another huge advantage of the internet, is that you can find information about what interests you directly, easily and with no cost. Elderly people, often have many questions about issues they face in their everyday life, but they do not know how to learn more about them. Apart from television and their social network, they have no other way to look for information. This can, of course, be corrected directly by using search engines. You need to explain to the elderly how to use search engines properly depending on what they are looking for.

Introduction to search engines:

- The first and most important step is the elderly to explore the environment of a search engine's website and the search options that they give us (show all information, only pictures, maps, etc.).

- Look for a term on the search engine to show them how they work. How and where to search, and especially how to recognize the information they are interested in. Make sure the elderly recognise where to find what they are looking for on the internet and that they can distinguish ads from organic results.
- Explain to them how they can use search engines to find information on health issues, various hobbies (such as cooking, gardening, sports, etc.) to get informed, see weather forecasts, find products that are interested in buying and much more.
- One point you should emphasize, is that they should be cautious about what they are reading on the internet. A health website, for example, cannot replace the advice of a doctors who take care of them. The same applies to information issues, since it is very easy the elderly to be misinformed.

As far as search engines are concerned, Google is the obvious choice because of its ease of use and accessibility. You might want to mention some others that are just as well-known as Bing, Yahoo, Mahalo etc.

Use of Web-TV



One of the most beloved habits of elderly people is undoubtedly watching TV series, news and TV shows. There are few times when they prefer to stay at home because they do not want to lose their favorite shows or news. So, you can imagine their enthusiasm, if they discover how easy they can watch the news or a show on their computer screen at any time without interruptions and ads

Use of Web-TV:

- Most Greek TV channels offer to their viewers the opportunity to watch online many of the series they are showing. As a first step, do a research on search engines for the online version of the channel they are interested in.
- After finding the website of the TV channel they are looking for, show them how to find the web-tv page, and select it for viewing.
- If they do not find what they are looking for, tell them about an alternative choice the Youtube channel, which is a search engine website that contains exclusively audiovisual material. In addition to music videos, in Youtube they can also find old movies and entire series episodes that have been uploaded by other users or broadcast channels themselves. Look for some popular elderly broadcast and make them understand the process. Youtube, in addition to being easy to use, does not need registration to use it.

Telemedicine



Another use of the internet that can be very useful to older people is the communication and the exchange of material with doctors. For people living in distant areas away from large urban centers, they are obliged to move even to give an X-ray file to the doctor who is taking care of them, or to visit the clinic just to make an appointment. Given the kinetic difficulties faced by many older people, the process is laborious and often expensive.

Explain to elderly people:

- How can they, after consulting their doctors, communicate and send them pictures and files via e-mail or communication applications such as Viber and Whatsapp.
- They can make a Skype meeting with their doctors to talk about health issues that concern them or to make a first meeting appointment with a doctor before visiting his office.
- That some doctors through their websites offer the opportunity to close appointments, reducing the waiting time and the suffering procedure of the patients.

Surely at this point you will experience some mistrust on the part of the learners, because it is very difficult to persuade older people to change the way they are used to behaving when they face a health problem. It is important to explain to them that these methods are not intended to replace visits to doctors but to facilitate the procedure.

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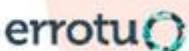
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