Senior in Digital Era

SENIOR IN THE DIGITAL ERA

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INTRODUCTION

Mobile devices such as laptops, smartphones and tablets are everywhere these days. Mobile devices make it easier to keep in touch with people, and as they become more prevalent around the world, many adults and seniors need mobile devices to keep in touch with family. However, laptops, smartphones and tablets can be intimidating to use, and learning new skills can be a challenge for seniors to grasp.

Our partnership hopes that this course and accompanying information will help you learn more about mobile devices and give you the confidence to explore all the activities they allow you to do.
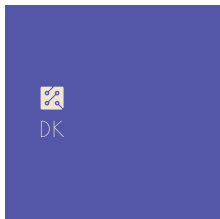
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CHAPTER 1

Getting familiar with and setting up digital devices

(smartphone, tablet, computer)

Mobile device is the general name for smartphones and tablets - smaller, portable computers that are easier to carry around. and easier to use than traditional computers. Smartphones and some tablets also have traditional mobile phone capabilities, including phone calls and text messaging.

Most mobile devices have front and rear cameras. These are used for taking photos and videos, as well as making video phone calls. Many people use mobile devices as their main camera. Many devices also have music and video playback software.

TERMS

Smartphone

It combines traditional mobile phone features with a phone, which has internet access (using Wi-Fi or data), touch screen and virtual keyboard.

Tablet

Handheld computer with a touch screen and virtual keyboard. They can also have mobile phone functions.

eReader

Mainly used for reading electronic books (eBooks). May have limited internet access for online bookshops and libraries.

Apps (Applications)

Shortcuts that give you direct access to certain programs from your home screen, such as from your computer desktop. For example, instead of taking several steps to access your email, the email application will take you directly to your inbox.

IMPORTANT CHARACTERISTICS
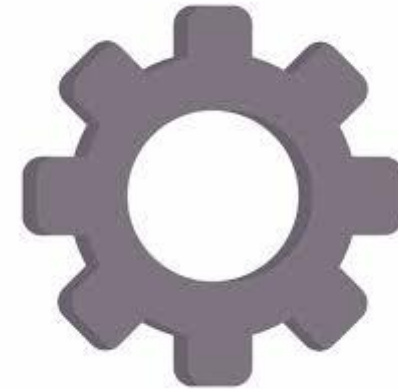

PHONE

Make voice calls

MESSAGE

Send and receive text messages

IMPORTANT CHARACTERISTICS

APP STORE & GOOGLE PLAY STORE

The App Store (Apple) and Google Play Store (Android) are places to find more apps to install on your device.

SETTINGS

Find device and app information and choose your device-specific settings (Internet, notifications, and more)

GESTURES

Mobile devices are highly interactive and have touch screens. To use one of them you need to use certain hand gestures to complete tasks. These may require practice!

TAP

Tap the screen where you want to open, close or select something.

DOUBLE TAP

Quickly tap your finger twice in the same area. This will cause the screen to enlarge for certain applications.

TAP AND HOLD

This can open additional functions, such as moving apps from one screen to another. This is the same as using the right-click function on a computer mouse.

Hold your finger lightly on the screen and move it up, down, left and right around the screen. This is how you 'scroll' and read a web page.

SWIPE LEFT/RIGHT

A short swipe of your finger on the left or right side of the screen. This changes the page or image you are on, like turning the pages of a book.

Mobile devices have small keyboards that appear on the screen when needed, such as when you tap a text box to start typing. These keyboards have all the same keys and functions as traditional keyboards, but are smaller than the ones you have for your computer
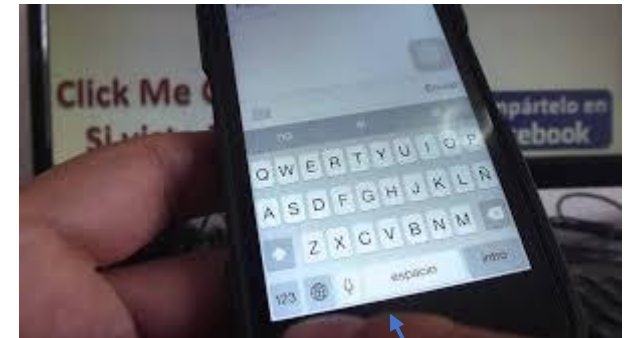
ALFABET

You can write messages

NUMBERS

You can write a phone number or do calculations

There are also microphone for voice dictation.

SHIFT

Gives you uppercase to lowercase to lowercase swapping
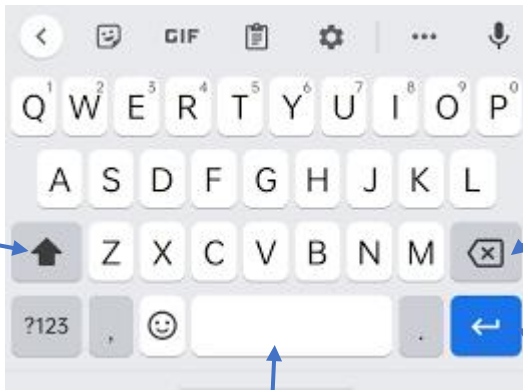
Backspace

Delete text

ENTER

Start a new line of text

SPACEBAR

Add space

between characters

INTERNET CONNECTION

There are two ways you can connect to the Internet on your mobile devices

1. WIFI

You can use a wireless high-speed internet connection that uses radio waves instead of cables to connect. You can use an available Wi-Fi connection, either private or public.

2. MOBILE DATA

You can use your phone's internet to access the internet. You usually have a certain amount of data to use each month (2 GB, for example). You can make a phone call, go online

DEVICE – URI

Android and **Apple** are the two major types of mobile devices. Android is the operating system (OS) that powers various devices. Many companies create mobile devices that use the Android operating system, so there are many different device models to choose from. There will be hardware differences, such as physical appearance and camera quality, as well as software differences, such as the appearance of apps. Apple uses an operating system called Ios. There are several devices made by the Apple company to choose from but they will all have the same general appearance.

Your device will let you know when it's time to update your operating system and it is highly recommended that you do so. These updates include both performance and appearance changes

When you get a new mobile device, whether it's a phone or a tablet, it's a good idea to explore it. Familiarise yourself with the layout; what gestures to use; and what each app does, especially the Settings app. That way, you'll feel more comfortable using your device.

ANDROID

Because there are several types of Android smartphones on the market, you'll need to read the instructions that come with your device to learn how to do certain functions, such as turning it on or off. However, many of them will have the following general features. When you first set up your device you'll be asked to create a Google account - or use one you already have. This will be your identity account on your device and will allow you to access apps in the Google Play store. Your Google Account allows you to personalise your device.

Lock button

This will lock the screen and put the phone to sleep, which means it will use less battery and cannot be accessed by anyone else. Press it again to unlock and wake the phone

Volume

Volume control, including ringer

Press this button to return to the home screen. Some devices may have a virtual on-screen button in the same general area.

Even though there are different models of Android smartphones, there will be some visual similarities between them.

App Store

Settings

Phone

You can give and receive

Messaging

Send text messages

APPLE

Apple's smartphone is called the iPhone. When you first set up your iPhone, you're asked to create an Apple Apple ID account - or use one you already have. This is your personal account with Apple and is used for shopping and Cloud storage. Your Apple ID lets you customize your device

Volume

Controls the volume of the sound embedded in the speakers, including

Press this button to return to the main screen. Older iPhones don't have a button, instead, slide your finger up to access the home screen.
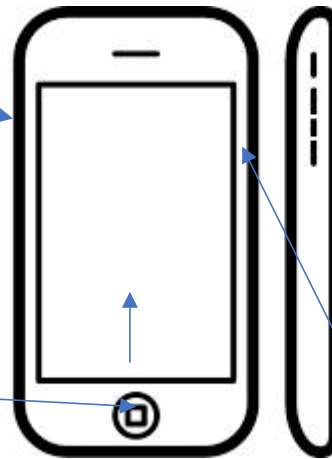
Lock button

This will lock the screen and put the phone in standby mode. Press it again to unlock. Press and hold both the lock button and volume down button at the same time, and do the same to turn it back on.

TABLET

As with smartphones, there are many different tablets to choose from. If you decide to go with an Android device, you'll find that each company has its own design - just like with smartphones. Apple's tablets, called iPads, look just like iPhones and have the same design and features. You can even make phone calls from an iPad if you set it up for data and cellular calls.

REASONS TO BUY A TABLET

Lightweight and portable: They're good for travel and entertainment because they're easy to carry around.

Even in the home, they're easy to move between rooms.

You connect to the internet anywhere as long as you have internet on your tablet like you do on a smartphone

They're cheaper than a laptop or desktop computer.

TO BE RETAINED

Tablets do not come with a mouse or physical keyboard;

If you don't like using the virtual keyboard, you can get a separate accessory.

Tablets don't have external ports to use USBs; you'll need to use internal storage and cloud storage.

Tablets aren't good for tasks that require high processing speed, such as video playback;

In general, tablets are more useful for everyday internet browsing, watching videos and playing games.

Tablets are very fragile; experts recommend getting a protective case

COMPUTER - DESKTOP

Desktop computers have a rectangular unit called a tower. All of the computer's internal hardware is inside the tower. They usually require an external monitor, mouse and keyboard. Desktop computers often include extra space inside the tower for extensions and upgrades. Therefore, it may be more profitable to purchase a desktop computer, as it can be upgraded when needed or when components become obsolete

.

LAPTOP – NOTEBOOK - NETBOOK

Laptops are designed for portability. Laptops usually have screens between 14 and 18 inches (35 and 45 centimetres).

Technically classified as laptops, netbooks deserve their own classification, with important differences from standard laptops. Netbooks are smaller, ultraportable. Netbooks typically weigh about 1.1 kilograms and are about a third smaller than a typical notebook. Netbooks meet basic computing needs, but are not ideal for heavy use of computing resources, gaming or media content. One of the reasons why netbooks are cheap compared to large laptops is that their internal components are usually not as advanced. They tend to offer less memory, a slower processor and a smaller hard drive.

SMART PHONE SETUP GUIDE FOR SENIORS

Smartphones are increasingly essential for interacting and communicating with others. Especially when your friends and relatives live far away, smartphones play an important role in helping you stay in touch with loved ones, exchange photos or make video calls. These small devices can also be used to quickly and easily search the internet for what you need or check emails. To make these modern devices easier to use, there are apps that make smartphones more accessible for older people.

Smartphones for seniors - How to buy the right one for you.

If you already have an iOS or Android tablet, you can apply the knowledge you've gained so far while using your smartphone. If, on the other hand, you have no prior knowledge, it is advisable to ask a family member or friend which operating system they prefer to use. This way, you'll have a point of reference in case you need to ask questions about certain features.

When choosing your first smartphone, it is often better to opt for a used device, not only because it is cheaper to buy, but also because, depending on the model, it already contains all the important functions. This will allow you to familiarise yourself with the world of smartphones without having to invest too much time and money in a new device.

Depending on your smartphone model, you can change certain settings to make your mobile phone more affordable. Depending on your operating system, the settings you need may be named in different ways. We therefore advise you to use the search function (magnifying glass) to enter specific terms such as "font size". Below are some instructions on how to set up your smartphone:

❖ Increase font size - you can change the size of the text to see it larger on the screen.

❖ Increase contrast - this feature allows you to see text and images more clearly.

❖ Increase volume - helps you hear beeps and calls better.

❖ Enable ringtone for notifications- the ringtone helps you understand which features have been activated (e.g. key tones, lock or unlock the screen).

❖ Emergency call- A specific key combination or icon on your phone can be used for emergency calls or to call an emergency contact.

❖ Read aloud function- The smartphone reads the text displayed on the screen to make it easier for the visually impaired to read.

❖ Magnifying glass function- With this function it is possible to magnify a part of the screen by holding it down to better view the content.

❖ Enable voice assistant- Most modern smartphones are equipped with a voice assistant to help older people. Some devices (e.g. smart light bulbs) can also be connected to your smartphone and controlled by voice command. So you can simplify your everyday life through technology.

In addition to the settings mentioned above, many smartphones offer other very useful features that make them easier to use. If your mobile phone doesn't offer these features, they can be added by installing an app from the App Store. If you're worried that something might go wrong or that you might unintentionally activate certain features, you can install Parental Control on your device. This feature is usually already present on most mobile phones or can be installed via an app. Parental control will allow you to control certain settings or prevent access to certain apps, for example.

MAINTENANCE

❖ It is important to keep your operating system up to date to ensure that your device is working at full capacity and efficiently.

❖ To see if you have updates, check the Settings application.

❖ Charge your device when the battery becomes very low - charging it too often or keeping it charged when not in use can cause the battery to wear out faster.

❖ Clean your mobile phone, mobile device with a soft cloth, like you use to clean your glasses.

❖ If you use a liquid cleaner, use a glasses cleaner and spray it on the cloth first.

- ❖ Do not use any cleaner that has alcohol in it.
- ❖ Because smartphones and tablets are fragile, it's a good idea to have a screen cover for them.
- ❖ There are many different styles you can choose from and they are less expensive than replacing the glass screen.

SECURITY AND CONFIDENTIALITY

- ❖ Another reason why it is important to keep your operating system up-to-date is that these updates contain important security improvements. If your device is not updated, it can be easier to install malware (viruses)
- ❖ Set a security password or use biometric encryption (face scan or fingerprint). This helps ensure that no one else can easily get into your device.
- ❖ Some scammers will send text messages as well as phone calls and emails. Don't reply to messages unless you're sure of their source.
- ❖ Be careful what apps you install on your device. If they're not from a company you recognize, look at user reviews and consider the app's reputation.
- ❖ Be careful what information you allow apps or websites to access. It is best to provide only what is necessary
- ❖ Public Wi-Fi networks are not as secure and private as secure ones that require a password to access them, so be cautious about what tasks you do - perhaps wait to do your online banking until you are connected to a private network.
- ❖ Your mobile device can be tracked via Wi-Fi and Bluetooth - if you're worried, turn both off in Settings when you're not using them.

CHAPTER 2

Familiarisation with the online environment and specific utilities (research, communication, commerce, administration and lifestyle)

WHAT YOU CAN FIND ONLINE

Processing information

1. Creating and updating personal search strategies

Browsing - this is the term used to access the internet and search for different areas of interest to you -, searching and filtering data, information and digital content (formulating information needs, searching for data, information and content in digital media, accessing and navigating within them).

2. Analysis, interpretation and critical evaluation of data, information and digital content

Evaluate data, information and digital content (Analyse, compare and critically evaluate the credibility and reliability of sources of data, information and digital content).

3. Organise and process data in a structured environment

Manage data, information and digital content (Organise, store and retrieve data, information and content in digital environments).

Communication and collaboration

1. Interaction with digital technologies (Interaction through different digital technologies and understanding the most appropriate communication tools in a given context).

2. Sharing using digital technologies (Sharing data, information and digital content with others using appropriate digital technologies. Acting as an intermediary, knowing the appropriate practices for citing sources and attributing ownership).

3. Engaging in citizenship using digital technologies (Participating in social life by using public and private digital services. Finding opportunities for self-empowerment and participatory citizenship through appropriate digital technologies).

4. Collaborate through digital technologies (Use tools and technologies for collaborative processes and for building and creating data, resources and know-how).

5. Netiquette (Know the rules of behaviour and know-how for using digital technologies and interacting with digital environments. Adapting communication strategies to specific audiences and taking into account cultural and generational differences in digital media).

6. Digital identity management (creating and managing one or more digital identities, ability to protect your reputation, managing your own data, using different digital tools, media and services).

Content creation

1.   Digital content development (Creating and editing digital content in different formats, expressing through digital media).

2.   Integrating and reworking digital content (modifying, refining, enhancing and integrating information and content within an existing body of knowledge to create new, original and relevant knowledge and content).

3.   Copyright and licensing (Understand how copyright and licensing apply to data, information and digital content).

Security

1.   Protect devices (Protect devices and digital content and understand the risks and threats present in digital environments, know the safety and security measures and take due account of reliability and privacy.

2.   Protecting personal data and privacy (Protecting personal data and privacy in digital environments. Understand how to use and share personal information while protecting yourself and others from harm. Understand that digital services have a 'privacy policy').

3.   Protect your health and well-being (Be able to avoid health risks and threats to your mental and physical well-being when using digital technologies. Be able to protect yourself and others from possible dangers in digital environments, such as cyberbullying. Be aware of digital technologies for well-being and social inclusion)

Problem solving

1. Problem solving (identifying and solving technical problems in the use of digital devices and media).

2. Identify needs and technological responses (Assess needs and identify, evaluate, choose and use digital tools and possible technological responses to solve them. Adapting and customising digital environments according to personal needs, e.g. accessibility).

3. Creative use of digital technologies (Use digital tools and technologies to create knowledge and innovate processes and products. Participate individually and collectively in cognitive processes to understand and solve conceptual problems and problem situations in digital environments).

4. Identify digital competence gaps (Understand where you need to improve or update your digital skills. Ability to support others in developing their own digital competence. Seeking opportunities for personal development and keeping abreast of digital developments).

CHAPTER 3

Deepening the use of the Internet for research and communication.

How to create an e-mail account, internet connection and internet browsing.

CREATING AN E-MAIL ACCOUNT

In this day and age, thanks to the use of smart phones and computers, it is possible to shorten distances without much effort. The internet allows us to connect with friends and relatives at any time and exchange information through chats, calls, video calls. However, many older people do not take full advantage of the endless possibilities the internet offers to communicate online. Therefore, here you will find an overview of programs and apps you can use to keep in touch with friends and family and stay in touch with the internet to find what's important to you.

Digital mail - How to receive and send emails when you're seniors

Having an email address is like having a virtual place to receive and send email from. With an email address, many possibilities open up to you. In general, setting up an email account is free for many providers (e.g. Outlook, Gmail or Yahoo). During registration, you will have to choose for yourself the email address with which you want to be contacted. The e-mail address is unique, as is the recipient. If your first and last name email address already exists, add digits or use another name. For example - dumitruandrei@gmail.com.

Steps to create an email account

Take for example - Gmail

- Go to the Google account creation page

- Follow the steps shown to set up your account.

- Use the account you created to sign in to Gmail.

- Choose a username - for example marceldumitru@gmail.com

- If the name is already in use, add something - for example - marceldumitru123@gmail.com

KEEPING IN TOUCH WITH FRIENDS AND RELATIVES BY EMAIL HAS MANY ADVANTAGES

- Emails are easy to compose on both your computer and smartphone.

- There are no text length limits.

- You can also attach photos or videos.

Warning. You often receive misleading messages called SPAM via e-mail. When you find an email from an unknown and suspicious sender in your inbox, delete it immediately.

Online video call communication

Video calls are a great way to keep in touch with your loved ones at a distance. Unlike normal calls, video calls transmit a video image via the camera, allowing you to see the person you're talking to in real time. Many devices, such as smartphones, laptops, computers and tablets, already have a built-in microphone and camera. If you have an older computer, you can easily add a microphone and webcam. The best thing you can do is go to a specialist shop and ask for this equipment.

To make a video call, you need two important requirements:

- stable Internet connection

- an application or program that allows you to make a video call

If you're not sure which is the best program for a video call, ask your family and friends what programs or apps they use. Some of the most popular communication channels are:

Zoom - You can use this program on your computer (and laptop), smartphone and tablet. In the free version, you can communicate with one person without time limit, while from three to 100 people, the duration is limited to 40 minutes.

Skype - Can be installed on your computer, smartphone or tablet. Video calls have unlimited duration and can be made with up to 50 people.

Facetime - This app can only be found on Apple smartphones. With this feature, it is possible to video call friends and family, provided they have an Apple smartphone. Up to 32 participants can be invited to the conversation.

WhatsApp - Through the WhatsApp messaging app, you can make calls with one of your contacts or make a group video call with up to 8 people.

You can use video calls for many purposes, such as helping your grandchildren with homework or playing games together remotely.

Online messaging - It's easy to chat online with your family.

Instant messaging services or even simple messaging have now become an integral part of many people's daily lives. With the help of smartphone apps, it is indeed possible to exchange messages for free. This way, you are always in touch with others and can quickly share the latest news and experiences.

The most popular messaging app at the moment is WhatsApp. Anyone with a smartphone probably uses this communication channel and its many features:

- Text messaging
- Voice messages (audio messages that can be recorded and sent)
- Group chats (e.g. a chat for the whole family)
- Sending photos and videos
- Sending animated images (called GIFs)
- Making calls with one or more people
- Participating in video calls with one or more people

Thanks to its many advantages, WhatsApp has become the most used messaging app among smartphone owners. However, it is often the subject of discussion due to growing criticism about the protection of personal data. If you prefer a safer alternative to WhatsApp for you and your contacts, and one that can offer greater protection, we recommend the following apps:

- Threema
- Signal mesenger
- Wire
- Session

For added security, don't forget to regularly install the latest updates for your apps and programs. Also, be sure to block contact requests from strangers in your messaging app.

SOCIAL NETWORKING - AN OVERVIEW OF SOCIAL CHANNELS FOR OLDER PEOPLE

Thanks to social networking, it is possible to connect and communicate virtually with many people at the same time. Social networks can be defined as virtual communities where people can meet and make friends. On these platforms you can share content such as texts, photos and videos. Depending on your settings, this content is seen and shared worldwide or only by your friends. Users usually have the opportunity to comment or add a reaction to what you have posted. Most social networks also allow you to exchange private messages with other users.

The most popular social networks are:

Facebook - Facebook members can create their own profile with information about themselves and publish posts. In groups, through private messages or in the comments section of posts, they can exchange information with friends and other users. This way you can meet other people, follow famous people or brands or simply share posts with friends.

Instagram - On Instagram, members mainly share photos and videos. Under posts, other users can comment or leave a "like". Private messages can also be sent on Instagram. This app is great for inspiration, following famous people or keeping in touch with friends and family.

TikTok - This platform is mostly used by young people. On TikTok, users can create and publish short and funny videos. It's a real source of entertainment. Videos can be viewed and commented on by others.

Joining a social network gives you the opportunity to keep in touch, especially with the younger generation, but also with all your friends and relatives who live far away. Signing up is very easy and, with a little practice, you'll get to know all the different functions. Social networking is also a way to express your creativity and perhaps find inspiration for a new hobby in the digital sphere.

The internet really does offer a lot of ways to keep in touch with loved ones. However, very few seniors take advantage of these possibilities, which can not only enrich their regular routines but also be a lifeline against loneliness. If you want to join a social network or start making video calls, ask friends or family for help or search the internet for video tutorials. In no time, you too can feel part of a large virtual community.

TECHNOLOGY AT THE SERVICE OF THE ELDERLY - SMART HOME, HOME AUTOMATION AND AMBIENT ASSISTED LIVING

Technological innovations have literally revolutionised our lifestyles, so much so that it is impossible, especially for younger generations, to imagine life without new digital devices. However, the benefits of technology are not just reserved for the younger generation. Technological innovations can actually be very useful for older people too. Technology, for example, offers a range of everyday aids that can make the home environment safer and easier. In this chapter, we present a selection of some of the technological aids that enable older people to live their daily lives and at home more safely and independently.

The term 'smart home' refers to homes equipped with modern technology and home automation systems. Devices and installations are connected to the internet and offer new functions, such as the ability to communicate with you or be operated by remote control or voice command. This means that household appliances such as lighting, air conditioning and heating in a room can be controlled remotely or automated. The aim of smart technologies is to improve the quality of life and ensure greater safety for those who live there. The combination of all these technologies is known as home automation, which includes all the systems and devices that improve the comfort and efficiency of the home.

Ambient Assisted Living (AAL) is a branch of smart technologies aimed at active and healthy ageing. AAL includes all those solutions and assistive systems that contribute to improving the living environment and enable older people to live active and independent lives in their homes.

The benefits of smart homes and home care for older people

New technologies not only help to make life more enjoyable and independent for older people, but also offer many other benefits:

- Smart homes help reduce energy consumption. Through sensors and automated processes, appliances and lighting systems are only switched on when really needed.

- Built-in voice control or operation via a smartphone or tablet saves time and makes devices easier to use. In addition, voice control allows people with motor disabilities to operate and control devices remotely.

- Aids such as vacuum cleaners or robotic lawnmowers take care of household chores, making everyday life easier.

- Smart devices can also be managed remotely. So you can check that all appliances are switched off or that shutters are down when it gets dark.

- Smart technologies also have a lot to offer in the area of leisure and entertainment. Smart TVs with built-in media libraries and voice-controlled music systems are just a few examples.

- Safety systems such as sensors, alarm and emergency call systems increase safety in the home and allow older people to call for help easily and immediately.

- With your permission, your family members can monitor through smart devices how you spend your time at home and communicate with you more easily.

Smart home and smart devices useful for older people

Today, many household appliances are also available in 'smart' versions. Devices such as ovens or lighting systems can be easily operated via smartphone or voice control. Here are a few appliances that can make your everyday life easier:

- **Smart lighting system**: at the touch of a button or by voice command, lights in different rooms can be turned on and off without having to go to each room. Presence or motion sensors also allow lights to switch on and illuminate the way to the bathroom at night. With these sensors, it will be easier to find your way around in the dark and prevent falls and injuries.

- **Window and door closing/opening devices**: automatic and motorised windows and roller shutters, which open or close at the touch of a button, offer more comfort and security.

- **Heating thermostat**: with a thermostat, the desired room temperature can be set and kept constant throughout the day. This not only provides a more comfortable room but also saves on heating costs.

- **Smart fridge**: a smart fridge connected to a smartphone can detect which food products have run out or expired and automatically draw up a shopping list for you. Some models even allow you to order groceries from a nearby supermarket from the comfort of your sofa and have them delivered straight to your home.

- **Smart oven**: to reduce the risk of fire, ovens have been developed that heat and cook food fully automatically. As soon as the food is ready, the oven switches itself off and sends a notification. If you don't want to switch to smart appliances, you can connect sensors to your cooker. These devices register movement and temperature and warn you before your food burns.

A safer home thanks to home automation and smart technologies

In addition to increasing comfort in the home, another key objective of smart homes is to increase the overall level of security in the home. In fact, home automation offers many devices and systems, easily adaptable to individual needs, that can provide greater security in the home and call for help in an emergency.

Of great help, especially for people of a certain age, are life-saving systems. Until now, these remote assistance devices have operated with the push of a button that is activated in an emergency. On the other hand, the latest generation of devices rely on non-intrusive sensors and motion data to detect if an emergency is occurring and if you need help. You can also enhance the security of your home with modern alarm and video surveillance systems. So you're protected against unwanted break-ins and can easily see who just rang the doorbell via an external camera.

TECHNOLOGY FOR SENIORS - HEALTH APPS, SMART WATCHES, ETC.

Smart technology cannot, of course, neglect healthcare. There are numerous technological tools to track many vital parameters and improve well-being:

- **Smartwatches**: smartwatches are able to measure various vital parameters such as blood pressure and physical condition. There are also models that can send these readings to your children or family doctor and immediately communicate changes in your health and any abnormalities.

- **Blood pressure apps**: with an app on your smartphone or tablet, you can measure your blood pressure readings at any time and have a detailed overview to show to your doctor.

- **Take your medication easily**: reminder apps or pill dispensers will remind you to take your medication.

- **Telemedicine**: with online communication tools such as video calls, you can consult your doctor directly from home. This can save you travelling back and forth and avoid long waits.

- **Bathroom technology**: there are also many aids to personal hygiene. For example, toilets with integrated bidets make daily intimate hygiene easier, while air dryers help you dry off after a shower.

From smart furniture to smart TV: useful accessories for older people

In addition to the smart home devices and systems described above, there are a number of other practical everyday aids that make life easier for older people:

- **Multi-functional hearing aids**: these smart devices can automatically connect to smartphones, smart TVs or music systems and have sound sent directly to the hearing aid.

- **Voice assistants**: voice assistants, such as Siri or Alexa, can not only operate smart home devices via voice control, but can remind you of important appointments and manage your shopping list.

- **Smart furniture**: even beds and armchairs can be equipped with tech tools. For example, there are beds or recliners with lift systems that help you get up. A smart home control display can also be integrated into the armrest of the armchair.

- **Smart TV**: If your TV is connected to the internet, you can access your favourite movie and TV series collections at any time and create a personal programme to suit your tastes.

- **Home cleaning devices**: Vacuum cleaners and window cleaners can help you with household chores. These devices perform tasks automatically and make your work easier. If you have a garden, a robotic lawnmower and automatic watering system can make maintenance much easier.

The technology also helps keep the brain fit and slow down ageing. For example, the 'Lumosity' app offers various fun exercises to strengthen memory.

So smart homes and home care help many older people to maintain their independence and live peacefully in their own homes. With voice control, sensors and cameras, it is possible to improve quality of life and increase safety in the home. However, to be able to use all these smart devices, you need a stable, wireless internet connection. If you're interested in making your home smarter, it's best to seek advice from a specialist shop. That way, you'll find the devices and models that best suit your needs.
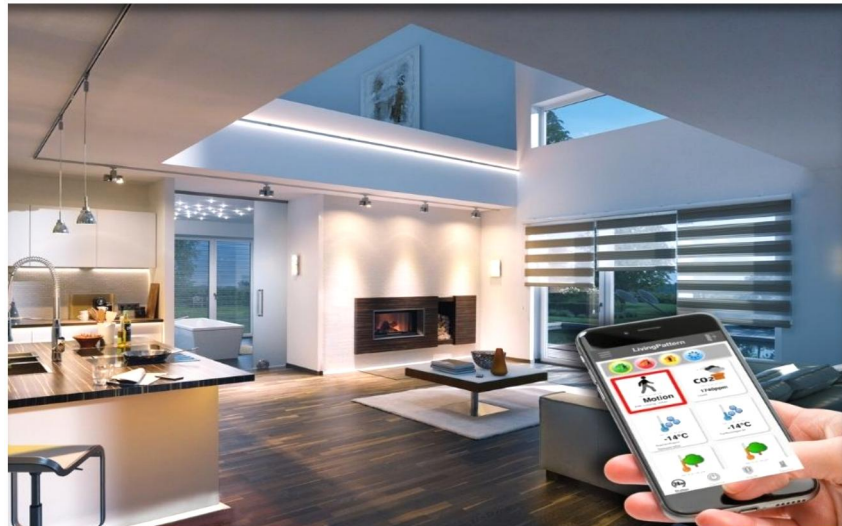
CHAPTER 4

Deepening the Internet's utilities for commerce, administration and lifestyle

Online hobbies. How to keep busy in your old age

Unlike the younger generation, older people use the internet mainly for practical purposes, such as doing Google searches or buying online what is no longer available in the shop. However, the internet can offer much more to both adults and older people. Not only can you expand your horizons and knowledge online, but you can also develop new hobbies, find a voluntary organisation or even meet people with similar interests. So here are some of the many activities you can do online.

Online entertainment for seniors - videos and materials available on the web

Many older people rely on the many channels of television when seeking recreation and entertainment. Few who use the internet actually take advantage of the many more advanced entertainment offerings, such as online podcasts or media libraries. The internet offers a huge range of possibilities, also free of charge, which may be of interest to older people. Thanks to the many videos, audio books, series, documentaries or radio programmes available, it is possible to take your favourite programmes and access them at any time.

Here are some entertainment channels for older people that can also be accessed for free:
Public service broadcasters' media libraries.

Here you will find most of the films, series and documentaries broadcast on TV. Programmes listed online are available at any time. If you have a Smart TV, i.e. a TV that can connect to the internet, you can access this content directly from your TV.

YouTube, the online video platform.

On YouTube, any user connected to the internet can upload a video. Here, as well as clips from TV shows, you'll also find videos from private users on various topics, such as sports, news or even instructional videos (tutorials).

Streaming platforms: Netflix, Amazon Prime, etc.

Also on these streaming platforms, many films and series can be accessed and watched at any time. However, these platforms are usually subject to a subscription fee, but also offer many more options.

Online radio stations and podcasts

Online you can listen to a radio station at any time. For example, on radio.com you can filter radio stations by a particular genre or theme, or listen to radio stations in your region. There are also paid programmes such as Spotify, Apple Music or Deezer where you can listen to music and choose from a wide range of genres.

Gain new skills and expand your knowledge online

The Internet is an endless ocean of information and possibilities. On the internet you can find inspiration for new hobbies or suggestions for trips or other activities. For example, you can take advantage of free video tutorials, instructions and explanations to tackle crafts, modelling or sports. This way, you can keep your body and mind fit even after retirement.

The most suitable platforms and websites for finding hobbies online are:

YouTube - On this platform you can find video tutorials or watch videos of like-minded people showing collections or reviewing various materials.

Pinterest - On this social network, users can find inspiration and save ideas and products they find interesting. Thanks to keywords (tags), you can quickly find lots of tutorials and creative ideas.

Blogs - By searching on Google, you can also find blogs on specific topics. On blogs, authors share their thoughts, but also product reviews or instructions for DIY projects.

If you already have a particular hobby in mind, you can get inspired or further develop your skills thanks to the internet. For example, you can exchange tips and ideas with like-minded people on an online forum and learn from others. In addition, you can become an active gamer and create video tutorials for other users who share your hobby.

If you are looking for a new challenge, you can, for example, start a study course (including online) and open your mind to new horizons. This will help keep you mentally fit even in your old age.

Senior forum - how to socialise on the internet

The Internet is an extraordinary tool. For example, video calls and messaging apps allow you to stay in touch with your family at all times. The internet is also an opportunity to expand your circle of acquaintances and meet new people. Seniors' websites and seniors' forums allow you to make friends with like-minded people and discuss a variety of topics. These websites are usually very clearly structured and user-friendly, so all users can easily navigate the site. In case of difficulties, there will always be an experienced forum user ready to help you.

Another way to meet new people is to use social networks. Social networking should not be seen as a tool only for young people; on the contrary, it can also offer a lot to the older generation. On platforms like Facebook, you can join certain groups and share your interests with users. Through social media, you can also catch up with old friends and reconnect.

Don't get discouraged when interacting on the internet. One tip is to register on a social network or forum and, at first, just observe what happens. This way you can get to know the dynamics and familiarise yourself with the site before getting involved.

Online volunteering - Involvement in social care in old age

Many people, once retired, want to volunteer to share their knowledge and enrich the lives of others. On the internet, there are many ways to find an online volunteering association right in your area:

When you register, you can assess which area you would prefer to work in, depending on your age, where you live and how close you live to your workplace. You can find out how to become a volunteer and which associations are closest to you by searching the internet for volunteer associations.

In the volunteering section you can find a list of associations and refine your search by region, social cause and beneficiary of the volunteering activity.

Online games and computer games for seniors

There are plenty of games to discover in the digital world. Computer games, smartphone or tablet apps and console video games can be installed very easily and, depending on the game, have very understandable dynamics. They are not only useful from an entertainment point of view, but also train memory and improve hand-eye coordination. Many video games also offer the possibility to play with other people, compete with other online users and team up with other players. Some of the game genres that are particularly suitable for older people are:

Simulation games (e.g. "Euro Train Simulator" or "The Sims").

Strategy games (e.g. "Anno" or "Cities Skylines" series).

Skill and memory games (e.g. "Sudoku" or games to find hidden objects).

Conclusions

Even for older people, the internet offers many opportunities to interact, make friends with new people and find activities to stay active. However difficult it may seem at first to actively join the digital world, don't be put off and take it one step at a time. Online you can find new hobbies, new sources of inspiration and expand your knowledge. This will not only enrich your routine but also keep you mentally fit.

CHAPTER 5

Data Security

Introduction

The digital world is full of surprises and fantastic opportunities, but we must not forget that the internet is also full of risks. Although we often have the impression that the internet is a tool only for young people, there are, on the contrary, many opportunities that the web and digital media offer to the older generation. In this chapter we offer some valuable tips on how to use the internet safely and make the most of the many advantages the online world has to offer.

Tips for safe online surfing

To take full advantage of the endless possibilities the internet offers, it is necessary to follow some basic safety tips:

❖ Buy and install computer security software.

❖ Anti-virus software allows you to surf online safely. Threats such as viruses or Trojans are detected by these programs and rendered harmless.

❖ Install updates regularly. Updates are intended to correct security gaps. When your computer or a program requires an update, you should do so as soon as possible.

❖ Surf encrypted websites. To recognise an encrypted website, simply check if the web address starts with "https". If the web address only contains "http", hackers can more easily intercept your data. It is important to pay attention to this detail, especially if you want to make purchases online.

❖ Do not use public networks. Shopping centres, bars and restaurants often offer a free internet connection. However, these networks are usually not encrypted and therefore scammers can easily steal your data.

❖ Remain anonymous. When surfing the internet, only provide information that is absolutely necessary. If you feel that a website is not trustworthy, do not enter any personal data.

❖ Do not download files and attachments from unknown sources. Downloaded files may contain viruses and Trojans. Therefore, only download files from safe and trustworthy sources. If you do not feel safe, you can also scan the file with anti-virus software before opening it.

❖ Protect your home network. It is always better to have your Wi-Fi router installed by a professional. Usually when you purchase a router, you will also receive a password. For security reasons, it is always advisable to replace it with a new password of your choice. This way, you can make sure that no one has access to your home network without your permission.

Save the pages and sites you use most often, such as those for home banking, as favourites or bookmarks, depending on your browser. This way, you can easily find the site you're looking for. In most browsers, this function is represented by a small star symbol at the end of the address bar.

How to set secure passwords for your accounts.

Passwords help protect your data and accounts on the internet. For this reason, passwords should be as secure as possible so that no one else has access to your personal information. Below we have summarised some tips for setting secure and effective passwords:

❖ The password must be at least 10 characters long and contain a combination of upper and lower case letters, numbers and special characters such as !?/%.

❖ Don't always use the same password. Find a different password for each account.

❖ Don't give your password to anyone. If you are asked to provide your password by email or during a phone call, never follow up on these requests.

❖ Don't store your passwords in your browser, but use password managers (or password managers) to manage and save all your passwords.

A great way to find a secure and memorable password is to create acronyms from a simple sentence. For example, the sentence: My name is Radu and I have 3 children! becomes: mnrsa3c?!

Secure email: how to protect your email account

An email account is not only useful for sending and receiving emails, but is also essential to protect most user accounts. Anyone who has access to your email account could change the passwords of all other accounts linked to it.

It is therefore essential to pay attention to the following issues:

❖ Use a more complex password for your email account. In addition, it would be preferable to use 2-factor authentication for your accounts. This method sends a security code to your smartphone, which you will need to authenticate. Only those who have access to both the password and the smartphone can log in and access your account.

❖ When you receive an unexpected email, you should first check who the message is from and the email address of the sender. Check the opening formula of the email and if there are any errors in the text. All these clues will help you understand whether the e-mail is from a trusted sender or not.

❖ If you receive an e-mail from an unreliable sender, do not under any circumstances click on the links in the message and do not download any attachments. Spam messages are usually sent from cryptic e-mail addresses, consisting of a combination of numbers and letters and/or the text of the message contains errors and is not very serious.

❖ If there is a suspicious e-mail in your inbox containing an attachment, you should not click on the file or download it. Attachments can actually hide malware. Therefore, only open attachments from senders you trust.

❖ If you are asked by email to change your password, disclose sensitive data or make transactions, ignore these requests. Trusted vendors and banks do not request such information via email.

Protecting privacy and personal data on social media

Social media also contributes to the daily lives of many older people. To ensure that you can browse and communicate safely with friends on these platforms too, you need to take appropriate precautions:

❖ Be careful with your data. On social networks, users have the opportunity to introduce themselves and build their identity. However, we need to think carefully about what personal information we want to disclose.

❖ Recognise fake profiles. Only accept friend requests from people you know. Sometimes, unfortunately, hackers and scammers create fake profiles to steal your data. When accepting a friend request, always check the profile carefully and look for any inconsistencies.

❖ Change your privacy settings. Set up your social media accounts so that only friends and followers (i.e. people who follow you) can see the content you post and send you messages.

❖ Think before you share. Posts, comments, photos posted and group memberships can tell a lot about you. That's why it's always better to think twice before becoming an active social media user. Also, in the case of photos, you should be careful not to infringe on the copyright or privacy of the people pictured.

❖ Check messages and posts carefully. Always be very careful on social media and don't trust every message or post you see. Many users post fake news.

❖ Don't post information about your holidays and travels on social media. This information could fall into the wrong hands and a malicious person could take advantage of your absence.

Online shopping: how to shop safely on the Internet when you're seniors

Online shopping among the younger generation is now the order of the day, but it's older people who can really benefit from all the advantages of online shopping. To avoid facing any scams in the jungle of internet offers, it is very important to buy only from trusted sites. In this chapter we will give you some tips on how to recognise a trustworthy online shop and how to pay safely online. In addition to e-commerce, we'll also discuss how to book a safe online trip.

Safe online shopping: tips for shopping online

To avoid falling into scams while shopping, here are some tips to help you shop safely online:

- ❖ Verification seal and certificates: quality seals from inspection and safety organisations are proof that you are dealing with a reliable online shop. In the case of a genuine seal, clicking on it will open a window where you can check whether the seal is valid. On the inspection body page, you can also check if the retailer's name is on it.

- ❖ Check reviews: read product reviews or other shoppers' experiences. For example, enter "store name experiences" or "trusted store name" into the search engine: if the experiences are largely negative, avoid buying from that site.

- ❖ Shipping costs and returns: find out in advance about shipping costs and customs conditions, refund fees or even the possibility of returning or cancelling an order.

- ❖ Shop origin: check supplier information in the "Legal notes" section. Shops operating abroad are not unsafe, but location affects consumer rights and protection.

Secure online payments:

❖ Avoid using payment methods that require you to pay before you receive the goods in shops where you have not yet bought.

❖ Data processing: online payments require very sensitive user information. Therefore, only enter your data on websites with encrypted data transmission. You can recognise a secure website by the web address starting with "https://".

❖ Don't shop online on public networks: if you want to shop securely online, use your private internet network. In case of a public WLAN connection, data security is not guaranteed.

❖ Secure passwords: Even for online shop accounts, set a strong and secure password that only you know.

How do we recognise trustworthy online sites?

Before you decide to make a purchase, you should check the website and pay attention to the following features:

❖ The "legal notes" or "legal information" section is comprehensive and includes:

- Company name

- Mailing address (not a mailbox)

- Name of person(s) responsible for content and/or data protection

- VAT number

- Telephone/fax and/or e-mail contact information

❖ The online shop complies with the legal guidelines on data protection.

❖ The online shop will send you a confirmation of your order.

❖ The website provides information on the right of withdrawal.

❖ A reliable online shop is transparent about shipping and delivery (options and costs).

❖ The data entered is only used to process your request and is not passed on to third parties.

❖ General terms and conditions are available and easy to find on the website.

❖ The shop website has secure encryption ("https://").

Tips: Make sure the name of the web address ('https://www.nomeshop...') matches the company name. If you are automatically redirected to another page, leave the site immediately.

❖ Fake reviews can be recognised by overly positive wording that sounds almost promotional, or by the fact that many positive reviews for a product have been written on a website in a very short space of time.

Online shopping - Overview of secure payment methods

Depending on the online shop you rely on for your purchases, payment options may be slightly different. To help you assess which payment option is best for you, we explain below which are the most common internet payment methods and describe their advantages and disadvantages.

Deferred payment purchase

With deferred payment purchases, the seller sends the goods to the customer, who pays only after receiving the goods. However, not all companies accept this method of payment.

Advantages:

- No need to provide bank details on the internet
- You can check your purchase before paying
- If the goods are returned, the buyer does not have to wait for a refund.

Cash on delivery

In the case of cash on delivery, buyers do not have to pay online, but directly to the courier upon delivery. This option may cost extra.

Advantages:

- The customer does not have to pay before receiving the goods
- The goods are dispatched immediately as they do not have to wait for payment to be received first.

Disadvantages:

- Additional costs for cash on delivery may be higher than for normal shipping.

Payment by direct debit

In the case of a direct debit order, the buyer authorises the seller to debit the amount directly from his bank account.

Advantages:

- Very simple operation for the buyer
- Bank details can be saved for future orders

Disadvantages:

- Bank details are entered online

- Data protection is in the hands of the seller

Online payment by credit card

Credit cards have a monthly spending limit. Credit card purchases are not debited immediately, but are deducted from the cardholder's bank account the following month.

Advantages:

- Internationally accepted payment circuits

- Customer can revoke payment

Disadvantages:

- As the statement is visible late, customers may lose track of their spending.

- Credit card numbers can be stolen and cards can be used without the owner's consent.

Payment with PayPal

Payment via PayPal requires opening a PayPal account. It acts as an intermediary, processing the purchase without transmitting the buyer's payment information to the seller.

Advantages:

- Protects the buyer in case of problems with the goods or in case of returns.

- Bank details are not disclosed to the seller

Disadvantages:

- PayPal customers often receive SPAM emails, the purpose of which is to extort the user's PayPal login details.

Payment with a prepaid card

Prepaid cards are one of the most widely used payment instruments that do not require a bank or post office account.

Advantages:

- Can be used in many online shops
- Fraud risk limited to the amount preloaded on the card

Disadvantages:

- Costs for issuing and reloading cards
- E-commerce giant Amazon also offers its own payment service called Amazon Pay. Customers can store payment data in their Amazon account to pay sellers without sharing their payment information. This method is convenient and secure for many Amazon customers, but it provides the platform with information about online users' buying behaviour and habits.

Booking a safe trip

In addition to booking through an agency, many people are increasingly relying on the internet to book travel and holidays. With our tips, you can easily recognise reliable deals for your travels and know how to protect yourself from risks.

The advert gives all the details of your trip, including:

- Destination
- Type of accommodation and food
- Itinerary
- Means of transport

- Price of the trip

- Information on requirements: passport, visa or vaccinations required

The advert indicates who the tour operator or travel agent is, so you know who is responsible for any errors, defaults or problems. The following details must be visible in the notice:

- Name of organiser

- Legal form of the company (e.g. Ltd)

- VAT number

- Name of authorised agent

- Contact address (telephone, fax or e-mail)

❖ The "legal notes" section is complete and detailed.

❖ General terms and conditions are available on the website.

❖ The website has a section on privacy, data storage, use and processing.

❖ In the case of package tours, you must receive the insurance certificate proving that the tour operator is insured in case of bankruptcy or insolvency.

❖ Contact options are also available in your native language.

❖ The process and the individual booking steps are clear.

❖ You can choose between several secure payment methods (e.g. credit card or direct debit).

❖ Price entries are distinct and transparent. It is clear which costs come from fees, cancellation or rescheduling fees and for additional services. Pay particular attention to the pre-selected additional services, for which there are additional charges, and consider carefully which options you want to select.

Tips: Before booking, search online travel forums or portals for experiences and reviews written by other users about the travel agency or tour operator and accommodation. This will give you time to change your mind if there have been problems in the past.

Conclusions

Online shopping has changed many people's shopping habits: regardless of shop opening hours, it is now possible to browse through the different shop offers, compare products and buy directly from home. To avoid disappointment when shopping or booking travel online, it's important to rely on safe shops. Therefore, before you buy, do thorough research on retailers and check websites to make sure they have all the requirements that make a site truly trustworthy.

Home banking for the elderly

Using online banking makes it easy to do your banking directly from home and keep an eye on your finances at the same time. Access to your account is available at any time, no matter when the bank is open, and you don't even have to go to the branch and wait your turn. This doesn't mean, however, that you can't benefit from the bank's advice. However, older generations are reluctant to bank online. So in this chapter, we want to explain how online banking works and what benefits you can enjoy every day.

What is home banking?

The term 'home banking' refers to the ability to manage your own bank account via the internet. Banking transactions are carried out electronically using computers, smartphones and other mobile devices. Banking services can be used via the browser or through software or apps specific to your own bank.

Tips. Some banks offer a series of video tutorials on their website explaining how to use online banking. You can also use the 'search' function (magnifying glass) to find specific transactions or movements more easily. Otherwise, ask your bank adviser to explain how to carry out basic transactions.

What are the advantages of home banking for older people?

Online banking makes banking easier and allows you to keep an eye on your finances at all times. This means you can access your account 24 hours a day from your PC or mobile devices such as smartphones and tablets, and carry out all those transactions from home that you would normally have to go to the branch for.

Here's a list of all the advantages online banking offers you:

- Access your account directly from home, conveniently and wherever you are.

- Access to your online account does not depend on branch opening hours.

- It gives you an overview of all your transactions.

- Modern online banking guarantees high security standards.

- Home banking saves you time because you don't have to go to the bank.

- Many banks offer online banking facilities for the visually impaired, allowing them to adjust font size, contrast and also providing clearer page navigation.

- Online banking enables people with reduced mobility to continue to carry out transactions independently and autonomously.

However, online banking does not mean that you do not have access to the bank's advice service. In both the online banking software and apps, you can easily find direct contact options with your bank advisor or a customer service line you can call to clarify your doubts or ask questions.

How does home banking work?

Online banking allows you to access your account from the comfort of your home. Once you log in, you have an overview of your account balance and your most recent incoming and outgoing transactions. You can also make transfers, set up a standing order or receive your statement: just like at the bank.

To take advantage of the many benefits of online banking, you need to take a few preliminary steps.

Register for online banking

- ❖ Ask your bank for online banking. First, you need to register with your bank and apply for online banking. This can usually be done either at your branch or on your bank's website. You will then receive the details you need to access your online account by post or in person.

- ❖ Use your login details to register. Login details generally include a username and a PIN or password. You can use this data to log in for the first time, after which you can change your PIN or password in your account settings. Do this as soon as possible and set a secure password.

- ❖ Access your account online. To use online banking, you can log in to your bank's website. Many banks also offer a home banking app that you can access via your smartphone or tablet.

Once you have registered, you can access your account directly online. The features available online vary from bank to bank. In general, the same functions are available as at the bank:

- ❖ View incoming and outgoing transactions

- ❖ Check your account balance

- ❖ Make transfers

- ❖ Pay bills or top up your mobile phone

- ❖ Enter a standing order

- ❖ Receive statements

> If you receive an email requesting sensitive information such as your card number, PIN or login details, do not disclose this information under any circumstances. Your bank will never ask for your details by e-mail or telephone. Even though the email may look "official", it is a fraud or SPAM message. Therefore, delete these e-mails. If you are not sure, contact your bank at any time.

Making a bank transaction using the OTP code

In addition to your PIN to identify yourself, you need a second code for online banking: the OTP code, which stands for "One Time Password". This acts as an "electronic signature" to authorise online transactions and operations. OTP is a one-time password that is randomly generated before each banking transaction to ensure greater security. This is why a new code is required each time before confirming an online banking transaction.

In the past, banks distributed a paper card or a numbered list containing various codes. Today, however, these temporary passwords are provided with new, more secure procedures that allow a different code to be requested for each order. Here is a list of the most common ways to obtain an OTP code:

SMS: with this procedure, the OTP code is sent to you by a direct message to your registered mobile phone number.

Token: this is a small electronic device with a display and linked to your account. During a payment or transfer, simply press the button on the device to generate a password that will be entered on the website to authorise the transaction. However, these devices are on the way out, gradually being replaced by digital ones.

App: in this case, the OTP code is obtained via a bank-specific app, which must be installed on your smartphone. Once activated, the app generates a new code for each banking transaction. Some apps require you to enter the QR code of the transaction you are making for the OTP code to be generated. Some banks, instead of the OTP code, use a personal PIN code, which the holder can choose freely, to confirm transactions. However, this is a static password and therefore more vulnerable. The OTP code, on the other hand, guarantees maximum security: even if it is intercepted, it cannot be reused as it would not be valid a second time.

Use different devices to generate the OTP code for online banking. If you use the SMS or app procedure, make sure that the app generating the code or mobile phone number belongs to a different device than the one used for banking. This way, even if your smartphone is lost or stolen, no one can access your account.

How safe is online banking?

Using online banking is very simple and convenient. However, this simplification of certain daily activities should not make you let your guard down when it comes to security. Indeed, it is essential that your banking details and personal data are protected during online transactions. To protect your smartphone or computer from fraud, follow these basic security tips:

- Use an antivirus program.

- Update your software to fix any security issues.

- Make sure you only browse websites with a secure connection ("https" at the beginning of the web address).

- Activate anti-phishing protection to block suspicious websites immediately.

- Choose an effective and secure password that only you know.

Tips for safe internet banking

- Never give your personal details or OTP code to anyone. Even if the request appears to come from an official, remember that your bank will never ask you to provide them with your login details or transaction codes.

- Public WLANs are not encrypted, which means that your bank data can be intercepted and manipulated. So use your own private network for online banking.

- Do not use other people's devices to access your account, as the possibility of your data being recorded and reused cannot be excluded.

- Once you have completed your banking, log off from the application or browser window. This will ensure that you have disconnected from your online bank.

- Set a payment limit, i.e. a limit on the amount of money you can transfer each day. If a fraudster accesses your account despite all precautions, you can at least limit the fraud.

- If sensitive data is stolen or if you notice suspicious activity on your account, block access to your online account immediately. To do this, call the phone number provided by the issuer or the circuit to block the card and report it to the relevant authorities.

Conclusions

Online banking allows you to bank quickly and easily and keep an eye on your income and spending at all times, no matter what time of day or where you are. Thanks to numerous safeguards, a high standard of security is now also guaranteed for e-banking. If you want to start using online banking, you can get login details and more information from the bank of your choice.

Smartphone security: security settings and tips for seniors

Smart phones are always connected to the internet, either via your home Wi-Fi network or a paid data connection. So your mobile phone is constantly exchanging data. To prevent this from becoming a source of risk and to avoid strangers accessing your data or passwords, for example, you can follow these tips to make your device more secure:

- **SIM card PIN code**: when you receive your SIM card from your mobile phone provider, it is usually protected by a PIN code. Remember this code, as you will be asked for it every time you switch on your phone.

- **Set screen lock**: when you are not using your device, the screen turns off. To ensure that only you can access your phone, set the screen lock. To do this, you can use facial recognition, fingerprint or enter a PIN code.

- **Update**: If your smartphone asks you to update, update it. Updates improve the security of your device.

- **Don't open links**: if an unknown sender sends you a web address (also called a 'link'), you should not open it, as it could hide malware (or a virus).

- **Don't use public Wi-Fi networks**: try not to use public networks, as your data could be intercepted on these networks (e.g. in cafés or shopping centres).

Conclusions

Although a smartphone screen may seem complicated at first glance, there are a few simple tricks and settings that can make it more accessible to even the most tech-savvy of users. Don't be afraid to ask friends or family to help you with settings or clarify any doubts that arise. Once the problem is solved, you'll be able to use your device with more confidence and full autonomy. In time, you will become a real expert, gaining more confidence.

Chapter 6

Examples of good practice

Maria: "I'm a different person since I use a smart phone. I can connect with my children and grandchildren, who are away in Italy. We see each other on video and my heart fills with joy. I feel I am close to them and the time goes by quickly, because I sit and talk with them every day. I also watch the music I like and consider my phone my best friend. I've learned to cook a lot of great recipes from the internet and consult with friends and family when I have a health or other problem."

George: "Now that I'm using a smart phone and I've learned how to manage, I'm very happy. I order and buy a lot from the internet, sit comfortably at home and receive parcels. I talk to my friends and relatives who are out of the country, I find lots of entertainment and on Facebook I have lots of friends who I look at what they post"
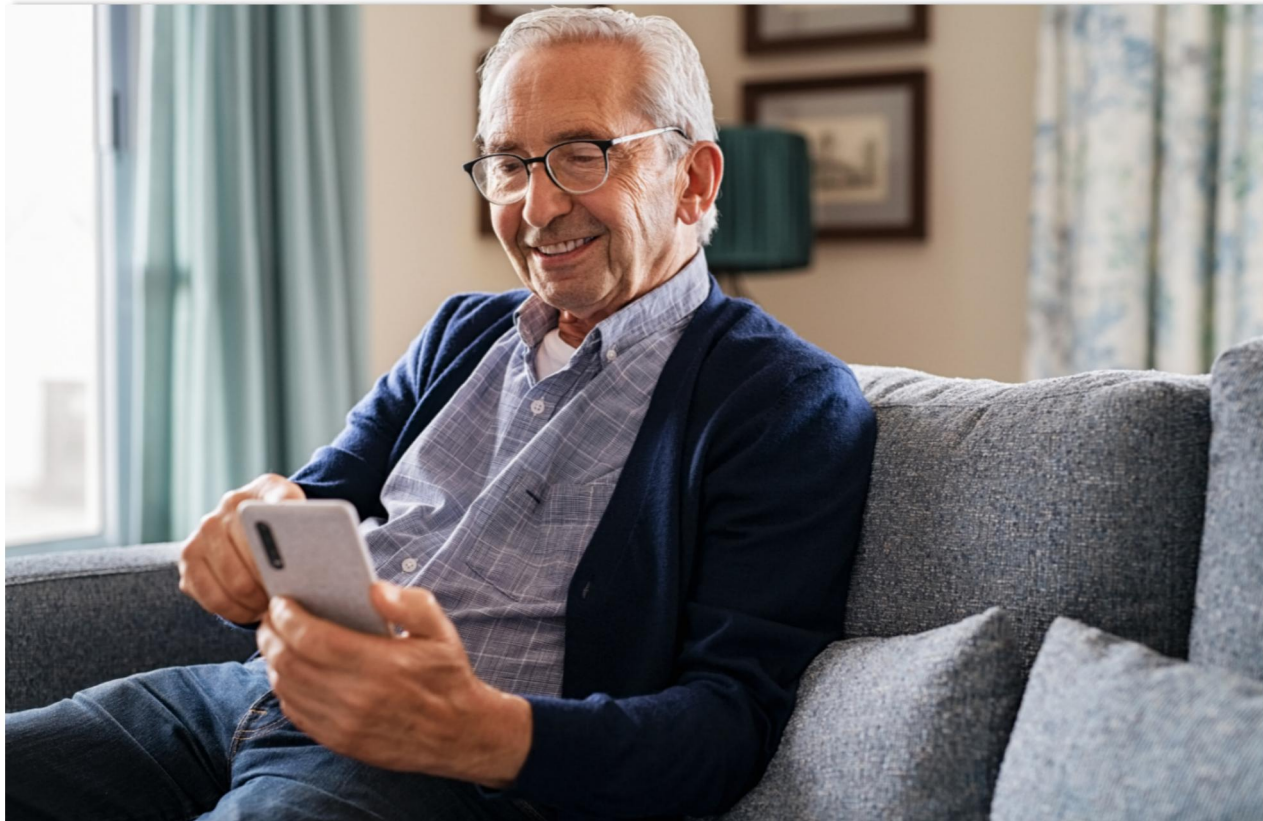
Silviu: "the internet is extraordinary. I have all sorts of devices installed in the house, which I control from my tablet and smart phone. On my laptop I watch my favourite movies and programmes that interest me. I search for the doctors I need and read a lot of discussion forums, where I find things that are very interesting for me. I video chat with friends and my children and grandchildren. They look at me, they have cameras installed and I am reassured because I feel safe that way."

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