

Computer Basics for Kupuna

Issue One 2022



Connecting Seniors with Technology

CONFIDENCE CONNECTION COMMUNICATION

See/Talk to Loved Ones
Near and Far

Stay Socially Connected

Stay Informed, Get
News Alerts

Find Helpful Resources

Answer Common
Questions

Save Important
Documents

Protect Personal
Information

Avoid Online Scams

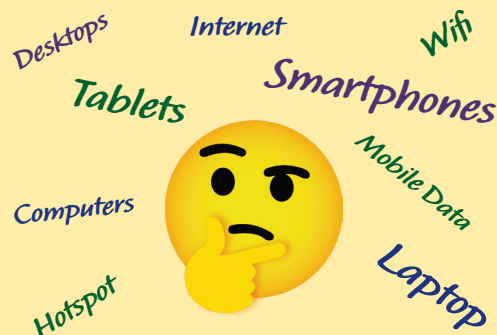


WHAT'S INSIDE

**Comparing
Features and Costs**

**The Right Device for
Me and My Budget**

Where to Go for Help



*What do I need?
What can I afford?*

**Email and Internet
Safety**

**Understanding
Tech Talk**

**Computers Can Be
Fun and Helpful**



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Protect Your Device and Personal Information

Do NOT click on an attachment or link unless the email is from someone you trust

Do NOT give out your credit card number or bank information unless website is secure (see below)

Do NOT send an email with personal information that can be stolen and used by a criminal

🛡️ **Keep your system updated** - It's important to install updates to your system, software, and applications to prevent "bugs" and "viruses" from damaging files in your device



🛡️ **Only visit secure websites** - A secure website has an "s" in the address (https://) or padlock 🔒 symbol to the left of the website address at the top

🛡️ **Subscribe to an antivirus program** - A good antivirus program will block and protect your device from viruses, bugs, malware, and hackers

🛡️ **Don't be afraid to ask for help!** - Work with only trusted technicians to troubleshoot computer problems; contact **SMP Hawaii** if you think you've been scammed or your personal information has been stolen



Bug: An unexpected technical problem with software or electronic device

Hacker: A person who uses computers to gain unauthorized access to data

Malware: A damaging program picked up from the internet that targets the computer system and allows hackers to gain access and steal personal information

Phishing: Fake websites, phone numbers, or emails that look legitimate to trick you to get your personal information and to plant viruses/malware

Spam: An unwanted, unsolicited email, text, or call distributed widely

Virus: A damaging program picked up from the internet that can make your computer not work right, slow down, or not work at all (crash)

Desktop



\$500 - \$4,999+

Monitor = screen

Computer tower = brain and processor

Keyboard = type letters and numbers

Mouse = move pointer/click links

Must be plugged into electrical outlet. Wired or wireless internet

Laptop



\$199 - \$2,499+

A portable computer with monitor, keyboard, and mouse all-in-one. Laptops are portable, running on battery, or can be plugged into an electrical outlet.

Wired or wireless (wifi) internet

Tablet



\$75 - \$1099+

A portable, lightweight computer, smaller than a laptop, larger than a smartphone. Keyboard and mouse not needed. Uses battery or an electrical outlet.

Wifi or mobile data

Smartphone



\$40 - \$999+

A smartphone fits in the palm of your hand. Makes calls, takes photos/videos, and accesses the internet (email, search, Facebook, Zoom). Uses battery or an electrical outlet.

Wifi or mobile data

What's MOST Important to ME?



Size

Screen size, quality, weight, and portability



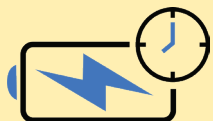
Budget

Cost for device, warranty, support, and internet access



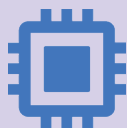
Brand/Service

Brand trustworthiness, reliable customer service, and support



Battery

How long battery will last to operate device before needing to be recharged



Speed

More memory space = faster processing speed



Storage

Internal or external space to save files and pictures



Understanding Tech Talk

Apps	Programs that can be added to your tablet or smartphone usually from the Google Play Store or App Store (Apple only)
Attachments	An electronic file, usually a document or picture, added to an email
Bluetooth	A feature built into your device to connect to other Bluetooth devices over short distances (cellphone speaker to car speaker)
Browser	Software to access the internet (Google Chrome, Safari, Firefox)
Cloud	A storage space on the internet to keep documents and pictures
Email	Electronic mail/mailbox to send messages, documents, or pictures to another email address that you know - @gmail.com, @yahoo.com
Internet	A global computer network that links people, places, and resources
Link	A clickable word, phrase, or website address within an email, website, or document that will take you to another internet site
Mobile Data	A plan feature on smartphones needed to connect to the internet
Modem/Router	Square box with colored lights from cable company; provides wired (ethernet) and/or wireless (wifi) internet in the home
Password	A combination of letters and numbers that you create to confirm your identity to log into and access personal accounts
Search	Looking for information on the internet (googling, surfing, browsing)
Social Media	Websites (or apps) to share pictures, ideas, and communicate with others in your social group that you give access to (Facebook, Twitter, Youtube)
Software	Computer or laptop programs from an authorized/trusted manufacturer
Username	A name, phrase, or email address to identify your account when using a computer, internet, or online service (bill payment, membership)
Video call/Conference	A program that allows you to call, see, talk, and hear one or more people at the same time (FaceTime, Skype, Duo, Zoom, WebEx)
Website	An internet site that provides information (www.smphawaii.org)
Wifi	Connects electronic devices to the internet wirelessly; wifi service providers include HawaiianTel, Spectrum, Dish, etc.



Where can I go to learn more about devices?

- Apple Store
- AT&T Store
- Best Buy
- Costco

- Office Depot
- Sams Club
- Target
- T-Mobile/Sprint
- Verizon
- Walmart

Other retailers are available and will vary by county



Tell us if this was helpful and what other topics you want to learn about

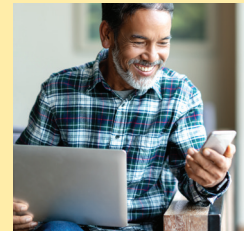
Helpline: 1-800-296-9422

Email: info@smphawaii.org

It Takes Our Entire State to Protect Hawaii's Kupuna!

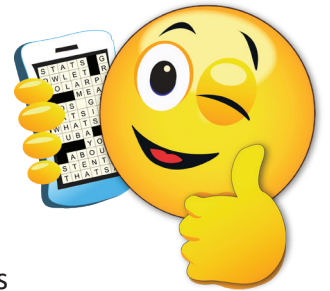


**Don't Fall
Victim to
Online Scams**



Can Using Technology be Fun and Make My Life Easier?

- Telehealth visits with doctors without the traffic, parking, or waiting rooms
- Refill prescriptions online or with one phone call from the safety of your home
- Manage banking and bill payment online
- Get news, weather, and traffic alerts
- Send emails, photos, and video call with loved ones while on the go
- Play oldies but goodies music 
- Follow Facebook friends
- Find recipes and home repair tips
- Order meals/groceries for delivery
- Shop online for discounts and deals
- Learn and stay fit with online classes
- Play online crosswords, sudoku, chess, puzzles, word find, poker, and other games to keep your mind active
- Watch movies, sports, live events from your living room
- Volunteer and help others without ever leaving home



VOLUNTEER

Sharpen computer skills, stay socially connected, and learn about Medicare and the latest scams without leaving the comfort of your home

SMP Volunteers – Keeping Hawaii's Kupuna Safe Since 1997

Helpline: 1-800-296-9422

Email: info@smphawaii.org

Website: www.smphawaii.org