

Seniors Navigating Tech

Positive and Practical Approaches for Helpers



What We Bring to Client Interactions

Trust & Care



Training & Experience



Emotional Tools



Set your attitude



Listen with care and respect



Question for specifics



Recognize degenerative situations

Practical Tips

The background features a pattern of overlapping circles in various shades of gray and green. On the left, a dark blue-gray triangle points towards the center. On the right, several overlapping, semi-transparent green triangles of different shades create a layered effect. The overall design is modern and geometric.

Practical Tips



Share steps

Practical Tips



Share steps



Use accessibility features

Accessibility Examples

Keep phone
dark and quiet
overnight

Medical info
for first
responders

Listen for
door or dog

Voice
activated calls
& messages

Flashes when
phone rings

Touch
sensitivity for
tremors

Read aloud
text on
computer

Hearing aid
connection,
phone as mic

Practical Tips



Share steps

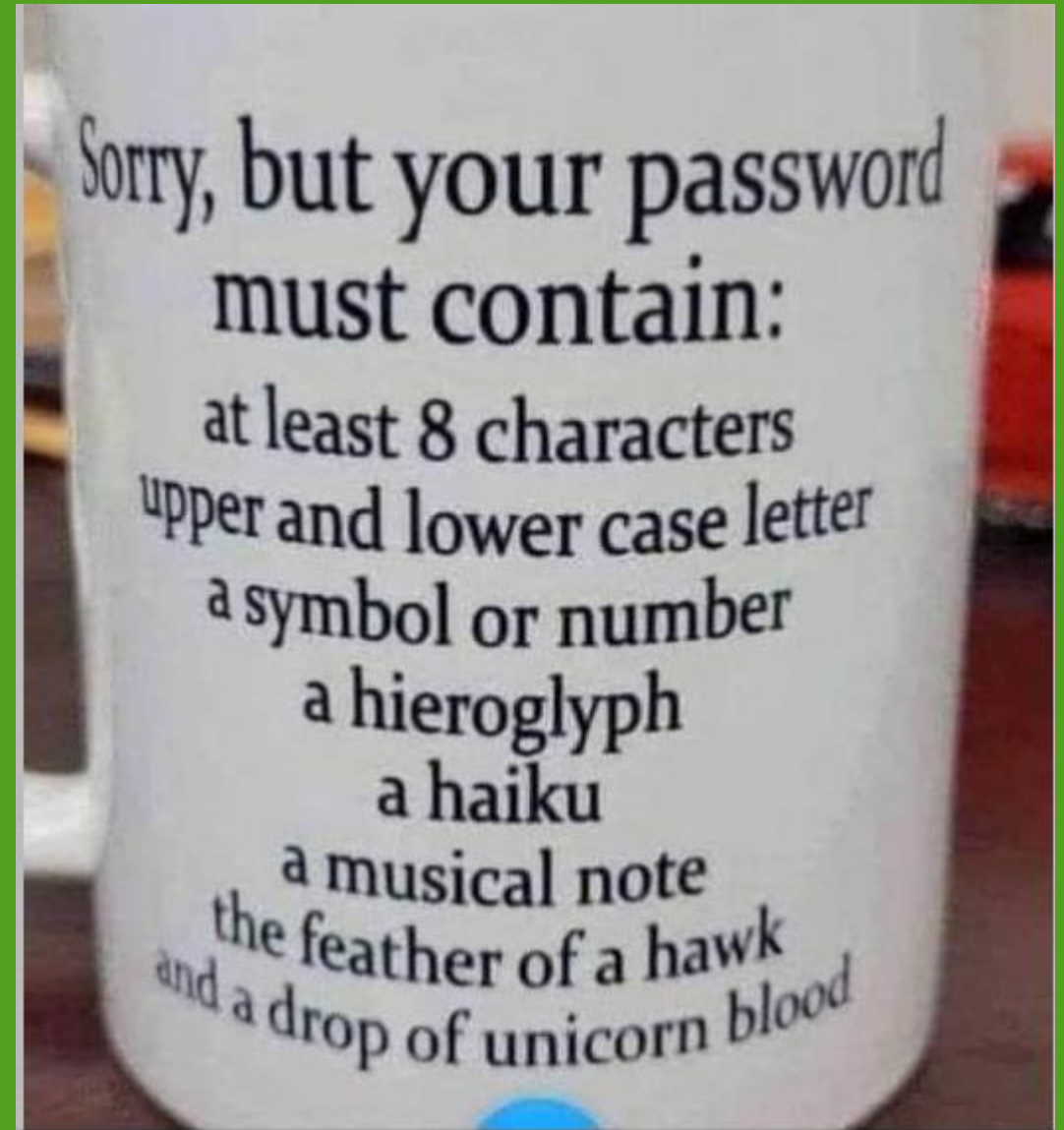


Use accessibility features



Handle passwords with importance

The Pain of Passwords



The Pain of Passwords:

Building Block Passwords

Use a personally important word or number isn't elsewhere + this site + number + symbol.

▶ Example for Target:

base: **LCSparta**

+ site: **TarLCSpartaget**

+ number: **TarLCSpartaget21**

+ symbol: **TarLCSpartaget21!**

▶ Example for Banana Republic:

BaLCSpartanana21!

▶ Example for library:

KCLCSpartaLS21!

The Pain of Passwords:

Storing & Recovering

Immediately capture new password AND security questions

Paper address book is UNSAFE but better than post-its. Strikethrough old passwords and write date.

Recommend LastPass or similar

Be sure recovery email and phone are current

Think about emergency access

Practical Tips



Share steps



Use accessibility features



Minimize password pain



Use the right device



Explore delight & learning

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