

LEARN FOREVER

Volume 1



NEW HORIZONS FOR SENIORS

ADDRESSING ISOLATION THROUGH INTERNET & APPS



Employment and
Social Development Canada

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I would like to extend my warmest greetings to the attendees of the New Horizons for Seniors Program and Learn Forever. It is an astounding program that empowers seniors, all while enhancing their social well-being and community vitality.

Through the course of the program, seniors were taught how to utilize technology to adapt to modern society. They were able to avoid social isolation through the support of social participation and the inclusion of seniors.

I want to thank everyone who helped make this program possible and wish you and your families attending this amazing program success.

"Education is our passport to the future, for tomorrow belongs to the people who prepare for it today." – Malcolm X

Regards,



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Hello friends,

Welcome to a lesson on technological literacy. It is my hope that you will find this booklet helpful in understanding the basics of technology today. For centuries, human beings have been constantly evolving. The most significant evolution has been the use of technology in the daily operations of many activities. Technology runs our lives these days. We cannot seem to function 5 minutes without our smartphones, tablets, and computers. In a short amount of time, technology has taken over our lives, many people cannot imagine a life without it. As technology has evolved, many things that once seemed impossible are now a part of the requirements people expect. As you will realize, many technological progresses aim to make life easier, and certainly, technology has made people's lives easier.

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Intro to Technology

Technology has come a long way. Many of you will remember using vinyl records to listen to music and watching movies on tapes. Today companies like Spotify and Netflix have taken over those markets. Technology has changed many things over the years. To understand the extent to which technology has revolutionized human existence, let us take a short trip down memory lane and look at some of the most notable technological evolutions of the 21st century.

Tapes to Movie and Music Streaming Sites

The children of today will never know 'Blockbuster' or the VHS tapes. Movie streaming sites like Netflix, Hulu, and Amazon Prime have become the go-to destinations for movies and entertainment. People no longer need to buy/rent physical tapes and CDs to watch movies. You just pay a subscription fee to any of the streaming sites and get a wide range of pre-installed movies and TV shows. Similarly in music, vinyl records gave way to tapes, which gave way to CDs, which gave way to digital files. Digital files work almost similarly to the streaming sites where you pay to get the music on an app in your phone.

Dial-up Broadband Internet Access

Dial-up, which used pre-existing telephone lines to connect to the Internet, was the primary internet technology throughout the 90s, until faster broadband services began to take hold. The broadband internet services are much more convenient as the current internet speed is almost 7000 times faster than the Dial-up speed. These great speeds are what makes video calls and streaming movies possible.

Pay Phones to Cell Phones

Up until the mid-nineties, the pay phones served more important roles than just being used by fugitives, trying to make anonymous calls. They made long distance communication possible; then came cell phones. Cell phones provided the convenience of calling from whichever location using either voice or video calls. You can make a phone call from the comfort of your bath tub to your grandson who is at camp in the woods. Technology is constantly changing, and it sometimes feels like way too much effort to keep up with a moving target, especially given your age. Just remember, keeping up with technology adds value to your life. Staying up-to-date helps ensure you do not miss opportunities, become irrelevant or fall behind your peers.

Computers and Smartphones

Let us now look at computers and smartphones. These gadgets may seem very difficult to operate but are quite easy when you know the basics. A smartphone is like a small computer and when you learn to operate one you will most likely not have a hard time with the other. Here we go:

Computers

A computer is an electronic device that transforms information and numbers into something understandable and presentable. For example, a computer was used to make this booklet. It transformed the information about technology to a booklet. It has the ability to store, retrieve, and process information. You may already know that you can use a computer to type documents, send email, play games, and browse the Web. You can also use it to make videos, design clothes and houses, and even solve technical mathematical tasks.

 Watch the video below to learn the basics of a computer.

[Computer Basics: What is a Computer?](#)

Hardware vs. Software

Before we talk about different types of computers, let's talk about two things all computers have in common: hardware and software.

- Hardware is any part of your computer that has a physical structure, such as the keyboard or mouse. It also includes all of the computer's internal parts.
- Software is any set of instructions that tells the hardware what to do and how to do it. Examples of software include web browsers, games, and word processors.

Everything you do on your computer will rely on both hardware and software. For example, when shopping online, you look at the products on a web browser (software) and using your mouse (hardware) to click from page to page. As you learn about different types of computers, ask yourself about the differences in their hardware.

Types of Computers

When most people hear the word computer, they think of a personal computer such as a desktop or laptop. However, computers come in many shapes and sizes, and they perform many different functions in our daily lives. When you withdraw cash from an ATM, scan groceries at the store, or use a calculator, you're using a type of computer.

Desktop Computers

Many people use desktop computers at work, home, and school. Desktop computers are designed to be placed on a desk as they are less mobile than other devices, they are typically made up of a few different parts, including the computer case, processing unit, monitor, keyboard, and mouse.



Laptop Computers

The second type of computer you may be familiar with is a laptop computer, commonly called a laptop. Laptops are battery-powered computers that are more portable than desktops, allowing you to use them almost anywhere.



Tablet Computers

Tablet computers, or tablet, are handheld computers that are even more portable than laptops. Instead of a keyboard and mouse, tablets use a touch-sensitive screen for typing and navigation. The iPad is an example of a tablet.



Smartphones

A smartphone is a cellular telephone with an integrated computer and other features not originally associated with telephones such as an operating system, web browsing, and the ability to run apps. Smartphones are now almost integral to everyday modern life.

Popular Uses

Many people use their smartphones to engage with friends, family, and brands on social media.

Social media platforms such as Facebook, Instagram, and Twitter all have mobile apps that a user can download from their phone's [app store](#). These apps make it possible for smartphone users to post personal updates and photos while on the go.

Another common use for smartphones is health and wellness tracking. The Health app for [iOS](#), for instance, can keep track of sleep behavior, nutrition, body measurements, vital signs, mental health exercises and more. Third-party [wearable](#) devices, such as smartwatches, can connect with a smartphone to monitor an individual's health statistics, such as heart rate, and send information to the phone.

[Mobile payment](#) is another use for smartphones. Wallet features allow users to save debit and credit card information on their phones to use when purchasing items at retail stores. You simply open your phone and use it to tap. Apple provided “Apple Wallet”, and Samsung provides “Android Pay”. This is useful as you are more likely to have your phone than wallet in any scenario, in addition, your card is less prone to be misplaced or lost. The banking industry has ensured that it is safe, there is no need to worry about fraud or theft.

The following are some of the other key features of a smartphone:

- Internet connectivity
- A mobile browser
- In-built [memory](#)
- A [QWERTY keyboard](#) (similar to a computer’s keyboard)
- The ability to download applications
- The ability to run multiple applications simultaneously
- [Touchscreen](#)
- [Wi-Fi](#)
- A [digital camera](#), typically with video capability
- Gaming
- [GPS](#)

A smartphone also has the ability to support accessories, including [Bluetooth](#) headphones, power charging cables and extra speakers. Because of the fragile outer casing of most smartphones, users often also purchase screen protectors and more durable cases to put their phones in.

Popular Vendors, Manufacturers and Prices

Some top smartphone hardware manufacturers are Apple, Samsung, Huawei, Lenovo (which includes Motorola), Oppo, OnePlus and Google.



Vendors have started selling smartphones in different entry prices. Flagship, or premium smartphones have started to rise in price, with a common approximation around \$800-\$1,000. Upper/mid-range smartphones cost approximately \$500-\$700; while under this price point are budget phones.

Cell Phone Settings and Optimization

Now that we have learned about smartphones, it is important to learn how to ensure that these phones work at their optimum capacity. Normally, when the smartphones are new, they are quite efficient. However, as you continue to use them, they begin to lag and sometimes hang as you operate them. This can be very frustrating but the problem could be solved by altering a few settings as highlighted on the next page.

Uninstall unused or power hungry apps

The first thing you'll want to do is uninstall the apps you're not using or that are draining your battery. Chances are that you have quite a few of them. You don't have to uninstall all your apps, but [almost half of all smartphone users](#) have between one and five apps that they use regularly, at least once per week.

Getting rid of unused or resource-intensive apps will go a long way in improving the performance of your Android phone. The most notable difference might be in how long your battery lasts, but if you installed or disabled numerous apps there will be a noticeable boost in performance, too.

Check for updates

Making sure that your Android device is running the most recent firmware and has the most up-to-date security patch is beneficial for both security and performance. If your device is relatively new, this is especially important since most new devices have a number of bugs that limit a smartphone's performance and can only be addressed through software updates.

Factory Reset the device

If you are considering a reset, chances are you've owned and been using your device for a while — perhaps a couple of years or more — and it's seen a lot of app installs, downloads, and accumulated lots of junk files. At this point, starting over with a clean slate might make more of a difference. Before factory resetting, make sure all of the important data on your device has been saved or backed up; this can be done by uploading your files to the cloud, a flash drive, an external hard drive, or by transferring them to your computer

Internet and Cybersecurity

Now let us dive a little deeper into the technological advancements of the 21st Century, the internet. You have probably heard people saying, “the net”, “the web”, or “going online”. All these terms imply using a computer or smartphone to search, interact and communicate with people and businesses around the world. Using the internet has both advantages and disadvantages. Among the numerous disadvantages is cyber-crimes like identity theft and hacking, which have caused panic among internet users thereby giving rise to the need for cybersecurity.



The Internet

The internet is a global network of billions of computers and other electronic devices. With the internet, it is possible to access almost any information, communicate with anyone else in the world, and do much more. You can do all of this by connecting a computer to the Internet, which is also called “going online”. When someone says a computer is online, it's just another way of saying it's connected to the internet. It is such connectivity that lets you order the weekly shopping, share your life on Facebook, stream on Netflix, email your friends and search the web for the world's tiniest cat.

What is the Web?

The World Wide Web (or www) usually called the Web for short is a collection of different websites you can access through the Internet. A website is made up of related text, images, and other resources. Websites can resemble other forms of media like newspaper articles or television programs for example thenationalpost.com for The National Post newspaper and CBC.ca for the CBC News Network. They can also be interactive in a way that is unique to computers like everydayhealth.com.


The purpose of a website can be almost anything: a news platform, an advertisement, an online library, a forum for sharing images, or an educational site. Once you are connected to the Internet, you can access and view websites using a type of application called a web browser, such as Google Chrome or Safari for iOS. Just keep in mind that the web browser itself is not the Internet; it only displays websites that are stored on the Internet.

Once you have set up your computer, you may want to purchase home Internet access so you can send and receive email, browse the Web, stream videos, and more. You may even want to set up a home wireless network, commonly known as Wi-Fi, so you can connect multiple devices to the Internet at the same time.

Other things you can do on the Internet

One of the best features of the Internet is the ability to communicate almost instantly with anyone in the world. Email is one of the oldest and most universal ways to communicate and share information on the Internet, and billions of people use it. Social media allows people to connect in a variety of ways and build communities online.

There are many other things you can do on the Internet. There are thousands of ways to keep up with news or shop for anything online. You can pay your bills, manage your bank accounts, meet new people, watch TV, or learn new skills. You can learn or do almost anything online.

 Watch the videos below to learn how to connect to the internet and to learn more about how the Internet functions.

- [Computer Basics: Connecting to the Internet](#)
- [Where does the Internet come from?](#)

Cybersecurity

Having seen the good things that the internet has to offer, let us now look at one of the dark elements of the internet, the safety and privacy of internet users. The safety of the information provided by users on the internet has raised many concerns. Imagine somebody stealing your credit card information from the internet and using your cash. Worst still, somebody stealing your identity from the information they got from Facebook then end up committing a crime and fleeing!

Can you put a price on your data, privacy, and identity?

Cybercriminals can. Rising cybercrime has led to a new way to look at cyber threats. It's called cyber security.

Today, data is like oil in the 18th century: a largely untapped and very valuable asset. Also similar to oil, those who recognize the value of data and can learn to extract and use it, there will be tremendous rewards. Data on its own can be valuable but when analyzed to provide deeper information, it is even more valuable. For example, some people can use the personality of Facebook users to predict voting patterns in a national election. As a result, they can manipulate these voting patterns to their favor.

You might think of cyber security as something designed for big organizations. But guess what. Your digital life is big. And it's getting bigger. That's why it needs broader protection.



What is cyber security then?

Think of it as a blanket that covers your digital life. Cyber security helps protect your devices, data, identity, home network, and privacy because it's all connected.

A cyber security plan could cover these five areas:

- Protection for your computer
- Protection for your mobile devices
- Wi-Fi protection
- Identity theft protection
- Home network and Internet device protection

Cyber security means looking at your digital life in a holistic way. The goal is to stay safe in a connected world.

 Watch the video below to learn more about cybersecurity.

- [Cyber Safety](#)

Microsoft Office

Now let us go over Bill Gates' [Microsoft](#) Office packages. To write a neat looking document, create a presentation, or create a spreadsheet, one needs to use either Microsoft Office, PowerPoint, and Excel.

Microsoft Office is a collection of office-related applications. Each application serves a unique purpose and offers a specific service to its users. For example, Microsoft Word is used to create documents. Microsoft PowerPoint is used to create presentations. Microsoft Excel is used to create simple to complex data/numerical spreadsheets.



Microsoft Word

Microsoft Word allows you to create professional-quality documents, reports, letters, and résumés. Unlike a [plain text](#) editor, Microsoft Word has features including [spell check](#), [grammar check](#), text and [font](#) formatting.



Microsoft Word is capable of helping you to create a variety of different types of documents. For example, you can create a résumé, business contract, instruction document, or a letter to another person.

Microsoft Powerpoint

PowerPoint is a Microsoft presentation [program](#) that creates a slide show of important information, charts, and images to display during a presentation. It is most often used for business and school presentations.



PowerPoint slides may contain only text, or they can include pictures, videos, or animated text and images. Text may be formatted in the same ways as in [Microsoft Word](#), with custom color, size, and font type.

Microsoft Excel

Excel is a [spreadsheet](#) application for organizing and performing calculations on data. It can analyze data, calculate statistics, generate [pivot tables](#), and represent data as a [chart](#) or [graph](#). For example, you could create an Excel that calculates a monthly budget, tracks associated expenses, and sorts data by criteria of your choice.



Unlike a word processor, such as [Microsoft Word](#), Excel organizes data in [columns](#) and [rows](#). Rows and columns intersect at a space called a [cell](#). Each cell can contain a single of data, such as text, a numerical value, or a [formula](#).

 Watch the video below to learn more about using Microsoft Office.

- [Microsoft Office Basics](#)

Google Maps and Navigation Tools

Have you ever gotten lost while going somewhere that was unfamiliar to you? Worry no more. Technology has produced navigation tools and applications that help people to move around whether you are walking or in a vehicle or bicycle and regardless of whether you are familiar with the location. While there are numerous navigation apps, Google Maps is the most popular and widely used navigation app. Let us look at how this app functions and how it can be of great benefit to you and your loved ones.

Google Maps

Google Maps uses an [Internet connection](#) to a [GPS](#) navigation system to provide [turn-by-turn](#) voice-guided instructions on how to arrive at a given destination. A user can enter a destination into the application, which will plot a path to it. The app displays the user's progress along the route and issues instructions for each turn.

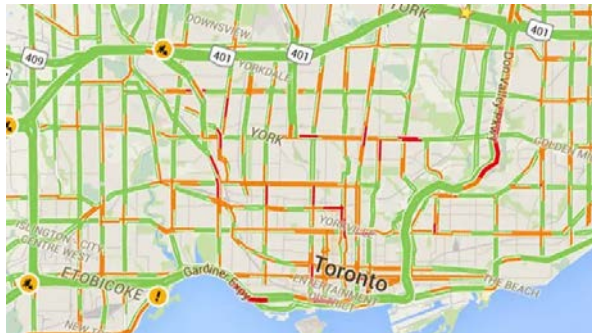


Search

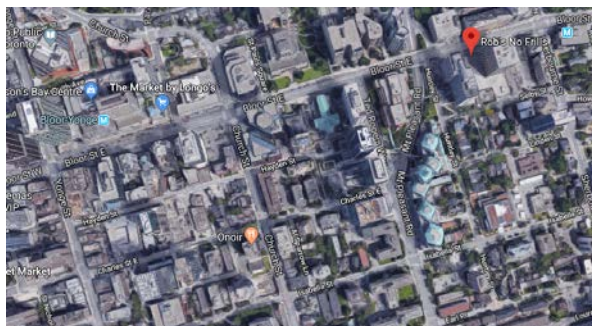
Instead of searching for an address or a street name, the application can also search by name, for example guide the user to a nearby restaurant by being given the name of the restaurant. The application can also take phrases such as “a place with burgers” and suggest nearby destinations that match the phrase. The application can also receive a voice input instead of typing the destination on the device.

Multiple Views

- **Traffic:** The application's [traffic congestion map](#) shows the route marks with different colors based on the current traffic along the route. The traffic is measured by data from local road services such as highway cameras



- **Satellite:** The application displays a route from a bird's eye view using Google's satellite imagery.



- **Street:** The [Google Street View](#) feature displays a route from first-person view as which automatically changes as the user travels along the route.



Offline Guidance

Once the user has searched for a destination, the map will save the intended route. It is also possible to download a map over a certain area and store it on the phone, which can be useful when there are high roaming charges or expected slow connection. The application requires an Internet connection to search for the route, but once a route has been found the user no longer requires an Internet connection as the route is temporarily saved onto the device.

▶ Watch the video below to learn more about using Google Maps.

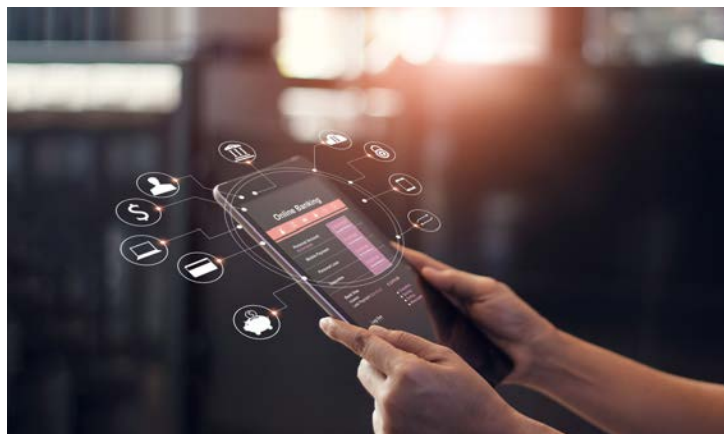
- [Beginner's Guide to Google Maps](#)

Online Banking via Canadian Banks

Don't you hate those slow bank tellers who take very long to attend to customers? Wouldn't you rather stay at home and lounge on the sofa instead of waiting in banking halls to be attended to? Then you should definitely sign up for online banking. Online banking is a more convenient and stress free way to make bank transactions using a smartphone or personal computer without going to the physical location.

What is online banking?

Simply put, online banking means using a computer or mobile device to transfer money, pay bills, view your account balance, or do almost any other banking activity. Generally, if you already have a bank account, you'll want to set up online banking with the same bank. Most well-known banks make it easy to do this from your home computer.



Advantages of Online Banking

Online banking has many advantages:

- It's usually free, and it can even save you money
- By paying bills online, you won't have to buy as many stamps
- You'll make fewer trips to the bank, which can save you time
- You don't have to worry about getting to the bank before they close, online banking can be done any time of day or night!
- Many banks also have mobile apps for smartphones and tablets, so you can make transfers or check your balance when you're on the go.

Disadvantages of Online Banking

On the other hand, it does have some disadvantages:

- Not all payments can be made online. You may still have to write some checks for rent or other payments.
- If you don't have an Internet connection at home, it may not be convenient for you.
- Some online banks may not have physical locations, which may make it more difficult if you have a problem with your account.
- You cannot interact with tellers who can explain in-depth things that you do not understand.
- If you don't have an internet connection at home, it may not be convenient for you.
- Some online banks may not have physical locations, which may make it more difficult if you have a problem with your account. This is an **advantage** not disadvantage, as some banks do not have physical locations or may be far from you.

Online banking can be a great solution for seniors, especially those who are mobility-challenged. Online senior accounts cover all of the chequing and savings needs of older customers. Seniors can access low or no-fee chequing accounts that provide a debit card and chequebook, online transfers, online statements, online bill payments, and more. The only downside to taking out a senior chequing or savings account online is that there is no one to speak with face to face about your options and you need to be reasonably technologically savvy to set up a senior account online.

As for the safety of your online account, security breaches are rare. Nonetheless you should take steps to protect your information, which includes ensuring your password and PIN are not easy to guess.

Getting Started with Online Banking

If you decide you're interested in online banking, here are a few steps you'll want to take to get started:

- Google the name of your bank to find its website.
- Create an online account. Even if you already have a bank account, you'll need to create a user name and password so you can log in. Make sure to choose a strong password—you don't want strangers accessing your bank account!

- Once you create an account and log in, familiarize yourself with the different options. Most banks allow you to check your account balance, transfer money between accounts, view bank statements, and much more.
- If you have a mobile device, download your bank's app, then log in with the same user name and password you created earlier.
- See if your bills can be paid online. Chances are, most (if not all) of your utility companies allow you to set up online bill payments. You can also set up automatic payments to ensure your bills are paid on time.
- Set up direct deposit for paycheques. Many workplaces can deposit your paycheques directly into your account each pay period.

That's it! Now that your online banking is set up, you can begin enjoying its many advantages.

Online Shopping

Similar to what we have learnt from banking, shopping has also been simplified by online platforms. Many stores are now providing online shopping with in-store pick-ups or curbside delivery. Amazon and Walmart are among many online platforms that provide delivery for numerous kinds of shopping including clothing, groceries, and other home essentials.



Amazon

To order from the Amazon Shopping app:




1. Visit the product detail page for an item you wish to buy
2. Tap **Add to Cart**
3. When you've finished adding items to your cart, tap the Shopping Cart icon
4. If you need to edit the items in your Cart, tap **Save for later** or **Delete** next to the item in the Cart
5. Tap Proceed to checkout and follow the on-screen instructions

6. Review your order information and tap Place your order to complete your purchase.

You'll see an order confirmation screen when your purchase has been completed.

Walmart

You can now shop for groceries on the  Walmart app. Order everything from bell peppers to bicycles all in one mobile experience. From the **Start** page, tap **"Pickup & delivery"** to order fresh groceries from your local store. Tap **Shop Walmart.com** to find millions of items for delivery and in-store pickup.

Store Pickup Mobile Check-in

Place your order online. When you get to the store, use the Walmart app to alert an Associate that you're on your way to the pickup area. We'll prepare your order so it's ready when you arrive.

How to use this feature:

When placing your order

- During online checkout, choose Store Pickup and select a store location. Be sure you're signed in to your Walmart.com account

- Finish placing your order. We'll send you a confirmation email and then another email to alert you when your order is ready for pickup. If your store is part of our pilot program, we'll include information about this new app feature in these emails

At the store

- When you arrive at the store, we'll send you a push notification, asking if you're ready to pick up your order. Open the notification and tap "I'm Ready" to alert a store Associate that you're on your way to the pickup area.
- If your location services and notifications are turned off when you arrive at the store, you won't receive a push notification. Instead, open the Walmart app and select "Store Pickup" on the home screen. Then tap "I'm Ready" to alert an Associate that you're on your way to the pickup area.

Order Confirmation

You will receive a confirmation email after placing your order. If you paid by credit card, you will receive the confirmation email once your credit card is approved. Otherwise, you will receive an email notifying you that the credit card failed and instructions on how to resubmit your payment. Email confirmation includes order number, the estimated date of arrival, access to your account, address its shipping to, the item and order summary.

Online Selling

Let us now review ways in which you can sell online. It is now very simple to dispose of those old furniture, electronics, or even that old car which is rotting away in your backyard. With just a picture of the product that you need to sell and the amount you wish to get for the item, you are set to sell your product online using either eBay, Facebook marketplace or Kijiji. Let us look at how you can sell on these platforms.

Note: All of them will require you to download their apps and register with them or register on their websites.

Ebay

Once you've [signed up for an eBay account](#), here's how to start selling:

1. Select **Sell** at the top of any eBay page or go to [Sell your item](#)
2. [Create a listing](#) for the item you'd like to sell
3. Confirm your details and add an [automatic payment method](#) for any [eBay fees](#)

You may be asked to verify your identity through a credit card or telephone number to keep your account secure.

Facebook Marketplace

Facebook has its own classified ads service to challenge the likes of Kijiji and eBay, named [Facebook Marketplace](#).

It's available via the iOS and Android Facebook apps, plus desktop browsers too, and allows sellers to [list items](#) with photos and descriptions, tagged to a certain location, for free. Users can then search for items and/or browse by location and category.

It's even more straightforward to post something to [Facebook Marketplace](#).

- **Click the Marketplace icon, then tap the 'Sell' or 'Sell something' button.** Select the type of item, then take a photo of your item (you can select more than one from your gallery), and click the 'Add Photos' option to upload them.
- **Enter an item title, description and price.** Include all relevant details to attract interest. Then set an asking price.
- **Confirm your location.** (This is how buyers browse items on Marketplace.) Don't worry, it won't reveal your exact address, only a rough location.
- **Select a category of item.** Buyers can also filter listings by these.

Kijiji

Posting an ad on [Kijiji](#) is quick and hassle-free! Before you create your ad, ensure you have signed into your registered Kijiji account by selecting Sign In. If you are an unregistered Kijiji user, you can register an account easily prior to posting.

To post an ad:

- Select the **Post Ad** button found at the top of Kijiji. Type in the title you'd like to use for your ad and click **Next**.
- After selecting your category, you will be directed to the **Post Your Ad** page where you can enter your ad's details including price, description, images & video and choose additional features for increased exposure.
- To post a Wanted ad: select **I Want** under Ad Type.
- To post as Free or Swap/Trade: select a price of **Free** or **Swap/Trade**. Please note: only items that are being offered for free, with no additional stipulations, are permitted to be posted in this manner.
- Your location will default to show a general area instead of your exact street address. If you'd like your exact street address shown publicly, please check the "**Show my exact location**" box after entering your address.
- Once you've filled in all relevant details, click **Post Your Ad** at the bottom of the page.

Food Delivery Applications

After reading to this point you must be feeling a little hungry, let me tell you how you can get food right at the comfort of your home. You don't have to move from your seat. Maybe just to get your phone and download the Uber Eats or Skip the Dishes app. Here is what you need to know about the food delivery services and how you go about ordering food after you download the apps.

Uber Eats

Uber Eats makes ordering food easier - for you and for restaurants. The company teams up with delivery partners who courier food from your favorite restaurants directly to your door. All you have to do is download the app and sign up. From there, you can search foods that are near to you by delivery time or by type of cuisine. In the mood for Lebanese food in the next 30 minutes? Or a burger and fries as soon as possible? You enter your address, add any extra requests and it's on its way to you as quick as you can tap.



Feeling impatient? Find out exactly when your food will arrive using the Track Your Order feature on the Uber Eats app. It means that you get real-time updates from the restaurant and courier. Simply go to your orders, tap Track Order and you'll see a status update of either 'being prepared' or 'with a delivery partner'. If it's with a delivery partner, you'll see a map that shows the current location of your food. You can also use this feature to contact your delivery partner either by call or text.

If you've got a special request for the restaurant, there's space for you to add it in your order. Whether you want to add an ingredient, subtract a sauce or see if they'll write a special message on it in icing, you can leave a note under the Special Instructions box. Simply go to the food you want to order, and you'll find it along with your options, before you add your order to the basket.

SkipTheDishes

Begin by entering your address on the homepage and press "Find Restaurants In Your Area". [SkipTheDishes](#) will display the restaurants that deliver to your location or are available nearby for pickup. You can indicate what time you would like the food and whether it is for pickup or delivery. You're ready to pick the restaurant you want to order from.



Once you've selected your restaurant, it's time to choose your food. Browse the restaurant's menu and select your food and drink choices. Once you've finished adding your favorite meal items, press the "Checkout" button. Don't forget to add cutlery to your order!

Confirm your order and choose to either pay online or with cash upon pickup or delivery. Your order is immediately sent to the restaurant. Once your order is placed, you'll be taken to the Order Tracker, where you'll receive live order updates and real-time GPS tracking of your assigned courier. Accidentally closed the Order Tracker? Just click on the "Track Your Order" link provided in your confirmation email or click on "[Order History](#)" section of your SkipTheDishes Account and click on "Track Order".

Social Media

Did someone say “selfie”? This word has become quite popular these days owing to the popularity and wide use of the various social media platforms. Nowadays people like sharing almost all aspects of their lives from what they eat, what they are going to wear, where they are going, and even the people who are in their lives. These platforms are also used as sources of entertainment where people can view videos that are uploaded by other users. The most popular social media sites at the moment are Facebook, WhatsApp, and YouTube.

Facebook

Facebook is a **social networking site** that makes it easy for you to **connect and share** with family and friends online. Facebook allows you to **send messages** and **post status updates** to keep in touch with friends and family. You can also share different types of content, like **photos** and **links**. But sharing something on Facebook is a bit different from other types of online communication. Unlike email or instant messaging, which are relatively private, the things you share on Facebook are **more public**, which means they'll usually be seen by many other people

The Facebook logo, consisting of the word "facebook" in white lowercase letters on a dark blue rectangular background.

Common Facebook Terms

Friends? Likes? Status updates? If you're new to Facebook, there are a lot of terms and phrases that may seem a little confusing at first. Reviewing some of the most commonly used terms will give you a better understanding of how Facebook works and what to expect as you get started.

Notification: You'll receive a **notification** in an email message and on your homepage whenever someone interacts with you on Facebook.

Friend: You can add people you know as friends on Facebook. Your friends will see the things you share, including status updates and photos.

Status Update: One of the most common things people share on Facebook are status updates, which are short, text-based posts your friends can see and comment on.

Timeline: Also known as your profile page, the **Timeline** is where you'll share information about yourself on Facebook. For example, it's where you'll post your profile picture and share basic information about yourself.

Tag: Friends can **tag** you in photos and posts they share on Facebook. Posts you're tagged in will appear on your Timeline.

Like: Whenever your friends share something on Facebook, you can choose to **like** the post. This is just a simple way of showing your friends that you enjoyed what they shared.

News Feed: The News Feed is a stream of updates from your friends and any Facebook Pages you follow. This is where you'll probably spend most of your time on Facebook because it's where you can view and **comment** on what's happening with your friends.

Comment: Whenever your friends share on Facebook, you can leave a **comment** about their posts.

▶ Watch this video to learn how to sign up to Facebook.

- [How to Sign Up for Facebook](#)

WhatsApp


[WhatsApp](#) is a messaging app for smartphones that allows you to **send text messages and make voice calls using your phone's Internet connection.**



You might be thinking WhatsApp sounds pretty similar to standard texting and calling. While it might appear this way, WhatsApp does have some key features and benefits that can sometimes make it a great alternative.

- **Messages and phone calls are made using an Internet connection** instead of through a cellular plan. You won't have to worry about using up minutes or being charged SMS fees. However, if you're not using a Wi-Fi connection, WhatsApp will use data from your data plan.
- You can **call and text other people internationally for free**, which would normally be expensive or not possible.
- If you're connected to Wi-Fi, you can still **make calls and send texts if you have no cell service**.
- WhatsApp is a **cross-platform app**, meaning it can be used across a variety of mobile devices, including on desktop computers and in Internet browsers.
- You can **send large documents**, including PDFs, Word documents, spreadsheets, and slideshows.

To get started with WhatsApp, you'll first need to download the app. It's available for both desktop computers and a variety of mobile devices, including Android phones, iPhones, and Windows phones.

-  Watch the video below on how to set up WhatsApp.
 - [How to Create a WhatsApp Account](#)

YouTube

One reason [YouTube](#) is so popular is the sheer number of videos you can find.



There's always something new to watch! And you'll find all kinds of videos on YouTube—adorable cats, quirky cooking demos, funny science lessons, quick fashion tips, and a whole lot more. Instead of videos from major TV networks and movie studios, you'll find amazing and creative videos made by people just like you. And YouTube isn't a one-way street—you can jump in, record and share your own videos, and become a part of the community.

Watching YouTube videos is pretty simple. Whenever you're watching a video, you'll find some **controls** at the bottom of the video player (and if you don't see them, just hover your mouse over the video). These allow you to adjust the **volume**, make the video **full-screen**, turn on **captions**, and more.

Conclusion

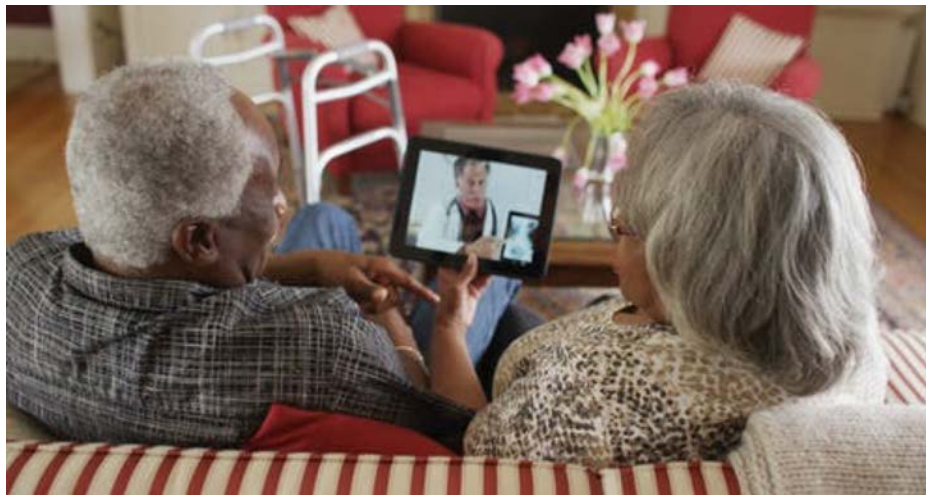
After going through all these aspects of technology you may think that you are not cut out for this kind of thing. Many older individuals assume that technology is for the young people and that only the young have the mental capability to understand all these new trends. That belief cannot be further from the truth. Anybody can learn whatever there is to know about technology!

Despite how helpful technology can be for all people, many seniors will not use tools like the internet or smartphones, this is partially due to the fact that they don't know how to properly use these things. According to some reports, over 40 percent of seniors don't use the internet.

However, there are a number of benefits for seniors who use technology, one of the most obvious benefits that these tools provide is communication. Through things like Facebook and other social media tools, seniors can get in touch easier with friends and loved ones. Moreover, through the use of technology, and communication, seniors can see decreases in loneliness and, in turn, experience better mental and physical health. Greater technology use studied and found to be associated with better self-rated health, fewer chronic conditions, high well-being, and lower depression.

It should also be noted that seniors have a general willingness to learn how to use new technology systems. And, luckily, there are classes available to seniors where they can learn how to use tools like Apple products and certain internet capabilities. Similarly, if you have technology questions, speaking with a younger person or grandchild is a great way to get some quick help.

We hope this booklet gave you a brief exposure to all the important areas of technology today, and help guided you throughout your journey for technological literacy!



The Learn Forever Program in Action!



