“My family in California kept asking me to ‘Facetime’ with them but I had no idea what that meant or how to do it. The tech volunteer taught me how and now I can see my grandchildren on my screen!”

“I surprised myself with how quickly I learned how to use ‘Zoom.’ Now I have access to all kinds of programs and classes.”
DO YOU NEED ASSISTANCE WITH LEARNING HOW TO USE CERTAIN APPS ON YOUR CELLPHONE, LAPTOP OR TABLET?

The Technology Support volunteers can assist seniors with issues relating to their laptop, tablet or cell phone.

The technology support can be done in-person, by phone, or remotely, according to current policy.

All seniors receiving technology support must have accounts and passwords set up by a family member or friend prior to the Senior Center volunteer working with them. Technology Support volunteers are not permitted to set up accounts or passwords for a senior.

EXAMPLES OF WHAT YOU CAN LEARN FROM A TECH SUPPORT VOLUNTEER

ZOOM
- How to join a meeting or session
- How to turn on and off the video camera
- How to mute oneself and adjust the volume
- How to use the chat
- How to share-screen
- How to change the background
- How to leave a meeting or session

FACETIME
- How to start a Facetime session
- How to end a Facetime session
- How to flip the picture
- How to use the special effects
- How to use the mute function

PLUS MUCH MORE......

TO REQUEST TECHNOLOGY SUPPORT

To request technology support from one of our volunteers, please call the Senior Center at (978) 443-3055. Our Volunteer Program Coordinator will call you back to learn more about your needs, and to let you know if our volunteer service can help you with your request.

***Please note that the technology support given is not on an urgent-need basis. Once you are matched with a Tech Support volunteer, you will find a mutually-convenient time to work together.