

## SENIORS ARE SAYING...

*“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.”*

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## TECHNOLOGY SUPPORT



A program of the  
SUDBURY SENIOR CENTER  
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# TECHNOLOGY SUPPORT

## 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.**

