



SENIOR  
COMMUNITY  
SERVICES

# Technology Education, Connection & Help (TECH)

952-888-5530

Technology is integral to almost everything we do today and offers advantages like convenience and cost savings. Some older adults feel they are missing out on opportunities if they don't have access to the internet or a device, or have limited knowledge about technology and how to use it.

Our TECH team members are experts in working with adults age 60 and older to navigate this new digital landscape. **Here's how we can help:**



## Access to internet service and devices

We can help you find affordable internet service providers and help determine eligibility for the **Affordable Connectivity Program**. If you need a device (smartphone, tablet, laptop), we can make recommendations based on individual needs.



## Connecting a device

We'll help connect your device to the internet, and adjust settings for basic use, communication, online safety, and security features.



## Personalized usage

Once connected, tell us what you'd like to do and we'll help you personalize your device. We can suggest functions, services, and apps that will be most useful to you, and help you learn how to use them.

Turn over for  
more details

## Technology support your way

TECH services are available in Carver, Hennepin, Scott, Sherburne, and Wright Counties, though specific support offerings vary by location.

**In your  
home**



**Over the  
phone**



**One on one  
appointment**



**Community settings**

**Group  
presentations**



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## How do I turn this thing on?

If using a device is new for you, we'll help you learn how to successfully "tap" and "swipe" to access basic features and functions that keep you connected and protected:

- Setting up contact lists
- Making and receiving phone calls
- Accessing voicemail
- Sending and receiving text messages
- Creating and using an email account
- Making video calls
- Locking your device / security settings
- Creating and managing passwords and more

## There's an app for that!

One benefit of hand-held devices is the ability to manage daily tasks and appointments from just about anywhere. Tell us what's important to you. We'll teach you how to access device features, download apps, and explain important security considerations, for any number of uses including:

- Using a calendar and setting reminders
- Connecting to social media
- Ordering groceries, prescriptions, pet supplies and other items
- Telehealth visits with your doctor
- Banking and bill paying
- Ride sharing and more

## Entertainment, exercise, and education at your fingertips

Use your device for on-demand access to music, podcasts, movies or TV shows, and exercise classes. Play video games, word games, and classics like solitaire or chess, individually or with others. Explore a new skill or hobby like DIY craft projects, rewiring a lamp, making a gourmet meal, taking a virtual tour, and more.

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**Call 952-888-5530 to learn more and schedule an appointment.**

*If we're unable to solve a problem or it requires service we don't provide, we'll suggest next steps to take.*

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### Services we do NOT provide:

- Help with devices owned by a company
- Help with business related software or hardware
- Help with tax preparation, personal accounting, or other financial assistance
- Failed hardware data recovery
- Replacing or adding cable or ethernet wiring or connections inside walls or in areas difficult to access
- Hardware repair (broken screens, failed batteries, inoperable printers, etc.)

Our digital handypersons are fully vetted, and have experience with common technology issues and settings for phones, tablets, laptops, desktop computers, TVs, and more. By using this service, you agree that Senior Community Services is not liable for any data loss or other issues that may arise from supporting you and your electronic devices. We reserve the right to refuse service if the issue is too complex, and offer no warranties for these services.