WELCOME

Digital Literacy for Older Adults

"Tech-Savvy Seniors"
Navigating the Digital World with Confidence

Date: Thursday, June 12th 2025

Time: 1:15-3pm

Place: The Berna Facio Professional Development Center
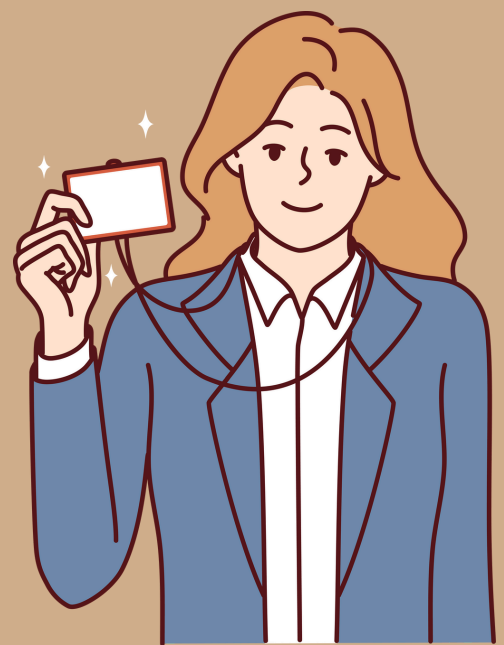
About this presentation

This presentation is designed for older adults who are already familiar with navigating the internet and are ready to expand their digital skills. In this friendly and supportive session, we will provide a brief overview of useful applications that enhance everyday life — from staying safe online and managing your health, to connecting with loved ones, enjoying entertainment, and organizing personal tasks. This presentation offers practical tips and hands-on guidance to help you get more out of your digital world experience.

Agenda

Part 1
1:15-2pm (45 min)
- Welcome & Introductions - 5 min
- Understanding Today's Technology - 15 min
- Connecting Socially - 10 min
- Internet & Online Safety - 15 min

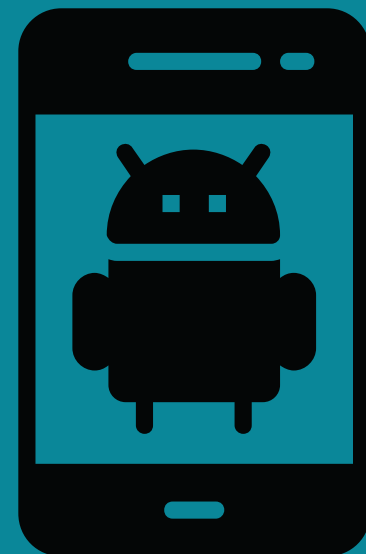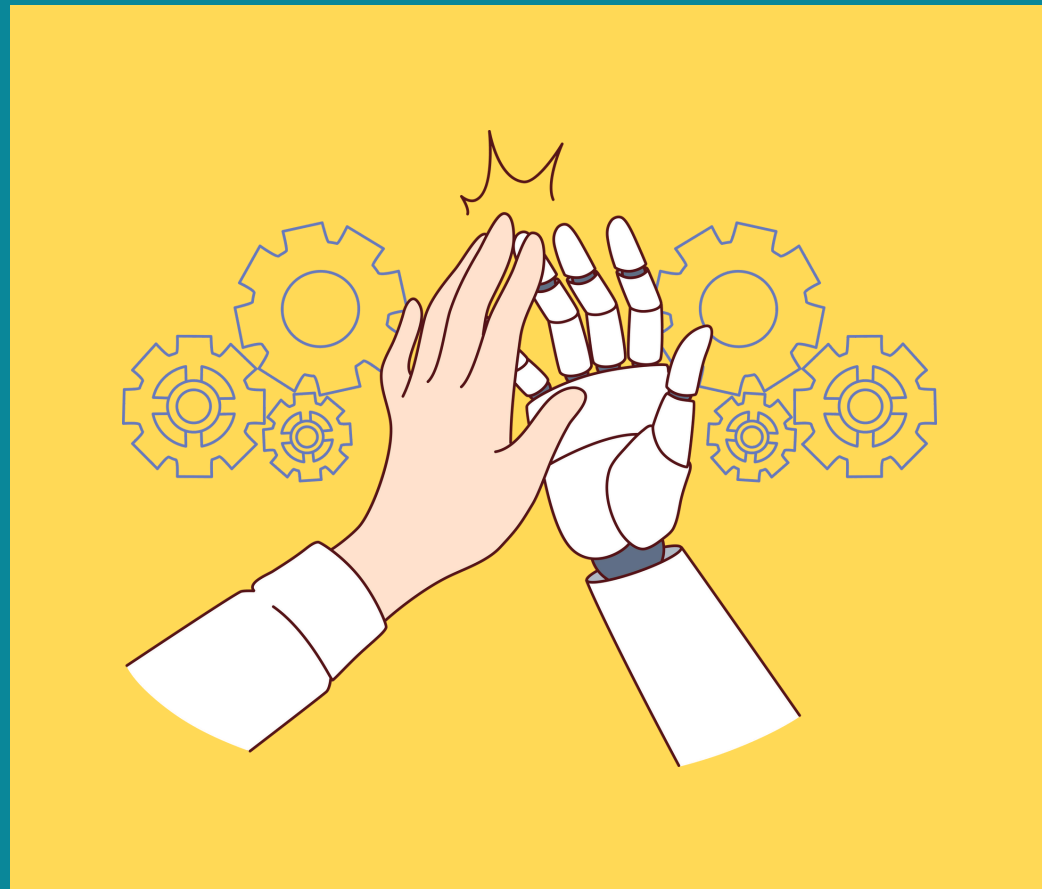Break - 15 min (See you back at 2:15pm)

Part 2
2:15-3pm (45 min)
- Brief Intro to Useful Apps & Services - 15 min
- More Useful Apps & Services - 10 min
- Q&A / Community Resources - 20 min

Understanding Today's Technology

The Role of Technology in Life

Technology helps make our lives easier and better in many ways. It helps us talk to people far away, learn new things, get medical care and do everyday tasks faster. It also helps create new jobs and discover new ideas. But it can also bring problems, like taking away some jobs or causing privacy issues. So, while technology is very useful, we need to use it wisely and carefully

Understanding Today's Technology

How technology can support independence and connection

Technology supports older adults **independence** by helping them manage daily tasks more easily—like using voice-controlled devices, telehealth for medical appointments, and reminder apps for medication. It also helps them stay **connected** with loved ones through video calls, messaging apps, and social media, which can reduce loneliness and **improve** well-being.

Understanding Today's Technology

Smartphones

Tablets

Laptops

PCs (Desktop Computers)

Common Devices: smartphones, tablets, laptops, PC's

1.Smartphones are small phones you can carry in your pocket. You can call, text, use apps, take photos, and go online.

2.Tablets are bigger than phones with a touchscreen. They're good for reading, watching videos, and using apps.

3.Laptops are like portable computers. They have a keyboard and are best for typing, work, and doing more tasks.

4.PCs (Desktop Computers) – Not portable, but more powerful. Best for heavy work, gaming, and long hours of use.

Understanding Today's Technology
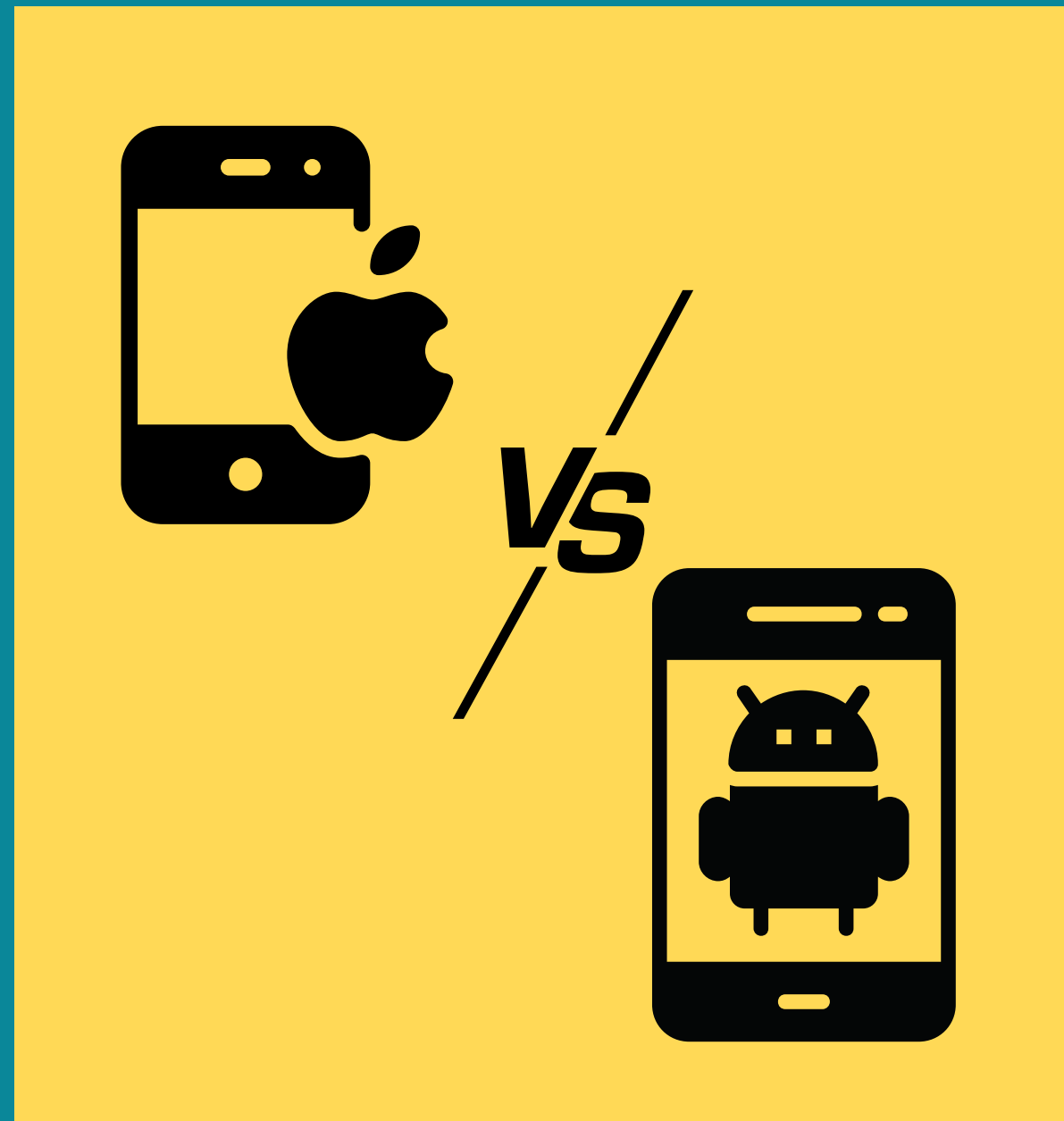
iOS vs. Android
Key Differences You Need to Know

IOS - Only available on Apple devices (iPhone, iPad, iMac) for simplicity, security, and smooth Apple connection.
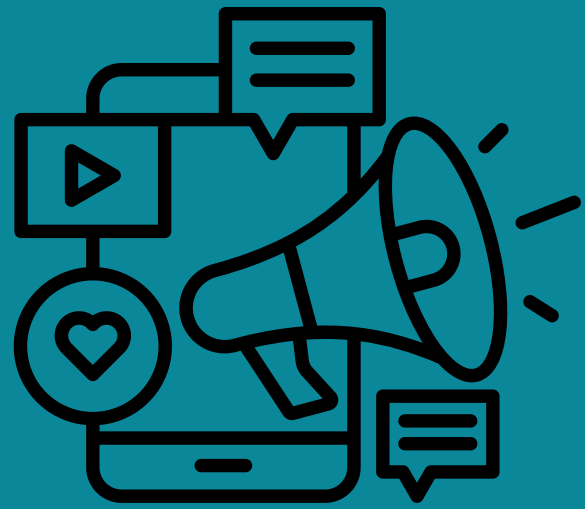To download apps: use App Store

Android - Available on many brands (Samsung, Google, OnePlus, etc.).
Good with flexibility, more phone choices, and personalization.
To download apps: use Google Play

Google Play

Connecting Socially

Connecting Socially

Smart devices are powerful tools that help you stay connected with loved ones through video chats, sharing photos, and exploring useful apps.

Connecting Socially

Social Media Apps

Emails (electronic mail) a free and a way to send and receive messages, photos, or documents using the internet—like sending a letter, but faster and easier.

Video Calls lets you see and talk to someone in real time using a phone, tablet, or computer—like a face-to-face visit, but through a screen. (FaceTime in Apple/iOS users)

Instagram is a free app that lets you see and share photos and videos, making it easy to stay connected with family, friends, and interests through pictures.

Facebook is a free website and app where you can connect with family and friends, share updates and photos, and stay informed about news, events, and your community.

Connecting Socially

Social Media Apps (continued)

Messenger is a free app that lets you send messages, make calls, and video chat with family and friends, often used together with Facebook.

WhatsApp is a free app that lets you send messages, make phone and video calls, and share photos with family and friends using the internet.

Zoom is a free app that lets you make video calls with one person or a group, often used for family chats, classes, or virtual meetings

all apps available to download in iOS/Android smart devices

Internet & Online Safety

The internet makes life easier by helping you connect, shop, and stay informed from home—but it's important to stay safe by using strong passwords, avoiding strange links, and sharing personal info only with trusted sources.

Key points to include

- The internet is helpful for communication, information, shopping, and more.
- Be Mindful of unknown emails, messages, or websites
- Never share personal details (like bank info or ID numbers) unless you're sure it's safe.
- Use strong passwords and don't open suspicious attachments or links.
- Ask for help if you're not sure something is safe—it's always okay to double-check.

Internet & Online Safety

How to recognize SCAMS & Phishing emails

1. Look at the sender's email address

Scammers may pretend to be from a bank or company, but their email address might look odd or fake (like support123@weirdsite.com instead of support@yourbank.com).

2. Watch for urgent or scary messages

Scammers often say things like "Your account will be locked!" or "Act now!" to make you panic and click. Stay calm and check carefully.

3. Never click on strange links or attachments

If you're not sure who sent the message, don't click any links or open files. They could harm your device.

Internet & Online Safety

How to recognize SCAMS & Phishing emails

4. Check for spelling or grammar mistakes
Real companies usually write clearly. Lots of errors can be a red flag.

5. Don't share personal information
Real banks, government offices, or companies will not ask for your password, Social Security number, or bank info by email.

6. Call the real company if unsure
If you get an email from your bank or another service and it seems odd, don't reply to the email—instead, call the company directly using the number you trust.
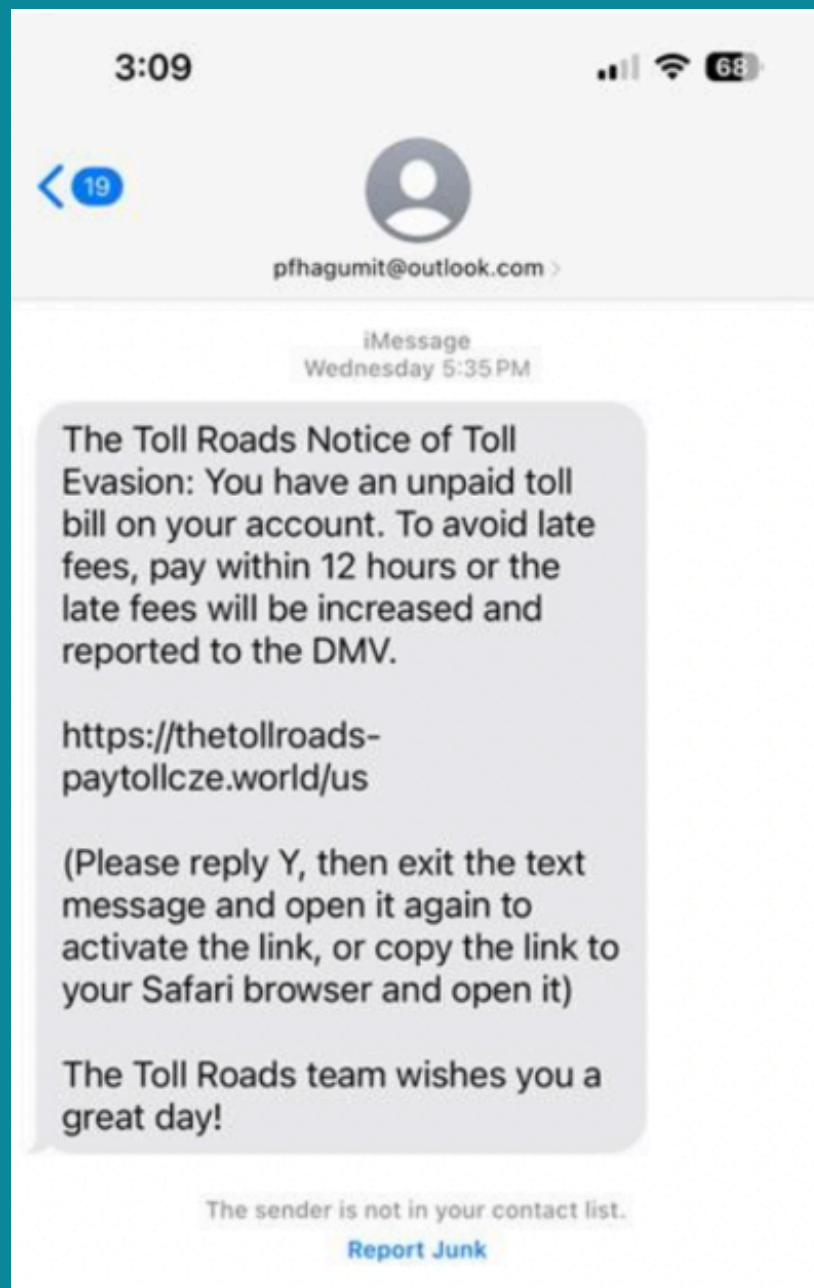
The latest round of text messages scams
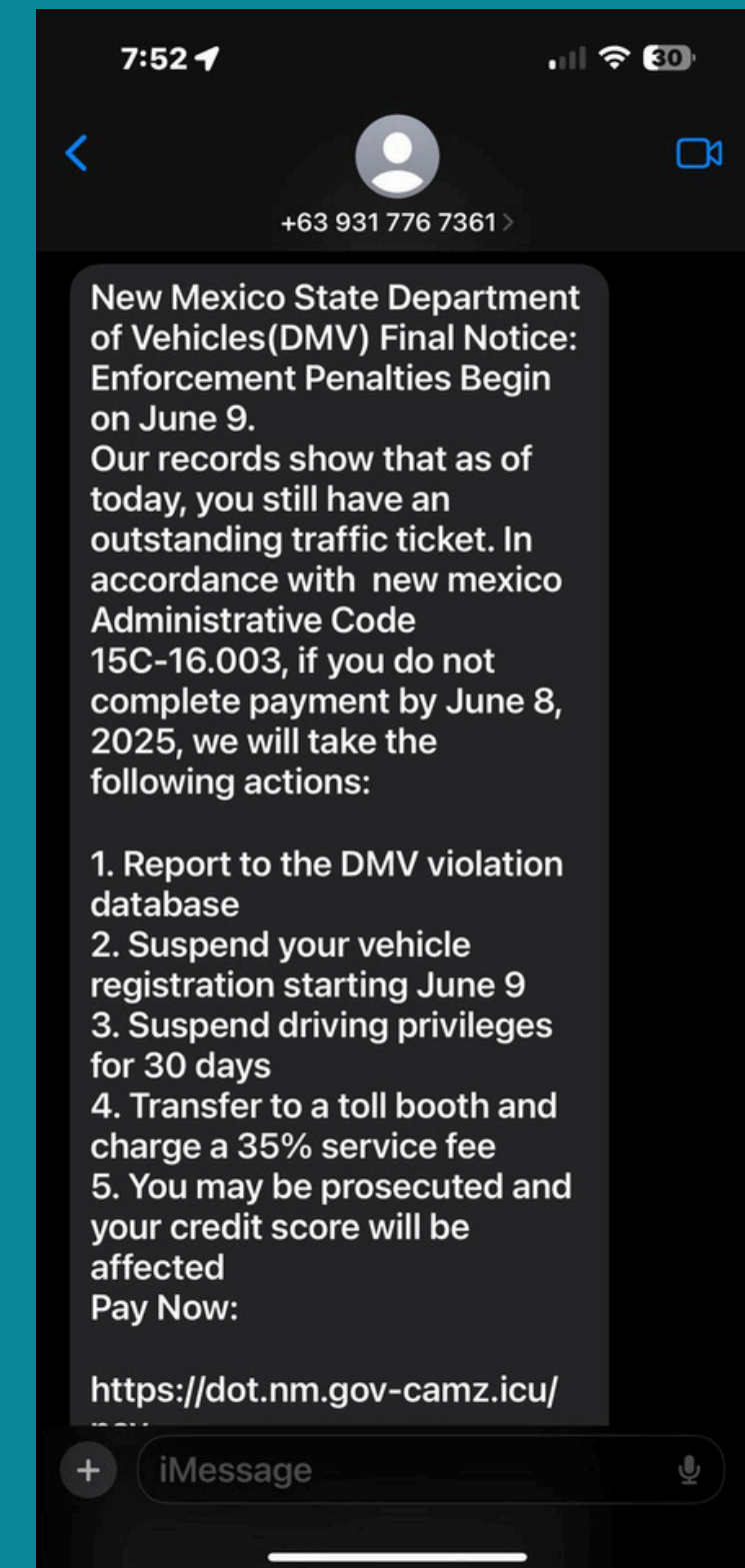
DMV Scam Texts

Toll Road Payment Scam Texts

Scam text messages are going around pretending to be from the DMV or toll companies. They try to trick you into paying fake tickets or tolls by saying you'll get a fine or lose your license if you don't. Don't click on any links or send money—always check with the real agency first.

The Toll Roads Notice of Toll Evasion: You have an unpaid toll bill on your account. To avoid late fees, pay within 12 hours or the late fees will be increased and reported to the DMV.

https://thetollroads-paytollcze.world/us

(Please reply Y, then exit the text message and open it again to activate the link, or copy the link to your Safari browser and open it)

The Toll Roads team wishes you a great day!

The sender is not in your contact list.
Report Junk

- Do not engage with the texter
- Do not click
- Find out if the text message is legimate
- Block the number
- Report the Scam to Law Enforcement
- Do not share your info
- Dont be bullied
- File a complant with FCC: https://consumercomplaints.fcc.gov/hc/en-us

+63 931 776 7361

New Mexico State Department of Vehicles(DMV) Final Notice: Enforcement Penalties Begin on June 9.
Our records show that as of today, you still have an outstanding traffic ticket. In accordance with new mexico Administrative Code 15C-16.003, if you do not complete payment by June 8, 2025, we will take the following actions:

1. Report to the DMV violation database
2. Suspend your vehicle registration starting June 9
3. Suspend driving privileges for 30 days
4. Transfer to a toll booth and charge a 35% service fee
5. You may be prosecuted and your credit score will be affected
Pay Now:

https://dot.nm.gov-camz.icu/

Internet & Online Safety

Creating a Strong Password & Protecting Personal Information

How to Protect Personal Information:

1. Make it long – At least 8–12 characters is best.

2. Use a mix – Combine letters (A-Z, a-z), numbers (0-9), and symbols like ! @ # $.

3. Avoid personal info – Don't use your name, birthday, or easy words like "password" or "1234".

4. Try a phrase – Use a sentence you can remember. Example: "I love coffee at 7AM!" → ILoveCoffee@7AM

5. Use different passwords for different accounts – Don't use the same one for everything.

Internet & Online Safety

Creating a Strong Password & Protecting Personal Information

How to Protect Personal Information:

6. Never share passwords – Not even with friends or strangers online.

7. Don't share personal info (like address, phone, or bank info) in emails or messages unless you're sure it's safe.

8. Be careful on public Wi-Fi – Avoid logging into important accounts on public internet (like in cafés or airports).

9. Log out when done using websites or apps.

10. Ask for help – If something looks suspicious, ask someone you trust before clicking or replying.

Brief Intro to Useful Apps & Services

MediSafe is a free app that helps you remember to take your medicines on time by sending friendly reminders and tracking your doses.

WebMD is a website and app that provides reliable health information, tips, and tools to help you understand your health and medical conditions.

MyFitnessPal tracks diet and exercise for healthy living.

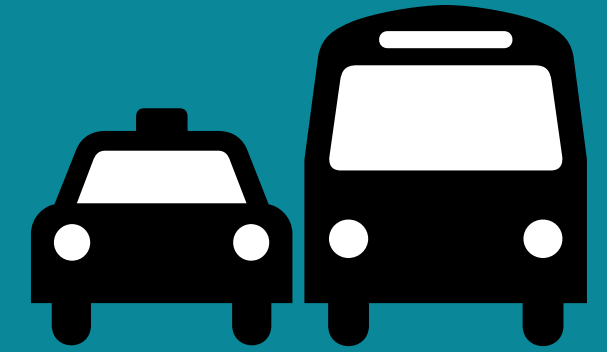Always remember-medical applications including Google are only tools, NOT a doctor. Look at trusted medical websites, and check with your healthcare provider before making any decisions.

When you google symptoms of a sore throat and says you only have 2 weeks left to live 😨

Brief Intro to Useful Apps & Services
Transportation Services

City of Albuquerque Senior Transportation Services

- Offers <u>free</u> van rides for seniors to medical appointments, grocery stores, and senior centers.

ABQ RIDE & Sun Van

- Provide <u>free</u> public bus service and curb-to-curb rides for those with disabilities.

### Catholic Charities Senior Transportation

- Gives <u>free</u> rides to seniors for essential trips, based on reservations and donations.

Uber Senior Accounts

- Allow easier ride booking with a simpler interface for older adults.

GoGoGrandparent

- Lets seniors use services like Uber or Lyft without a smartphone, just by calling.

BETTER WITH SOUND!

UNILAD
TECH

TikTok
@hometown779
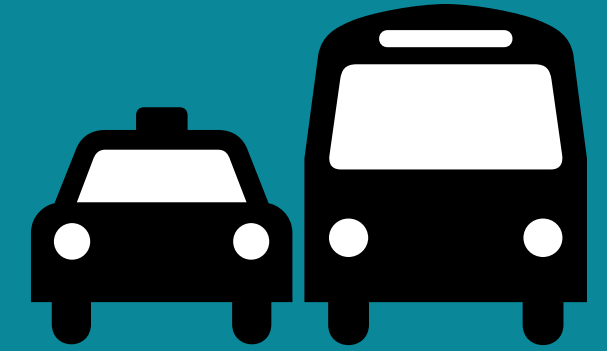
81-YEAR-OLDS TAKE A RIDE IN A SELF-DRIVING CAR

More Useful Apps & Services

Banking & Patient Portals

Online Banking

Most major banks have easy-to-use apps where seniors can:

- ✓ Check balances
- ✓ Pay bills
- ✓ Transfer money
- ✓ Deposit checks with a photo

Patient Portals

Patient portals help seniors manage their health online by:

- ✓ Viewing test results
- ✓ Messaging doctors
- ✓ Refilling prescriptions

More Useful Apps & Services

Entertainment & Staying Connected

YouTube – Watch videos on music, history, hobbies, or even exercise

Spotify – Listen to music from any decade

Netflix / Tubi / Amazon Prime Video – Movies and TV shows (Tubi is free)

Audible – Listen to audiobooks read out loud

Jigsaw Puzzle – Enjoy relaxing puzzles

Words With Friends – Fun word game to play with others

**Libby –** Borrow books and audiobooks free from your local library

More Useful Apps & Services

📅 Organization Apps for Seniors

1. **Google Calendar –** Keep track of appointments, birthdays, and reminders

2. **Pill Reminder Meds Alarm** – Helps remember when to take medications

3. **Evernote or Notes** (built-in on phones) – Write grocery lists, ideas, or notes

4. **Magnifying Glass + Flashlight –** Makes small print easier to read

5. **Google Keep –** Color-coded notes, checklists, and reminders

6. **MyChart (if supported by your doctor) –** Manage appointments and health records

7. **Alarm/Clock App –** Built-in app to set reminders or wake-up alarms

Questions & Answers
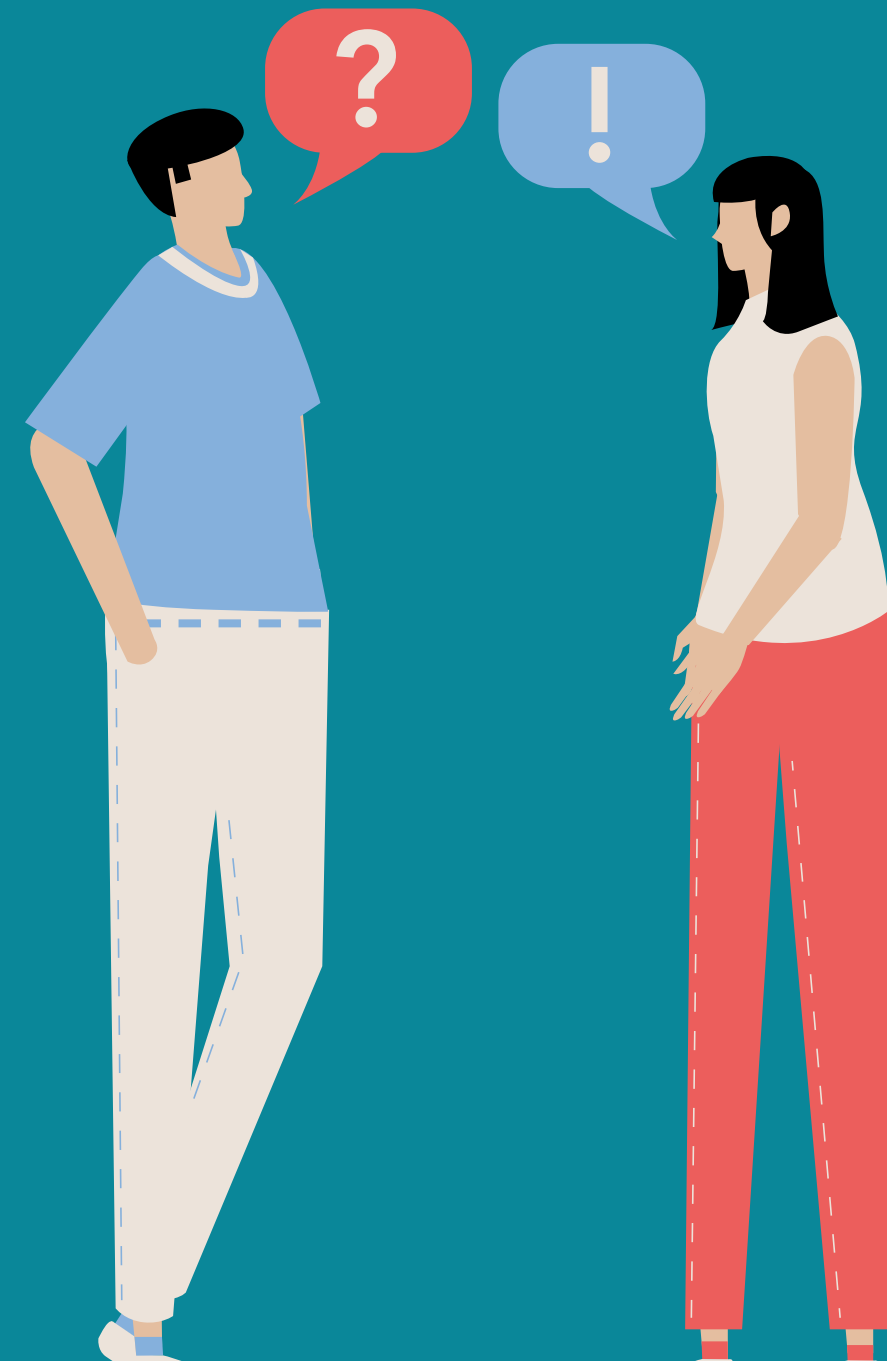
Community Resources

The GoodSkills program offers free job readiness and digital literacy training for all skill levels, along with life skills and wellness classes to support personal and professional growth.

Teeniors are tech-savvy teens and young adults who help seniors learn to use technology through one-on-one coaching. Whether it's a phone, computer, or app, they make tech easier so you can stay connected with family, friends, and the world. Help is available in person in New Mexico or online from anywhere.

Community Resources

DiverseIT offers free computer classes in Albuquerque for beginners and those with some experience. You can take group classes or get one-on-one help to learn what you want at your own pace. They also offer training for businesses and schools. To sign up or ask questions, call (505) 881-8324 or email diverseIT@GoAdelante.org.
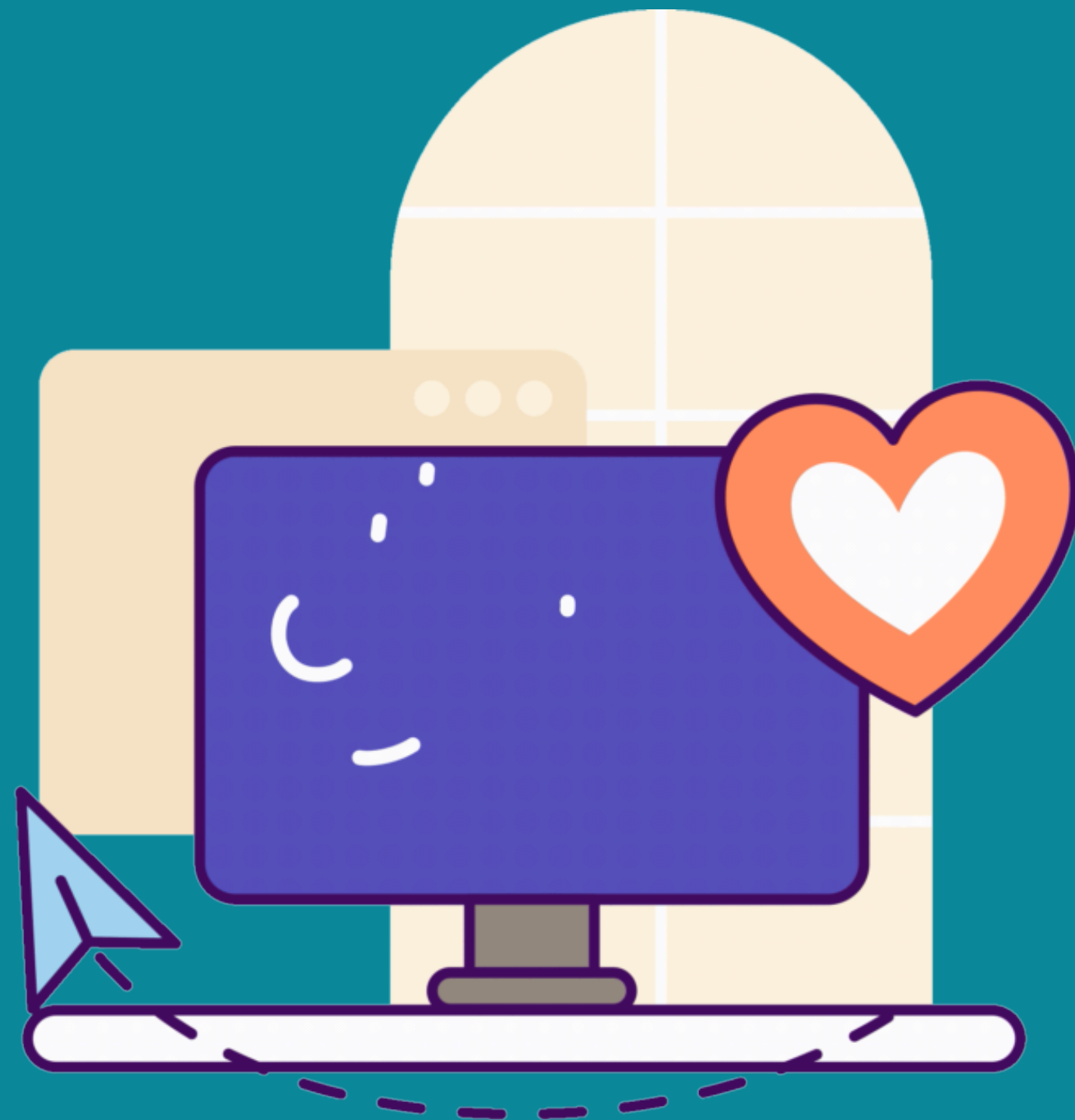
Supplemental Resource

YouTube is like a free library of videos on the internet. You can watch short, easy lessons that show you how to use a computer, send emails, use your phone, or even video chat with family. You can pause, rewind, and go at your own speed. It's a great way to learn new things from home.

Trying to conquer the world of technology @goodyldelsie

TikTok
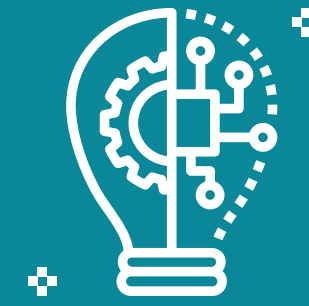
"You're never too old to learn something new—technology is just another adventure waiting for you!"

Gracias