



GolHelp.org

This FAQ Booklet Belongs to:

(Learner's Name)

Now that you know how to search online and use YouTube, you can use these skills to find answers to questions; even questions about how to use your device. If you have a question just ask a search engine (Google, Yahoo, Bing, Duck Duck Go) or YouTube and you should find a good answer!

Following are answers to a few questions new learners often ask:

Tips to Determine if Website is Safe

Protect yourself from scams and viruses

- These days it can be very difficult to tell if a site is trustworthy or not. Many nefarious sites are being designed to look respectable. Thus, you should always make sure that a site is not dangerous by using multiple approaches. This is especially important to consider before providing a site with sensitive information such as credit card numbers, banking information, your email address, etc.

In general, you want to be wary of a site if it asks for

- unnecessary personal information,
- a credit card number, or

- a bank number when it's not necessary.

This could be evidence of them phishing (trying to defraud you by posing as legitimate company) for your sensitive information.

- You should also be wary of sites with offers that seem too good to be true, have very intrusive ads, have multiple pop-ups, or tell you that you need to install a “plug-in” to view content, etc.
- No matter how official as it looks or sounds NEVER respond to an alert, that your device has a virus. They often will try to direct you to call a number for support-**do not call!** Instead, turn the device totally off and then on again. If the notice is still there ask a tech savvy person (e.g. a friend, family, local library or senior center) for assistance.

Use only a Secure Site for Private Information

- A locked site is more secure, but you should still not enter personal information, such as making an online purchase on public WiFi.
- If using on a secure private website and you need to enter personal information check to see that the site is secure.
 - The bar at the top of the screen should change from “http” to read “https” (the s is for “secure”) with an image of a closed lock next to it.
- NEVER give credit card, bank number, social security, passwords, or any personal information requested via email or phone. Legitimate banks and vendors will not seek information via email. If you are concerned by an email look up the number and CALL the company. DO NOT use a phone number or email listed in the email to contact company. Look up the legitimate company’s information.

How to delete or move apps

On Apple device:

To delete on Apple - hold your finger on the app you wish to move or delete.

- It will either begin to jiggle and an “x” or “-“ may occur in the corner.
To delete: tap on the “x” or “- “
- Or it might show a dropdown box where you can select “Remove app”

To move on Apple: Hold your finger on the app, when it starts to jiggle, and move it to where you want it to be. Let go and it should stay there. Be careful not to position the app right on top of another app unless you want to create a group (e.g. all games together).

- If you want to move the app to a different page, slide into the edge of a page to which you are heading. When you arrive at location you desire let go and tap “done” or home button to make app stop jiggling.

On Android device:


To delete on Android - hold your finger on the app you wish to move or delete. Slide app up to word “remove” or the trash can and let go

To move on Android - Hold your finger on the app and move it to where you want it to be. Let go and it should stay there. Be careful not to position the app right on top of another app.


If you want to move the app to a different page, slide into the edge of a page to which you are heading. When you arrive at desired location let go.

Accessing WiFi in the Community

On the following page a step-by-step method is detailed.

- Sites which offer free WiFi often have a sign posted. The tiny WiFi signal with a closed lock next to it  means this particular network is password protected. Even if you use a locked WiFi do not enter private information on public WiFi. Also it is recommended that you use *only* a password protected WiFi signal. You may have to ask someone for the WiFi name and password at this location/restaurant/store.

Finding an Internet connection when out in the Community

- Power on your tablet / smartphone: you may have to push and hold for a moment 



- Find and tap on the device "settings" tab



- Find the WiFi networks icon and tap on it



- It is recommended that you only use a network that is locked.



- unlocked



- locked (you will need a password)



Tap on that network (enter password if needed)



- Return to the Home page

- Android: "O" (at bottom of the screen)

- Ipad: Big circle button on the bottom frame



- Tap on the icon you wish to open

- for Generations on Line Sip & Swipe Café



Finding Low Cost Internet at Home

EveryoneOn is a national nonprofit. Through partnerships with local Internet service providers, EveryoneOn is able to offer free or low-cost home Internet service in 48 states and the District of Columbia. They also work with device refurbishers, so individuals and their families can purchase discounted refurbished devices, including tablets and laptops.

EveryoneOn can help you search for services in your area that provide high-speed internet at a very low cost. Most participating companies charge around \$10 per month, with no contract and no equipment fee. However, for some who are above the household income threshold, there may be a one-time setup/equipment fee. Data plans will vary too.

To search call **1-877-947-4321** or go to www.EveryoneOn.org

FAQ for tablet specific information

Which Tablet Should I Buy?

New models of tablets are entering the market so frequently any specific list might be outdated by the time you read it! It would be impossible to report which is tablet is best at this precise moment. Plus tablets, like people, are unique. You have to decide which is right for you. We do however have some suggestions:

- **Research online**, use a search engine such as Google or Bing and search for reviews. PC Magazine often updates their list of top tablets. You could search: *PC Magazine Best Tablets for ____ (add current year)* Look for other resources you trust online such as Consumer Report.
- **If possible go to a local retailer and test out different tablet** models to see which fits your needs the best. Do you need a large screen? Is a light weight tablet, for easy to travel, important to you? How durable does it seem? Try the touch sensitivity and see if it works for you.
- **You need to take into account your budget and needs**, for example Apple tablets (iOS) are thought of as more intuitive for the user, but can be more expensive. A \$59 tablet may be budget friendly but its battery life may be limited; carefully consider your trade-offs.

Tablet Features

Currently all new models offer Wi-Fi connectivity, and most have a front-facing web camera, needed for applications such as FaceTime® and Skype™

- **Shape and Screen Size** Tablets come in a variety of sizes; most typical sizes are 7 and 10 inches. Larger size can be easier to work on, while smaller more portable.
- **Visual Display** Screen resolutions on tablets are getting better. A pixel is a tiny area of illumination on a display screen, multiple pixels work together

to form the on-screen image. Some tablets offer more pixels per inch, giving a sharper image. Some tablets offer anti-reflective coating designed to make it easier to see when the tablet is in bright light. It is a good idea to go to a local retailer and try out different versions.

- **Operating System** There are three operating systems for tablets: Windows, iOS, or Android. Apple's tablets use iOS; Microsoft's tablet uses Windows. A tablet's abilities are determined by the operating system. Being able to upgrade from the original operating system, to a newer one when needed can be helpful. Ask what operating system the tablet uses and compare to what the current operating system is for that type of device. You don't want your tablet to become obsolete in a short period of time. The Generations on Line Sip & Swipe Café® software is designed for Apple's iOS and Android tablets. It is not specifically suited for Windows.

Wireless Connectivity

Today's tablets offer Wi-Fi connectivity. Some tablets have the ability to access cellular data networks, but this ability usually makes the tablet more expensive and a monthly cellular data plan would be needed. Plans range in cost but usually start at about \$20 a month. Note if you plan to use the tablet only on WiFi you do not need to have cellular data plan or a tablet that has cellular capabilities.

Refurbished Tablets

Tablets that have been previously owned or which were returned due to problems are often refurbished and resold. Refurbished products can save you money but be sure to check on return policies and look for long warranty term. Apple offers a one year warranty on refurbished products and includes a brand new battery. Check if refurbished tablet offering includes a new or the original battery. Buy from a brand or store you trust. Consumer Reports offers the following information:

- **Amazon:** The huge online retailer sells refurbished, used, and open-box products under Amazon Warehouse. Be careful, though: The Company doesn't include warranties on these items; instead it sells optional extended warranties on certain items.
- **Apple:** All of Apple's refurbished products come with a year-long warranty, which is reassuring if you're worried about the lifespan of your gadgets.
- **Best Buy:** The Company's Best Buy Outlet store sells open-box, pre-owned, and refurbished products, all under one online roof. Warranties range from 90 days to 1 year, depending on the product.

Additional thoughts to ponder

- Consider getting a case for your tablet. A case can help to protect your investment and can allow the tablet to stand up for easier visibility and/or ease of use.
- If you have trouble tapping the tablet due to cold hands, long nails, arthritis or other condition; check out a tablet stylus. A stylus is a pen-like device that one can use for tapping. Check local dollar stores or stores such as Staples or Best Buy.
 - **Basic Stylus** If you only want to use a stylus so your fingers don't touch the tablet, then a basic rubber ended stylus would meet your basic needs. The advantage: low price, usually under \$5; disadvantage: it is not very accurate, you might have to press harder to get the tablet to recognize the tap, and this model wears out quicker.

Microfiber Stylus The next level up would be a microfiber tipped stylus, some even come with replacement tips. Advantages: better touch response and fairly low price \$5-10. Disadvantages: Can still have some accuracy issues but is less than rubber ended stylus. This type of stylus can usually meet the needs of general touchscreen users.

My Email Identity



Email address: _____

Username: _____

Password (or if you don't want it written down list a memory jogger):

Friend or Relative's email address:
