

Training guide

Module 1/ Introduction to the use of smartphone/ tablet - basic

Before the session

- Have all the necessary material ready (computer, presentation, pendrive, etc ...)
- Prepare your presentation well
- Have a positive and motivating attitude
- Be punctual

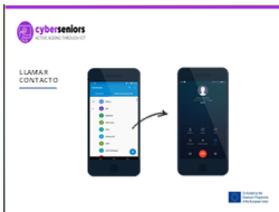
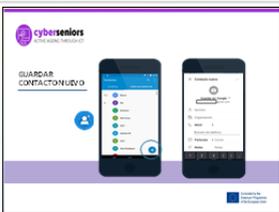
During the training

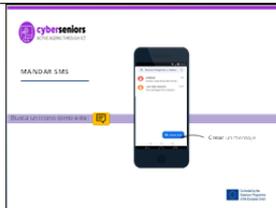
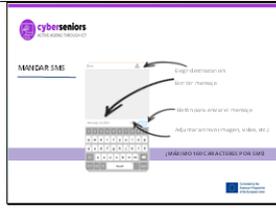
Duration	Main session - 60 minutes	Relevant presentation slide
2 mins	<p>During the session:</p> <ul style="list-style-type: none"> ● Welcome your audience and introduce yourself to create a good atmosphere. ● Be aware of timekeeping at all times so that you can cover all the material. ● Leave a space at the end to answer questions ● Act with empathy, patience and closeness ● Try to make sure from time to time that your audience follows your explanations 	
3 mins	<p>We will explain that Cyberseniors is a project co-funded by the European Commission through the Erasmus+ Program, with the main objective of creating training resources for people over 55 years of age, on how to manage a smartphone, and useful applications for an active aging and a higher autonomy. We remind that all info, as well as these resources, are available at www.cyberseniors.org</p> <p>We will explain the index of today's session and also inform about the content of the 4 modules (4 hours training in total):</p> <ol style="list-style-type: none"> 1. Introduction to the use of smartphone/tablet 2. Safe and responsible use of Information and Communication Technologies (ICT) 3. ICT applications for mobile phones and tablets I (leisure, health, communication) 	

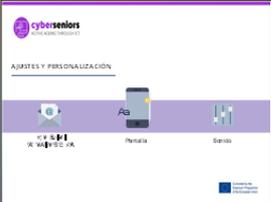
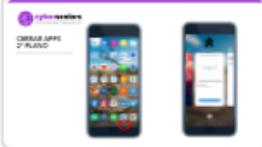
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	<p>4. ICT applications for mobile phones and tablets II (banking, daily needs and accessibility, public administration)</p>	
<p>20 mins</p>	<p>WHAT IS A SMARTPHONE?</p> <p>A Smartphone is a mobile phone (terminal, device) that allows you to perform more advanced tasks than a conventional phone. In English, smart means smart phone and phone. As well as the classic function as a telephone, the Smartphone incorporates a new main function which is the possibility of connecting to the internet. Smartphones have their own operating system that allows the performance of tasks and functions similar to those performed by computers.</p> <p>The devices have a series of buttons and connectors. There are several models according to which you can change the location of these buttons, but the operation is similar in all devices.</p> <p>Usually these buttons are to turn off, reset, raise and lower the volume, it is important that we consider that today, turning off and on the mobile means a very high battery consumption, so if you want to avoid calls, notifications, etc., you can use airplane mode, silent mode, or do not disturb mode.</p> <p>The Smartphone has a touch screen. It means that the controls are made by gently pressing the buttons on the screen with your finger directly on the screen. If we slide our finger through it we can go to another series of screens with different content as if they were the pages of a book. Icons (pictures) corresponding to specific system icons and applications (Apps) appear on the main screen. For example, touching the Settings icon opens the application (App).</p> <p>There are system icons, what are those programs already pre-installed on the mobile and that in many cases cannot be eliminated, and then the app icons, which are the ones that each person download according to our tastes, etc., and can be eliminated when desired.</p> <p>Although more and more developers of different mobiles are integrating very usable apps by default to help us use</p>	

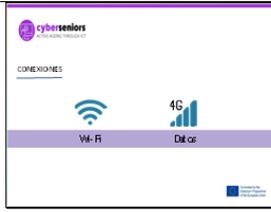
<p>the phone with the most common tools that make their use almost essential (whatsapp, social networks, etc.)</p> <p>Some of these system icons are included in the phones from the factory, and others can be added to the phone by downloading them from the internet. Smartphones allow us to send emails, take and send photos and videos, chat (message), and use other applications that facilitate our daily life such as the music player, the calendar, the calculator, the alarm clock or the mobile bank.</p>	
<p>Apart from the icons, we can create folders to store them by type or theme, this speeds up the search and saves space in the screen grids.</p>	
<p>Creating it is very simple, usually in almost all phones the system is the same, when you press and hold one app for a few seconds and move it on top of another, it will automatically create a folder, which we can then edit and rename to know its content at a glance.</p> <p>If the folder was already created, we will simply drag the icon of the app that we want to move and drop it in said folder, as shown in the image.</p>	
<p>We are going to see some of the most basic functions of mobile use, such as</p> <p>CALL AND RECEIVE CALLS</p> <p>RECEIVE CALLS</p> <p>When we have an incoming call, this screen appears. To answer, we have to slide our finger on the green icon in the indicated direction.</p>	
<p>When the call starts, the image of the phone changes to red. If we press on the red icon, we hang up the call.</p> <p>From here we can also activate the hands-free, a speaker that helps not to have it glued to the face and hold it, as well as pause the call, deactivate the "microphone" so that our interlocutor cannot hear us at a specific moment.</p> <p>If we call a company or administration, they may ask us to key in numbers during the call, to identify which service we</p>	

<p>want to contact. The keyboard disappears during calls so you will have to press "keyboard" to make it appear.</p>	
<p>To call:</p> <p>We can do it in several ways, or from the phone by dialing the number directly, for this,</p> <p>Look for this icon or a similar one on the home screen. Click on "Keyboard" and dial the phone number we want to call and finally click on the green call icon.</p>	
<p>Or, from contacts</p> <p>Remember that if you enter from the Phone there is usually a shortcut to take you from this screen (2) to your contacts and that you do not have to leave again.</p>	
<p>By clicking on "Contacts" this screen appears in which we see all our contacts arranged alphabetically. By clicking on any of them, the call is made directly.</p>	
<p>From contacts you can save new contacts, look for the icon in the image and fill in the fields that appear, click on save (upper right corner V) and you will have it.</p> <p>It is important that we explain that from here we can predefine where we want the contacts to be saved.</p> <p>The best place is always in the cloud, that is, in our email to avoid data loss when changing mobile.</p> <p>We will simply click on "save in:" and from there we will choose the cloud.</p>	
<p>Another simple way is to save a contact from the numeric keyboard (like when we make a call without having the number saved)</p> <p>We will dial the number in question and choose a new contact, the following steps are the same as those seen in the previous section.</p> <p>We can also add new numbers to existing contacts, if someone has two numbers for example.</p>	

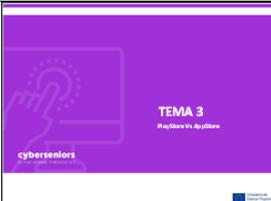
	<p>Establish contact and information for emergency cases, currently the phones from the lock screen allow to parameterize contact data as well as the user of the mobile (allergies, etc.) Additionally you can save in your agenda the emergency contact with AAA in front to speed up your search</p> <p>Example: AAA-Maria</p> <p>In the section "Record" of calls, we have access to the last incoming, outgoing and missed calls that have different icons and colors to facilitate identification, from here following the steps explained above we can also add new contacts that we do not have in our agenda.</p>	
<p>15 mins</p> <p>POSTS</p> <p>Like conventional telephones, you can send text messages with a Smartphone. To write a message, click on the envelope icon on the home screen. A screen will open with all the messages that we have received and sent, in list format. By clicking on one of the messages, we can send a text message to the recipient in question.</p> <p>We usually receive messages for these types of questions:</p> <ul style="list-style-type: none"> • Reservation confirmations • Promotions • Verification codes • Messages to answering machine <p>....</p> <p>If we want to send a message to a contact or number to which we have not sent text messages previously, click on the new message icon.</p>	<p>New message</p> <p>We include the recipient's phone number or his name if we have it saved in our contact list. When pressing on the field, the keyboard appears. Text field to write the message. When you click on any area of the text field, the keyboard appears. We can attach a file to the message (photo, video, contact, document, etc.). When we finish writing our message, we can send the message by clicking on "Send".</p> <p>Receive messages</p> <p>Upon receiving a text message, we receive a notification on the mobile screen. A circle also appears containing the</p>	 
		

<p>number of received messages that are unread, above or next to the envelope icon.</p> <p>* It is a system not much used for shopping, but it can be interesting for people who do not have another system or for specific procedures such as voting, donations etc.</p> <p>We will insist that they are very cautious when they receive SMS, since except for official issues, such as registration, termination of employment, finance, app verification codes, websites, etc., they are using this means to scam them.</p> <p>So the best thing is that they do not click on the links they send (ex: scam of emails or amazon)</p>	
<p>One of the important parts of managing our mobile is to personalize it and adjust it according to our needs and tastes, for this, we can, for example</p> <p>E-mail account: To have access to internet services, it is necessary to have an e-mail account. In case you don't have one, you will need to create one.</p> <p>Screen: from this option you can modify what is related to the screen: background, brightness, font size (letter), etc.</p> <p>Sound: from here you can modify the volume, choose the ringtone, the tone for receiving messages,etc.</p>	
<p>We will also explain how to release apps in the background, especially to free up memory space so that the phone runs faster.</p> <p>We simply have to click on the back button, in the example it is on the right button, but let us emphasize that it will not always be in this area.</p> <p>And we simply either press the trash icon to close them all or we will move the app that we want to release upwards.</p>	
<p>We configure the sound with the buttons on the left side. We can differentiate between 3 different states:</p> <p>Silence: does not produce auditory alert. Vibration: vibrates, but does not sound. Sound: makes a sound for each message received.</p>	

<p>Do not disturb mode: With this priority only mode it will allow only what we consider most important to ring: calls, messages from someone, etc.</p>	
<p>We will talk about the camera options to take photos or videos</p> <p>The camera is accessed by tapping the camera icon from the home screen.</p> <p>They will be stored in the gallery, usually different albums will be created, depending on their origin (camera, WhatsApp, social networks, etc.) and you can also create your own albums, which will help you keep them organized (family, trips, friends ...).</p>	
<p>These are the most common buttons when opening the camera with our mobile, where we can take videos, photos and selfies (photos from the front camera)</p> <p>You can also have other options, from Camera settings such as timer, indicate sound,</p> <p>More and more frequently, the new devices include a sliding menu at the bottom for other less common photo formats, such as panoramic, portrait, night, etc.</p>	
<p>The photos we have taken will be stored in the gallery, usually different albums will be created, depending on their origin (camera, whatsapp, social networks, etc.) and you can also create your own albums, which will help you keep them organized (family, travel, friends ...).</p>	
<p>From here we see how the different sections are shown,</p> <p>In Photos, access to all the photos we have on our mobile, ordered by date.</p> <p>and in Albums, the photos (recent, videos, etc.) or personalized (family, friends, vacations, etc.) are ordered.</p>	

	<p>We will now talk about connections, in order to take advantage of all the functions of a Smartphone, we need to have an Internet connection. There are two ways to connect to the network.</p> <p>-Wi-Fi: If we have contracted with an operator to access the internet from our home, we will connect our terminal to this Wi-Fi network. The first time we connect, we must enter a password that appears on the router on the mobile.</p> <p>-Data: If we do not have internet at home or we are not in an area with Wi-Fi connection, and we want to connect to the internet, we have to activate mobile data and have a rate that has data available.</p> <p>But beware of open networks, they are less secure, avoid using them for vulnerable data.</p>	
<p>15 mins</p>	<p>The Operating System of a mobile phone (also called that for PC) is the set of functions that allow us to use the phone, it is in charge of executing the processes, opening the programs, supplying the necessary resources etc, and depending on the mobile brand, there are two major operating systems, which are the most used.</p> <p>For Apple mobiles (the one from the apple) it is iOS and for the rest (usually) Android (the one from the alien) is used</p> <p>For users, for practical purposes, the relevance of the S.O. is that the means to download applications and the availability of these is different.</p> <p>For the rest, the differences refer more to technical and specific data that, although, obviously, affect performance, security, etc (it depends on the OS and its version, for example, the mobile can go faster etc ...) operationally for a basic use it is not necessary to know in detail.</p> <p>Similarities</p> <ul style="list-style-type: none"> • The basic functions such as calling, messaging, web browsing, etc. are the same. • The user interface supports the same functionalities, such as swiping, tapping, pinching, or zooming. • All the users are presented with privacy settings to lessen the risk of data leakage. 	

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	<p>Differences</p> <ul style="list-style-type: none"> • They run on different operating systems. • Android offers more freedom to its users, meaning it's much easier to customize settings than it's on iOS. • Over time, the performance of an Android device will decline, while the performance of an iOS device will mostly stay the same. <p>Because Android software is available to many manufacturers, there's a risk of a decrease in quality when it comes to cheaper phones.</p>	
	<p>The Android system is the most common in smartphones today. Android belongs to Google since 2005, so the place to download apps is called Google Play Store, which we will now see.</p>	
	<p>The S.O. for all Apple mobile devices, smartphone or tablet it is iOS and the place to download apps is called the App Store, which we will now see.</p>	
	<p>The apps or applications are the programs that we can download (download) to our device to use them, there are paid and free ones,</p> <p>As we mentioned, depending on the type of OS that our mobile uses, the download location is different and the available apps may vary.</p>	 
	<p>But the operation to download is the same, click on the App Store (iOS) or Play Store (Android) icon where we will be presented with the following screen where you can search for the application that we want to download and install.</p> <p>Diferencias</p>	

	<p>IOS - Apple Store</p> <ul style="list-style-type: none"> • is more tedious. • registration fee is less affordable; • the Apple AppStore is a great investment; • a high percentage of sales go to the developers; • the iOS users are more willing to pay for the app. <p>Android - Play Store</p> <ul style="list-style-type: none"> • is much easier; • the profit might not be as high; • the Android users expect the application to be free; • the developers must rely on advertising 	
	<p>We will explain that they simply have to choose the app they want to download and select it.</p>	
<p>5 mins.</p>	<p>CONCLUSION</p>	
	<p>We will leave some time until the end of the session to resolve doubts or concerns about what was seen in today's session. We will appreciate their participation and we encourage them to practice at home so as not to forget what they have learned today.</p>	

THANKS SO MUCH