



# HELPING YOU TO ACCESS VIRTUAL SENIORS WEEK EVENTS

USING YOUR SMARTPHONE OR TABLET



For the first time in its 60-year history Queensland Seniors Week is going virtual.

We know older people with low internet skills can feel isolated from their community, friends, and family.

Some people need extra support to get online and build their digital skills, and may need a compelling reason to take the plunge.

What better way than to join in one of the many online activities this Seniors Week, 15-23 August 2020.

This handy guide was created in partnership with the Queensland Government, Volunteering Queensland, Telstra and COTA Queensland to assist you to access the online events and activities.

*Celebrating*  
**60** **QUEENSLAND**  
**SENIORS**  
— AUGUST 2020 —



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# Getting Started

To access the online activities, on your smartphone or tablet, you will need to connect to the internet.

You can connect to the internet in a few ways, here are two of the most common ways:

- Use a wireless or Wi-Fi connection to connect your smartphone or tablet.
- Use your smartphone or tablet to connect using the 3G and 4G phone network.

To connect to your Wi-Fi, you will need a password. You should have a sticker on your modem that displays your password. Sometimes it is displayed as 'PW' and may comprise of letters and/or numbers. Be sure to check all sides of the modem, including under the base as they sometimes like to hide.

Go to your device's "Settings" and find the 'Wi-Fi' option, select it to turn on your connection. When your Wi-Fi network appears on the list (note, they sometimes have unusual names) select it, and type in the password for your modem.

Connecting to the 3G and 4G mobile phone network will happen automatically as long as your mobile data is turned on in your settings and you have data available to use on your phone package.

# Accessing the Internet



The internet is a great way to stay up to date with the latest news, find Queensland Government support and services, volunteering opportunities and access Queensland Seniors Week events and activities.

To explore the internet you will first need to connect to it. Think of it like opening an interactive encyclopedia. Instructions on connecting to the internet are outlined on the previous page.

Web browsers and search engines allow you to find and access websites. Think of them as a librarian, assisting you to find a plethora of information, stores, and entertainment. Some of the most common web browsers are Google, Safari (iPhone or iPad) and Internet Explorer.

Your mobile phone or tablet should already have an internet browsing program installed. When you open this, it will display a search engine, where you can type in some key words regarding anything you might need to find out.

Websites are places where you can find information, goods and services. Website addresses or "urls" (uniform resource locators) are unique and specific to the organisation or business. To find a website you can:

- Type an address into your web browser. For example:  
[www.qld.gov.au/seniors](http://www.qld.gov.au/seniors) or [www.qldseniorsweek.org.au](http://www.qldseniorsweek.org.au)
- Type words into a search engine, such as Google or Bing.
- Use a Bookmark or Favourite to save websites for easy access



# Staying Safe Online

The internet is a safe place to explore and enjoy, provided you know how to make the right decisions.

## **Avoiding internet scams.**

Here's a simple way to think of making safe choices online: if you wouldn't do something in your everyday life, avoid doing it on the internet.

If a stranger asks for personal information, like bank account or credit card details, ask yourself if you would give it to them if you weren't online. Check things come from a reliable source, and if in any doubt, always choose what you feel is the safest option.

## **Creating secure passwords.**

For some activities, you'll be asked to set up a 'Username' and password to be allowed to use them. Creating a password that's hard to guess helps keep your information safe.

### **To create a secure password:**

- Use at least eight characters
- Mix numbers and letters (including upper and lower-case)
- Change your password every 1-3 months

To learn more about safe internet use, open your browser and type this address into the address bar at the top of the window:

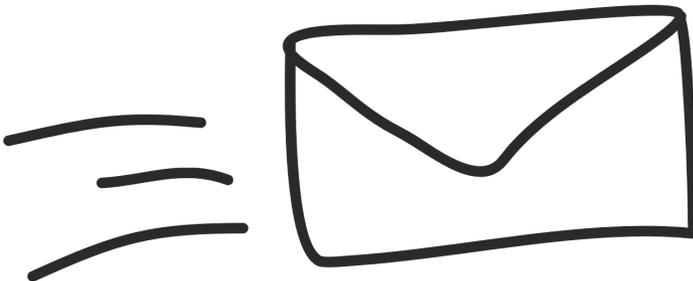
[www.telstra.com.au/consumer-advice/tools-and-tips](http://www.telstra.com.au/consumer-advice/tools-and-tips)

# Setting Up Your Email

Email (Electronic Mail) is a digital version of a letter, but with a few more benefits. Email is a great way to keep in contact with people, share documents and information, and allows to you setup and access other applications.

Let's create your email account:

1. Choose an email provider such as Yahoo, Gmail or Outlook. On its website choose Create New Account or Sign Up. **\*If you are using an Android device you must have a Gmail (Google) email address to access the application store.**
2. Fill in the form. You will be asked to provide a number of details such as your name and date of birth.
3. Create unique email address that you will remember. Sometimes the email address you would like to use may not be available. Often an alternative email address will be offered. You can choose the alternative email address or create a new one.
4. Create your unique password. Make it something easy for you to remember, but hard for others to guess.
5. Read the email provider's terms and conditions. Tick the box saying that you have read them and agree to the terms and conditions.



# Introduction to Apps

Apps – or ‘applications’ – are programs which allow you to connect with others and use the internet in common ways.



From social media to video calls, games, music, films and tv, there's a range of applications you might find useful.

- If you have an iPhone or iPad, the only place you can get apps is in the App Store.
- If you have an Android phone or table, the only place you should get apps is in the Play Store.
- In both stores you can search for apps by name and type.
- Most apps are free however many of these apps are funded by advertisements and sometimes offer optional in app purchases.
- Apps from the App Store and Play Store are almost always safe to use.
- Apps for Android phones from elsewhere may not be safe so we suggest not to use them.



# Accessing Seniors Week Events

**Step 1** - Connect your smartphone or tablet to the internet.

**Step 2** - Open your web browser, Google, Safari (iPhone or iPad) and Internet Explorer.

**Step 3** - Enter [www.qldseniorsweek.org.au](http://www.qldseniorsweek.org.au) into the top bar on your web browser page.

**Step 4** - You will see a number of tabs across the top of the web page. Click on "Events".

**Step 5** - Welcome to the online event calendar. Here you can view all events and activities. But you may not want to see all of them.

**Step 6** - You can filter the events and activities by "virtual" meaning online events or "physical". You can also sort the events by date, city, suburb and type (category).

**Step 7** - Find out more about an event by clicking on "Learn More".

**Step 5** - You may need to register for some of the events or activities. If a phone number has been provided you can simply ring the event organiser and register for the event.

If the registration is online, click the 'Register Now' button and complete the event organiser's registration process. This will often take you to an external website.

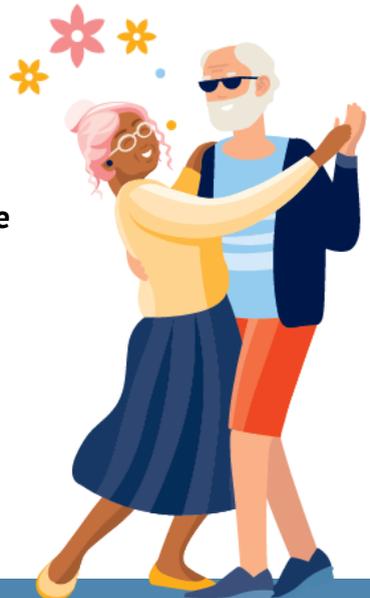
If you click the 'Register Now' button and it opens up an email, you will need to send the event organiser an email (electronic letter) to let them know you would like to attend their event. Do include your name and contact details.

**Step 6** - There are a number of ways to attend a virtual event. Below are some of the more common ways:

**Zoom - video meetings**

**YouTube - watch online videos**

**Websites - enjoy online gallery tours and more**



# Zoom

There are 2 ways you can access Zoom. You do not need to sign up for an account to access Zoom.

1. Online through a web browser

Click on the link provided in the virtual venue or that has been provided to you by the event organiser, enter the meeting identifier and password if required, and click join.

2. Zoom mobile app

If you do not have the Zoom mobile app yet, you can download it from your app store.

Join a meeting using one of these methods:

- Tap "Join a Meeting" if you want to join without signing in.
- Sign in to Zoom then tap "Join".
- Enter the meeting ID number and your display name.
- If you're signed in, change your name if you don't want your default name to appear.
- If you're not signed in, enter a display name.
- Select if you would like to connect audio and/or video and tap "Join Meeting".



# YouTube

**YouTube** is a video sharing service where you can watch, like, comment or share your own videos for free.

You can access YouTube through your web browser, [www.youtube.com](http://www.youtube.com), or by downloading the app.

You can search the online library of videos by entering keywords, or the name of an artist or entertainer.

People create channels, much like on television, and publish a range of videos.

Try accessing the Queensland Seniors Week channel by typing "Queensland Seniors Week" into the search bar.



# Websites

Did you know that Google has catalogued over 2500 art galleries and museums from around the world for you to enjoy for free?

Fancy a virtual trip to the zoo? You can now virtually explore zoos from around the world by enjoying their live stream feeds. Live streaming allows you to enjoy the enclosures in real time through their cameras.

Have you ever wanted to explore the great barrier reef? Join Sir David Attenborough as he takes you on a virtual journey of the reef as part of online of the virtual events at [www.qldseniorsweek.org.au](http://www.qldseniorsweek.org.au)

# Virtual Hugs

Our favourite embrace. Not all of us can share one at the moment but that doesn't mean we can't share the sentiment of a hug.

We won't be without hugs forever, but during this time we can let someone know we are thinking of them by giving them a virtual hug

Send a virtual hug today at [www.qldseniorsweek.org.au/virtual-hug](http://www.qldseniorsweek.org.au/virtual-hug)



# Our Playlist

To celebrate the 60th anniversary of Queensland Seniors Week, we have created a music playlist on Spotify for everyone to enjoy.

You can even sign up to Spotify for free and add your own favourite songs to the playlist!

Find out more at [www.qldseniorsweek.org.au/our-playlist](http://www.qldseniorsweek.org.au/our-playlist)



# Getting the Most From Your Technology



Did you know that your smartphone or tablet may be able to connect to your television, even if you do not have a Smart TV?

Your TV must have an HDMI port. HDMI stands for high-definition multimedia interface, and supports the connection between a device such as a Blu-ray player or cable

box and a flat-screen HDTV or projector. It combines video and sound into one connection.

Google Chromecast is a unique device that plugs into any TV or monitor with an HDMI port, and can stream content from your phone or computer onto the big screen. You don't have to pay any subscription fees to use a Chromecast, although you'll still have to pay for services like Netflix.

It is important to note that you will need to connect your Chromecast to a WiFi internet connection.

You can also use Apple TV which connects to your TV with an HDMI cable. You will need to connect your Apple TV to your home WiFi internet connection.

Want to know more?

# Tech Savvy Seniors Queensland

A partnership between the  
Queensland Government and Telstra



**State Library  
of Queensland**



**Queensland  
Government**

## **Tech Savvy Seniors Queensland**

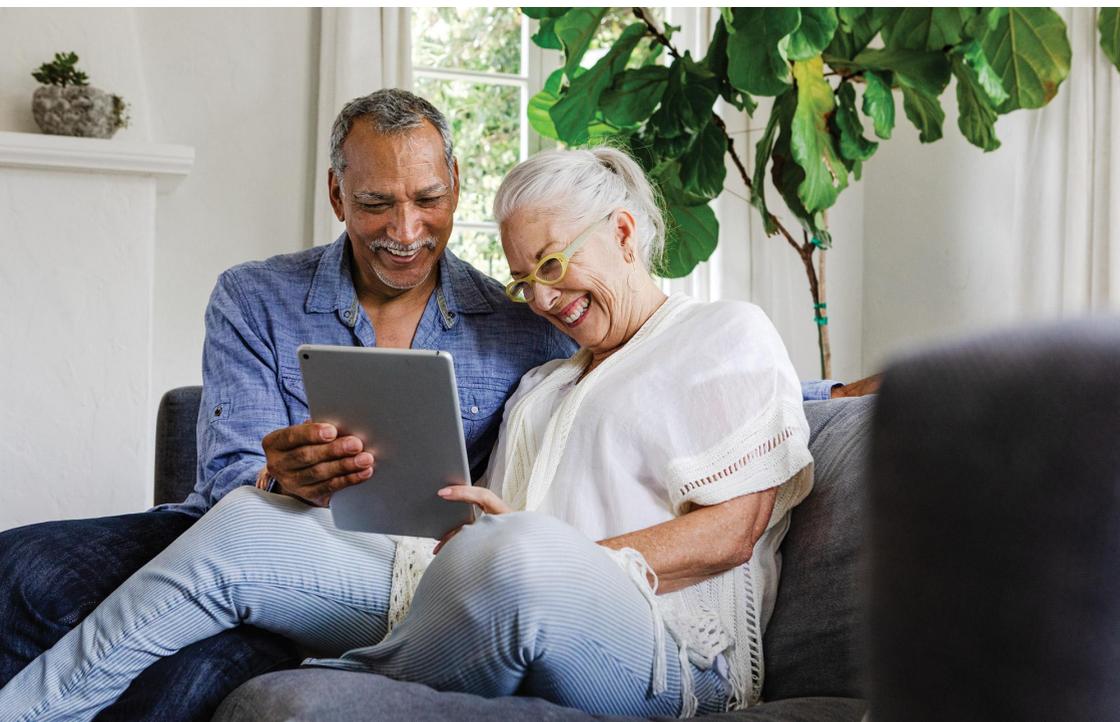
The Tech Savvy Seniors Queensland Program is a partnership between the Queensland Government (led by State Library of Queensland) and Telstra. This partnership is providing older people across Queensland with the opportunity to develop the skills and confidence to use technology for socialising, accessing important services or conducting personal business.

The Program aims to help seniors to get connected and participate in the online world, with the objective of increasing digital inclusion, helping reduce social isolation, increasing access to government information and services via the internet, and improving awareness and resilience to online fraud and financial abuse.

Once COVID-19 restrictions ease further, free training will continue to be offered through participating Queensland Local Government library services and Indigenous Knowledge Centres across Queensland. The training offered will be fun, hands-on, and designed to assist seniors with everyday online tasks relating to shopping, banking, business, communication and recreation

To find a full list of the participating training providers and contact one near you for information on training dates and topics go to [www.telstra.com.au/tech-savvy-seniors/register-for-training](http://www.telstra.com.au/tech-savvy-seniors/register-for-training)

You can also find a whole range of resources available in several languages at [www.telstra.com.au/tech-savvy-seniors/language-guides](http://www.telstra.com.au/tech-savvy-seniors/language-guides) to assist you with your digital journey.





**The Queensland Government has a range of supports and services you can access through their one stop shop.**

Stay up to date with health information, housing, retirement, safety, recreation, and pensions and concessions.

Do it online:

- Apply for a Seniors Card
- Try the new Seniors Card and concessions service
- Manage or update your Seniors Card
- Search for discounts
- Change your address for Seniors Card, concessions and other government services
- Renew your vehicle or boat registration
- Public transport
  - MyTranslink app
- Manage affairs following a death

Find out more at  
[www.qld.gov.au/seniors](http://www.qld.gov.au/seniors)

## Volunteering Queensland

Older Queenslanders make enormous contributions to our communities through volunteering.

Volunteering Queensland is the state peak body dedicated to advancing volunteering for Queensland's well-being. They are proud to support the volunteering industry, which is a vital force that fuels the economy, connects and enriches the lives of Queenslanders, builds social and cultural value, and protects the environment.

For more than 35 years, Volunteering Queensland has been helping older Queenslanders to find rewarding and meaningful volunteer roles. When seniors volunteer they make new friends, learn skills, enjoy physical and mental health benefits, have fun, and help their communities to thrive.

Volunteering Queensland has worked with the Queensland Government on their Care Army initiative. They have connected Care Army volunteers with volunteer organisations where they can help older and vulnerable Queenslanders through the COVID-19 pandemic.

Find out more and search for volunteering opportunities at [www.volunteeringqld.org.au](http://www.volunteeringqld.org.au)



**Council on the Ageing (COTA) Queensland** is a statewide organisation committed to advancing the rights, needs, interests and futures of people as we age.

With older people at the centre, they have been working to create positive outcomes for Queenslanders for over sixty years.

COTA Queensland provides a connection point for older people, their families and communities, organisations, and Governments at all levels to address issues for Queenslanders and co-create change.

COTA Queensland is a member of the COTA Federation, comprised of all state and territory COTA organisations. Together they work to ensure that the experience of ageing in Australia is filled with possibility and opportunity, and that people have influence on things that affect them and their communities.

Find out more and contribute their work at [www.cotaqld.org.au](http://www.cotaqld.org.au)



Queensland Seniors Week is Coordinated by Council on the Ageing (COTA) Queensland on behalf of the Queensland Government.