Tech Support for Seniors

- **Pre-Workshop: Information to gather from Participants:**
  - Internet Connection (Strength/Speed)
  - Type of Device (PC, Mac, Tablet)
  - Level of Comfort Using Device
  - Experience with use of “Group Chat” or video conferencing applications
  - Best time to Contact (their schedule is most important, which reduces anxiety)

- **One-on-one Tech Support**
  - **Establish Connection**
    - LISTEN to the participant explain what they know or what they can do with their system! Establish rapport through “small talk”.
    - Make them a partner: “We are going to figure this out together”
  - **Communication**
    - Have a clear agenda on what you will be doing together and tell the participant the agenda.
    - Be specific with instructions: “Please click [this], and then tell me what you see.”
  - **Address Participant Barriers**
    - Internet connection speed issues
    - Accessing the link for the Virtual Platform (ie Zoom, Web-Ex, BlueJeans) from email
    - Installing the Virtual Platform
    - Computer viruses – may need to have client get IT support
  - **Teaching Participant to Use Virtual Platform**
    - Teaching the privacy features (i.e., mute and video on/off)
    - Using the chat and/or polls feature
    - Explaining the use of breakout rooms and how to call a host to the room

- **Wrapping-up and Next Steps**
  - Review Date/Time of Sessions
  - Review the Pre/Post Surveys
    - Teach how to access the survey via email, if needed