

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

