

Seniors Digital Guide

A handbook created by the Logan Youth Action Group to support seniors living in Logan to get online



Acknowledgment of country

The Logan Youth Action Group respectfully acknowledges the Traditional Custodians of the land, pays respect to Elders past, present and emerging, and extends that respect to all Aboriginal and Torres Strait Islander peoples in the City of Logan.

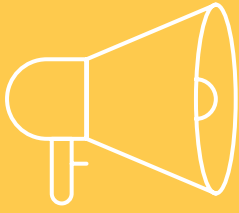


Yulu-Burri-Ba Dancers



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Introduction

The Logan Youth Action Group (LYAG) is delighted to present the Seniors Digital Guide; a guide designed to support and empower Logan's senior community.

This guide provides practical tips and resources tailored specifically for seniors who want to improve their digital skills and discover ways to support wellbeing, belonging and community connections online.

The guide has been created by LYAG in partnership with the Logan Seniors Network and Logan City Council.

How to use this guide

The guide has been divided into the three most commonly used handheld devices iPad, iPhone, and Android.

To start, you can find your device in the table of contents and enjoy learning!



The benefits of connecting online

Digital skills and being online can help seniors stay connected in the following ways.



Staying connected with family and friends

Social media makes it easy to keep in touch with loved ones, no matter the distance. Sharing updates, photos and messages can help you maintain strong relationships.



Staying informed

Platforms like Facebook and X (formally twitter) offer news updates, articles, and information on various topics, keeping you informed about current news and events.



Reconnecting with old friends

Social media can help you reconnect with long-lost friends and classmates, rekindling old friendships and creating new memories.



Learning something new

Many platforms offer educational content, tutorials, and videos. You can learn new skills and hobbies or stay updated on topics of interest.



Improving health and wellness

You can find support groups and communities focused on health and wellness. YouTube also has many fitness activity videos you can follow along to at home.



Providing entertainment

From videos and games to interesting articles and live events, the digital world offers a variety of entertainment options to keep you entertained.



How to stay safe online

Using online tools does come with risks and this section gives you tips and tricks that will help you to stay safe online.



Update your device

- Updating your device improves its performance and makes it more secure.
- Cybercriminals are always finding new ways to hack into devices.
- When it is time to update your device, it should send you a pop-up message and you can schedule an update for a convenient time to you. You can also use your 'settings' and ask your device to automatically install updates.
- Updating your device to the newest version may also add new features and make it run faster.



Avoid scams!

- Scammers online attempt to trick users out of money or personal information, usually by email, phone, or text. Never click on suspicious links from government agencies, banks, hospitals, brokerages, charities, or bill collectors unless you are certain they are legitimate.
- You can usually spot a scam if they have grammatical errors or if the sender is asking you to urgently click on a link. For example, a scam email might say 'your account is about to be shut down, click on this link within 24 hours to save your account'.
- If you are unsure, forget it!



Block unwanted communication

- Scammers or cyber bullies may try to interact with you on social media or text message.
- If you receive messages from unknown people, requests for money or bank details, or cyberbullying attempts, you can block them in your phone or social media settings.



Use strong passwords

- Choose strong and unique passwords for all accounts related to your device, internet use, including Wi-Fi, email, bank accounts, social media etc.
- A strong password is one that includes upper and lower case letters, numbers, and symbols. For example: Friends24#!
- Try to use a combination of different passwords for different accounts.
- Never share your passwords. Save or write down your password somewhere safe to ensure it is not lost.



Avoid public Wi-Fi

- Most free public Wi-Fi networks have very few security measures in place, which means others using the same network could easily access your device.

Scams and online safety

The internet is a fantastic resource and it allows us to connect and learn however there are risks. If you have concerns about online safety or scams, you can reach out to these services:



ScamWatch is run by the National Anti-Scam Centre to collect reports about scams and to provide advice on protecting yourself from scams. The Little Book of Scams is a great resource to learn about scams and how to protect yourself.

Be Connected

Every Australian online.

eSafety Commission's Be Connected is an Australian government initiative committed to building the confidence, digital skills and online safety of older Australians. Full of articles, tips, webinars and online courses from beginner to advanced.

Unsure whether something is a scam or not and just want to talk to another person? Call the Seniors Enquiry Line on **1300 135 500** weekdays 9 am to 5 pm (excluding Queensland and Brisbane public holidays). Seniors Enquiry Line provides free information sessions on scams, social and online safety in South-East Queensland. For more information, visit seniorsenquiryline.com.au

How to scan a QR code

QR codes give you fast access to websites, including ordering food at restaurants and cafes without having to type or remember a web address. You can use the camera on your iPad, iPhone, or Android device.

1

Open the camera from the home screen.



2

Hold your device so that the QR code appears in the viewfinder in the camera. Your device will recognise the QR code and display a notification.

3

Tap the notification to open the link associated with the QR code.

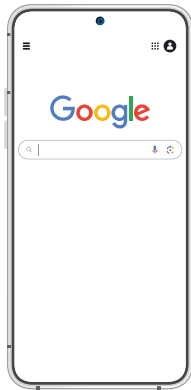
4

This should take you to the link/web page you want to visit or to the menu you want to order from if you are at a restaurant or café.

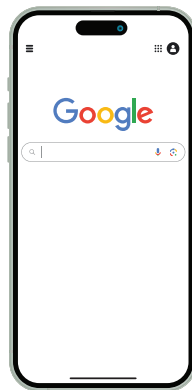
How to use Google in a web browser

Google is a great tool to look up information, photos, videos, and news about any subject you want. This section takes you through the steps to search for something on Google.

1. In your web browser (e.g. Google Chrome, Firefox, Safari), type **google.com** in the top navigation bar. It will take you to a screen like this:



Android



iPhone



iPad

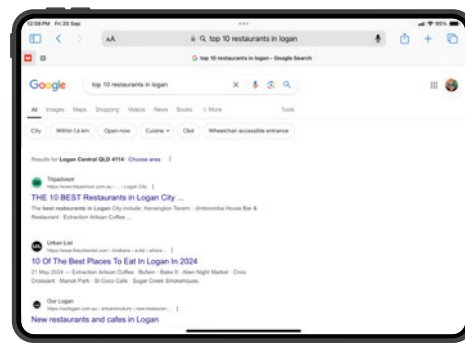
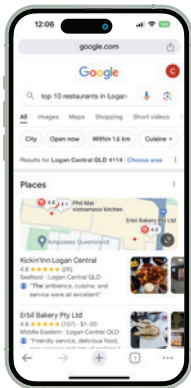
2. Tap on your search bar, which is this section:



3. Start typing in your search, for example:



4. Search by pressing **Enter** on your keyboard



5. On this screen, you can tap on several different websites and sections. Below your search bar, you will see:



6. From here, you can find directions, images, and videos of restaurants in Logan. For directions, you can find more information on this in the How to use Google Maps section. You can now search anything on Google such as:

- Public transport in Logan
- Senior or social events in Logan
- Medicare, Services Australia and so much more.

Do you know



A web browser is a platform where you can search other websites on the internet. Visit this QR code if you wish to learn more:



Do you know



An app is a program that you can download onto your smart device (phone, tablet, computer). Visit this QR code if you wish to learn more on how to download and use an app:



Google



Google



Chrome



Gmail



Drive



Google TV



Meet



How to use Google app on iPad or iPhone

1. Your iPad or iPhone may already have a pre-installed Google app. If not, you can download it from your App Store which you will find on your home screen.
2. Once Google app has been installed, you can tap on it and start searching the same way as the previous section.



App Store

How to use Google app on Android

1. Your Android phone may already have a pre-installed Google app. If not, you can download it from your Play Store which you will find on your home screen.
2. Once Google app has been installed, you can tap on it and start searching the same way as the previous section.



Play Store

How to use Google Maps on a web browser

Google Maps allows you to look up any address in the world and shows you the best route to get to your destination. This section takes you through the steps to search for directions on Google Maps on your iPad, iPhone, or Android device.

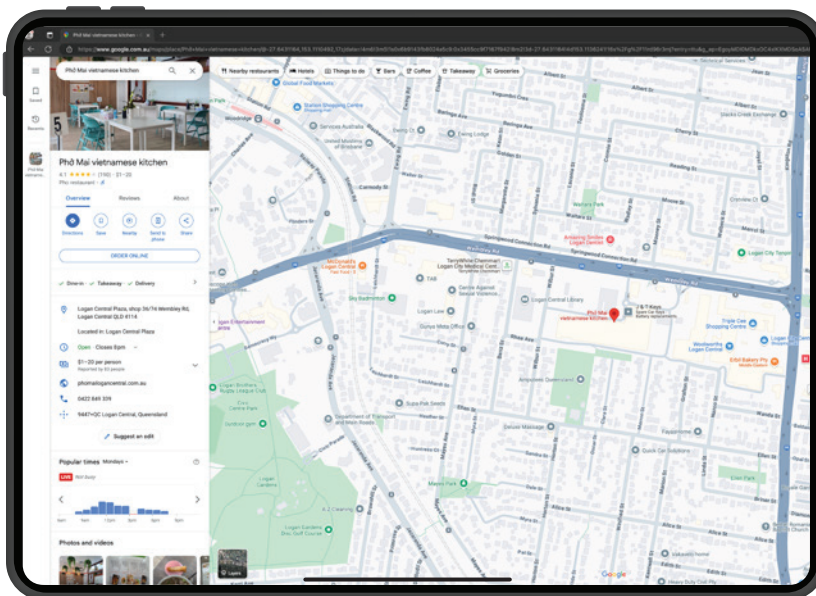
1. Open a web browser (e.g., Google Chrome, Firefox, Safari) and type **google.com.au/maps** into the top bar.



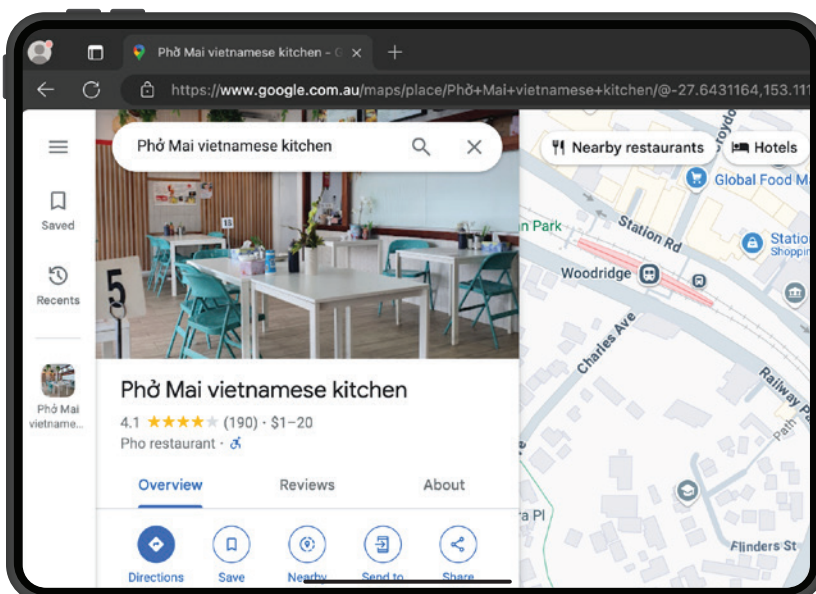
2. In the Search Google Maps section, you can type an address or a place you want to go.



3. For example, you can type one of the restaurants you may have found from the previous section. Type it in and search the same way you would with Google, then it should come up with this screen:



4. Now you can view directions, the address, the route to take, etc.



How to use Google Maps app

1. Your iPad, iPhone or Android device may already have a pre-installed Google Maps app. If not, you can download it from your App Store (iPad and iPhone) or Google Play Store (Android) which you will find on your home screen.
2. Once Google Maps app has been installed, you can tap on it, it should look like one of these:

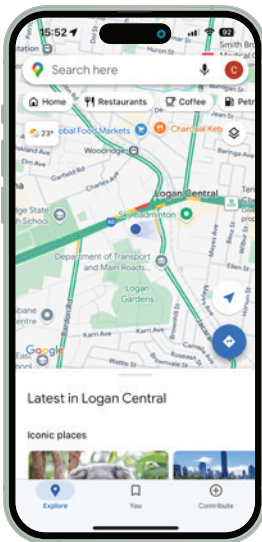


Google Maps

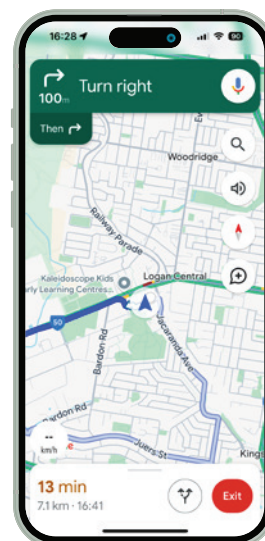
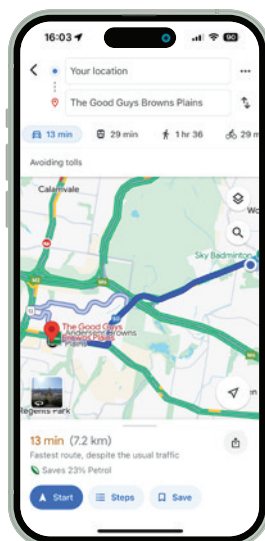
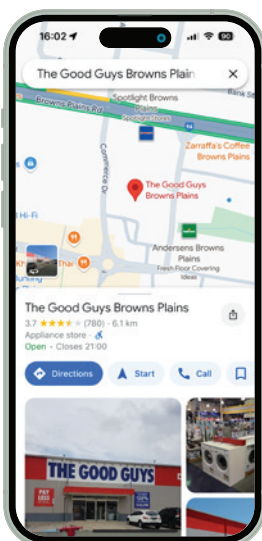


Google Maps

3. Tap on the app, then start typing in the search bar for the address or place you want to visit.



4. Tapping on the **Directions** tab and pressing **Start** will give step-by-step directions over voice communication to get to your destination. The directions usually default to how to DRIVE to your destination (as shown by the highlighted car icon). This can be changed to trains or walking directions etc by pressing the other icon buttons. E.g. if you are taking the train, press the 'train' icon.



5. Make sure your volume is up by pressing the buttons on the side of your device.

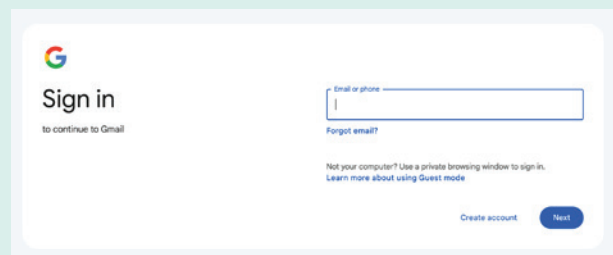
How to create an email address

An email address is used by many businesses these days to contact you, to access websites such as online shopping and sometimes it is necessary for 'signing up' to email lists and other social platforms like Facebook etc. There are several email address providers, but this section takes you through how to create an email address with Gmail.

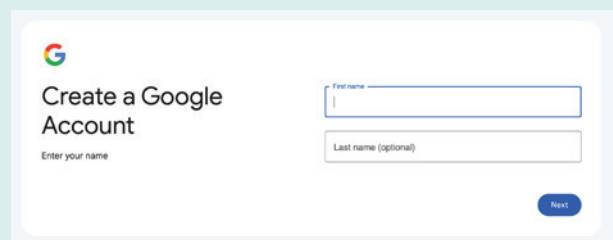
1. Search Gmail on Google. This is explained in the **How to use Google** section. When your search results come up, tap the link that says '**Gmail – Google**'.



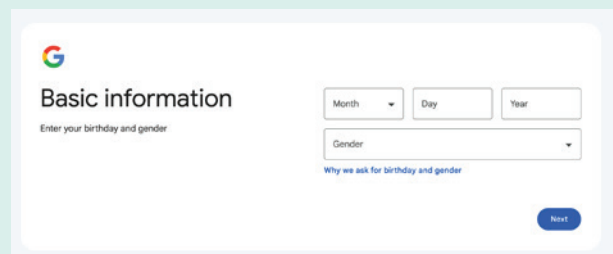
2. Tap on **Create Account** button then choose '**For my personal**' use from the dropdown menu



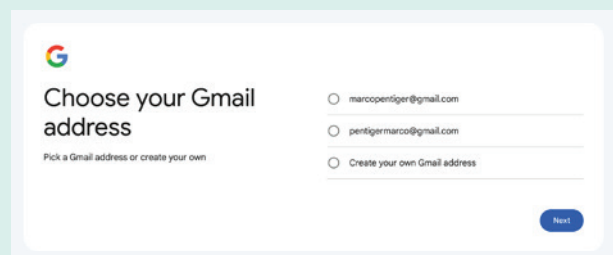
3. Enter your first name and last name (optional)



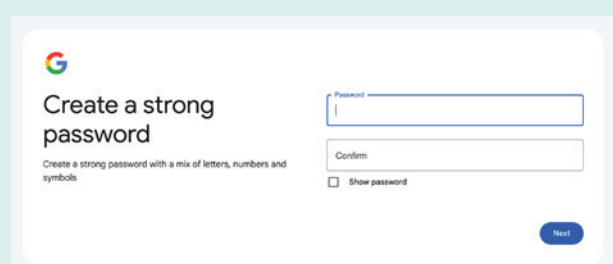
4. Enter your birthday and gender



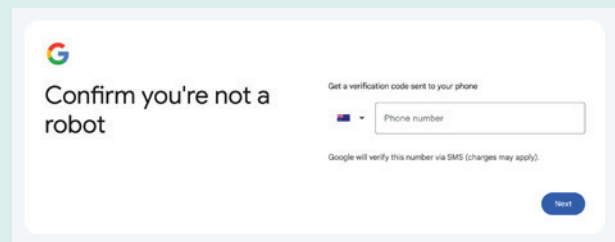
5. Choose your email address or create your own email address (whichever you prefer)



6. Create a strong password. See the **How to stay safe** online section about what makes a strong password. Save or write down your password somewhere safe to ensure it is not lost.



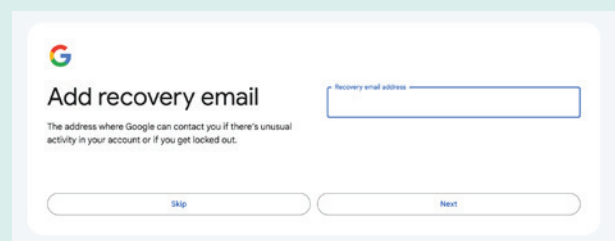
7. Confirm you're not a robot by entering your mobile number to get a verification code



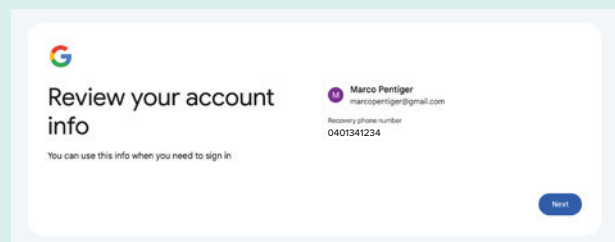
8. Enter the 6-digit code that you have received from your text message



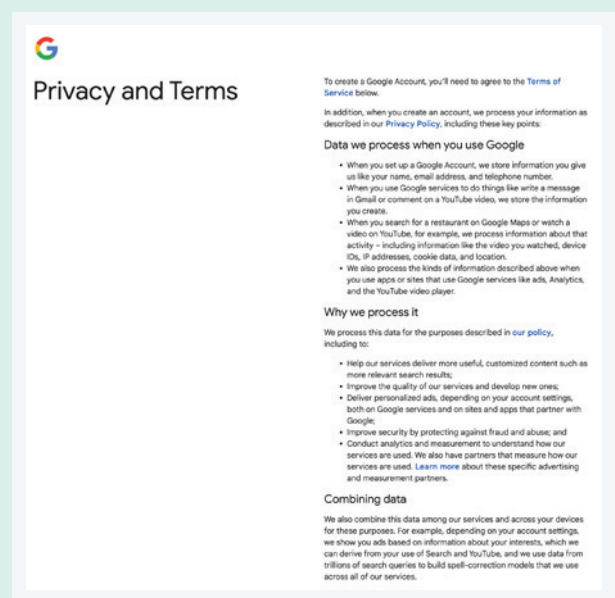
9. You may choose to add a recovery email or skip



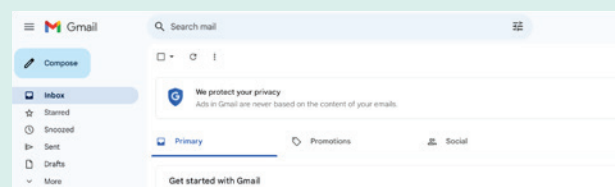
10. Review that everything is correct and tap next



11. Scroll through Privacy and Terms, tap **Agree** if you agree to create your email address.



12. You are all done! You will be taken to your new Gmail inbox, and you can now start sending and receiving emails. Your email inbox should look like the picture on the right.



11:37 AM

35.1KB/s + [Signal] [Battery]



Gmail

Uninstall

Open

What's new •



• Bug fixes and performance improvements.

Rate this app

Tell others what you think



Write a review



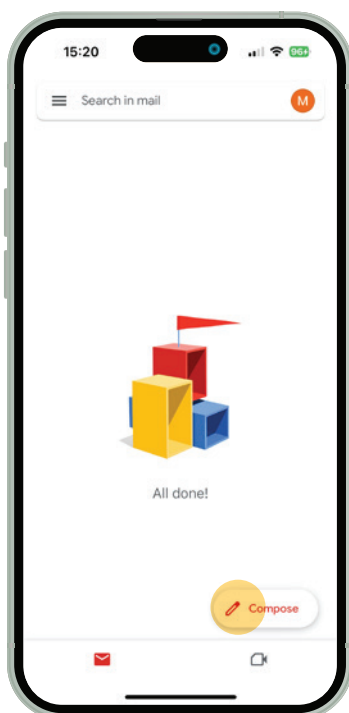
How to send an email using your Gmail account



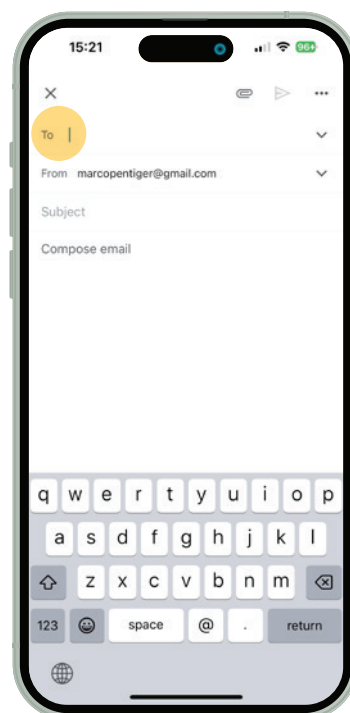
Gmail



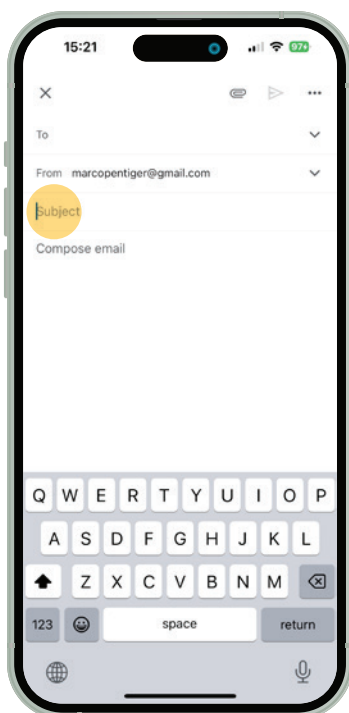
1. To write an email, open Gmail app.



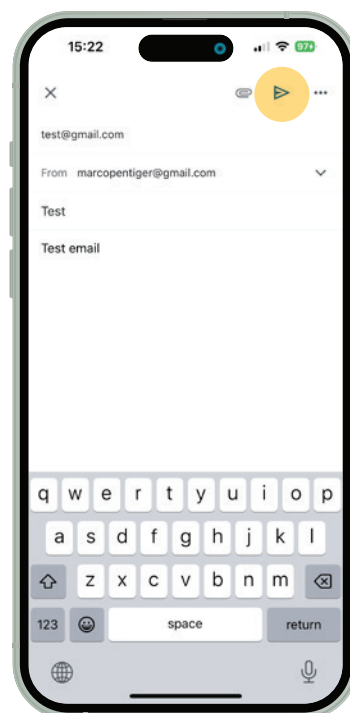
2. Tap the 'Compose' icon, to write a new email.



3. Tap the 'To' text box, then type the email address of the person whom you want to send an email to.



4. Tap the 'Subject' text box, then enter the subject you want to use.



5. Compose your email message. Tap the Send button to send your email.

How to set up a Facebook account

When connecting with family and friends on social media, the first step is choosing the right platform. A few user-friendly platforms include WhatsApp, Facebook, Instagram and TikTok. To make things easier, you can always check with your loved ones whether they have any of these platforms installed already. The following steps are applicable for all platforms mentioned above, but this guide will use Facebook.

Download the **Facebook** app from App store (iPhone or iPad) or Play Store (Android) which will look like this:

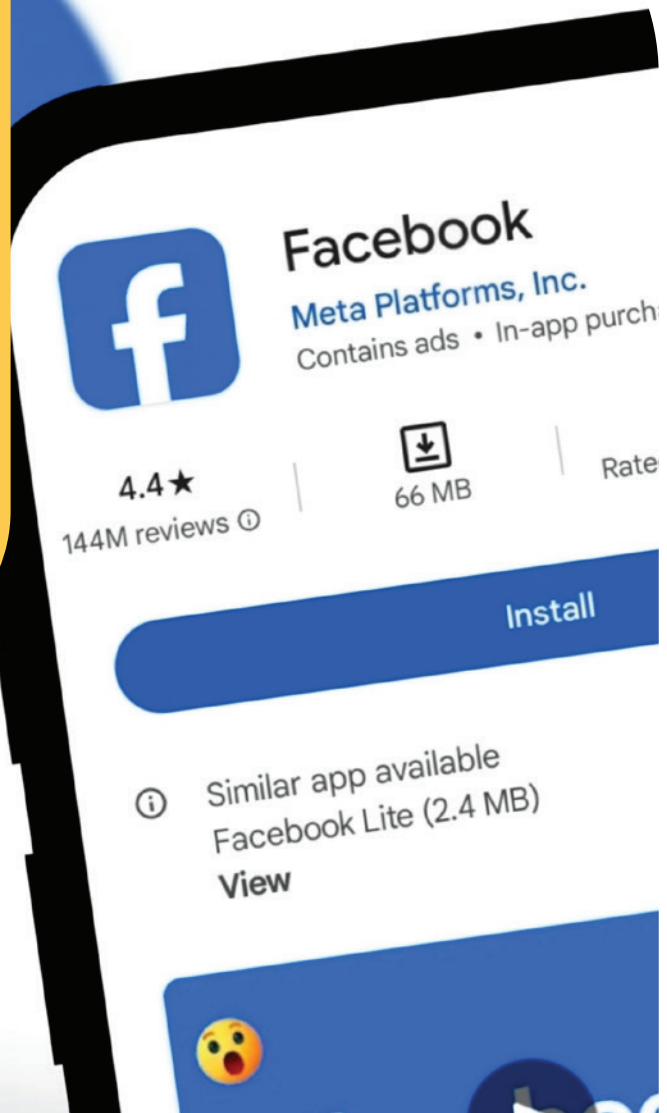


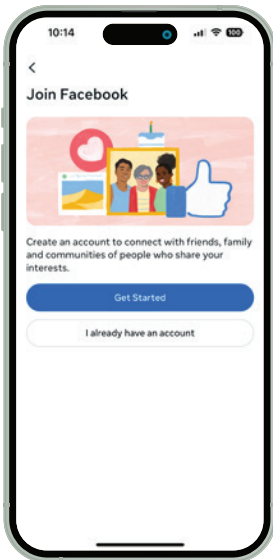
Facebook

Do you know

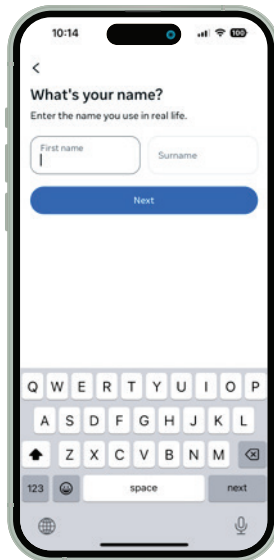


1. Follow the prompts to add a profile picture and/or a few details about yourself. You can adjust your privacy settings to control who sees your information.
2. Search for people you know and send them friend requests or follow them. This can be completed faster if you allow the platform to access your contacts and phone numbers.

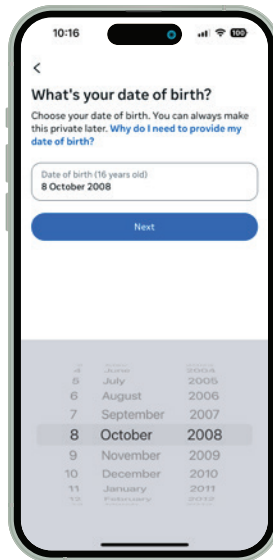




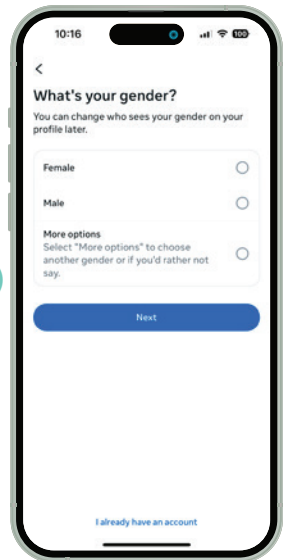
1. Tap on **Get Started** to create a new account



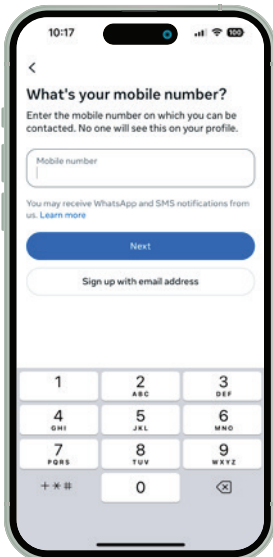
2. Enter your **first name** and **last name**



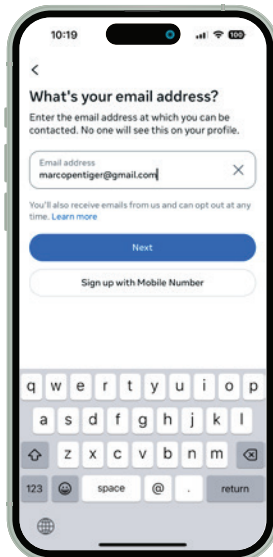
3. Enter your **birthday**



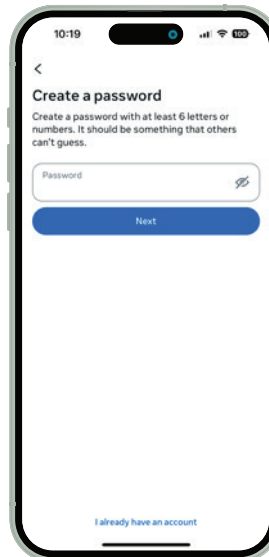
4. Select your **gender**



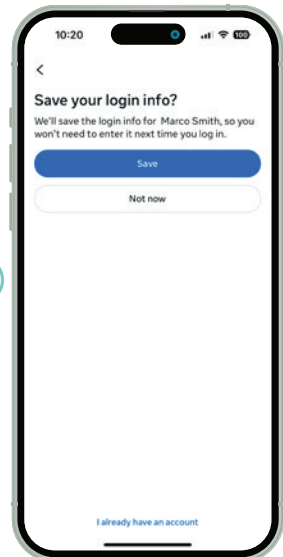
5. Sign up using your **mobile number**



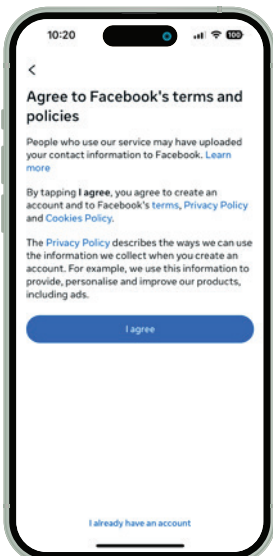
6. Or choose to sign up with your **email**



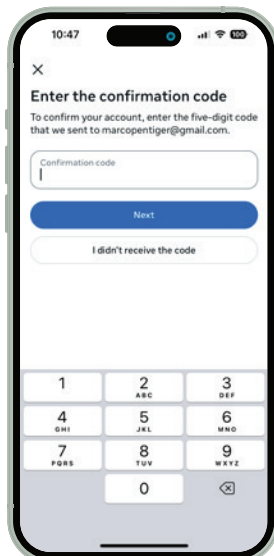
7. Create a strong and unique **password**



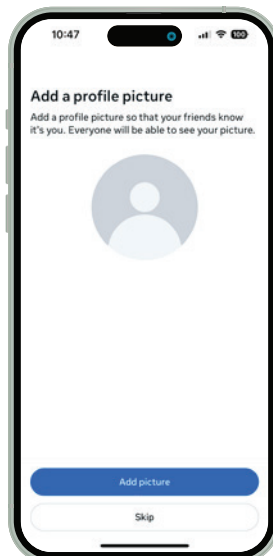
8. Choose if you want to **save** your login info



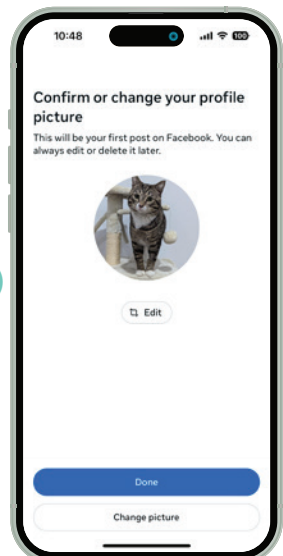
9. Tap on **I agree**



10. Enter the **confirmation code**



11. Tap on **Add picture**



12. Tap **Done** to complete the set up

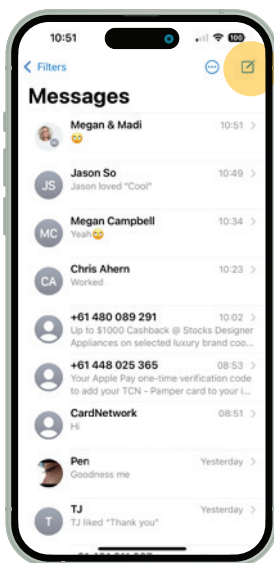
How to send a text message on iPhone and iPad

You can use the **Messages** app to send text messages, images, and much more.

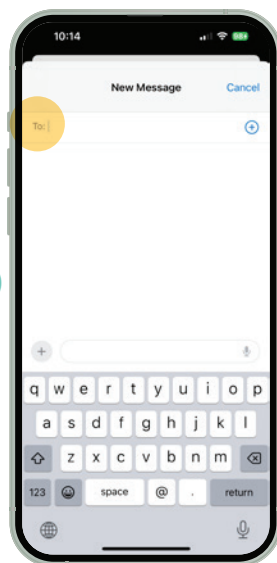
1. Open the **Messages** app on your iPad or iPhone, which will look like this



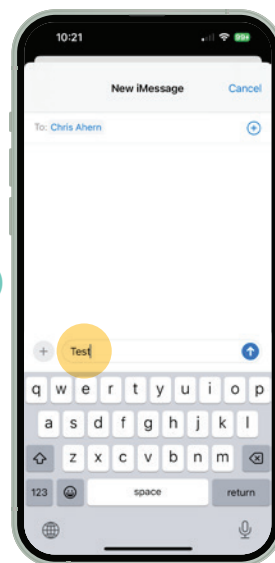
Messages



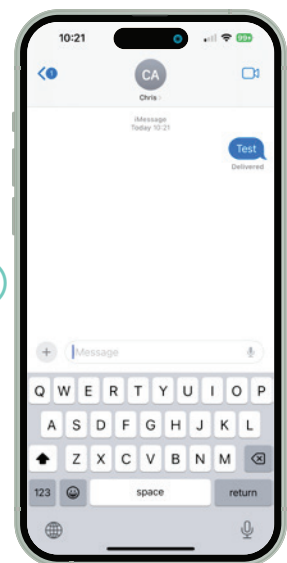
2. Tap the button at the top right of your screen to start a **New Message**.



3. Enter the contact's name or phone number into the **To** line.



4. Write your message then tap on the **blue arrow** to send the message.



5. Your message has been sent to the other contact.

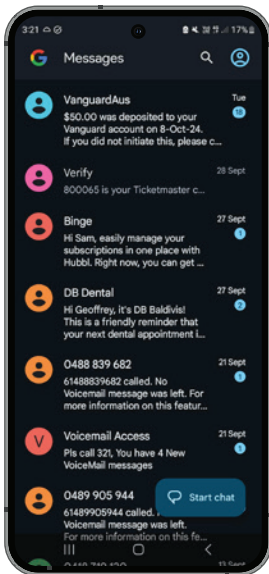


How to send a text message on Android

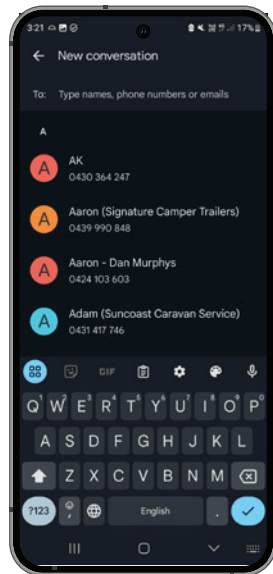
1. Open the **Messages** app on your home screen.



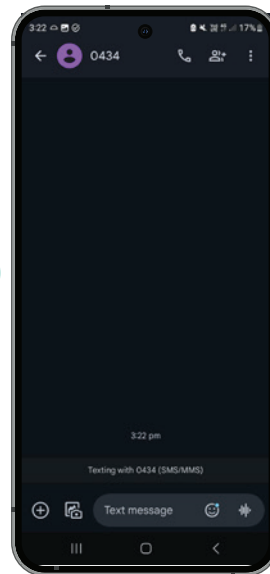
Messages



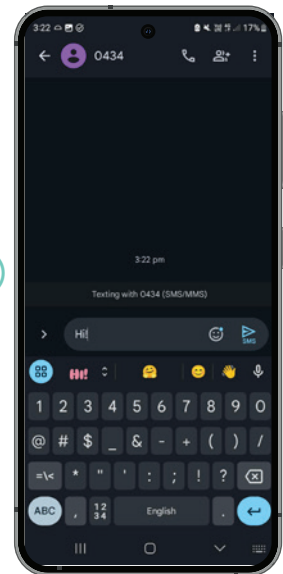
2. Tap the **Start chat** button.



3. Select the contact you'd like to message or enter the mobile number, then tap the **blue tick** icon at the bottom right of your screen.



4. Type your message.



5. Tap the **blue arrow** icon to send your message.

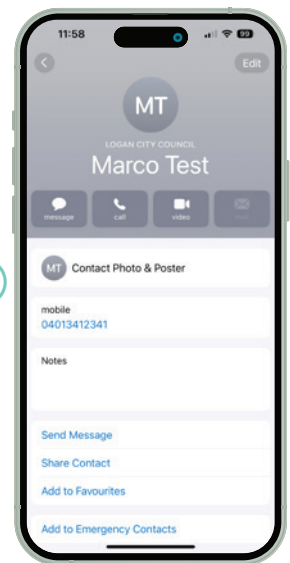
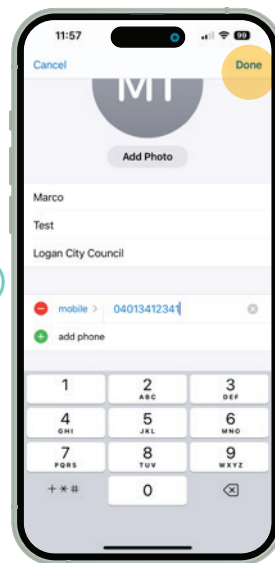
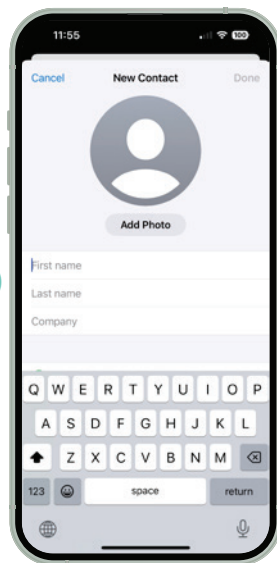
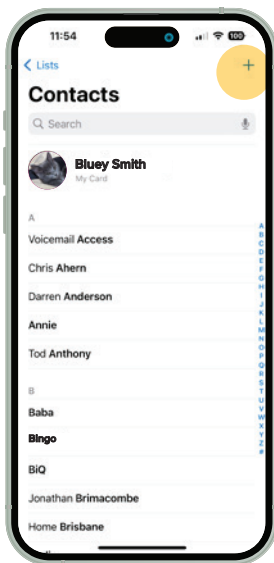


How to add a new contact on iPhone and iPad

1. Open the **Contacts** app on your home screen.



Contacts



2. The contacts list will appear. Tap the **+** button to add a new contact.

3. Enter the contact information, first name, last name, mobile or email address address etc. if you like.

4. When you're finished, tap **Done**

5. Your new contact has been added.

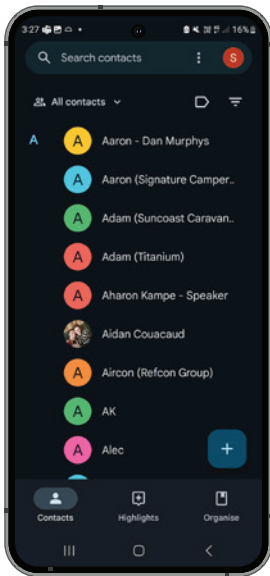


How to add a new contact on Android

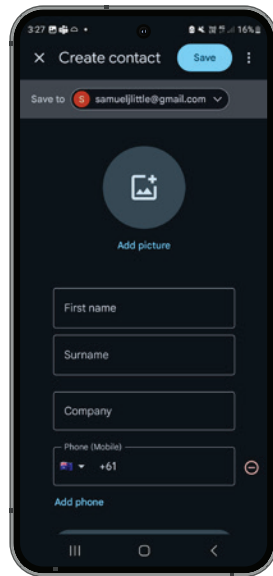
1. Open the **Contacts** app on your home screen.



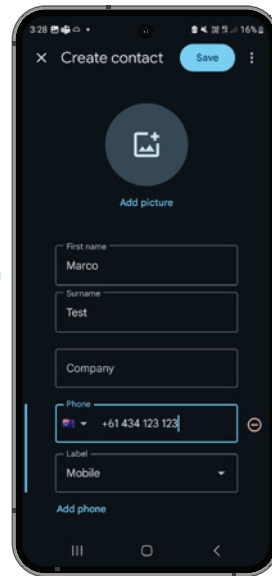
Contacts



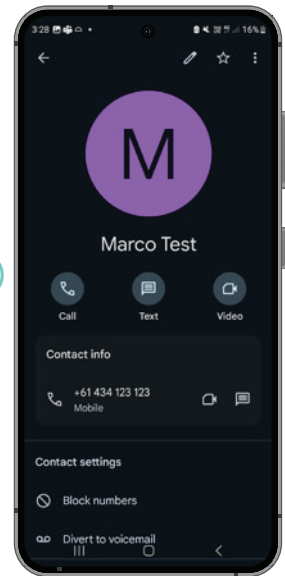
2. The contacts list will appear. Tap the **+** button to add a new contact.



3. Next, fill out their contact information and personal details.



4. When you're done, tap **Save** to add them as a contact.



5. Your new contact has been added.



How to make a video call on iPhone and iPad

Video calls are a great way to stay in touch with loved ones because you can see the person's face as if they were with you in the room. Many services like doctors and banks use video technology for appointments as an alternative to travelling to an in-person appointment so it's a good skill to learn and practice.

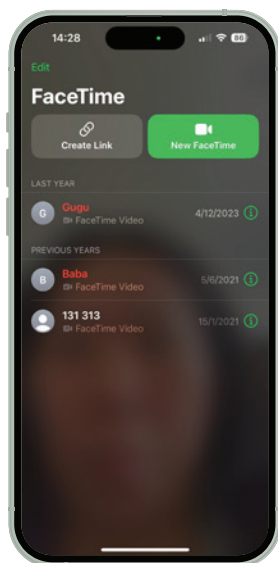
A common way to make video calls on an iPad or iPhone is with FaceTime. FaceTime is included with your device and is connected to your email address and/or phone number. FaceTime can only be used between iPad and iPhone users; you won't be able to use FaceTime to video call an Android device for example.

This section takes you through the steps to make a video call on FaceTime.

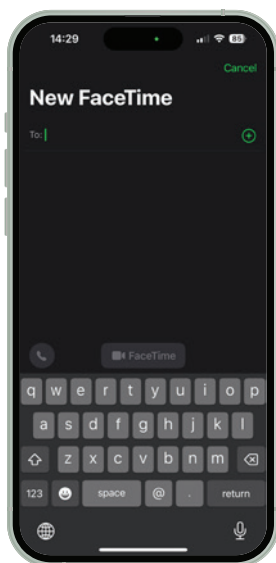
1. Open the **FaceTime** app.



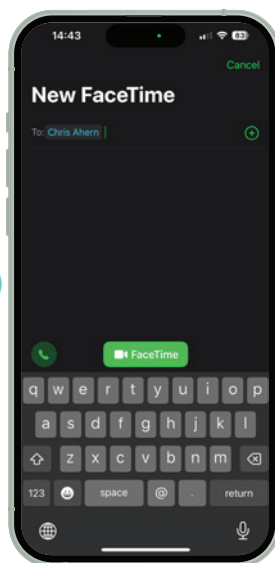
FaceTime



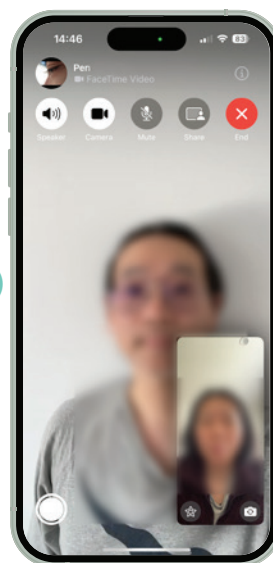
2. Tap the **New FaceTime** button to make a new call



3. Tap the **plus sign** ⊕ to choose someone to call from your contacts. You can include multiple contacts in your call.



4. When you've selected the person, you want to call, tap 📞 to make an audio call (voice-only) or **FaceTime** to make video call.



5. To end the call, tap the screen to show the FaceTime controls then tap **End**.



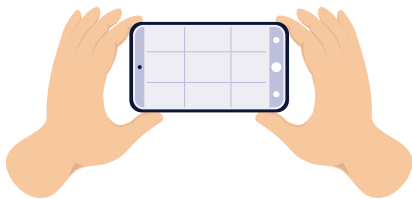
How to take photos

Your device is a great tool to take photos and capture videos that last a lifetime. You can send photos and videos to loved ones or upload them to your social media account.

1. Find the **Camera** app on your home screen. Press the camera icon to open the app

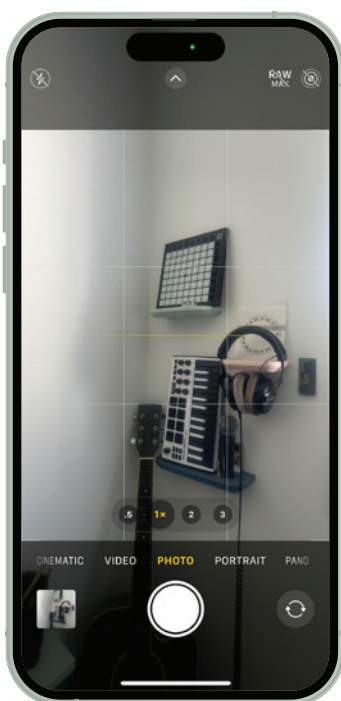


2. Hold your device steady by using both hands

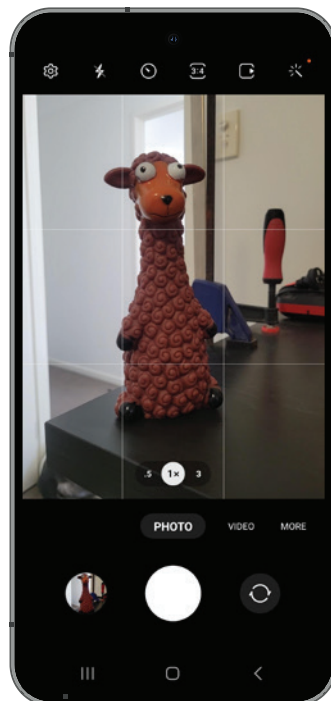


3. Frame your shot
 - Look at the screen
 - You will see what the camera is pointing at on the screen
 - Move your device until you see the subject you want to photograph
 - If your subject looks blurry, tap on it on the screen to focus the camera.

4. Take the photo
 - Look for a round button (usually at the bottom of the screen) with a **white circle**.
 - Press this button to take the photo.



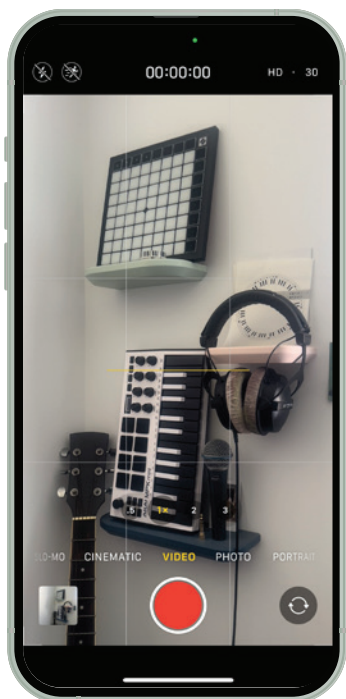
iPhone



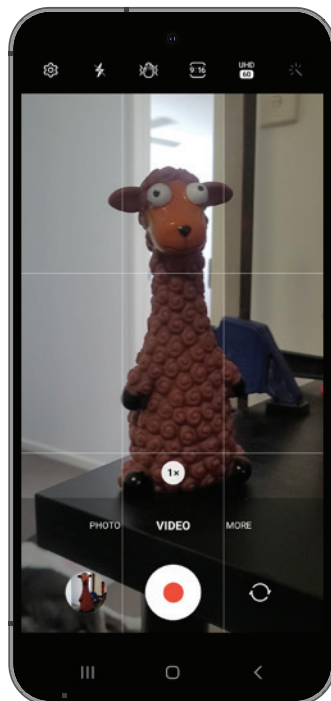
Android

How to take videos

1. Look for a button labelled video that switches between photo and video modes.
2. Press the **red button** to start recording. The button is usually located at the bottom of the screen.
3. Press the **red button** again to stop recording when you're done.



iPhone



Android



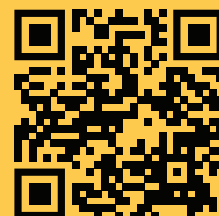




Do you know



Be Connected is an Australian government initiative committed to increasing the confidence, skills, and online safety of older Australians. Scan the QR code to further build your digital skills.







How to view your photos and videos

1. Find the **Photos** app on your home screen and tap it to open the app.

iPhone



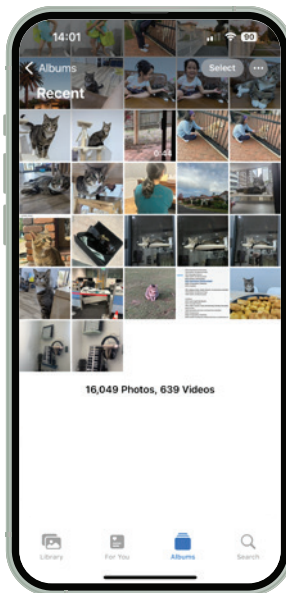
Photos

Android

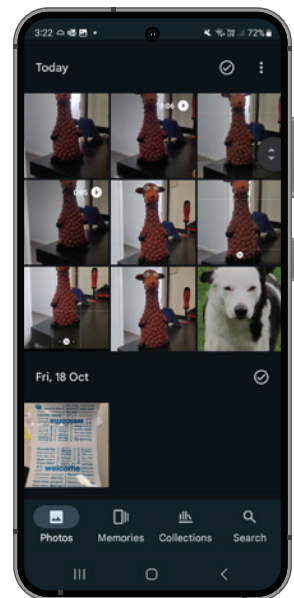


Photos

2. Once the app is open, you will see all your photos and videos. Tap on any photo or video to view it in full screen.



iPhone



Android

How to look up a fitness video

There are plenty of ways to look after your health and wellbeing online. A good tool is YouTube, which lets you look up all kinds of fitness and wellbeing videos. This section takes you through how to look up a fitness video online.

1. Tap on YouTube app. If you don't have this already you can download the app on an iPad/iPhone via your App Store or Play Store on Android
2. Once you've downloaded YouTube it should look like this on your iPhone, iPad or Android.



YouTube

To search a fitness video on YouTube

1. Tap the YouTube icon to open the app
2. Tap Search
3. Tap Videos
4. Enter a search term. In this search we have used 'slow fitness for seniors'
5. A variety of videos will come up, you can choose which video you would like.

You can now search any fitness video you like. You can include in your search how long you want it for and how intense you want it e.g slow, medium pace or fast depending on your ability.

You can practice your YouTube search skills by searching some health and wellbeing videos.

- Health and wellness for seniors
- 5-minute finger and hand stiffness exercise
- Senior health and fitness
- Easy Yoga with Senior Citizens
- Senior stretching exercises
- Seater Exercises for Older Adults
- Warm up for Seniors, Beginner Exercises
- 5-minute warm-up and cool-down routine for seniors and beginners
- Senior exercises at home
- 15-minute workout for Older Adults
- Exercises for Seniors with Music from the 50's, 60's and 70's







Useful health and wellbeing webpages

There are many websites and pages that can support you to stay connected with your local community, try Googling the below to find details about groups and activities near you.

- Logan City Council events
- Seniors in Logan
- Active & Healthy Logan
- Council cabs Logan
- TransitCare
- Chatty Café Logan
- Senior pets for senior people
- Leisure Centres in Logan
- LECNA Cards Group
- Logan Village Craft Group
- Greenbank over 50s social club
- Loganlea Forever Young Seniors Group
- Crestmead 40+
- Beenleigh Women's Social Group
- Eagleby Seniors Connect
- Logan Area Committee on the Ageing Inc (LACOTA)
- Churches in Logan

Would you like to learn more?

Logan North Library offers free face to face sessions with volunteer tutors. The sessions run throughout the week and can be booked on the Logan City Council Libraries website.

 [loganlibraries.org](https://www.loganlibraries.org)



References

The Logan Youth Action Group, Logan City Council and the Logan Seniors Network would like to reference that some of the content in this guide was resourced from existing sources including the Australian Government Advanced online security website.





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