

2025

Tools for Understanding  
Technology & Engaging On-Line

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# AGE-FRIENDLY TECHNOLOGY TOOLKIT



Created with and for people ages 65+



WAYNE STATE UNIVERSITY

# TABLE OF CONTENTS

<b>Computer Concerns &amp; Connection</b>	2
<b>Wi-fi Places &amp; On-Line Safety</b>	3
<b>Introduction to Chromebook</b>	4
<b>Wi-fi</b>	9
First Time Chromebook User	
Existing Chromebook User	
<b>Email</b>	11
<b>Zoom</b>	13
Meeting ID	
Link	
Mobile Phone	
<b>Glossary of Terms</b>	17
<b>Acknowledgements</b>	22
<b>References</b>	23

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# Computer Resources & Concerns

WAYNE STATE UNIVERSITY | DETROIT, MI

This was created for older people who are interested in connecting through technology. The content is based on recommendations from older adults who partnered on a project to increase digital inclusion. We hope to help people connect with family, friends, doctors, and researchers.



## Internet

Contact human-i-t for help connecting to the internet and to learn if you qualify for a low-cost internet plan by texting **562-372-6925** or call **888-391-7249**.

## Education

AARP provides education through their Older Adults Technology Services (OATS) program, to learn more visit <https://oats.org>



## Support

If you need computer assistance of any kind call Senior Planet at **888-713-3495**.

## Devices

Visit <https://connect313.org> to learn about all of the technology related resources available through Connect313 including low cost devices.



## Social Media

Wayne State University and the Detroit Area Agency on Aging partnered to create videos to help older adults with social media available at <https://tinyurl.com/detroitAAA>

Turn page over for more information





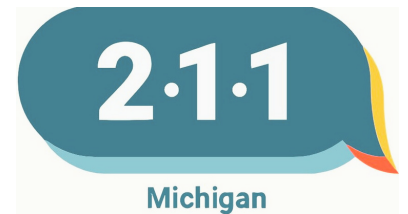
## Reasons To Use a Computer

A computer can be useful to you in many ways, here are some reasons why you might want to use a computer:

- Connect with friends and family through Facebook or video software like Zoom
- Listen to music, play games, or watch videos on YouTube
- Connect with your doctor or other health care provide through online messaging portals, and in some cases, virtual office visits
- Attend a live-streamed worship service

## Places to Connect to Wi-fi

There are places in Detroit that you can access wi-fi for free so you can use the internet including your local library and other sites. You can learn about free public wi-fi sites throughout the city by using a phone to dial 2-1-1 or visit <https://mi211.org>



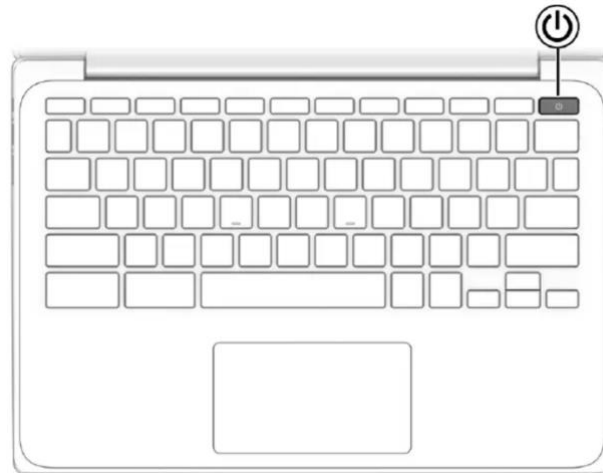
## Stay Safe On-line

A lot of people have concerns about using computers. "Cybercrime" is a word used to describe on-line criminal activity, such as scams or identity theft. Protect yourself when you are on-line by following these tips:











- Use a strong password, that is at least 8 characters long and has letters, numbers, and other symbols like \$ or %. Avoid using the same password for several accounts
- Be cautious of links or email attachments that you do not recognize
- Be careful what you download
- Use a password to lock your computer when you aren't using it
- Avoid banking when connected to a public wi-fi network

# INTRODUCTION TO CHROMEBOOK

## Keys & Description




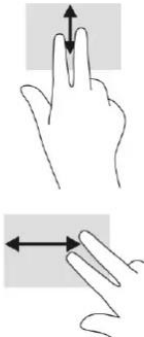


Function	Description
Power	Press the button to turn your computer on, see above keyboard for power button
Camera	Allows people to see you
Camera light	The camera is on when the white light appears
Microphone	Allows people to hear you

Key	Function	Description
	Back	Moves to previous page in your browser history
	Forward	The next page in your browser history
	Reload	Reload your current page
	Full screen	Opens your page in full-screen mode
	Display apps	Displays open apps
	Brightness down	Lowers brightness level
	Brightness up	Increases brightness level
	Mute	Turns the microphone off and back on
	Volume down	Turns sound down
	Volume up	Turn sound up

# Touchpad

The touchpad helps you move your pointer on the computer screen using touch gestures, so you don't have to use a mouse.

Visual	Function	Description
	Touchpad	The large square under the keys is the touchpad, it responds to touch to move your pointer
	Touch	Use two fingers to move your pointer by using the touchpad or touching the screen
	Tap	Use the tap or double-tap gesture to select or open an item on the screen
	Scrolling	Place two fingers slightly apart on the touchpad, and then drag them up and down to scroll or left or right to move across the screen

# Battery

1

Connect the AC adapter to the computer so it can get power from a plug to the battery. Another term for “AC adapter” is “charger”, this charges your computer battery.




2

To know if your computer battery is charging, see the table below with details about the light located on the right side of your computer.

3

Keep the AC adapter connected until the light turns white when it is fully charged.

## Charging your Battery

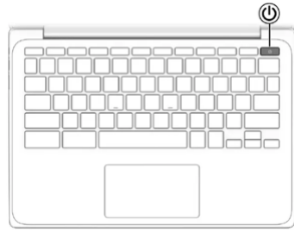
Visual	Status	Description
	White	The AC adapter is connected, and the battery is fully charged
	Amber	The AC adapter is connected, and the battery is charging
	Off	The computer is not charging



# Chromebook Set Up

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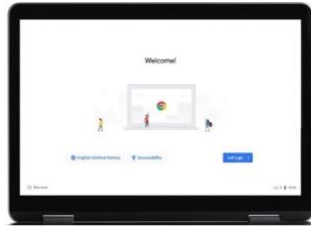
1



Press the power button to turn your computer on. If it does not turn on, you may need to charge the battery.

---

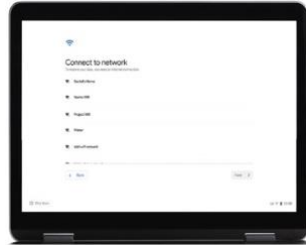
2



Choose your language and click "Let's go."

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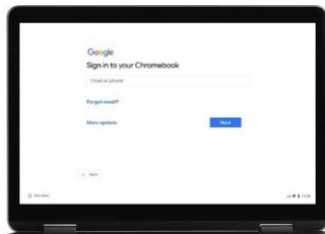
3



Choose your wi-fi network. If you need to know how to connect to wi-fi see page 10. Next, accept the terms of service.

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4



Sign into your Google account using your Gmail email address or phone number. If you do not have a Google account, click on "More options" and then "Create new account."

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5



You are ready to use your computer!

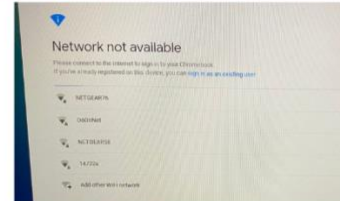
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# CONNECT TO WI-FI

## FIRST TIME CHROMEBOOK USER

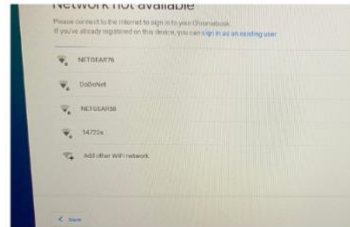
### 1. Setting up Wi-Fi

Before being able to sign on to your chromebook you must set up your Wi-Fi connection and the screen on the left will appear.



### 2. Pick a network

Your laptop will automatically show available networks to join. Select the network you want to connect to. \*Chromebook users cannot connect to an unsecure network during first time chromebook set-up.

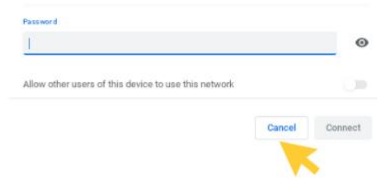


#### Unsecure vs. Secure Network

Secure networks usually have a lock meaning that it requires a password compared to unsecure which does not require a password but your information maybe visible to others.

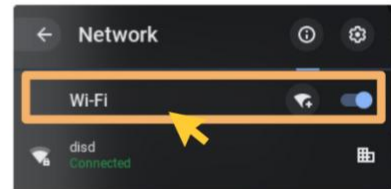
### 3. Connecting to Wi-Fi

Select the Wi-Fi network and type in the network password unless it is an unsecure network which can be visible to others.



### 4. Enjoy!

After typing the password, the network will say that it is "connected" after enjoy!

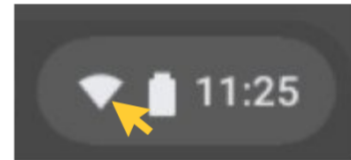


Funded through a Patient-Centered Outcomes Research Institute (PCORI) Eugene Washington PCORI Engagement Award [EACB-24468](#)

# CONNECT TO WI-FI CHROMEBOOK

## 1. Turn on wi-fi

At the bottom right of your chromebook screen find the wi-fi icon, click on it to connect to the internet.



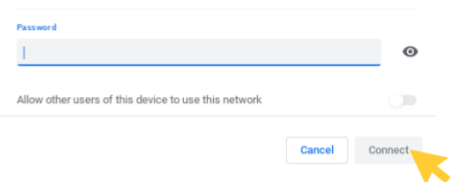
## 2. Pick a network

Your laptop will automatically show available networks to join. Pick which network you want to connect to. \*The blue button means the wi-fi is turned on.



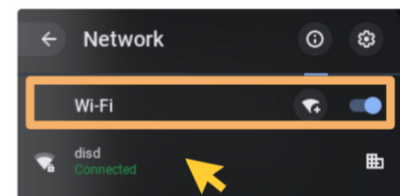
## 3. Connect to wi-fi

Select the wi-fi network and type in the network password unless it is an open network which can be visible to others.



## 4. Enjoy!

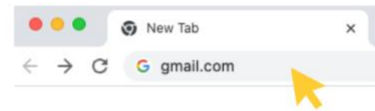
After typing the password, your computer will be "connected" and you can use the internet.



# CREATE A GMAIL ACCOUNT

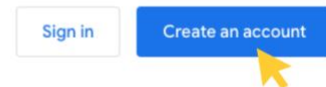
## 1. Go to website

In the web address bar type "gmail.com"



## 2. Create an account

Click "Create an account"



## 3. Add your name

Enter your name then click "Next"

Create a Google Account  
Enter your name

First name

Last name (optional)

[Next](#)

## 4. Provide information

Fill in the basic information and click "Next"

Basic information  
Enter your birthday and gender

Month  Day  Year

Gender

[Next](#)

## 5. Select an email address

In the "Username" box type in an email address that you like, then click "Next"

How you'll sign in

Create a Gmail address for signing in to your Google Account

Username  @gmail.com

You can use letters, numbers & periods

[Next](#)

## 6. Create a password

Write down a password you will use on a piece of paper. Type that password and then retype it in the next box to confirm. When you are done click "Next"

Create a strong password

Create a strong password with a mix of letters, numbers and symbols

Password

Confirm


[Next](#)

# CREATE A GMAIL ACCOUNT

## 7. Add recovery information

Be sure to set up a recovery email or phone number in case you lose your password.

Add recovery email  
The address where Google can contact you if there's unusual activity in your account or if you get locked out.

## 8. Review your information

Review your account information to make sure it's correct.



Review your account info  
You can use this email address to sign in later

## 9. Agree

After reading the terms and conditions click "I agree"

More options ▾

Cancel

I agree 

## 10. Enjoy!

Google will welcome you to your new gmail account!



Welcome, Karen Jones



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Eugene Washington PCORI Engagement Award [EACB-24468](#)



# HOW TO JOIN ZOOM

## MEETING ID OPTION

### 1. Find the Zoom invite

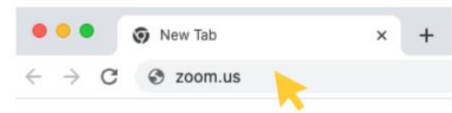
Find the Zoom invitation in your email and the 11-digit Meeting ID code



Hi [redacted]  
You have received a Zoom video conferencing invitation.  
Zoom Meeting ID: 367193657

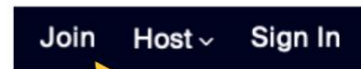
### 2. Go to website

In the web address bar type "zoom.us"



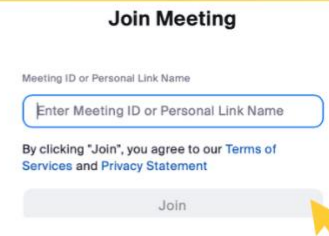
### 3. Join

Click "Join" in the upper right-hand corner of the webpage



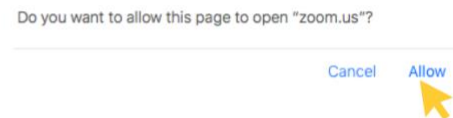
### 4. Enter Meeting ID and passcode

Enter the 11-digit Meeting ID and passcode from the zoom invite and click "Join"



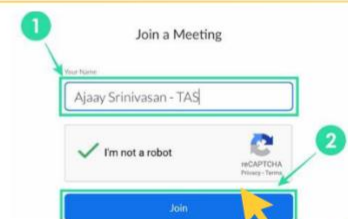
### 5. Allow Zoom to open

You will see: "Do you want to allow this page to open "zoom.us"? Click "Allow"



### 6. Add your name

Enter your name as you would like it to appear in the meeting. Then click on the box to confirm "I'm not a robot" then click "Join"



# HOW TO JOIN ZOOM

## MEETING ID OPTION

### 7. Join with video

Click "Join with Video"



### 8. Start video

Click "Start Video"



### 9. Join with audio

Click "Join with Computer Audio"



### 10. Enjoy!

Everyone should hear and see you



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# HOW TO JOIN ZOOM

## LINK OPTION

### 1. Find the Zoom invite

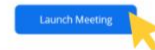
Click on the meeting link in your email

Join Zoom Meeting  
<https://wayne-edu.zoom.us/j/6960376060>

### 2. Launch meeting

Click "Launch Meeting"

Click **Open link** on the dialog shown by your browser  
If you don't see a dialog, click **Launch Meeting** below



### 3. Allow Zoom to open

You will see: "Do you want to allow this page to open "zoom.us"? Click "Allow"

Do you want to allow this page to open "zoom.us"?

Cancel Allow

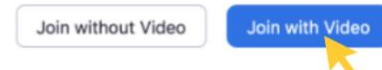
### 4. Add your name

Enter your name then click "Join"



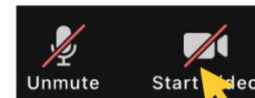
### 5. Join with video

Click "Join with Video"



### 6. Start video

Click "Start Video"



### 7. Join with audio

Click "Join with Computer Audio"



### 8. Enjoy!

Everyone should hear and see you





# HOW TO JOIN ZOOM

## MOBILE PHONE

### 1. Find the Zoom invite

Click on the Zoom invite in your email.

Meeting ID: 696 037 6060

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One tap mobile  
+13092053325,,6960376060# US



### 2. One-tap link

Find the text that says One tap mobile. Tap on the link, or, if you're using Voiceover, double tap.

One tap mobile  
+13092053325,,6960376060# US  
+13126266799,,6960376060# US (Chicago)



### 3. Enter Meeting ID

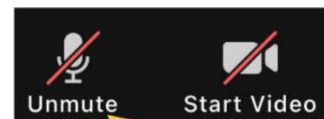
You'll be asked to type in the 11-digit meeting ID followed by the pound key. But the app automatically inputs the meeting ID number for you. You'll hear the number being dialed.

### 4. Enter Participant ID

You'll be asked to enter your participant ID, but it is not required. Instead press the pound key (#) to enter the meeting.

### 5. Muting/Unmuting

Mute and unmute yourself by pressing the star key (\*) and then the number 6.



### 6. Leave meeting

When you're done just hang up to end the call.



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## Glossary of Terms

Application or app	An application designed for a mobile device (such as a smartphone).
Accessibility	Describes hardware and software designed to help those who experience disabilities.
Attachment	A separate document or file that is included and sent with an electronic message (such as an email or text message).
Authentication	An act, process, or method of showing something (such as an identity, a piece of art, or a financial transaction) to be real, true, or genuine.
Battery life	How long a battery will last, based on its capacity and the current it supplies to a device.
Back button	This arrow is found at the top of most browsers. When you click on the back arrow, it takes you back – in order – through all the internet pages you’ve seen previously.
Back Up	Duplicate record of computer or server information stored locally on either your computer or server or at an off-site location or separate device.
Bookmark	A bookmark is a saved shortcut that directs your browser to a specific webpage.
Browse	To explore a website or a number of websites by scanning and reading information.
Browser	Software, such as Google, Safari, Firefox or Microsoft Internet Explorer that is used to find information on the internet.
Bug	An unexpected defect, fault, flaw, or imperfection.
Closed caption	A broadcast with captions that appear only on the screen of a receiver equipped with a decoder.
Cookie	A small file or part of a file stored on a World Wide Web user's computer, created and subsequently read by a website server, and containing personal information (such as a user identification code, customized preferences, or a record of pages visited).
Cursor	A small image on the screen indicating where you are pointing using your mouse on the screen. The cursor can appear in different forms, including an arrow or straight line.

Device	This is a catch-all term for a smartphone, tablet or computer.
Download	To transfer files or data stored on the internet onto your tablet. For example, you might download a picture that a friend has sent you over email, download a document to read from a trusted website or download an app from the online app store.
Drop down box	A list of items from which you can make selections.
Email	Electronic mail or email is a free and easy way to stay in touch with family and friends, and the main way that organizations and companies will communicate with you. Popular email providers include Google Mail (commonly known as Gmail), Outlook and Yahoo.
Ethernet	A computer network architecture consisting of various specified local-area network protocols, devices, and connection methods.
FAQs	Acronym for “Frequently Asked Questions.” These are commonly asked questions and answers that appear on many websites.
Forward button	This arrow is present at the top of most browsers. When you click on the forward arrow, it takes you forward to a page you just left and is opposite in direction from pages the back arrow takes you through. When the arrow is gray, the forward function is inactive.
Google	A popular search engine on the internet and allows you to find websites and ask questions. You can visit <a href="http://www.google.com">www.google.com</a> then type in some keywords to find out information. To 'google' something means to look up information online.
Hit or tap	Pressing with finger allows you to select or activate the area on the screen that is highlighted or where the cursor is pointing on touchscreen devices.
Home screen	The information that appears on the tablet soon after it is turned on. The Home screen contains a number of icons, or images, that you can click on to start Applications ('Apps').
Home page	The first thing you see when you come to a website, or the opening page of a website. It provides information about the site and directs you to other pages on the site.

HTTP/HTTPS	Most internet addresses start with 'http' or 'https'. It refers to how information is shared over the internet. Make sure the website you're using starts with 'https' if you're entering personal or financial details. The 's' stands for secure.
Icon	A small image or symbol representing an app, function, a command (such as print) or a file. When you tap on an icon, you start a command, open a file, or launch an App.
Inbox	The virtual folder in your email account where any emails you receive are stored.
Internet	A combination of the words international and network. It is a vast, international collection of computer networks that transfers information. You need Wi-Fi to connect to websites or your email internet.
Keyboard	A group of systematically arranged keys by which a machine or device is operated.
Laptop	A portable microcomputer having its main components (such as processor, keyboard, and display screen) integrated into a single unit capable of battery-powered operation.
Link	A highlighted or underlined text, image, or a button that when clicked, will take you to another page or website on the internet. A link usually appears as underlined words or an image.
Log-in	To gain access to a computer system or to a page on a website by entering a password or user ID.
Menu	A list of options, or topics, on the tablet or on a website that users can choose from.
Phishing	The practice of tricking Internet users (as through the use of deceptive email messages or websites) into revealing personal or confidential information which can then be used illicitly.
Printer	A machine for printing text or pictures onto paper, especially one linked to a computer.
Program	A computer program is a catch-all term for something that runs on your tablet. Examples include apps on your tablet, video calling programs like Skype and Zoom, or anti-virus programs. These are sometimes referred to as 'software'.

Pop-up box	A special box that appears when the tablet needs additional information in order to carry out a task. The small window may also suddenly appear (or 'pop up') on a webpage, usually an advertisement or an alert.
Record	A function of an electronic device that causes it to record.
Router	A device that connects your computer, phone or tablet to a broadband-enabled telephone line and sends out your home internet signal.
Search bar	A narrow, rectangular space in the browser window where you can type in a search word, phrase or a web address. Hitting the magnifying glass, the button next to the search box (or hitting Enter) will take you to a results page where that information is located.
Secure network	A secure network is any home, business, school, or another network with security measures in place that help protect it from outside attackers.
Storage	The number of files you can hold in your computer.
Swipe	To move text or other information on the screen up, down, or sideways and new information appears as the old disappears.
Tab	Tabs are at the very top of your internet browser. You can click on the '+' symbol to open a new tab, where you can visit a different website without losing access to the webpage, you're on. Some apps might also have tabs at or near the top, which you can click or tap on to switch between different parts of the app.
Tablet	A portable, handheld device about the size of a book or magazine. Tablets are ideal for reading, playing games, browsing the Internet, watching videos, and listening to music. It contains a touch screen and has no physical keyboard or mouse. A tablet can connect to the internet and be used as a portable computer.
Unsecure network	An unsecured network most often refers to a free Wi-Fi (wireless) network, like at a coffeehouse or retail store. It means there's no special login or screening process to get on the network, which means you and anyone else can use it.

Upload To transfer files or data stored on your smartphone, tablet or computer to the internet. For example, you might upload a picture to social media or cloud storage.

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URL	The address for a webpage. (URL stands for Uniform Resource Locator.)
USB	Connection port on your computer where you can plug in a cable, or it can refer to a small external drive known as a USB drive or flash drive.
Virus	A computer program that is usually disguised as an innocuous program or file, that often produces copies of itself and inserts them into other programs, and that when run usually performs a malicious action (such as destroying data or damaging software).
Webcam	A built-in video camera to transmit separate video images while talking.
Website	A set of webpages in a location on the internet that contains information about a specific topic. A website usually contains multiple pages with different types of information about the topic.
Wi-fi	Also known as Wireless network, this is a way for your tablet to connect to the internet without using wires or cables. You can access Wi-Fi networks in public or through a contract with an internet provider.
Zoom	Zoom is a type of video calling software. You can either install it as an app or you can access it through your internet browser.

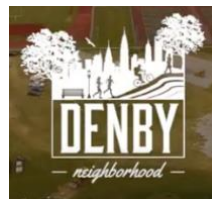
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## Acknowledgements

This toolkit was partially funded through a Patient-Centered Outcomes Research Institute (PCORI) Eugene Washington PCORI Engagement Award EACB-24468: [Bridging the Divide: Fostering Partnerships for Urban African-American Aging Research.](#)

This guide is the product of an community-academic collaboration led by Dr. Carrie Leach and Mikayla Harrison with the Aging Research Council members from several community-based organizations including Deborah Beard of Village of Oakman Manor of Presbyterian Villages of Michigan, Zachary Rowe of Friends of Parkside, Winona Bynum of the Detroit Food Policy Council, Dell Stubblefield of Hope Village Revitalization, and Sandra Turner-Handy of Denby Neighborhood Alliance, along with WSU faculty members Drs. Deborah Charbonneau, Faith Hopp, Debra Schutte and Rodlescica Sneed. Special thanks are owed to the Oakland County Cancer Action Council members Theresa Butler, Karen Soloman-Edwards, Wanda Johnson-Phillips, Craig Cook, Sharon Agnew, Janice Fitzhugh, Voncile Brown-Miller, and Brenda Chambers-Threatt for their contributions. The contributions of all the collaborators on this project will impact countless people on their journey to connect through technology.



WAYNE STATE  
UNIVERSITY

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