

Teaching a Learner

How to Use an Android Tablet with Easy Tablet Help Tutorial

The best way to become familiar with the Easy Tablet Help tutorial is to go through the interactive software and practice for yourself.

There are 4 main sections of the tutorial:

1. **The Basics** - using a touchscreen (e.g. scrolling, typing, swiping, using onscreen keyboard)
2. **The Web** - Along with learning how to use the Internet to search, this section contains a tutorial on Internet Safety
3. **Email +** - Either getting new Gmail account or how to access a current email address on tablet. Also this sections includes video-calling (Zoom and Skype. On the Apple tutorial it also includes a FaceTime tutorial), and information regarding texting
4. **More** - How to use YouTube, the camera, attaching photo to email, Apps

It is recommended that you read the information in this module that corresponds with a section of the software, (e.g. The Basics), then go to the actual tutorial EasyTabletHelp.org and practice that particular section (e.g. The Basics). While you can view the tutorial on any tablet it is important to *practice using the actual tablet*.

Here are some steps to motivate and coach them.

- **When helping people with learning technology**, it can be a balancing act of helping while at the same time, not getting them dependent on your support. The goal is to help educate in such a way that the learner feels comfortable using the technology on their own. This interactive, self-paced tutorial can help.
- **Explain** to the learner they will be using an interactive tutorial.

- They will be reading and following the instructions. (Unless reading literacy is an issue, then you can read it aloud.)
- This tutorial is designed to help walk them through various steps so they can gain Internet skill and knowledge.
- Let them know that even when they “finish” with the app, it can remain on the tablet; available should they need a refresher.
- **Reinforce** that you will be there to give support.
 - If you are allowed to be physically present, you can set up a few times for sessions. It takes most learners about 4 hours to get through the software. It is important to break this up into smaller increments. As much as possible, allow the learner to read and do for themselves. Your role should be to encourage and answer questions.
 - If you are not able/allowed to be physically present, we recommend you place the app on your own tablet too, so you can support remotely. If you do not have the same type of tablet, you can view on a computer at EasyTableHelp.org
- **Reassure:** the user that they can’t break the tablet simply by using it. Tell them they can always start over if they get lost or confused.
- **Make sure when they start that the tablet is placed horizontally.** This will enable the user to follow the onscreen instructions more easily. For Android tablets place the tablet horizontally with the camera dot at the top of the screen.

NOTE--Instructions on how to place the tutorial on a learner’s tablet are provided in another section. This module discussed how to use the tutorial.

You would ask the learner to tap the Easy Tablet Help icon to open the software. The first few pages of the software teach a new learner how to tap. If your learner is new, be patient; some people struggle with this new technique. If possible, have a stylus available.

The Tutorial

The items hanging from the clothesline show the various sections of the tutorial along with what will be covered by each section. (When we were founded in 1999, a clothesline is what older adults thought of when they heard “online”.)



1. The Basics

For new users

Be sure to start with “The Basics.” This enables the brand new learner to experience how to operate the tablet e.g. tapping, swiping, expanding and shrinking a page before attempting to tackle other tasks.

For experienced users

If you have a learner who may just need help with one or two things (e.g. Zoom and YouTube) they do not have to use all of the tutorial. You can go to the sections that contains the specific information they need to learn.

For everyone

At bottom of every page, following the clothesline page, the learner will see the below bar. The software teaches about this bar early on, but in case your learner skips that section. Clicking on the...



- **Clothesline Page** will take the user back to the clothesline page. The user can tap on Clothesline Page any time they feel lost, confused, or just want to start over.
- **Previous Page** will take the user back to the page they were previously viewing.
- **Help** provides supportive information answering many of a new learner's questions. Please review the help pages in advance, so you can direct and encourage new users to seek help on the tablet when they are stuck. (This will build confidence and the feeling of independence.)

2. The Web

Explain to the learner that the web is like the world's largest library BUT all the books are on the floor all over the place. A "search" performs the work of an old card catalogue or a great librarian. By making their search terms as specific as possible it will help to narrow down the responses.

Let's say they are looking for information on growing tea roses on a patio. If they search for "roses", information on thousands of various types of roses will be displayed. On the other hand, if "growing tea roses in container" is searched, the results displayed have a much chance of providing the information desired.

For this section, the instructions will take a learner through the steps of:

- A. Learning how to search the web (four steps)
- B. Reviewing Internet safety tips

- C. At the “Congratulations” page, a user may select a choice of what to do next:



At this particular Congratulations page, the learner is able to choose one of the following:

- **Search the web for “REAL”** (see note on top of next page)
- **Learn MORE about searching the web**
 - Note—this will bring many more pages of help on searching. Remind learner that at any time they can use the blue bar at the bottom to return to clothesline page.
- **Learn MORE about using the tablet**

NOTE--If learner chooses option #1, to “search the web for REAL”, it will open the search page in another tab. The software offers a short tutorial explaining how to move between tabs (see box on top of next page). The tabs enable the learner to switch between the web and the tutorial.



3. Email + Section - Includes Email, Texting and Video Calling (Zoom, Skype, FaceTime)

Email

Email, if a learner already has an email account, they will have the option to access their email account on the tablet. Note- they *will need to know* their username and password in order to do this.

For those who do not have email or those who want to get a Gmail account the tutorial walks them through the necessary steps. Then the user is given the choice to go “live” and create an actual Gmail account. If they ask why get an email account? You can explain benefits of email, plus on an Android tablet, a Gmail account is required to get download apps (even free ones!)

NOTE—Make sure the new learner writes down their email address and password and stores in a convenient place. You might suggest they use, as a password, their street name/house number from childhood. This way, if they forget in future, you could give them a reminder “it was the street name followed by house number from where you grew up” without knowing their actual password.

- Have learner practice sending and reading emails, and video calling a friend or relative

Texting on Tablets

Android- because Android tablets do not have phone numbers associated with them, they cannot send and receive text messages through the Messaging app that Android phones users can use. However, a user can exchange text messages with mobile phone users through the email program on any Android tablet.

Video Calling

Learners can choose which, if any, video-calling platform they wish to learn. The tutorial teaches users how to participate in a Skype or Zoom call.

4. More: YouTube, Camera and Apps

This section covers using the tablet to watch videos on YouTube, how to take, view and send photos and how to use Apps.

Using YouTube

- Search for favorite sports team, song, place, music...
- Suggest the user search for classic video clips

Using the Camera — the user can learn how to take, view, and share photos. You can let the user experiment with the button that reverses the side of the tablet that is taking the picture to capture a selfie.

Apps — Learners discover what an app is, how to try out apps that came with tablet, and how to get (and get rid of) additional apps. Note- Android users need a Gmail account to access Google Play.



Often learners want to know “what’s next” after completing the tutorial.

- Things to help keep them motivated
 - Perhaps find them websites of interest and have them bookmark so they can easily find again.
 - See if they can sign up for a Zoom program so they can participate remotely (fitness, book club, support group).
 - Remind them that YouTube has lots of tutorials on nearly any subject.
 - Health information
 - Telemedicine can be accessed via phone or tablet
 - Vaccination information for Covid or boosters for Covid
 - Accessing their Health Records or Health Portal
 - Applying for benefits in PA via COMPASS...