

# Becoming a Tech-Savvy Senior: Digital Training for Older Adults

BY MARCY COLE, DIRECTOR OF SALES AND MARKETING AT THE NOTTINGHAM

Senior tech usage is on the rise! The number of older adults using devices like tablets or cell phones has steadily increased over the past decade, and seniors are making great strides with technology usage.

While many older adults feel comfortable with the basics, they also face challenges with technology, including a lack of support, fear of scams, and limited familiarity with the features of their devices.

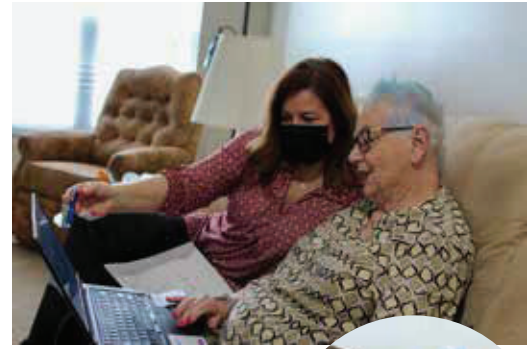
Many seniors want to learn more but don't know where to begin on their tech journeys. As Director of Sales and Marketing at The Nottingham, one of the most rewarding parts of my job is supporting programs that help our residents grow and learn.

Our Nottingham Independent Living Community partnered with InterFaith Works to launch a digital navigation program known as "Tech Tuesdays." Through this program, volunteers from InterFaith Works provide free in-home tech support for seniors, answering different tech questions surrounding social media, cell phones, smart TVs, wireless printers, tablets, streaming services, or any other tech topic.

The program provides weekly one-on-one sessions to residents. The volunteers work through each individual's needs and specific concerns to help improve their digital literacy.

## SOME OF THE THINGS THAT THE VOLUNTEERS HELP WITH REGULARLY ARE:

- Changing the device settings to adapt them to the individual's needs and preferences
- Showing a demo of their device's essential functions
- Teaching seniors about cyber safety and scam prevention
- Identifying what features are available, what they are, and how to use them if needed
- Explaining tech terms that may confuse new users



The key is to help them get the most out of their devices depending on their priorities, whether playing games, browsing the internet, messaging family and friends, streaming the latest movie on Netflix, or posting to social media.

It's about simplifying the technology and allowing seniors to ask someone questions who is there to answer patiently and support them in any way they can.

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