



# Living Connected Online Service

Help for those who are isolated in 2020

## Guidelines and Procedures for Living Connected Clients:

For several years Living Connected has provided free help with computers, tablets, smartphones and Internet to seniors along the NSW coast from Bulli to Bega. With restrictions due to the COVID19 virus we are now delivering an online version of the traditional face-to-face Living Connected service using tools such as WhatsApp, Skype, Facetime, Facebook Messenger and group chats. These tools/apps are on most devices. Many of you already use them and we hope to find ways to get more of you connected with us online so we can continue to help you. We hope we can continue this online service even when life returns to “normal” making sure people don’t become isolated as they age.

There are many ways to connect with us even when in lock-down or self-isolation depending on your circumstances. Use what you already have and know about 3 basic ways of communication with technology (1) text (texting, chat groups, email) (2) audio (phone or internet) and (3) video (Skype, WhatsApp, Facetime etc). Don’t be backwards about asking for help from us, neighbours, friends and family so that you find a way to set up new ways of connecting. If you don’t understand any of the information below don’t hesitate to ask us or someone else to explain. Search Google and Youtube for instructions as well.

Do a bit of an audit to see what you have in the way of apps or programs on your devices, phone and Internet service, devices with cameras, microphones, speakers and headphones. The latter are good to use so that the microphone does not pick up the caller’s voice and produce annoying feedback.

**Living Connected Phone 0409753808 and email [admin@livingconnected.org.au](mailto:admin@livingconnected.org.au)**

This may be your first point of contact with us. Please call or text us on the number above. You may be able to attach a photo or screen shot of the problem you are having. You could also email us and attach images if you have them. For a longer conversation or video call you can contact us on our phone number using Whatsapp if you have it. This will use the Internet/Wi-Fi that may be cheaper.

**Facebook:** <https://www.facebook.com/livingconnectedillawarra>

If you are on Facebook please follow our page and request to join any relevant. Groups that we set up. Group chats of Facebook are a good way to organise, socialise and share knowledge.

## Video calling with Skype:

There are many apps/programs that you could use, but we will start with Skype as we know many are familiar with it and it is free to connect to anyone else who has a Skype account and is online at the time. To use Skype, you should have a camera, microphone and speakers on your device. Most devices will have these. If you have desktop or older laptop you may need to use a separate camera/microphone with a USB connection. And you need to be on the Internet or have plenty of data if using your phone.

Once set up and logged in you can do anything from exchanging text messages with one of your contacts (good if the Internet is poor) to individual or group sessions using audio and video (you should look for the symbols for the icons for these when you start or during a Skype call).

If you do not already have Skype you will need to install it the same way you install an app or program from your app/play store on tablets and smart phones or download from <https://www.skype.com/en/get-skype/> on computers. Once installed you will need to create a Skype/Microsoft account. If you need help, ask us or someone else to talk you through this. Once signed in, you need to find **contacts**. See if you can find us on the following 2 accounts **Living Connected** and **Eureka Connection** or me **helen.hasan**. If we are on Skype and available to talk, there will be a green dot on our image. Living Connected team members that you already know may provide their personal Skype addresses so you can continue to contact them. See our website or Facebook page for updates

For more help you may like to do some of tutorials on these Topics on the Be Connected learning platform at <https://beconnected.esafety.gov.au/> and we have some relevant handouts from Be Connected.

So please don’t completely isolate - continue living connected with our help.

All the best from Helen, Managing Director of Living Connected, [helen.hasan](https://www.skype.com/en/add-contacts/?contactid=helen.hasan) on Skype