# Bridging Digital Gaps

Presented By: RIWC

# Series Progress

Learning About
The Basics

Starting off by reviewing
the basics around tech

# Today's Agenda

1. Learning about smart devices

2. Learning the basic buttons and functions

3. Looking at useful resources

# Let’s cover some basic tech terms!

# Land Acknowledgement

We acknowledge that we are on the traditional territory of many nations including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee and the Wendat peoples and is now home to many diverse First Nations, Inuit and Métis peoples. We also acknowledge that Toronto is covered by Treaty 13 signed with the Mississaugas of the Credit, and the Williams Treaties signed with multiple Mississaugas and Chippewa bands. This land is also governed by the dish with one spoon wampum belt convenient: an agreement between allied First Nations to peaceable share and care for the land around the Great Lakes.

The City of Toronto has been acknowledging the traditional territory since March 2014. Due to conversations with Indigenous leaders, including the Aboriginal Advisory Committee as part of the 2018 Toronto for All Campaign, the language the City of Toronto uses has evolved.

Funded by the Government of Ontario

# Hardware

- ***Hardware*** refers to the actual physical pieces of your computer, phone, tablet or other technological device

# Here are some examples of common tech ***hardware...***

Phone

Tablet

Laptop

Desktop

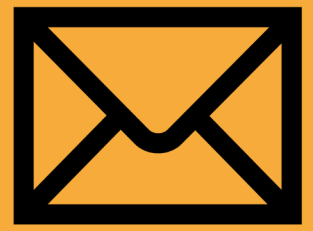
# Software

- ***Software*** are the programs, instructions, and related data that tell your computer what to do
- Without software, computers, phones, and tablets would be useless

# App

- ***Apps*** are a type of software that are meant to perform a specific function
- Phones, tablets, and computers generally come with pre-installed apps
- Sometimes, apps on phones or tablets can be limited due to the power of your device

# Here are some examples of commonly used ***software…***



**Email Apps**

**Google Drive**


**Anti-Virus**


**MS Office**

# Wi-Fi

- ***Wi-Fi*** is wireless technology that lets our computers, tablets, smartphones and other devices connect to the internet
- Most of our portable devices rely on Wi-Fi to be able to use them fully

# Certain places in our communities offer *free Wi-Fi…*


Library


Community Center


Cafe


Malls

# Web Browser

- *Web browsers* are the applications that allow us to connect to, search and browse the internet

# Here are some of the most popular ***web browsers…***

**Safari**

**Chrome**

**Edge**

**FireFox**

# Input Device

- ***Input devices*** are typically external hardware that send information and command signals to your computer
- They allow us to do additional things on our devices and make our experiences smoother

# Here are some examples of commonly used *input devices…*

Keyboard

Mouse

Microphone

Webcam

# Output Device

- ***Output devices*** are typically external hardware that receive data from the computer
- Things like speakers and monitors allow us to visually and audibly experience the information being processed by the computer

# Here are some examples of commonly used ***output devices…***

**Headphones**


**Printer**

**Speakers**

**Monitor**

# Troubleshooting

- ***Troubleshooting*** is when you try to find and fix a problem with your device
- A lot of the times, you can troubleshoot problems on your own – if they continue, seek professional help

# Let's look at some computer parts!

# Specs

- ***Specs*** is a general term used to refer to the different parts that make up your computer

# Operating System

- ***Operating systems*** are a type of software – they handle the memory and processes that take place in the computer
- they create the space for things like YouTube, Office, and other software to work

# Here are some examples of commonly used ***operating systems…***

Windows

Chrome OS

Android


IOS

# CPU

- ***CPUs*** or ***central processing units*** are basically the brains of our computers
- They process all of the instructions necessary to run the operating system and applications

# RAM

- ***RAM*** or ***random access memory*** gives software a place to keep and use data quickly
- The more apps or programs you are running, the more RAM you will need to keep your device running smoothly and quickly

# HDD

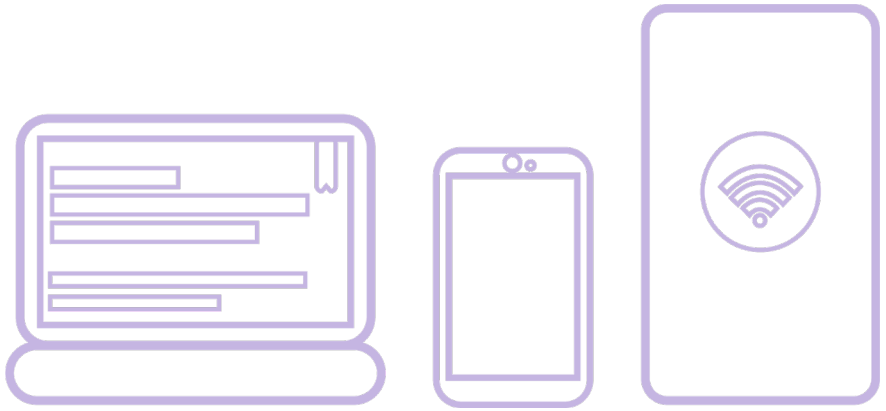
- ***HDDs*** or ***hard disk drives*** are devices used to permanently store your files, apps, and other data you wish to keep long-term

# SSD

- ***SDDs*** or ***solid state drives*** are faster, more durable, and expensive alternatives to HDDs
- They allow for a speedier transfer of data and are generally considered to give you the best performance

# Let’s answer some common questions!

# What is a smart device?



- Any ***electronic*** device that can connect to the internet
- Many of us already own smart devices! For example:
  - Iphones (Apple)
  - Android phones (Samsung)
  - Laptops
  - Desktops
  - And many more…

# Do I need a smart device?

- It’s a tough question to answer
- A lot of things like shopping, banking, and even government support have moved online for convenience
- But this can create barriers for people who can’t easily access tech

# What are some common barriers?

- ***Affordability*** – smart devices are not cheap and even the more budget-friendly options will run you hundreds of dollars
- ***Technical ability*** – a lot of people struggle with learning technology

# Do I have to know about this?

- ***Absolutely*** – small changes in technology can make a big difference to our lives
- The ways in which we communicate with each other are different now and everyone should be educated on it

# Let’s look at some phone button layouts!

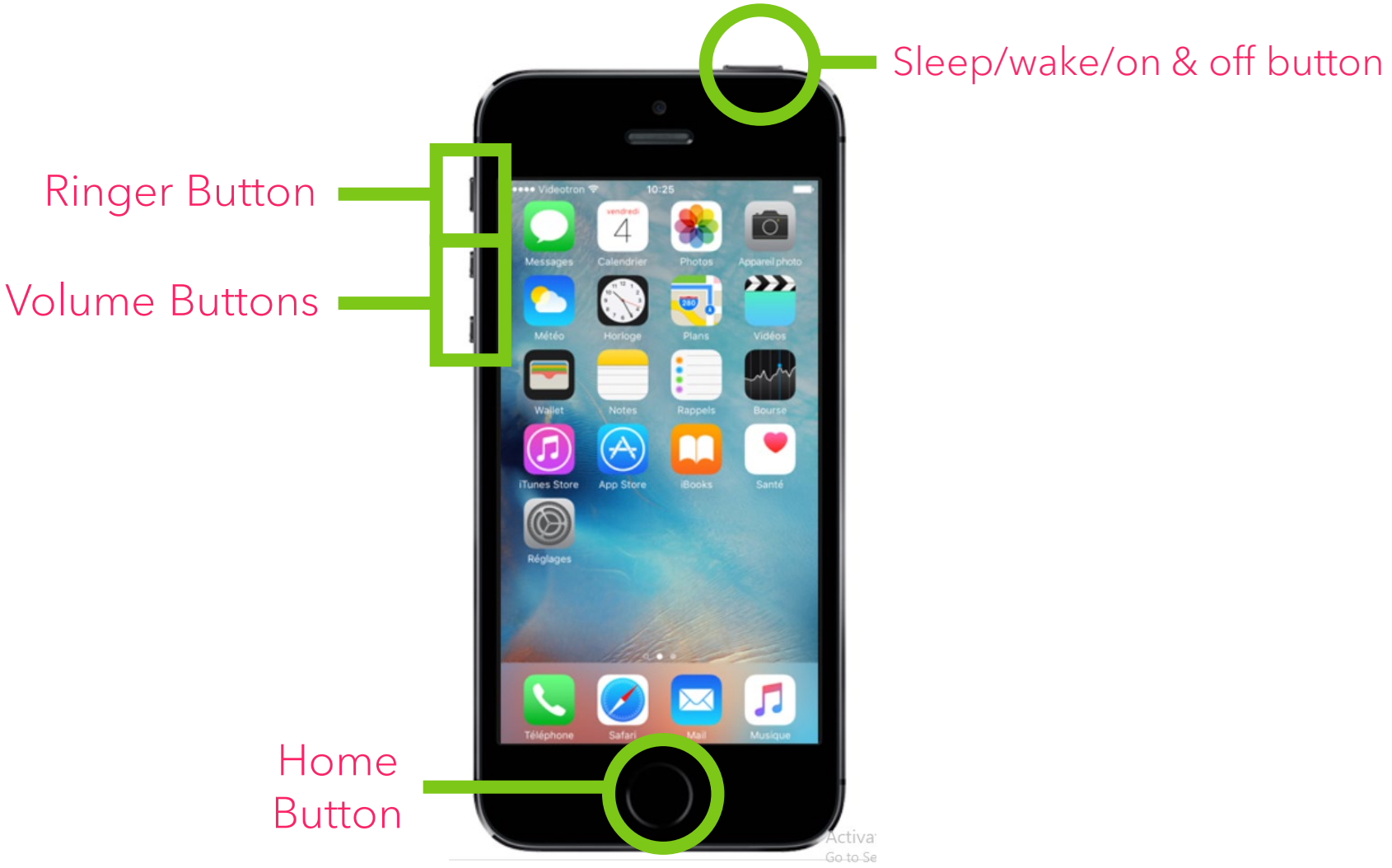
# Learning the buttons:
## *iPhones*


iPhone 5s & Earlier

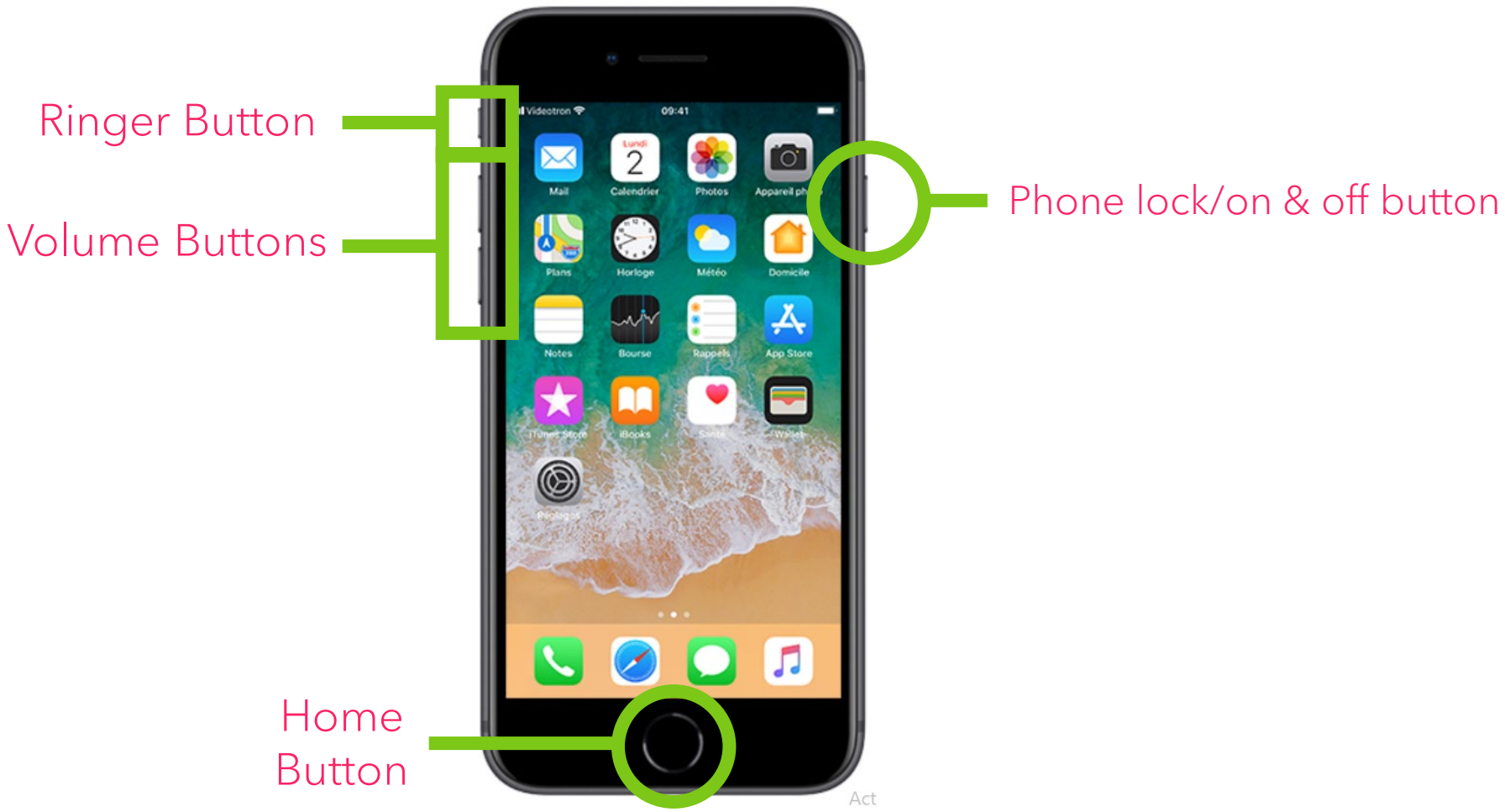

iPhone 7 & 8


iPhone X, 11, & 12

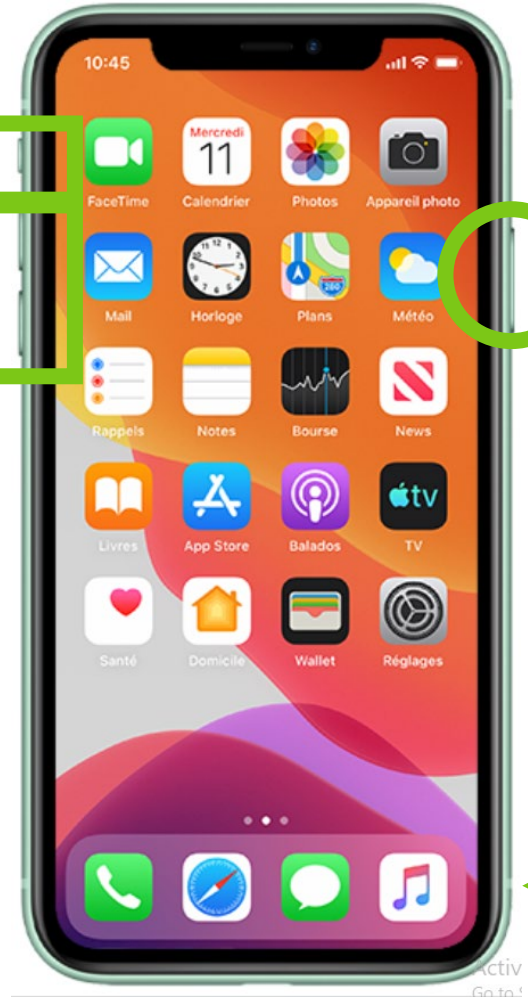
# iPhone 5s or older



# iPhone 7 & 8


Ringer Button
Volume Buttons
Home Button
Phone lock/on & off button

# iPhone X & up




Ringer button

Volume buttons

Phone lock/on & off button

Home button replaced with touch gestures

# Learning the buttons:
## *Android (Samsung)*

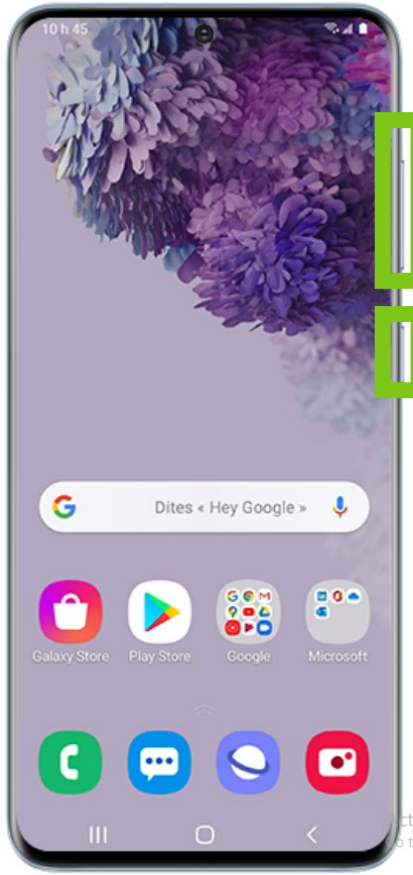

Samsung S5


Samsung S7


Samsung S20 & up

# Learning the buttons:
## *Older Models*

# Learning the buttons:
## *Newer Models*

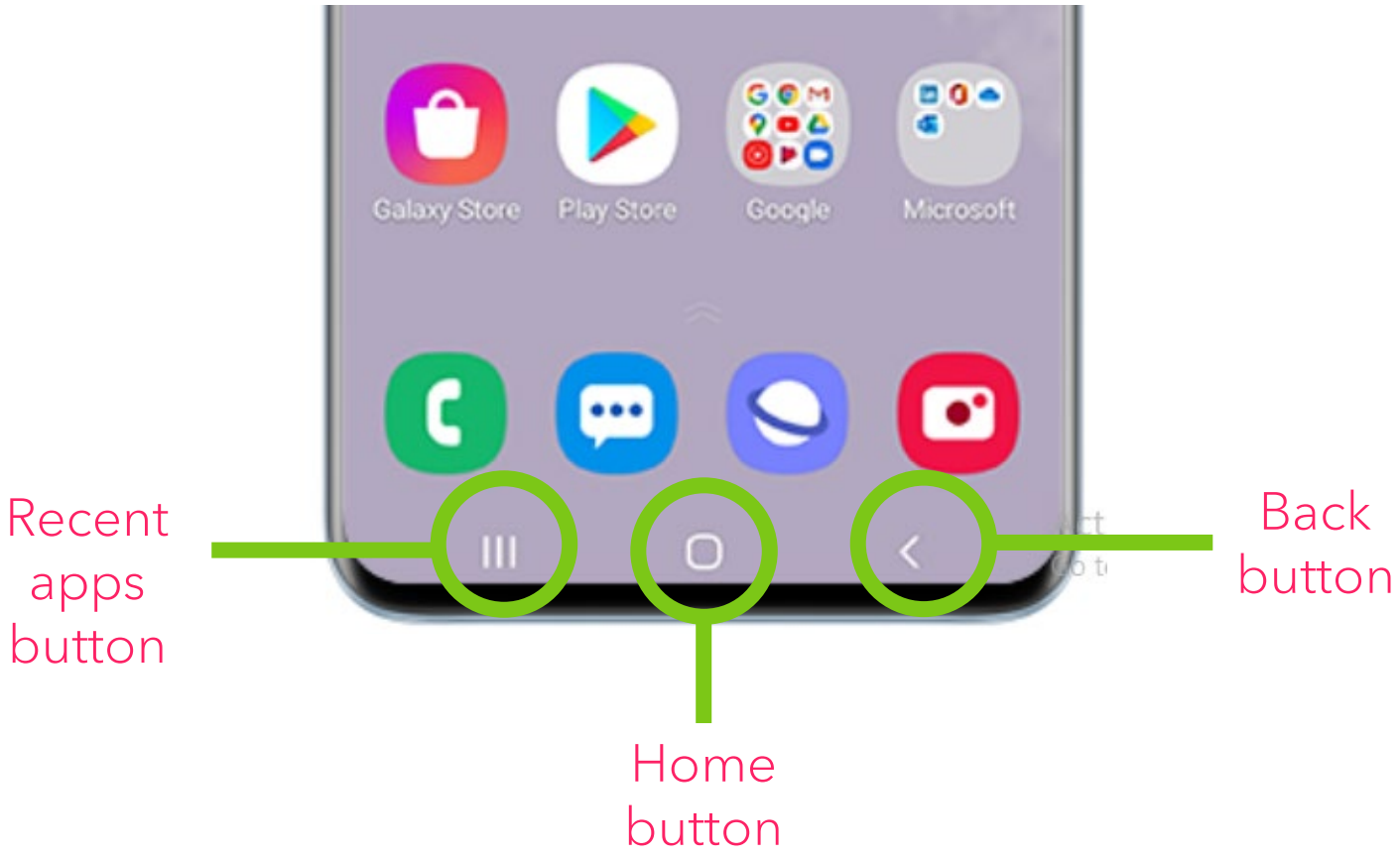



Volume buttons

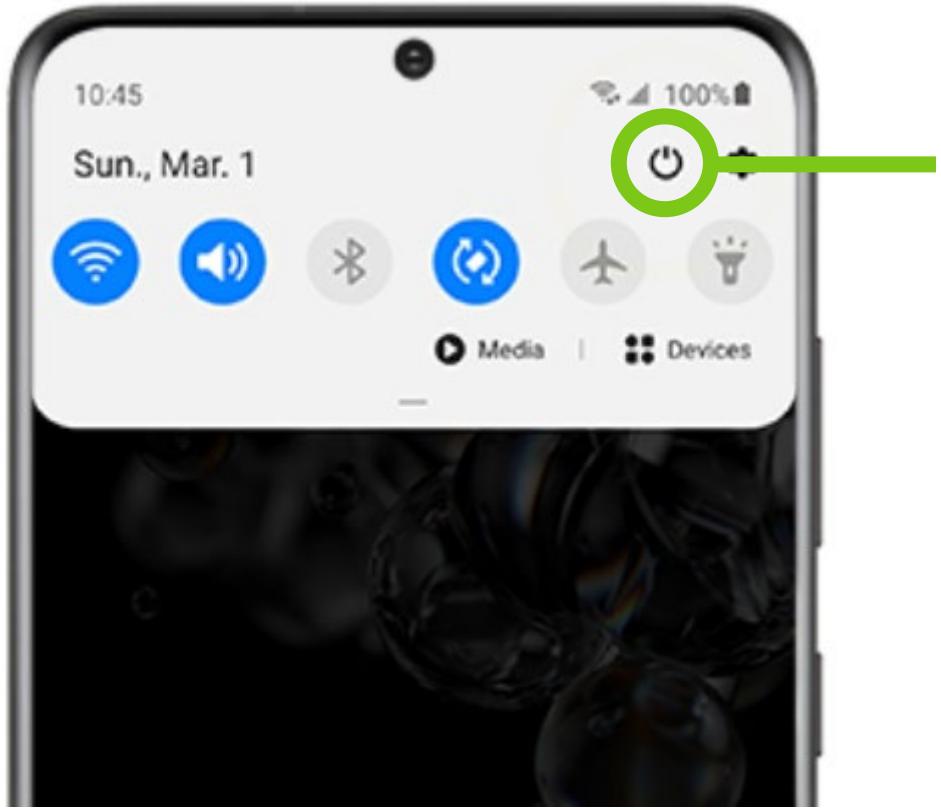
Smart assistant/
lock screen

Physical button
replaced with
fingerprint sensor

# Learning the buttons:
## *Newer Models*



# Learning the buttons:
## *Newer Models*




Newer Samsung phones have made it so that you have to swipe down on your screen and select the power-off option. Older models would use the side button for this.

# Let’s review some keyboard layouts!

# Keyboards:
## *Basic Shortcuts*

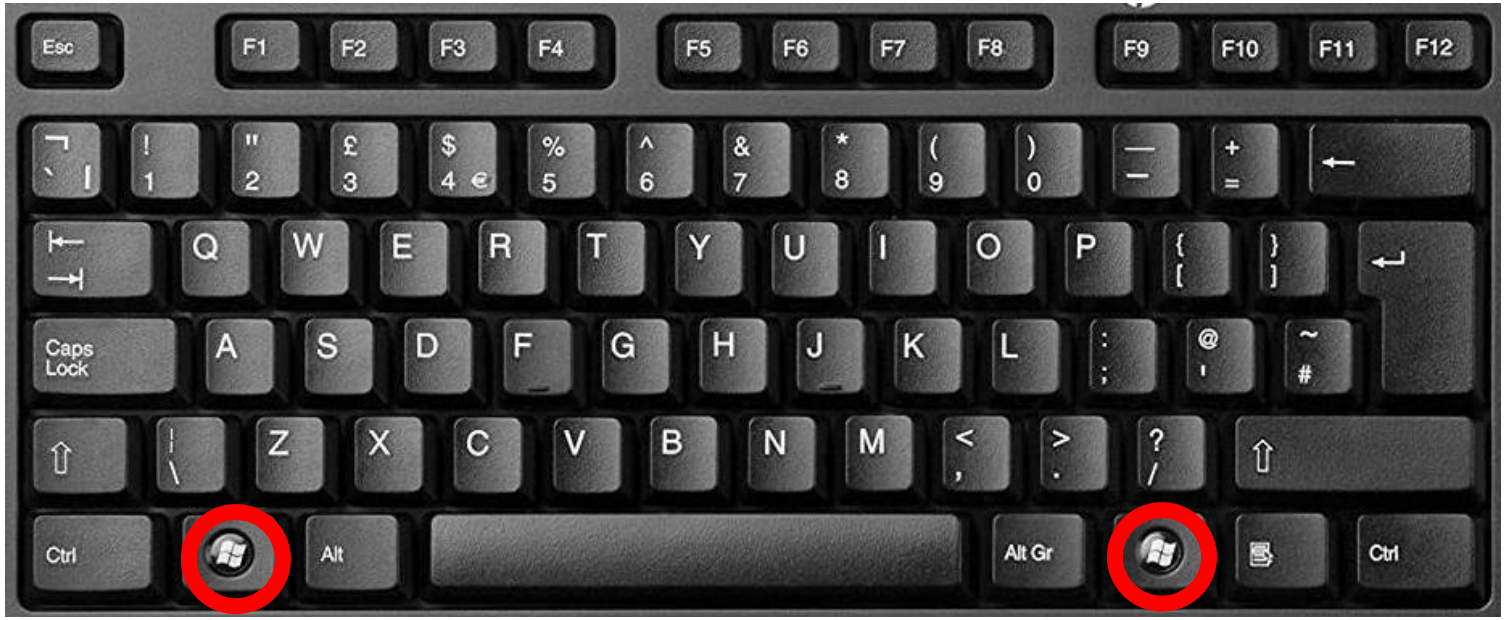
1. SHIFT + Any letter on your keyboard = Upper case letters

2. SHIFT + Any number on your keyboard = Special characters !, @, #, $...

3. CTRL + C = Copy highlighted text or images

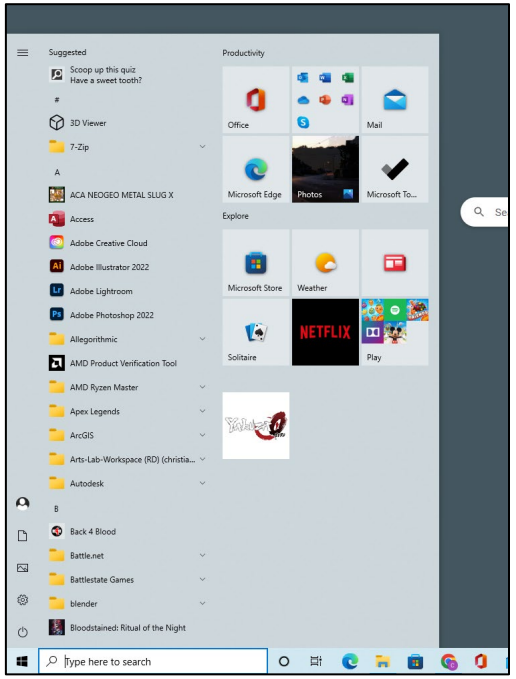
4. CTRL + V = Paste copied text or images

# Keyboards:
## *Standard Keyboard*




Typically, keyboards will have a ***"Windows"*** or ***"Function"*** button on the bottom-left – this acts as a shortcut to a quick-access menu on your computer or laptop.

# Different Keyboards:
## *Standard Keyboard*


As you can see, pressing this key will bring up a menu from where you can look for a specific app, click on some recently used files, or change some settings.

# Different Keyboards:
## *Standard Keyboard*


The *"F-keys"* found at the top also act as shortcuts – their uses change depending on the app or software you're using.

# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F1 key*** is commonly a shortcut for the help menu of an app or web browser – here, it is being used in Google Chrome.

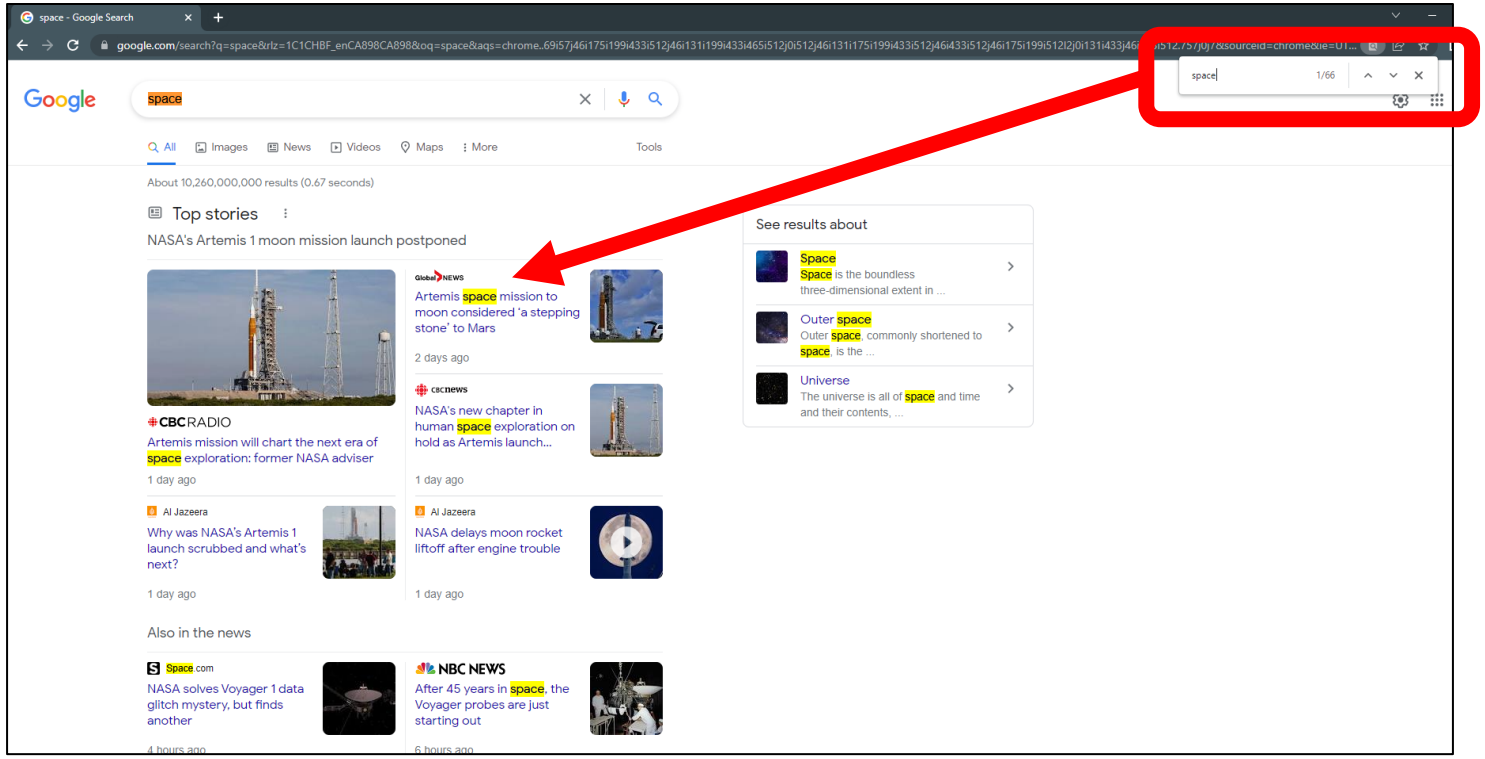
# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F2 key*** will let you quickly rename a chosen file, icon or folder – the text will be highlighted in blue, letting you know you can replace the highlighted text.

# Different Keyboards:
## *Standard Keyboard*

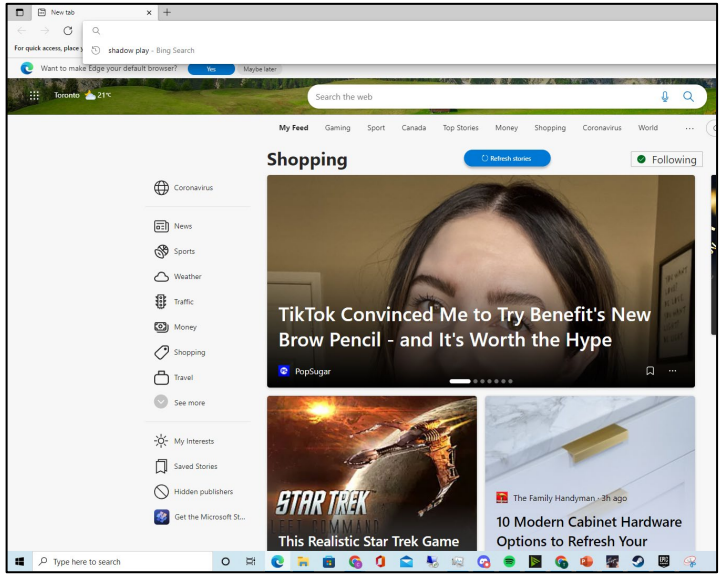

Pressing the ***F3 key*** opens a quick-search bar for apps – in this example, pressing it let's you search the page using "key words".

# Different Keyboards:
## *Standard Keyboard*




Typing the word "space" into the search bar will highlight all of the times "space" appears on the page.

# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F4 key*** opens the *address bar* for ***Microsoft Edge*** users. This let's you quickly search for things through your browser.

# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F5 key*** refreshes your page or reloads the current page you're looking at. This comes in handy if the page is loading slowly or if you're experiencing a small glitch.

# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F6 key*** is similar to pressing F4 – your mouse is brought up to the address bar in your browser.

# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F7 key*** can be used to spell check a document in Microsoft Office or even an email.

# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F8 key*** is mainly used for troubleshooting – it is used to access something called ***safe mode*** .

# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F9 key*** is used to refresh a document in Microsoft Word. It has other functions in Outlook as well.

# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F10 key*** usually opens an application's menu bar or settings tab. In the image above, F10 shows us where the settings tab is (top right of your screen) when using the Chrome browser.

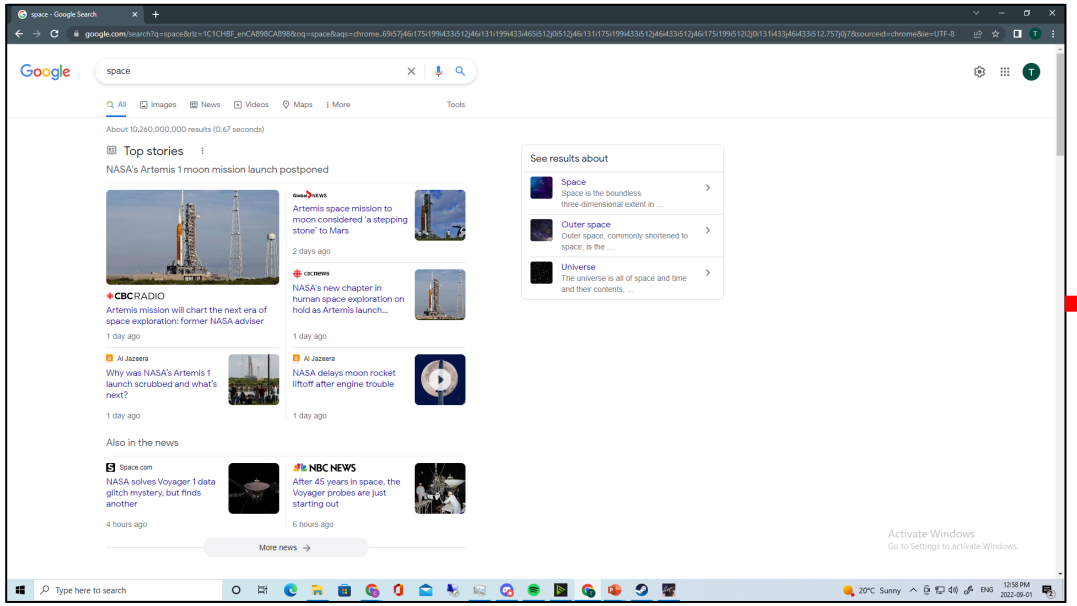
# Different Keyboards:
## *Standard Keyboard*

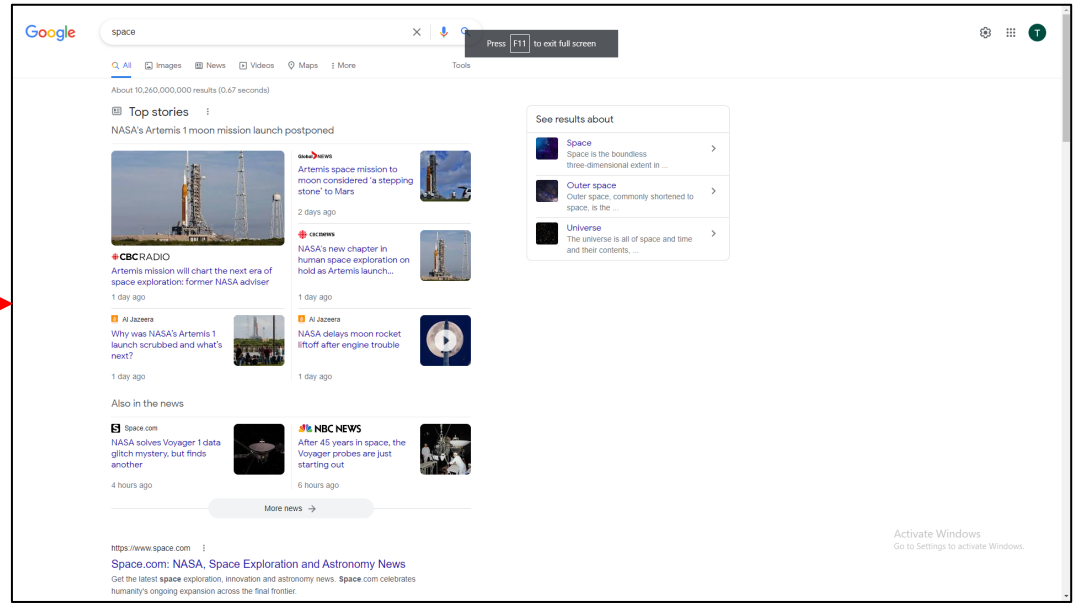

You can then click on the menu button to open up your menu options tab.

# Different Keyboards:
## *Standard Keyboard*


Pressing the ***F11 key*** is used to enter and exit ***fullscreen mode*** in all browsers – this makes whatever you're viewing a bit bigger, but it removes your ***address bar*** and ***task bar***.

# Different Keyboards:
## *Standard Keyboard*




The above image gives you an example of what fullscreen mode (right image) looks like.

# Different Keyboards:
## *Standard Keyboard*


Finally, pressing the ***F12 key*** while using a Microsoft Office application will prompt the ***"save as"*** window.

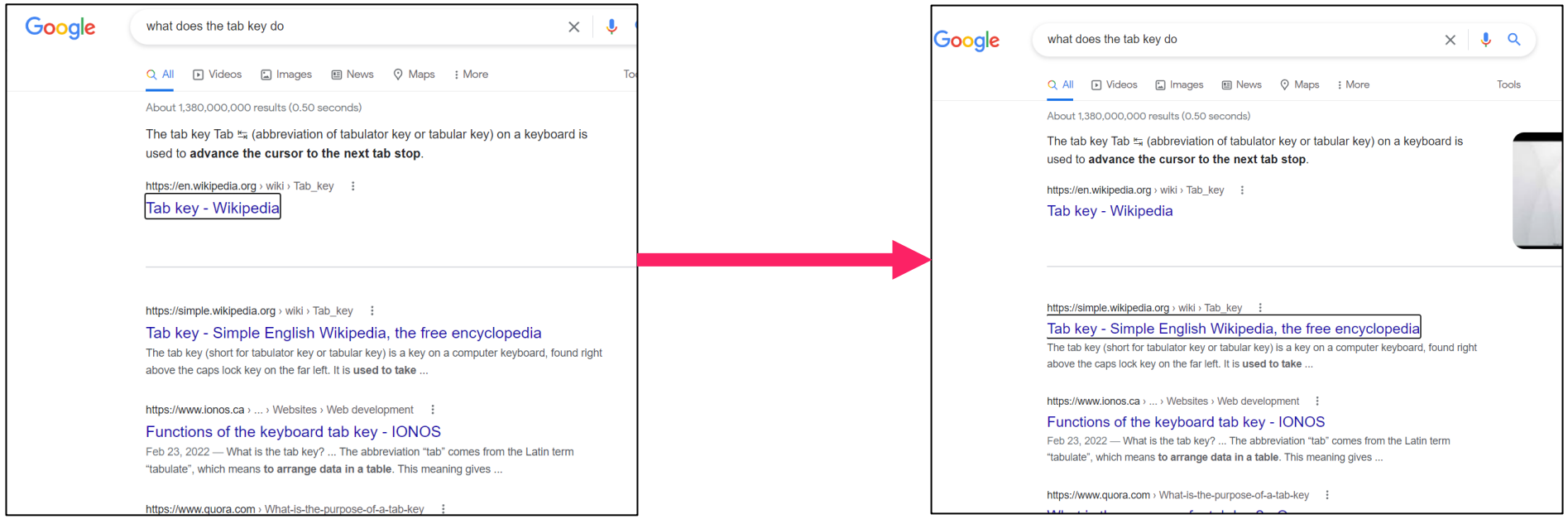
# Different Keyboards:
## *Standard Keyboard*


Additionally, the ***Caps Lock key*** will make it so that any letters you type are automatically set to uppercase. Press this key again when you want to return to manual control of uppercase letters.

# Different Keyboards:
## *Standard Keyboard*


Lastly, there's the ***Tab key.*** Pressing it will automatically move your cursor to different elements of the page you are looking at.

# Different Keyboards:
## *Standard Keyboard*




You can see in the image above that every time I press tab, the cursor immediately highlights a new element on the page. This can make browsing a bit easier at times.

# Let’s look at Apple keyboards!

# Keyboards:
## *Basic Mac Shortcuts*

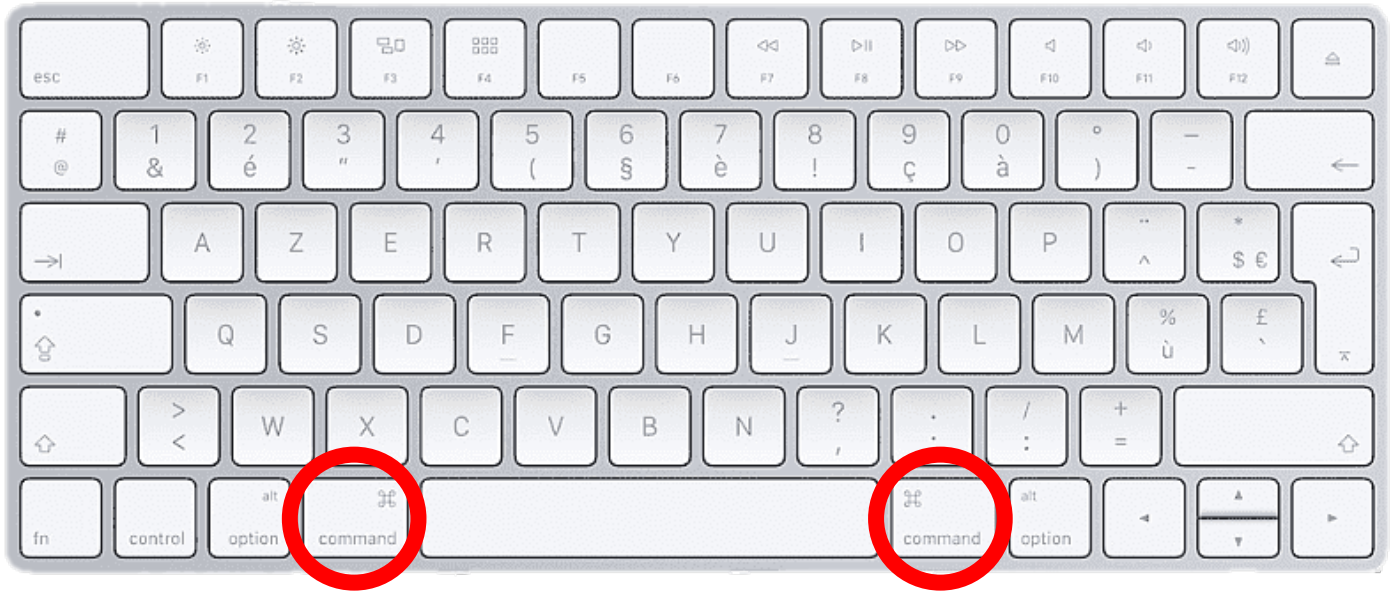
1. SHIFT + Any letter on your keyboard = Upper case letters

2. SHIFT + Any number on your keyboard = Special characters !, @, #, $...

3. Command + C = Copy highlighted text or images

4. Command + V = Paste copied text or images

# Different Keyboards:
## *Mac Keyboard*




Mac keyboards are similar enough to standard keyboards, but one of the biggest differences is the use of the ***"command"*** button instead of the usual Windows button.

# Follow this link to learn more:

https://www.youtube.com/watch?v=LjgNJuxboRs

# Let’s take a break!

Let’s answer some
more questions!

# Do I have to keep buying new devices?

- Older devices have outdated ***software*** and ***hardware***
- They will still work, but they won't be as fast or safe to use - newer devices can support much needed updates
- Sadly, the same goes for computers and laptops

# What about tablets? Are they any different?

- Tablets are very similar to smart phones in how they work
- Many of them have the same buttons and functionality – but most tablets purely rely on Wi-Fi connections and not cellular plans

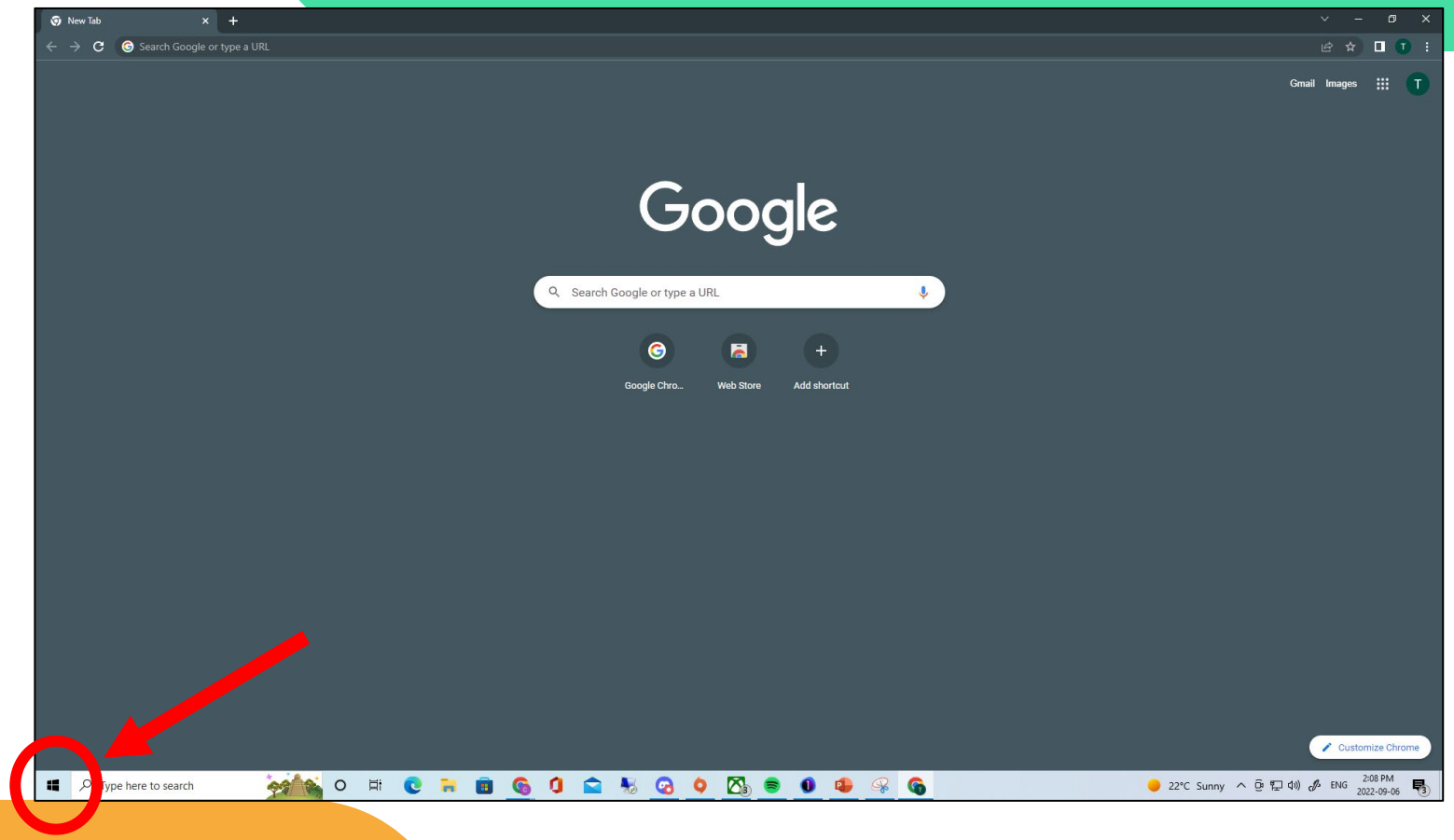
# What about tablets? Are they any different?

- For example, most tablets do not have the ability to make phone calls unless using a specific app while you're connected to the internet
- You can add a cellular data plan to your tablet, but this is usually very expensive

# Let’s learn how to check for updates!

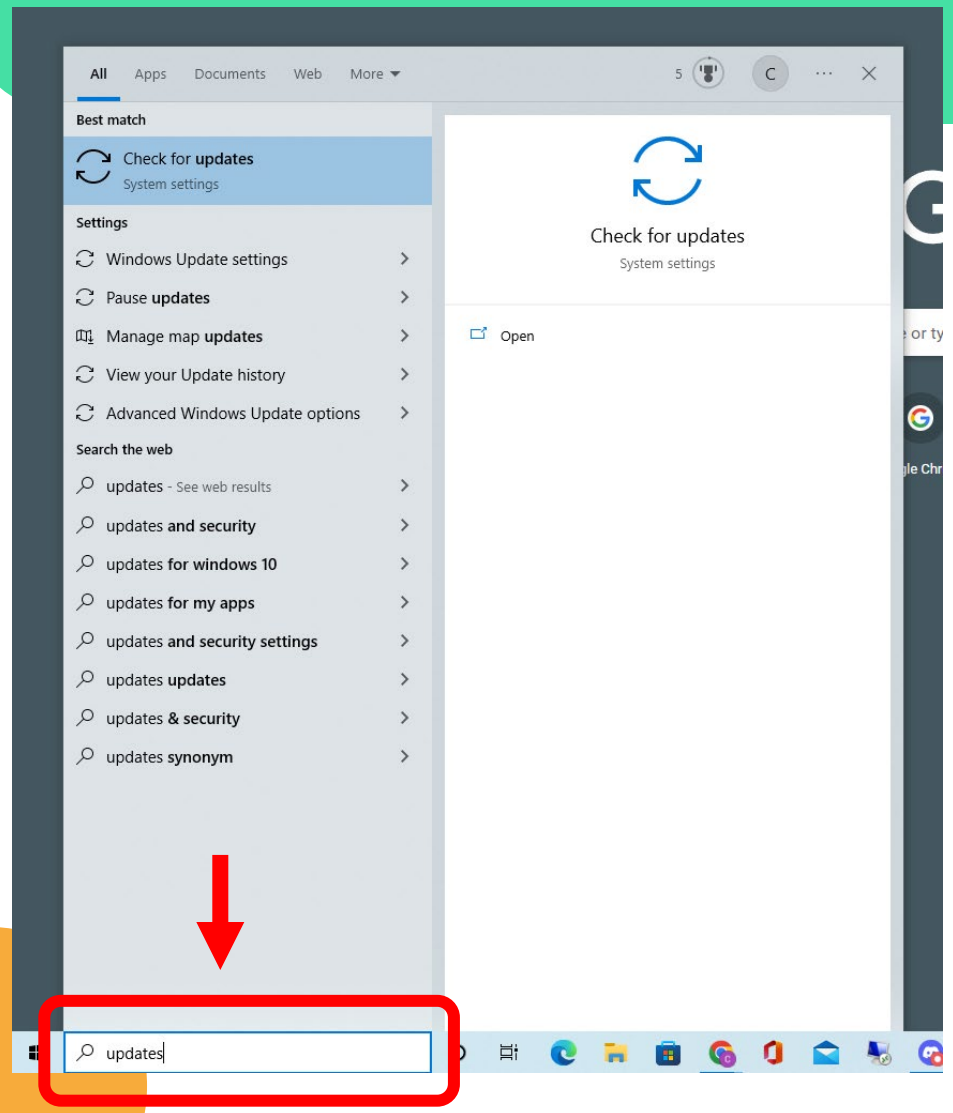
# Updates on PC

- Let's take some of our own advice and make sure our computers are up-to-date
- Start by finding and clicking the little ***Windows Start Menu*** icon on your task bar



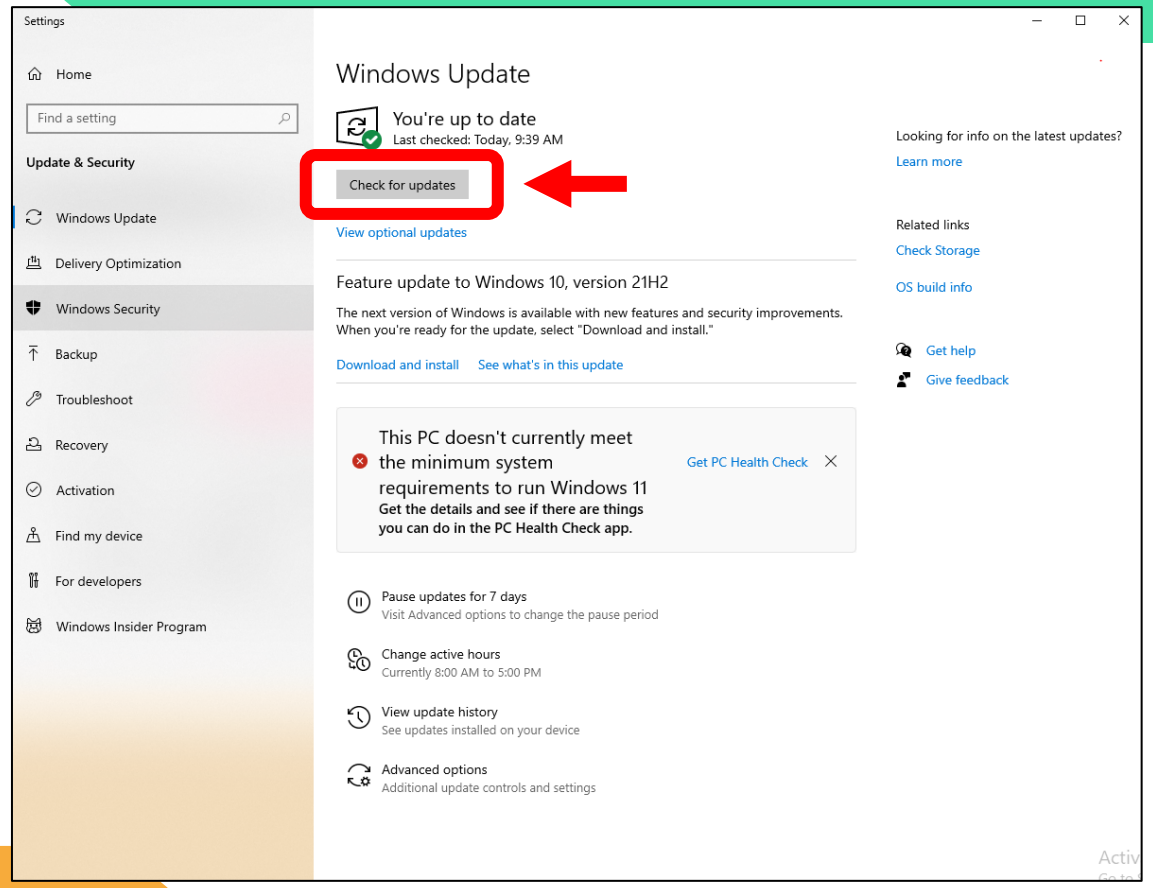
# Updates on PC

- Your start menu will pop-up – from here, start typing in the word ***"updates"*** into the search bar that appears
- You will also see that the very first option (highlighted in blue) will ask if you want to check for any updates – click on this option



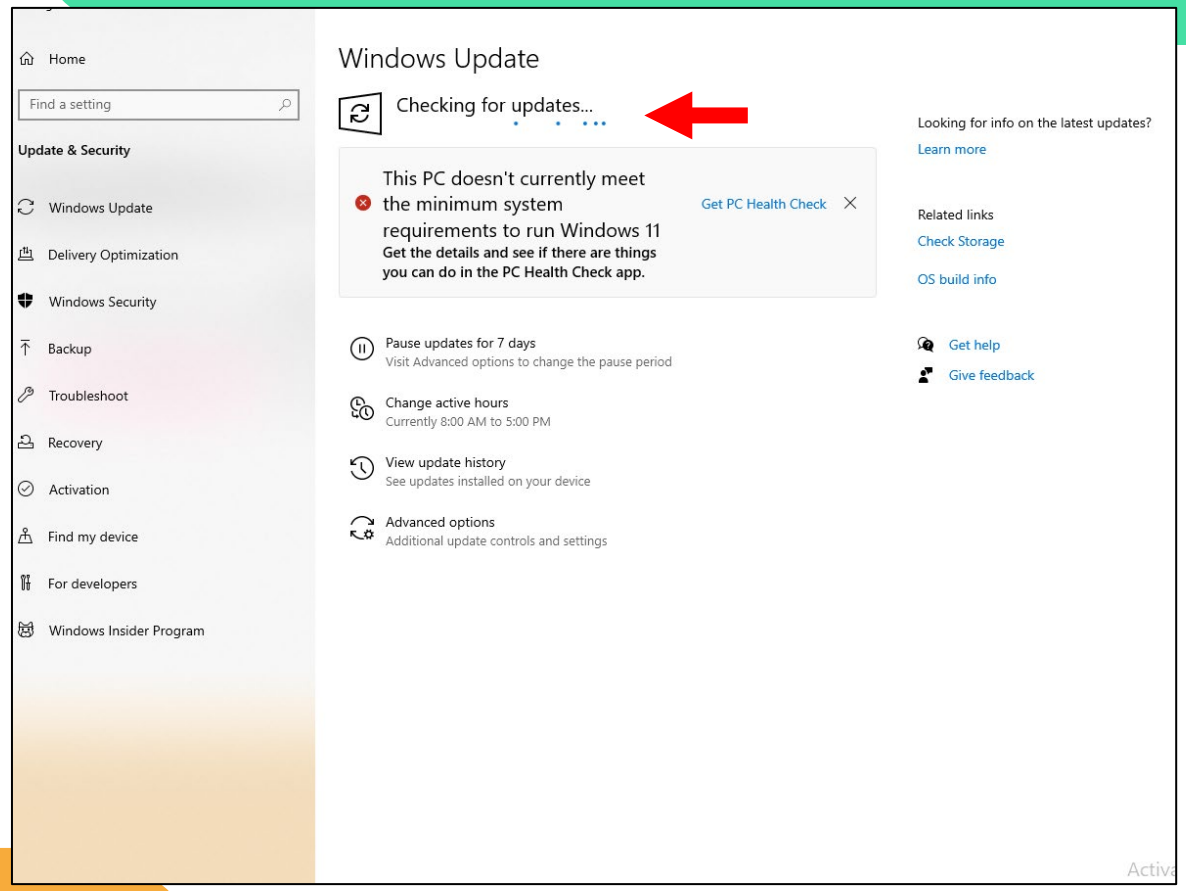
# Updates on PC

- A new menu will show up – from here, click the ***"check for updates"*** button
- Doing this will make the computer check itself to see if we are missing any of the more recent software updates



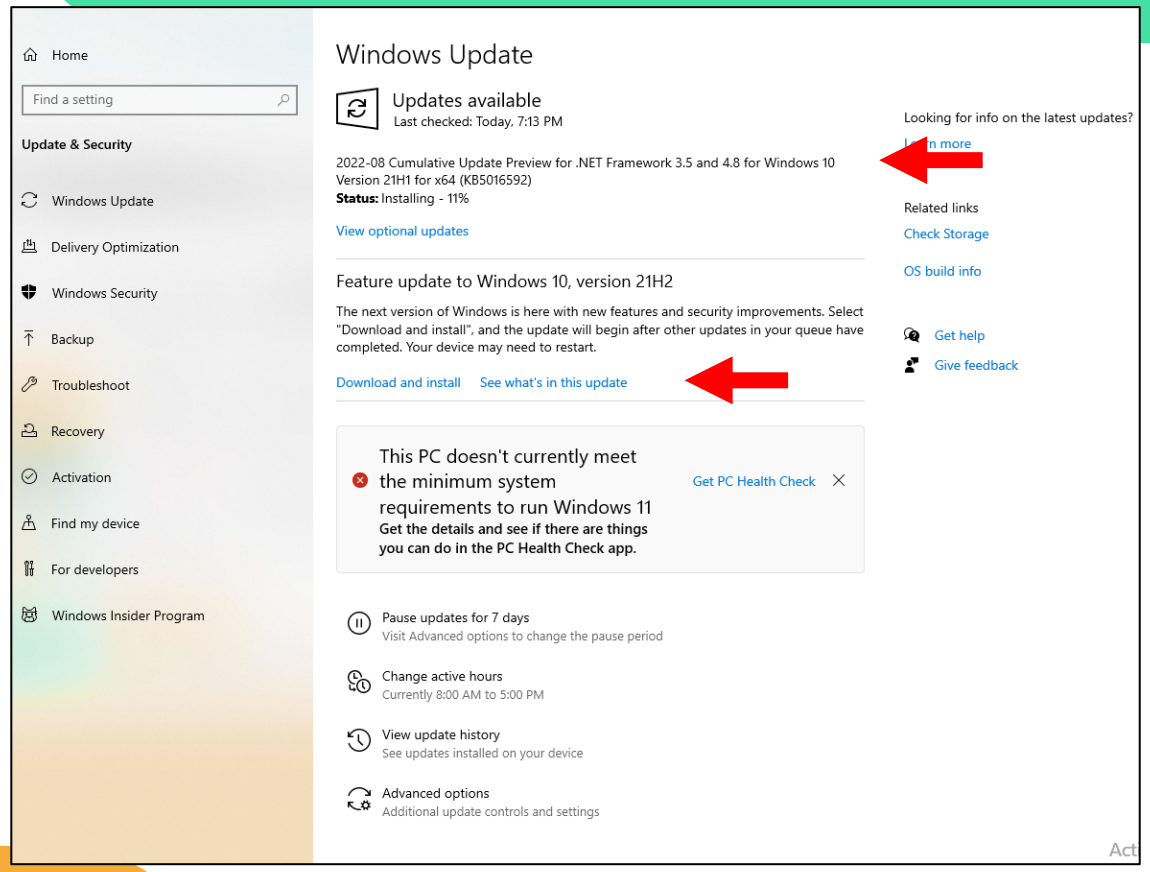
# Updates on PC

- The computer should now begin searching for any potential updates
- This may take several minutes to complete – please take a pause during this time



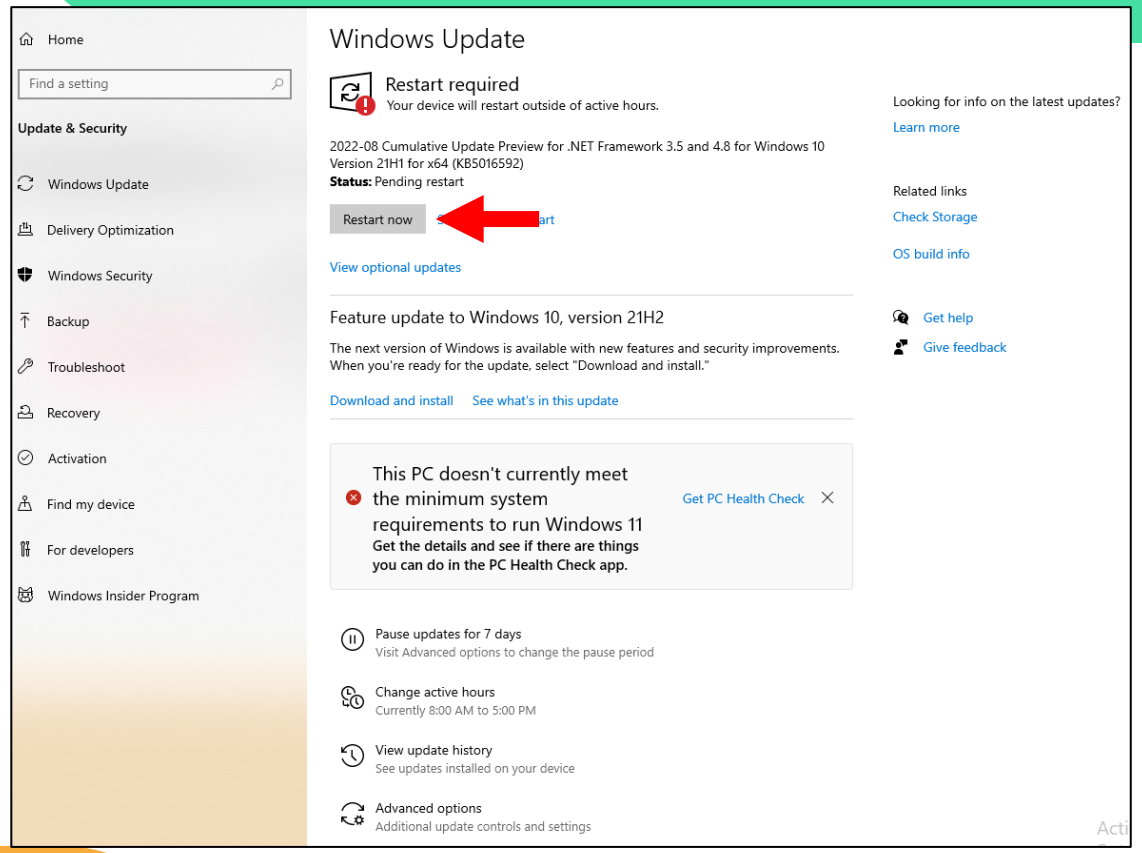
# Updates on PC

- If a new update is available, the computer will automatically begin to download it for you
- In this case, two major updates were needed – the download percentage is shown to the right of each update



# Updates on PC

- Once the update is finished being downloaded, the computer will also automatically install it
- The final step here is to restart your computer so that the update fully and properly installs



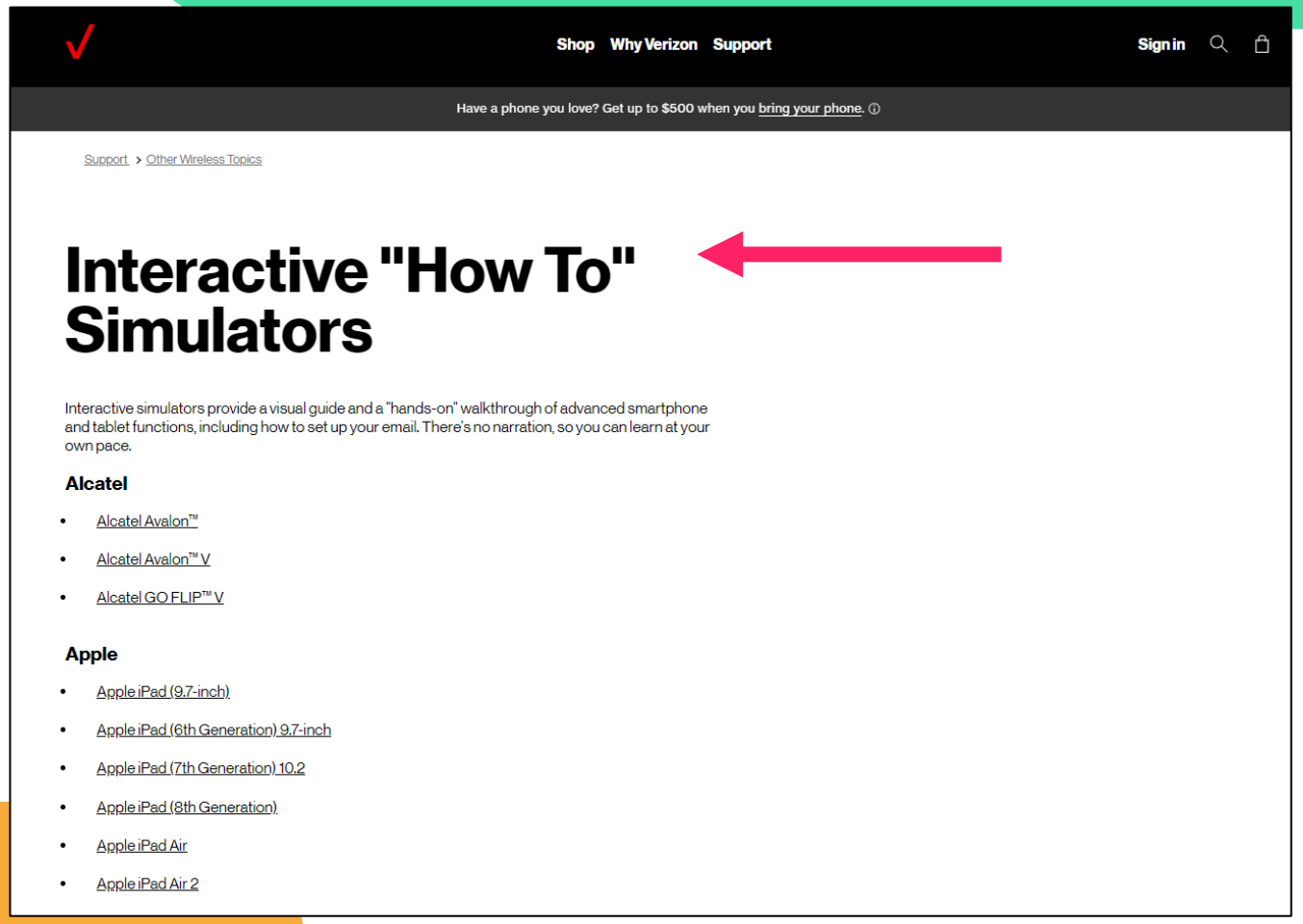
# What about updating your mobile device?

# Let's look at a helpful resource!

https://www.verizon.com/support/simulators/

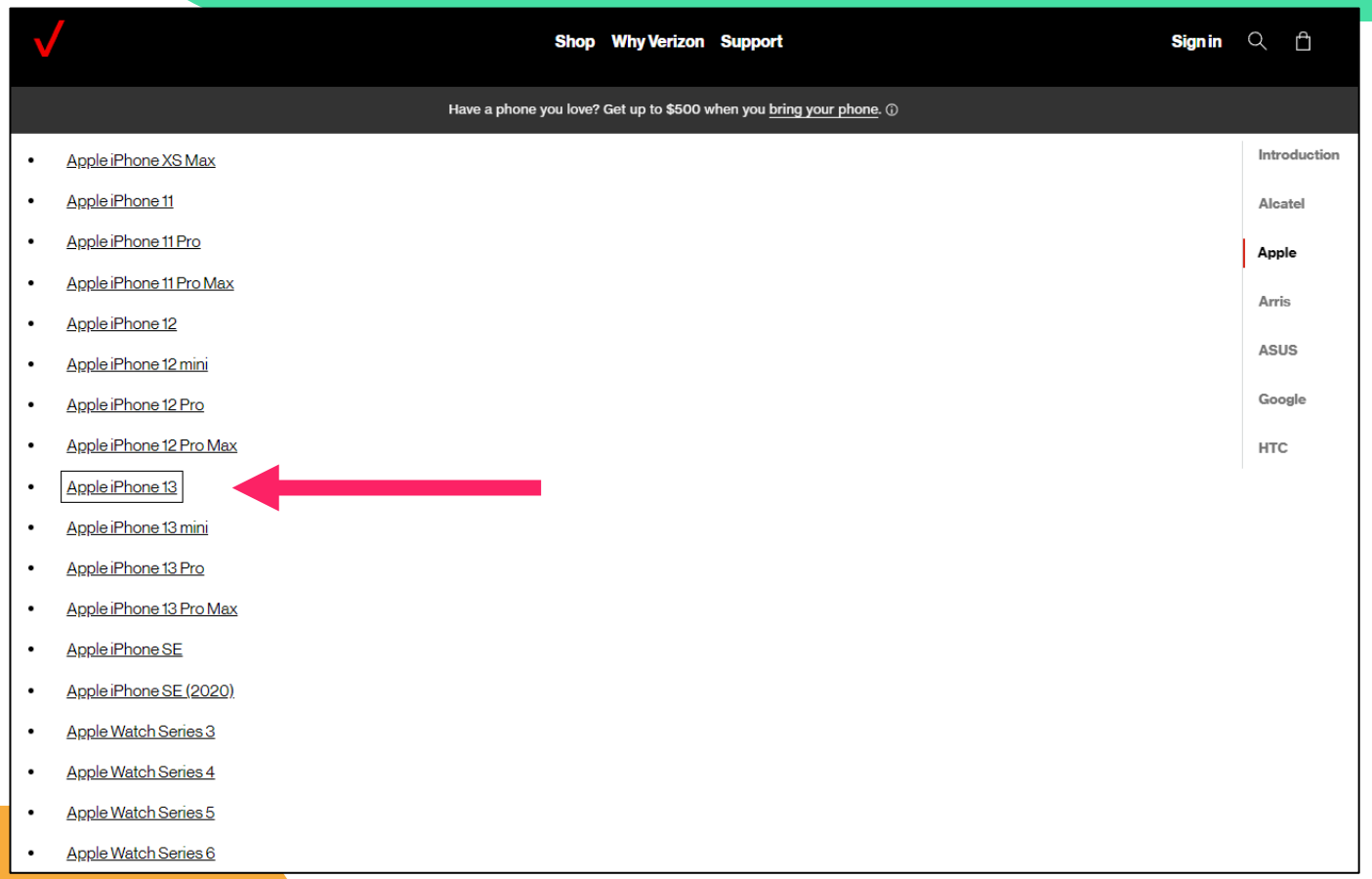
# Getting Started

- Clicking the link in the last slide should bring you to this web page
- This is a free, interactive tool for learning how to use different smart phones and tablets
- The list is organized by brand



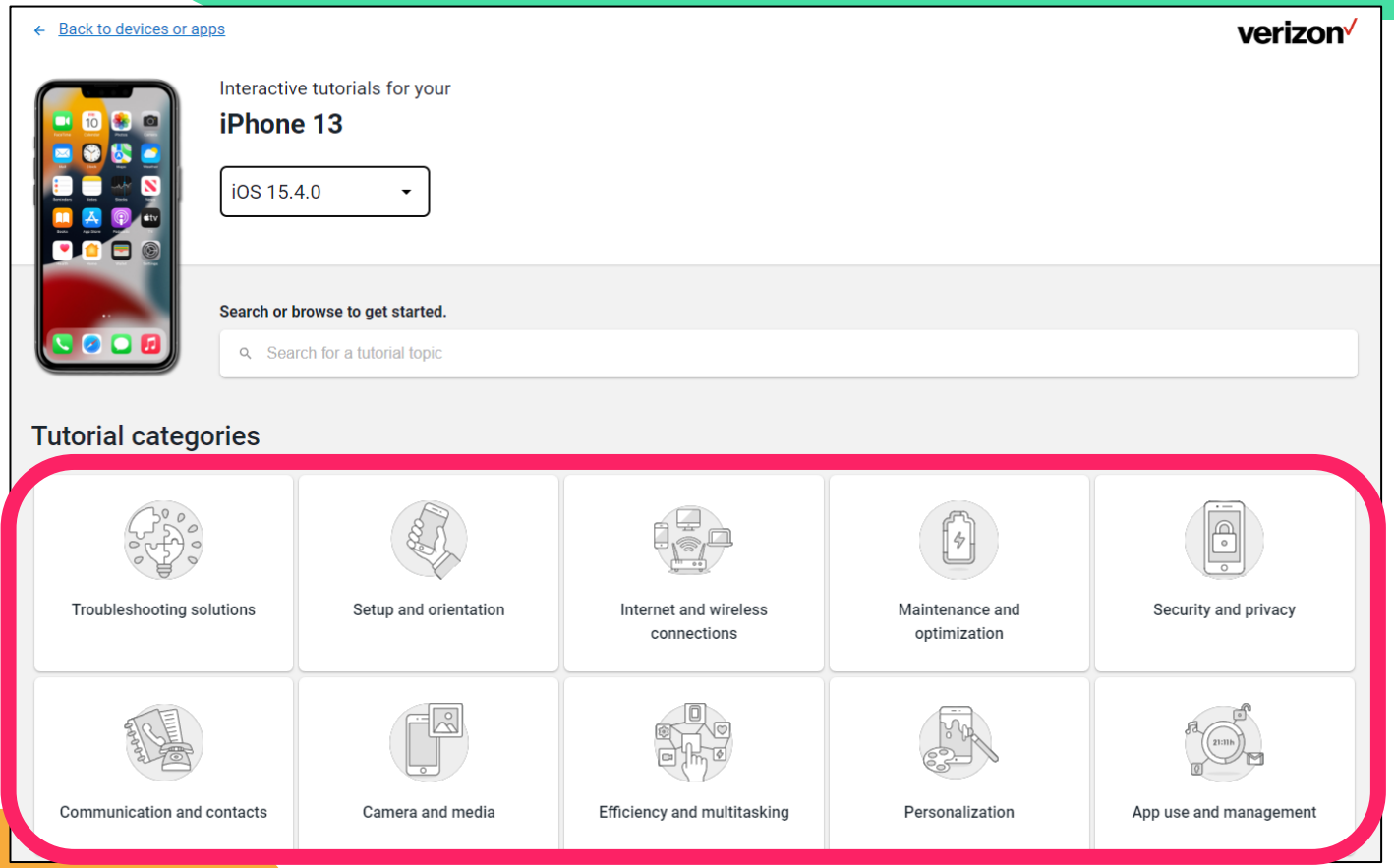
# Getting Started

- Scroll down to see the full list of phones and tablet tutorials
- Feel free to click on any device that you want to learn about
- For this example, I'll use the iPhone 13



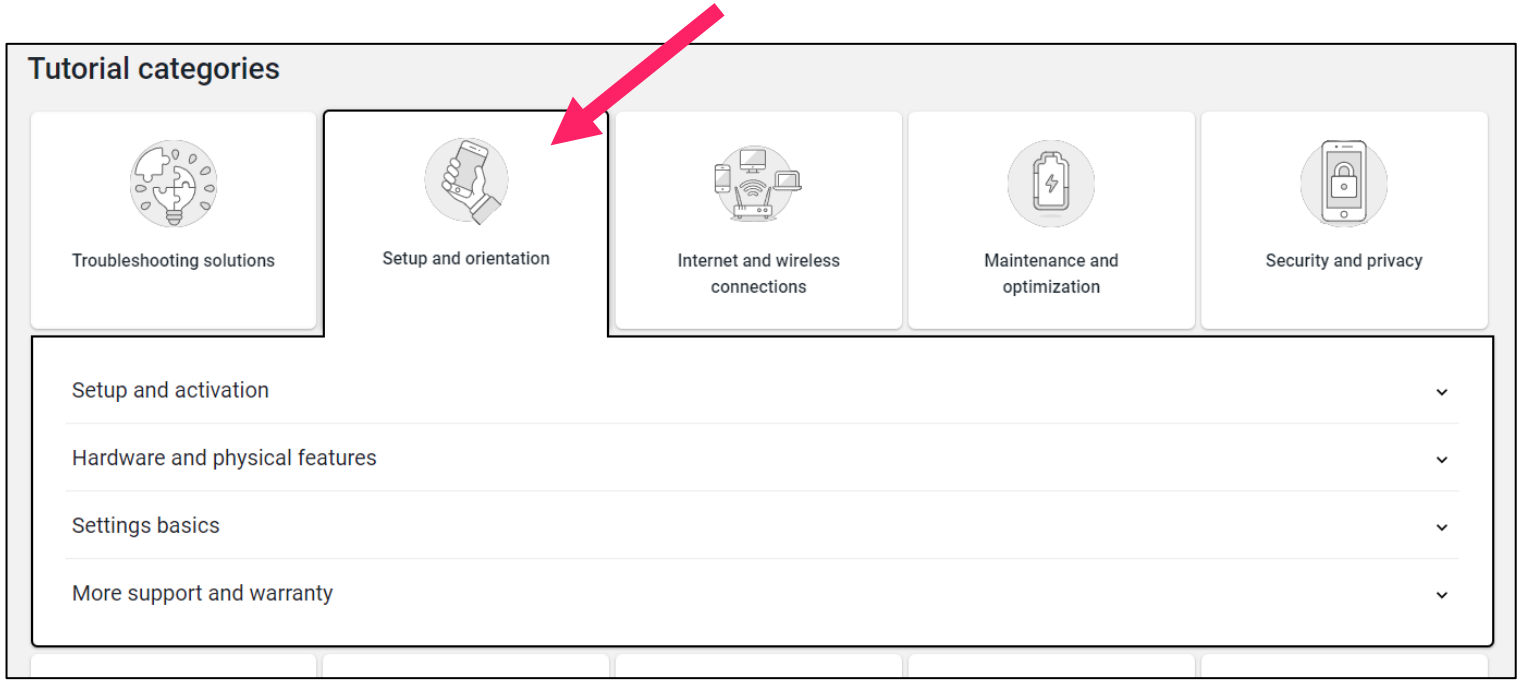
# Getting Started

- You'll see a lot of different tabs that you can click on at the bottom of the page
- These include things like setup, troubleshooting, and how to use certain apps



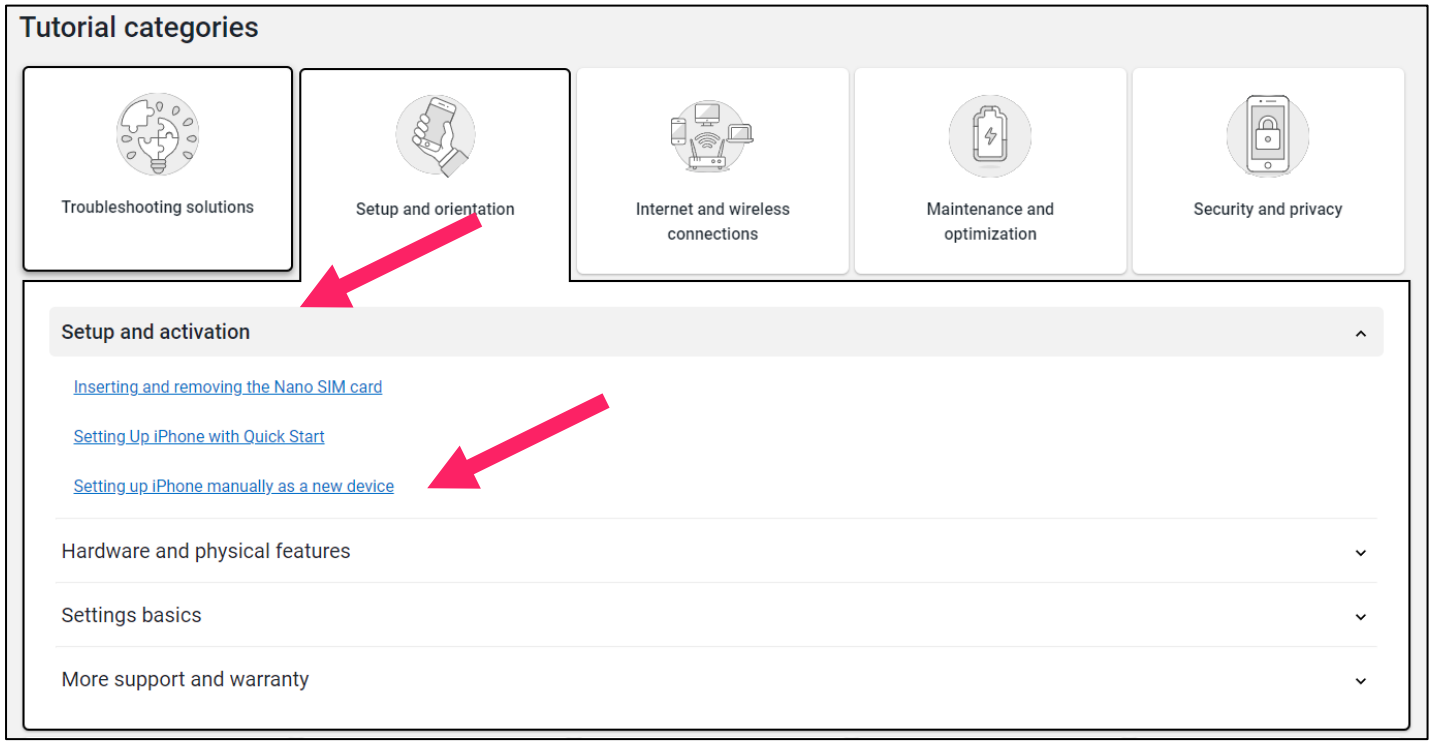
# Getting Started

- Go ahead and click on ***setup and orientation***
- You'll see that some new options appear
- Clicking on any of the tabs will bring up instructions and directions on how to setup your phone



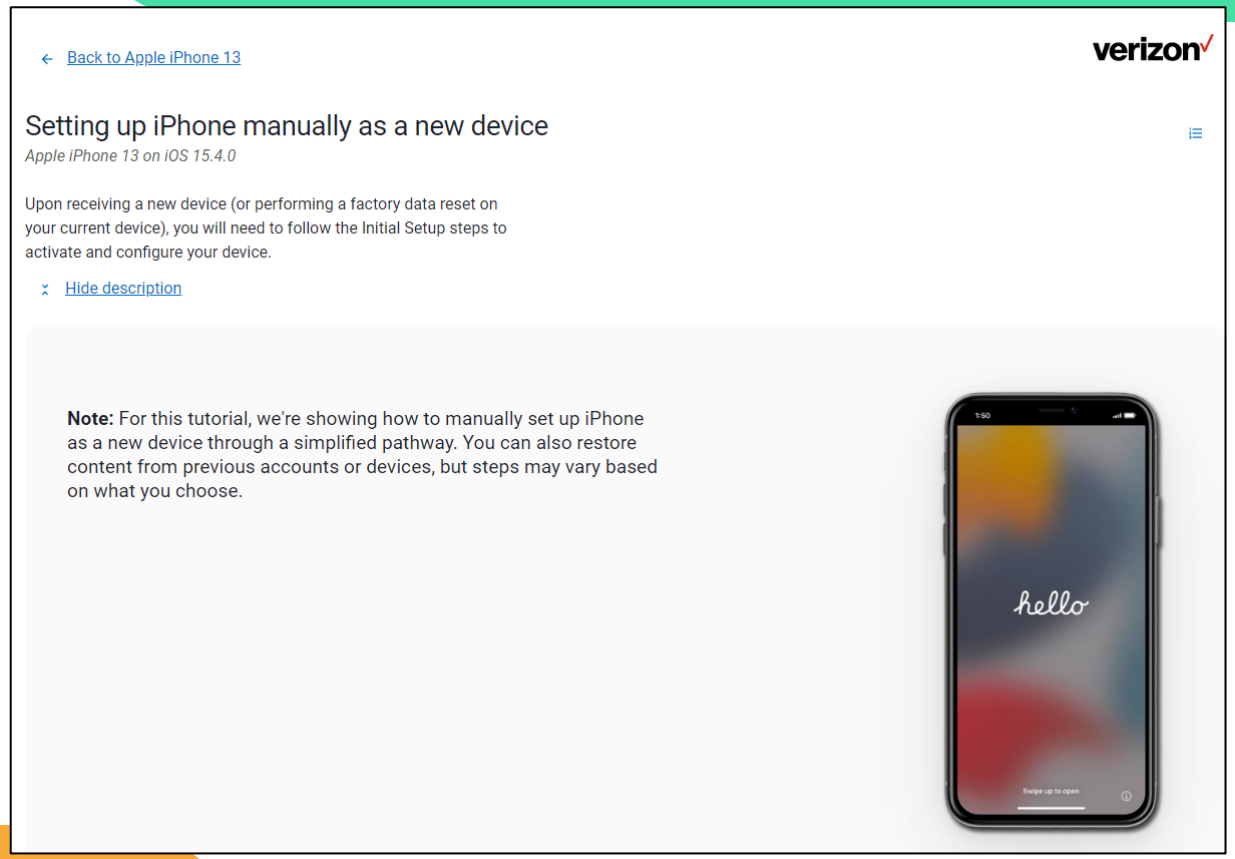
# Getting Started

- Next, click on ***setup and activation***
- This gives us another small menu where we can figure out how to setup our new iPhone
- For this example, we can click on *setting up* ***iPhone manually as a new device***



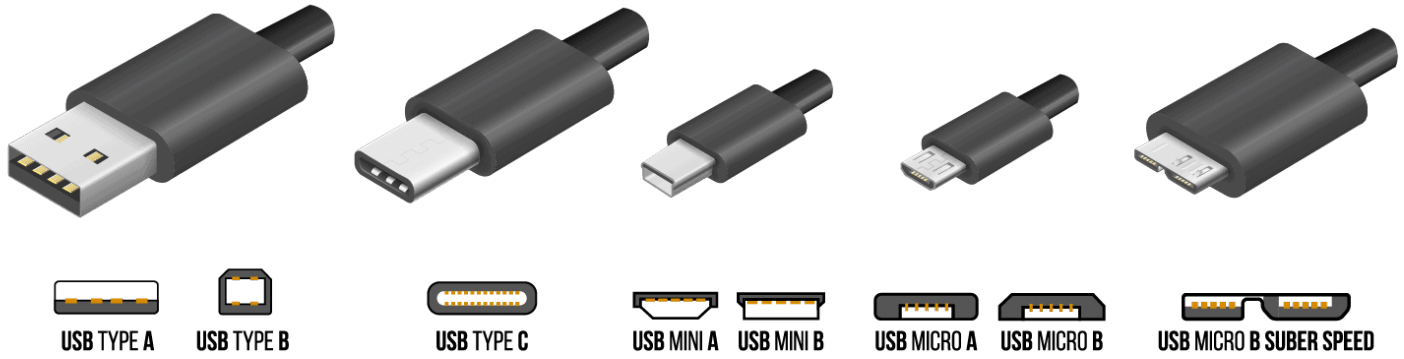
# Getting Started

- A new page will open - you can start to follow the guide by scrolling down the page
- There is also a visual guide when you look at the phone on the right – a glowing yellow circle will show you the way



# Let's look at different ports & cables!

# Cables & Ports:
## *USB Cables*




Here are some of the different types of USB cables we use on a regular basis. One of the most recent innovations has been the USB C cable, allowing for faster charge times and data transfer.

# Cables & Ports:
## *Lightning Cables*

Most iPhones and iPads use the lighting cable which is specifically designed for Apple devices. A lot of the times, adapters are required to use normal USB devices on Apple products.

# Cables & Ports:
## *Display Ports*

| | | |
|---|---|---|
|  DisplayPort |  USB-C |  HDMI |
|  Mini-DisplayPort |  USB 2.0 Micro-B |  Micro-HDMI |
|  DVI-D Single Link |  VGA (HD15) |  Mini-HDMI |

Here are some of the different types of ***display ports*** – these allow us to connect our monitors, TV's and other screen types to our computers using specific cables.

# Cables & Ports:
## *Display Cables*


Here are some of the different types of ***display cables*** we use commonly as well as their respective ports.

# Let's talk about the importance of learning about tech!

# Which brand or product do I buy?

- For the most part, it comes down to preference
- It's important to recognize that certain devices are targeted towards specific groups of people

# Which brand or product do I buy?

- Knowing the basics around computer parts and related terms will help you feel more comfortable when buying your devices

# What do I look for?

- The answer depends on your needs
- ***MacBooks*** are Apple products, generally made for people specializing in design or other types of art

# What do I look for?

- There are also laptops called ***Chromebooks*** which are manufactured by Google
- These devices are made for people that mostly use their computers for browsing or basic document editing

# What do I look for?

- Lastly, there are ***Windows*** devices
- Many different manufactures such as Asus, Acer, Lenovo, Dell, and many others will use Windows as the operating system for their devices

# What do I look for?

- Given that Windows is a hefty operating system, it requires more storage and RAM than you'd think
- Seek out higher storage devices with a minimum of 8gb of RAM
- The CPU will depend on what you're using it for

# Let's look at another useful resource!

# Do you need a computer?

APPLY HERE!

Renewed Computer Technology (RCT) is a not-for-profit, charitable organization that empowers learners, educators and not-for-profit organizations with increased access to information and communications technology (ICT), skill development and learning opportunities, in a socially and environmentally responsible manner.

Working with **The 519**, we are offering affordable, renewed computer packages.

**You can apply for this program if you are:**

A resident of Ontario and you are an individual with limited income.

Parents or legal guardians may apply on behalf of a child or youth under the age of 18.

We offer 1 computer, per family, with a limit of 2 per household per year.

**For more RCT information, please contact:**

Raffatul Islam
Email: rislam@rcto.ca

All systems include our
**STANDARD 2-YEAR DEPOT WARRANTY**

*batteries not covered by warranty

We have Desktop Packages from $$60.00 - $250.00

**You get -** a desktop complete with Windows 10 and MS Office 2010 - Word, Excel, PowerPoint, Outlook and OneNote plus learning software, monitor, keyboard and mouse

We have Laptop Packages from $150.00 - $300.00

**You get -** a laptop complete with Windows 10 and MS Office 2010 - Word, Excel, PowerPoint, Outlook and OneNote plus learning software

*Computers may not appear exactly as shown

With funding from Canada

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RCT Renewed Computer Technology

# Please ask one of the 519 staff!

# That's it for now!
# any Questions?