NEWS

To use, peruse, amuse and enthuse

A new course launched by the eSafety Commissioner, as part of the Be Connected program, seeks to make online banking both safer, and more accessible, to more older Australians.

While two-thirds of seniors do undertake online banking at least monthly, many are still reticent to, mainly due to security concerns, so this course is vital to increasing their confidence.

"We take for granted that online banking has been widely adopted, but for many older Australians, 'taking the plunge' can be a huge leap of faith — the idea of having your money accessible and transferrable with one click can be both liberating and incredibly frightening," said eSafety Commissioner Julie Inman Grant.

eSafety Commissioner Julie Inman Grant said 75% of older Australians were concerned about the safety and security of online banking, so we designed the course around building their confidence in this area.

The course will teach older Australians to transfer funds, check balances, download statements, pay bills - and will help them to set strong passwords, avoid scams and use safe ways to communicate with their bank," she said.

It also features a simulated online bank, called Squirrel Bank — to help older Australians practice skills learned in the course and help increase their confidence to bank online.

"Learning how to access online banking safely is critical for older Australians," added Ms. Inman Grant.

Australian Banking Association CEO Anna Bligh welcomed the initiative from the eSafety Commissioner.

"We want banking to be accessible and safe for all bank customers. Be Connected will help older customers gain the confidence they need to bank online.

"Importantly the module covers both banking essentials and online safety information to help warn people of potential fraud and scams.

"Remember a bank will never ask for your account details, PIN or passwords," she said.

The Be Connected program is an Australian government initiative committed to improving the online confidence, skills and safety of seniors. For more details, please visit https://beconnected.esafety.gov.au/topic-library/introduction-to-online-banking/.

ASCCA NOTICE BOARD

- Sydney Office is currently closed to the Public: the phone has been diverted to Staff who are working from home, so your call will continue to be dealt with promptly.

- Training Officer, Jean Martin, has established a Help Desk on **(02) 9922 5408**, Tuesdays and Thursdays 9am - 5pm, AEST.

  LOOK AHEAD:

- 1-8 September - Adult Learner's Week

- 10 November - 22nd Australian Technology Conference for Seniors

Online Training

During the Covid-19 pandemic, the ASCCA online training being provided by Training Officer, Jean Martin, will be free of charge. As places are limited, please register early to secure your enrolment.

August classes are booked out. During the last week in August the September classes will be posted at https://www.ascca.org.au/index.php/seniors-computer-courses/current-ascca-courses

Once those classes are available online you can mail your expression of interest, include name, club and phone number to Jean Martin, training@ascca.org.au If listing more than one class please indicate order of preference.

Skype for Web

Skype for Web offers video and audio calling, as well as instant messaging. Video and voice calls are free to anywhere in the world.

The simplest way to use Skype is via your web-browser (Windows' Edge or Google's Chrome). Type web.skype.com into the address-bar. It gives you the features of Skype's desktop app, without having to install the app.

You will, however, need to have a Skype account. If you already have any of the Microsoft email accounts (@Hotmail / @Live / @Outlook), you will be able to use it with its password. If you only use an @Bigpond or @gmail account, you will need to create a Skype account.

After signing in, to communicate with someone, click the black *'Start a conversation'* button. A blue 'Search' strip appears. Type the email address of the person you wish to communicate with for the first time. Then click on the blue *'Say hi'* button that appears. Before you can have audio or video calls together, the recipient will need to consent to you contacting them. This is to thwart scammers.

On Windows 10 computers, the Skype desktop app is pre-installed. You may prefer to use that instead of the browser.   Skype works with Apple macOS 10.12 or higher.

For your smartphone or tablet, you will need to download and install the app from your app store: for Android devices or for Apple devices. You will be able to use the Skype account you created (above).

Skype offers conference calls (like Zoom) and end-to-end encryption. You can also send documents, photos or links.

If you are not one of the 40 million people who have already viewed this video, showing how a Skype video call can go awry, click here for a chuckle. You may get an ad before it plays.

If you would like to have a practice run of Skype, please give me a call:

Need help with this - ☎

Jean (02) 9922 5408 Tuesday or Thursday, 9am—5.00pm AEST

Technology support for Seniors

Caroline Francis, became a trainer at Computer Pals for Seniors Northern Beaches after responding to a local newspaper advertisement, calling for volunteers.
Asked about her decision to volunteer, Caroline says she finds it enormously rewarding.

"It really is a two-way thing, with many friendships forged along the way.
With technology always changing it can be overwhelming, it is great to be able to take away the smoke and mirrors aspect and make it fun," she said.

"At the start you tend to have doubts you have enough skills to actually help people, however, so long as you have a sound basic knowledge this is a good starting point," she said.

Computer Pals Northern Beaches meets in a space at the Tramshed Arts and Community Centre in Narrabeen. The COVID-19 pandemic has restricted face-to-face teaching, which Caroline says can make things difficult for some of the students who need hands-on help. Computer Pals is responding with smaller group sessions to comply with physical distancing requirements, but this has placed increased demand on trainers.

Caroline spoke to the *Northern Beaches Advocate* about a student whom Caroline considered was typical of the people who seek help learning about new technology. The following article was the outcome.

Thanks Caroline for sharing it with us all.

"When Lois Lake retired and required surgery, she found herself *"looking at a wall"* as she recovered. She avoided using a computer through her busy working life and in her own words, *"didn't know how to turn a computer on."* This is an increasing issue at a time when many Seniors are being encouraged to physically isolate themselves during the COVID-19 pandemic. Without access to technology, they may find themselves increasingly socially isolated from family and friends.

"Everyone wanted me to get online, especially my daughter," said Lois. *"I knew I was missing out on access to information and buying things online. A friend suggested I go to* [Computer Pals for Seniors, Northern Beaches](#)*."*

Lois struggled with family and friends teaching her how to use technology. She explained that for people who use technology every day, the gap to teaching someone who has never used a computer can be too great. Computer Pals was very compatible for her age (80) and lack of experience.

"The trainers were patient and knowledgeable," she said. *"Computer Pals was amazing in helping me build confidence. I would have been daunted by going to formal learning with tests, I would have bailed out very quickly,"* said Lois. *"It has given me enormous confidence and if you make silly mistakes, everyone just laughs about it."*

Since starting out with a desktop computer, Lois has grown in confidence, adding an iPad and Android smartphone, learning how to use them each time through Computer Pals.'

ASCCA has become a catalyst to enthuse, encourage, empower and assist seniors to explore the satisfaction and advantages of using computer technology through our valuable network of Seniors Computer Clubs.

Through this *ASCCA NEWS, to use peruse, amuse and enthuse* we want to highlight clubs as they individually work in their local communities to empower older Australians through technology.

Last issue we shone the spotlight on Parramatta Computer Pals for Seniors, this issue we hear from Computer Pals for Seniors Northern Beaches. If you have a story to share please send it to ascca@ascca.org.au and we will use those we have space for.

Take care, stay safe and keep connected!

Get ZOOM

for 50% off

Are you sick of having 40 minute meetings? Do you need end-to-end encryption when discussing sensitive topics? Would a custom meeting URL be handy to inject some personality into your schedule? Or maybe you need to record your meetings?

The Zoom donation at **Connecting Up** gives you a 50% discount on a Zoom Pro or Zoom Business annual plan on new Zoom accounts*. If you frequently manage a team over video calls, it's a worthwhile investment for any time, not just the pandemic!

Connecting Up is an Australian registered charity and not-for-profit organisation committed to building stronger communities through technology. Since 2007, a growing list of leading tech companies have partnered with Connecting Up to support the Australian and New Zealand charity sector with donated and discounted IT products, online learning and specialised consulting services. ASCCA clubs work with Connecting Up.

How it works: Go to the Connecting Up website and choose either Zoom Pro or Zoom Business (comparison between the two can be found [here](#))

Pay the admin fee to Connecting Up.

You will receive an email with your unique code

Go to Zoom's website, sign up for the plan you selected, then apply the discount code for 50% off.

*Note -

The discount only applies to new Zoom accounts - you can't apply the discount to an existing account. If you already have a free Zoom account, you will need to start a new one to get this discount.

A Cup of Tea

By Anonymous

When the world is all at odds

And the mind is all at sea

Then cease the useless tedium

And brew a cup of tea..

There is magic in its fragrance,

There is solace in its taste;

And then laden moments vanish

Somewhere into space.

And the world becomes a lovely thing!

There's beauty as you'll see;

All because you briefly stopped

To brew a cup of tea.

ASCCA's Technical Officer, Mark Young, has prepared Zoom Basic Notes for both Windows 10 and iPads and iPhones.

These notes are available on the ASCCA website at:

https://www.ascca.org.au/index.php/ascca-computer-clubs/extra-support-material

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How to wear a mask correctly

https://www.nsw.gov.au/covid-19/face-masks#:~:text=Put%20on%20your%20mask%20safely,side%20of%20the%20mask%20outward.