
Digital Generations

DIGITAL TOOLS HANDBOOK

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four elements



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1. Project “Digital Generations”

1.1. Introduction to the project

Our elder citizens have faced in the last year one of the hardest situations they could face. Many of them were isolated at home, but with no tools to engage with the outer world. While younger generations faced the restrictions with creativity. They created videos, songs, danced...and they shared it with their peers, their friends and families. Elder citizens do not have that opportunity. Most of them do not have the skills to create and interact with others online.

According to Eurostat - Community survey on ICT usage in Households there's an essential need for digital education and training especially in our partner countries as most of them have a lower capacity than the European average.

The priority of the partners is to establish a quality life of elderly and improve their lives in the home environment. The age structure of the population has been changing and society is becoming long-lived. Life expectancy has been increasing and the share of over 65-year-olds has been growing rapidly. This fact requires existing systems and arrangements to be adapted to leverage the capabilities of the altered age structure. Partners' goal is to create possibilities and opportunities for quality living for all generations, and for dignified aging. We can already see that adjustments in many areas are required. Also, in the field of participation in society, focusing on intergenerational cooperation, volunteering, use of ICT in communication, etc. Some partners provide trainings for seniors and aim at raising awareness among them about the importance of ICT solutions for their social inclusion and for cognitive training. They are all involved in intergenerational activities bringing together groups, such as seniors, migrants and younger people with few opportunities, to promote social cohesion and solidarity. Digital generations project is perfectly in line with their needs and objectives and will bring an added value to partner's activities on national level and inspirations.

1.2. Objectives

This project was born as an opportunity to empower our elder citizens by training them to acquire the skills to be creative on the web and to interact with their peers. But we do believe that the best ones to do so are the younger generations. They use online creativity as a way of communicating. Spending an hour on Tiktok allows any adult to realize the creative potential and ability of the younger generations.

This project will therefore generate the tools needed for young people to be able to train the elderly population on how they can be creative, express themselves, share their knowledge and interact with their peers in an online environment.

Objectives:

- To research the situation of isolation of elder citizens in the partner countries and collect examples of good practices of creative and digital activities.
- To research and collect on intergenerational good practices in the partner countries.
- To research and collect the digital tools that can be used for creative expression.
- To create a training and mentoring methodology that is based in intergenerational training to support the creative process of elder citizens in the digital context.
- To promote the social inclusion and good mental health of elder citizens.
- To disseminate the project results beyond the partnership.
- To create new synergies between adult education organizations and youth work organizations to promote intergenerational learning.
- To promote the use of creativity amongst the elderly.
- To promote active aging.
- To give guidelines for other municipalities and key organizations to implement such a programme at their local, regional or national level.

2. Partnership consortium

The partnership consists of 6 partners coming from 5 European countries:

- P1 – RAZVOJNI CENTER SRCA SLOVENIJE DOO (Slovenia)
- P2 – FORMACIÓN PARA EL DESARROLLO E INSERCION, SOCIEDAD LIMITADA (Spain)
- P3 – E-SENIORS: INITIATION DES SENIORS AUX NTIC ASSOCIATION (France)
- P4 – ASTIKI MI KERDOSKOPIKI ETAIREIA FOUR ELEMENTS (Greece)
- P5 – REGIONAL CLUSTER NORTH-EAST (Bulgaria)
- P6 – OBČINA KAMNIK (Slovenia)

3. Introduction

The aging of our societies is one of the 'megatrends' of the 21st century, having a major impact not only on the lives of older people, but also bringing opportunities and challenges for all. Today, almost 20% of the population is over 65; in 2070, that figure will be 30%. How do we organise our societies, based on respect for human dignity, freedom, democracy, equality, so that everyone can live and grow old without discrimination? Starting from these questions, we try to find out how a second megatrend - the digital transformation - influences processes and challenges and how we can respond to it. How can digitalisation support active and healthy ageing, improve the quality of life, help to give back independence to older persons to ensure their full participation in society and change the paradigm from 'vulnerable older persons' into 'valuable seniors'.

During the recent COVID-19 pandemic, the possibilities of digital information, digital communication and digital tools of all kinds were more crucial than ever before. As the pandemic swept across Europe, the internet was the key to information, to learning, to commerce, to teleworking, to shopping, to gaming and other forms of entertainment, and often a necessary tool for communicating with loved ones, for celebrating, for commemorating, for obtaining information on health and services. Digital connectivity and frequent use of the internet were not only necessary in a professional context, but 'everyone' had to be able to use the internet and be integrated into the digital age.

It became clear that access to the internet should be considered a 'common good', as essential to the common good as electricity or water, and that digital literacy is a crucial key to communication. This is not yet the reality for everyone who needs it, especially for significantly important groups of senior citizens. The increased use of digital tools has demonstrated the potential of digitisation but has also exposed the vulnerability of our societies to new digital inequalities. Digital technologies can help to learn new skills, facilitate social interactions, promote independent and autonomous living, and improve the management and delivery of health and social care for an aging population. However, not everyone benefits equally. The COVID-19 pandemic highlighted the inequality of access to digital technologies within and between population groups.

Older people are more likely to be digitally excluded and to experience barriers to accessing goods and services that are increasingly offered online. Digital exclusion limits opportunities for active and healthy aging, including social and economic participation. The challenge is not only to empower older persons by providing access to digital technologies and increasing digital literacy. There is a need to ensure age-friendly design and relevance of digital services, as well as age-free, ethical, and secure digital environments that embrace the diversity of aging populations. All this became clear during the Covid-19 pandemic, the lockdowns, and the imposed social boundaries. It is one of the lessons that our society has taught us and which must be put into practice. The new function that digital communication has assumed for older people has created a new awareness of the need for digital literacy as a key to active ageing, social inclusion, and participation.

4. Background

The share of elder people is growing as a percentage of the total population. These demographic trends are opportunities for law unions and states, both qualitatively and quantitatively. Between 1960 and 2004 the share of old people (those over 65 years) has grown from almost 10% to 17% for 44 years. This trend to be preserved in the new century. Expectation is the share of people over 65 will increase until 2050.

4.1. Digital equity for all

The 21st century is characterized by rapidly expanding digitalisation. Digital technologies can assist in learning new skills, facilitate social interactions, foster independent and autonomous living, and improve the management and delivery of health and social care services. The necessity presented by the COVID-19 pandemic has shown that the use of telehealth has been an effective method in delivering health care when face-to-face contact was reduced. However, not everyone benefited equally. The COVID-19 pandemic has highlighted the unequal access to digital technologies across and within populations. How can we understand this lack of opportunities for important groups of the population and how can meaningful participation in the digital world be improved?

4.2. The COVID-19 pandemic: a catalyst for the digital transformation of societies

During the recent COVID-19 pandemic, more than ever before, the opportunities for digital information and digital communication were crucial. As the pandemic swept across all continents, the internet has been the key to information, to learning, to commerce, to telework, to shopping, to gaming and other forms of entertainment. It was often also a necessary tool for communication with loved ones, to celebrate, to commemorate, to get information about health and services.

Digital connectivity and frequent use of the internet were needed not only in a professional context, but 'all and everyone' were supposed to be able to use the internet and to be integrated in the digital era. It became clear that the 'digital revolution' - the fourth industrial revolution - had no historical precedents and was evolving in an exponential rather than in a linear way. Digitalisation was at the top of the agenda of the 2020 World Economic Forum. Governments, telecom and technology companies from all over the world worked together to initiate immediate measures to help countries remain connected. International organizations called for accelerated private-public sector collaboration to respond jointly to the unprecedented health and economic crises to ensure networks are well equipped to handle the increase in digital traffic, help countries future-proof their digital capabilities and infrastructure and ensure access to digital services for all. At all political levels, governments were aware that they had to embrace responsibility to develop digital strategies and policies to address the benefits and challenges of the digital transformation of our societies. A human-centered transformation, based on the fundamental rights, freedoms, and values that form the basis of our democratic societies, must ensure a dignified digital inclusion for all in the digital era.

4.3. Vulnerable groups and digital divides

The increased use of digital tools has demonstrated the opportunities offered by digitalisation, while also exposing the vulnerability of our societies to new digital inequalities. During the COVID-19 crisis, the digital divides—the gaps between those people with sufficient knowledge of and access to digital technology and those without, or less access—were widening. They occur unevenly across societies based on gender, geographical location, household-income, and age. The global digital divide is emerging as one of the 21st century's greatest problems to global equality. More than a third of the world's population do not use the internet. Most of those who are unconnected live in developing countries, and Africa is the continent with the lowest participation in the digital transformation. Across countries, qualified internet use became a great challenge for children and students from minority groups in schools and universities, for families living in remote regions, for low-income households, for older persons who never acquired digital literacy.

Older persons as a group are not monolithic with respect to internet usage. Within the population of older adults, internet adoption rates vary by ethnicity, education, and income. However, within each demographic subcategory, older adults have lower rates of internet usage than younger people. They are on the negative side of the digital divide, as the concept not only identifies who uses the internet and who does not, but also measures gradations of digital exclusion. As the internet becomes more integrated into everyday life, people who do not use the internet are increasingly likely to become more disenfranchised and disadvantaged.

5. Target group

The number of older people who are online has increased in recent years, but age remains the biggest risk factor to indicate if someone is digitally excluded. This is the case across all aspects of digital exclusion: being offline, lacking access to devices, having low/no digital skills, and lower confidence, motivation, or breadth of internet use. However, there are other risk factors to consider as well – including lower income.

But even if the percentage of older adults with computer skills grows every day, a huge chunk of this demographic is still computer illiterate. And while some of them may want to acquire computer skills, there are several barriers that often prevent them from acquiring them. There are a variety of reasons why people are not online or are digitally excluded, such as: low skills, low confidence, poor-quality internet connectivity, or lack of suitable devices.

It is evident that the use of new technologies by the elderly population significantly contributes to a better quality of life, improving parameters of daily living such as transportation facilitation, communication and participation in social life.

6. The purpose of this handbook

The goal of the Digital Generations partnership is to analyze the situation of isolation of seniors in partner countries and to create a framework of what digital skills older people already have and which are the needs of this vulnerable target group.

The innovative aspect of this analysis is that it does not only analyze the needs of the retired citizens, but it also proposes an evaluation that will allow adult educators, trainers and social workers to measure the level of digital skills retired citizens have. This way we will gain a sustainable tool that can measure the level of knowledge about digital skills of the senior population in the future and, at the same time, this tool will allow trainers and social workers to know what level of knowledge elder population have and from there they will try to upgrade their knowledge. They will be able to focus on specific needs that elders have.

Older people need to understand technologies in different contexts, become confident and feel free to explore how technologies can help them to become involved in community life. It is also important to show older people many ways to become truly involved in an age-friendly environment. Thus, older people are not only enabling participants to follow their own ideas for initiatives and projects but are also taking on the role of advocates for other senior citizens or that of expert advisors on, for instance, how user-friendly digital services/tools are useful for older adults.

Additionally, the diverse digital competences and interests that participants bring to the project should find their place and use in projects and training. Thus, showing the large spectrum of uses of digital tools to support different needs and how they can benefit one's ideas will be crucial. Examples are:

- Taking & forwarding pictures on smartphones (taking pictures of age-friendly examples in your neighborhood or places that need improvement);
- Staying connected with other participants using telecommunication tools;
- Voice recording: interviewing other residents about how they view their neighborhood (What do they like best? In their opinion, what could be improved?);
- Producing (short) video clips about certain situations/incidents in the neighborhood or (problematic) situations for older pedestrians when crossing the street;
- Uploading audio files to a platform, or creating a podcast;
- Creating a Blog.

7. Key themes of interest

What are the key themes of interest of older persons who are less digitally connected than youth who were born into the digital age? Today digitalization during the COVID-19 pandemic has further emphasized these inequalities, as many older persons struggled to access essential goods and services - from online vaccination appointment registrations, to pensions, food and medication during lockdown - if they could not access them online. Our dependence on digital technologies during the pandemic has therefore focused policy attention on the importance of digital inclusion.

However, the current view is that older people must possess knowledge and skills, digital or computer literacy to remain socially included in a society. Many social changes, such as a lower work retirement age in some countries, increased life span and the imperative to learn to interact with technologies, such as smartphones or computers, have increased older people's desire to learn how to use ICT.

8. Skills framework

Based on the results of the questionnaires and analyzes within WP3, the following basic skills can be indicated:

- To know which information should and shouldn't be shared online
- To know when to share information online
- To use messaging and calling apps
- To make a video call
- To use internet to find different information
- To establish an email account and use it to connect with others
- To use a text editor
- To download/save a photo found online
- To create something new from existing online images, music or video
- To put video content online
- To communicate on-line
- To attend on-line events and actively participate
- To prepare content and share it with others

Basic skills can be divided into subgroups:

1. General Basic Skills

- To know which information should and shouldn't be shared online
- To know when to share information online
- They know how to use internet to find different information
- They know how to open a new tab in their browser
- They know how to use messaging and calling apps

2. Text messaging- e-mail, messenger, text editing

- To establish an email account and use it to connect with others
- To use a text editor

3. Voice service and online communication

- To use messaging and calling apps
- To make a video call

4. Filming, image processing, content sharing

- To download/save a photo found online
- To share visual content
- To create something new from existing online images, music or video
- To edit videos
- To put video content online

9. Evaluation method to assess the level of digital competence

Self-Assessment

Name				
Age	65-75	75-85	Over 85	
Gender	Male	Female	Non-binary	Prefer not to say
Location				
I want to learn	Basic digital skills			
	Skills to carry out online activities			
	Online communication skills			
	Skills to ensure online security			
	Skills on how to be creative online			

Please indicate if you have the following digital skills.

Basic digital skills		
I can turn on a device and log in to any accounts/profiles I have	Yes	No
I can connect a device to a Wi-Fi network	Yes	No
I can find and open different applications or programmes on a device	Yes	No
I can use the different menu settings on a device to make it easier to use (e.g. change the font size to make it easier to read)	Yes	No
I can organise information on my PC/laptop using files and folders	Yes	No
I can use bookmarks to save and retrieve websites and information on my search engine	Yes	No
I know which information should and shouldn't be shared online	Yes	No
I know when to share information online	Yes	No
I know how to use internet to find different information	Yes	No
I know how to open a new tab in a browser	Yes	No
I know how to use messaging and calling apps	Yes	No

I can use my digital skills to keep up with change of technology	Yes	No
Skills to carry out online activities		
I can manage my money and transactions online securely, via websites or apps (e.g. bank account)	Yes	No
I can buy and/or sell goods or services online	Yes	No
I can access and register services online including filling in forms, particularly government services	Yes	No
I can access and manage health services online (e.g. booking appointments or online consultations)	Yes	No
I can monitoring health on connected devices (connected watch, smartphone, etc.)		
I can use online tutorials, web chats, FAQs and forums for any personal matters	Yes	No
I know how to establish an email account and use it to connect with others	Yes	No
I know how to use a text editor	Yes	No
I know how to to download/save a photo found online	Yes	No
I know how to share visual content, i.e. a photo or a video	Yes	No
Social connection skills		
I can communicate with others digitally (e.g. email, or Messenger)	Yes	No
I can speak to others through video tools (e.g. FaceTime, Zoom or Skype)	Yes	No
I can interact and/or post content on social media platforms (e.g. messages, photographs, video etc.)	Yes	No
I can use the Internet to stream or download entertainment content (e.g. films, music, games or books)	Yes	No
I can set privacy settings on my social media and other accounts	Yes	No
I know how to attend on-line events and participate actively in them	Yes	No

Skills to be safe online		
I can keep the information I use to access my online accounts securely, by using different and secure passwords for websites and applications	Yes	No
I can respond to requests for authentication (e.g. reactivate an account when I've forgotten my password)	Yes	No
I can assess the risks and threats involved in carrying out activities online and act accordingly, including: <ul style="list-style-type: none"> ● recognising and avoiding suspicious links in emails, websites, social media messages and pop ups, and know that clicking on these links is a risk ● updating my computer security systems when necessary to prevent viruses and other risks ● identifying secure websites by looking for the padlock and 'https' in the address bar 	Yes	No
	Yes	No
	Yes	No
	Yes	No
I know how to make sure not to share or use other people's data or intellectual property without their consent	Yes	No
I am careful with what I share online as I know that online activity produces a permanent record that can be accessed by others	Yes	No
Skills on how to be creative online		
I know how to take a good quality photo	Yes	No
I know how to share creative content with my peers	Yes	No
I know which channels to share content on	Yes	No
I know which tools to use to produce creative online content	Yes	No
I know how to create something new from existing online images, music or video	Yes	No
I know how to edit videos	Yes	No

10. Tools

Categories:

Basic digital skills

Skills to carry out online activities

Online communication skills

Skills to ensure online security

Skills on how to be creative online

10.1 Basic digital skills

- ✓ Avast Clean APP- App to free up space on your mobile phone
- ✓ MAGDA app (Simbioza Genesis, Slovenia)
- ✓ Ccleaner
- ✓ Ecosia
- ✓ Lightshot
- ✓ Medisafe pill reminder

TITLE	Avast CleanUp APP- App to free up space on your mobile phone
Category	Basic digital skills
Objective	To delete unnecessary data and storage from the phone . Clean up space-wasting junk files , such as: <ul style="list-style-type: none"> - Invisible cache files, temporary files, thumbnails, or old APKs. - Unused data, such as forgotten Spotify songs, saved YouTube videos, and other files you never open. - Advertising caches, empty folders and clipboard leftovers
Introduction	Avast Cleanup is a basic application that can clean your photo collection . It scans your device and shows you what you can delete to free up space. There are many such apps, but Avast goes a little further and offers to delete not just duplicate photos, but just similar photos. That is, if you have taken several screenshots instead of one, you will get many identical photos. Because of the incomplete matching of all the data, including the EXIF, other apps won't tell you they're duplicates, but Avast will very likely do so.
Keywords	Cleanup, free up phone storage, Duplicate pictures, empty files
Language(s)	English, Spanish, Greek, French, Slovenian and Bulgarian
Format	It can be used in Android phones
Target group	The tool is open to be used by anyone
Impact	To have enough room on the phone to be able to use different apps and for them to work properly. To delete duplicate photos to free up storage space and be able to receive new ones.
Success Factors	To have an internet connection to download the app.
Constraints	To be able to install the app.
Conclusion	To have a phone full of unnecessary data can generate problems from slowing down to difficulty receiving messages or apps that do not work directly. Many elders have to wait for their relatives to visit them before they can clean up their phones,if they learn how to do so they could avoid these problems in the meantime.
URL of the practice	https://www.avast.com/cleanup-android#pc
Related Web site(s)	Android Help : https://support.google.com/android/answer/7431795?hl=en Other App: CCleaner – application for cleaning your phone and PC

Related resources that have been developed	<p>How to free up space on my phone-Easy: https://www.youtube.com/watch?v=pyD_FHsw8vg</p> <p>How to free up storage on Whatá App: https://faq.whatsapp.com/339805437291249/?cms_platform=iphone&locale=en_US</p>
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TITLE	MAGDA app (Simbioza Genesis, Slovenia)
Category	Basic digital skills
Objective	Lifelong learning and empowering the older generation with new skills and information. Bring seniors into the digital era faster and more effectively.
Introduction	<p>The MAGDA app brings together in one place</p> <ol style="list-style-type: none"> 1. important contacts (SOS numbers) that seniors can access by pressing the call button within the app, 2. News from a wide range of areas (News, Health, Digital, etc.), 3. an Info Point with the possibility to browse public, non-commercial and commercial service providers according to the user's location/country, 4. Classroom with text and video lessons in different areas to learn new skills (Using the computer, Using the Internet, Using smartphones, Cooking, ...), 5. a Gym with text and video training programmes prepared by the Fitness Clinic's fitness instructors to enable seniors to be active and exercise in the comfort of their own home, 6. Current events overview
Keywords	#seniorsgodigital #digitalskills #serviceforelderly #digitalization
Language(s)	Only in Slovenian language
Format	Google or Apple store app
Target group	Seniors
Impact	<p>They can learn basic skills in using computers, smartphones, the internet, online shopping, etc.</p> <p>They can access the latest news for seniors and access all important telephone numbers in one place.</p>
Success Factors	<p>Smartphone, tablet or computer</p> <p>Internet access to download the app to your smartphone</p>

	Mentor to help with the first steps of joining the app
Constraints	First steps in using the app
Conclusion	When possible, use anecdotal evidence such as a storytelling or testimony of a man or a woman showing the benefit of the tool.
URL of the practice	https://play.google.com/store/apps/details?id=com.simbioza&hl=en&gl=US
Related Web site(s)	https://simbioza.eu/digitalne-resitve/magda
Related resources that have been developed	<p>Functions provided by the Magda app:</p> <p>"SOS Numbers" - Collected emergency contacts for the elderly.</p> <p>"News" - Up-to-date information for the elderly, prepared together by our partners.</p> <p>"Info Point" - Access to service providers, e.g. free transport, pharmacies, post offices, administrative units, libraries, which seniors can easily contact by clicking on the "Call" button within the app, and which they can filter according to their place of residence.</p> <p>"Classroom" - Educational content aimed at home education, such as cooking and new recipes, computer use and video lessons on information and communication technology.</p> <p>"Gym" - Video content with exercises designed by top sports experts and tailored for older people so they can do them safely in the comfort of their own home.</p> <p>"Radio" - The possibility to listen to different radio stations.</p> <p>"Events" - An overview of live and digital events for seniors across the country.</p> <p>For learning basic digital skills, the most useful feature of this tool would be "Classroom" - Educational content aimed at home education such as computer use and video lessons on information and communication technology.</p>

TITLE	CCleaner
Category	Basic digital skills
Objective	CCleaner is a useful, simple, and free-to-use application that keeps your Microsoft Windows computer and Android smartphone in good shape.
Introduction	It removes unwanted apps, trackers, duplicate files, junk files, cookies, and other redundant items taking up space on the system. With a simple and clean interface, the tool is beginner-friendly and doesn't pose any major hurdles in usage.
Keywords	Clean, optimize, speed up, and protect your computer
Language(s)	English, Spanish, Greek, French, Slovenian and Bulgarian
Format	PC, laptop, smartphone
Target group	The tool is open access and can be used by anyone.
Impact	CCleaner has been designed to clean, optimize, speed up, and protect your computer from unwanted junk files. The program focuses on three primary use cases, i.e., Easy Clean, Registry Scanning, and Tools.
Success Factors	To have PC, laptop or smartphone. To have good internet connection.
Constraints	To install CCleaner and first steps.
Conclusion	Easy Clean runs a detailed scan of the system to look for junk files and trackers. It automatically moves such files to the recycle bin. Within a few seconds, the app provides you with a complete list of the files on your system. You can even manually remove certain files and folders to clear more space. The application allows pre-configuration of permissible activities, which will prevent accidental deletion of files and applications.
URL of the practice	https://www.ccleaner.com/ccleaner/download https://play.google.com/store/apps/details?id=com.piriform.ccleaner&hl=bg&gl=US
Related Web site(s)	https://support.piriform.com/hc/en-us/articles/204043864-How-do-I-download-CCleaner-for-Windows- https://ccleaner.en.softonic.com/
Related resources that have been developed	https://www.youtube.com/watch?v=jMAXlxZFrnA https://www.youtube.com/watch?v=6EyCnqtaNss https://www.youtube.com/watch?v=sl_YcEg57tg https://www.wikihow.com/Use-CCleaner https://windowsreport.com/ccleaner-windows-8-clean-computer/

TITLE	Ecosia
Category	Basic digital skills
Objective	Helping the planet by doing research online Fight against deforestation
Introduction	Ecosia is an online search engine. When a search is carried out on Ecosia, the profits generated by the advertising, finance the planting of trees to fight against deforestation.
Keywords	Search engine, Sustainability, Trees, Planet, Climate, Environment
Language(s)	English, German, French, Spanish, Italian, Dutch
Format	Any device with access to the internet (Computer, Smartphone, Tablet)
Target group	Beneficiaries are the users who can use a search engine when they use the Internet, as well as local communities which plant the trees.
Impact	Allows users to contribute to the fight against deforestation without any further effort apart from opening a search engine and searching up for some information there.
Success Factors	An internet connection and a device to launch the search engine. No need to download it. It is available directly online.
Constraints	It can be complicated to change a habit and to switch from traditional search engines such as Google or Safari that are already proposed when we open an Internet page to Ecosia.
Conclusion	When we have to do some research on the Internet, building a habit of using Ecosia allows people to know that the advertising they see is funding environmental action.
URL of the practice	It can be added at the initial search engine: https://chrome.google.com/webstore/detail/ecosia-the-search-engine/eedlgdlajadkbbjoobobefphmfkcchfk
Related Web site(s)	https://www.ecosia.org/
Related resources that have been developed	Explanations available directly on the Website: https://ecosia.helpscoutdocs.com/ Ecosia has also a Youtube channel where they explain the action: https://www.youtube.com/user/EcosiaORG

TITLE	Lightshot
Category	Basic digital skills
Objective	take a customizable screenshot
Introduction	App allows you to select any area on your desktop and take its screenshot with 2 button-clicks. Upload your screenshot to the server and get its short link right away. Find similar images. Select any image on your screen and find dozens similar images.
Keywords	Select, crop, screenshot
Language(s)	English
Format	Software, app, Lightshot is available for Windows/Mac, Chrome, Firefox, IE & Opera.
Target group	All computer users.
Impact	Being able to save important information, Troubleshooting
Success Factors	Steady hand, vision.
Constraints	None
Conclusion	/
URL of the practice	https://app.prntscr.com/en/
Related Web site(s)	/
Related resources that have been developed	A FAQ section is available https://app.prntscr.com/en/faq.html along with tutorials https://app.prntscr.com/en/tutorials.html

TITLE	Medisafe pill reminder
Category	Basic digital skills
Objective	The aim is to give people a tool, support and information when they need to take their medications the way they are supposed to.

Introduction	The app is easy to use and free. It is the best ranked medical app reviewed by pharmacists. The app reminds their users to take medications. It also helps you manage your medications, pills, refills, drug interactions, measurements and doctor's appointments to improve the users health. The app is clean and simple to use, it helps you track your measurements and syncs them to the HealthKit app (the app for monitoring your blood glucose, blood pressure, weight, pulse, temperature...). The app provides you to see your progress report, send it to the doctor as a visual informative PDF and remind you when you need to restock your prescriptions. It also provides the family interactions, so it synchronizes the whole family's medicine pillboxes in one place.
Keywords	Medication, pills, reminder, pill tracker
Language(s)	English, and 15 more (also French and Spanish)
Format	Available on google play and apple app store Works on smartphone, tablet or smart watch
Target group	Everybody who needs to take pills daily, especially elderly, who are more forgetful.
Impact	Beneficiaries will never forget to take medication again or forget to restock their prescriptions.
Success Factors	Smartphone, tablet or smart watch Access to the internet to download the app
Constraints	First steps and settings when using the app
Conclusion	/
URL of the practice	Apple app store: https://apps.apple.com/us/app/medisafe-medication-management/id573916946 Google play: https://play.google.com/store/apps/details?id=com.medisafe.android.client
Related Web site(s)	https://www.medisafeapp.com/
Related resources that have been developed	Youtube tutorial https://www.youtube.com/watch?v=K8xv4141v04 https://www.youtube.com/watch?v=eSAPn4TjS50

10.2. Skills to carry out online activities

- ✓ VINTED Platform to buy and sell second hand products. C
- ✓ Empowerji – EJI app Essentials delivery & bill pay
- ✓ Healee
- ✓ Leboncoin
- ✓ Lumosity
- ✓ Daylio Journal – goal, habits

TITLE	VINTED Platform to buy and sell second hand products.
Category	Skills to carry out online activities
Objective	Its main objective is to allow people to sell the clothes they don't use . It enables reusing products from one of the most contaminating industries by by giving a second life to the products.
Introduction	Vinted is a Lithuanian online marketplace for buying, selling and exchanging new or secondhand items, mainly clothing and accessories but it also has home and entertainment sections. It is an intermediary between sellers and buyers by giving them a possibility to post their ads and getting in contact.
Keywords	reducing, upcycling, clothes, buy and sell, Second hand, Online shopping
Language(s)	English, French, Spanish, Dutch
Format	Free application that can be downloaded to mobile devices with Android operating systems and iOS in Google Play or Apple Store; Also available on the computer.
Target group	The tool is open to be used by anyone
Impact	Beneficiaries could sell clothes, furniture or home accessories they don't use anymore and get some extra money plus they could also buy something they might need cheaper while giving some fresh air to the house or wardrobe.
Success Factors	To have an internet connection and to download the app. Good quality camera for sellers
Constraints	To be able to download, register and sell/ buy products. They might need assistance.
Conclusion	We all have a lot of clothes and accessories we don't use anymore. Especially elders might have a lot of things at home they don't use and won't use anymore, by selling them they are contributing to environment protection plus they could get some extra money to help if their pension is not enough or why not to make a trip if they sell a lot.
URL of the practice	https://www.vinted.com/
Related Web site(s)	Spain_ Wallapop Platform to buy and sell second hand products. France_ Le Bon Coin . Platform to buy and sell second hand products Slovenia_ Facebook Market and Bolha.com (https://www.bolha.com/)

	Bulgaria_ Greece_
Related resources that have been developed	Informatique Mania has an article with brief guidelines on how to use Vinted in French, Greek and English among some other languages: https://www.informatique-mania.com/en/applications/quest-ce-que-vinted-et-comment-ca-marche-lapplication-pour-acheter-et-vendre-des-vetements/

TITLE	Empowerji – EJI app Essentials delivery & bill pay
Category	Skills to carry out online activities
Objective	The EJI App simplifies the use of technology for Seniors. EJI will allow you to shop online, pay bills, order cabs and more through a chat interface that is easier to use than Whatsapp. No need to navigate through complicated sites and apps to order or pay bills. EJI prompts you for information on your order and completes the transaction in a short chat. Especially useful for Seniors and people who are not familiar with tech and/or want to save time and money!
Introduction	The EJI App simplifies the use of technology for Seniors. EJI will allow you to shop online, pay bills, order cabs and more through a chat interface that is easier to use than Whatsapp. No need to navigate through complicated sites and apps to order or pay bills. EJI prompts you for information on your order and completes the transaction in a short chat. Especially useful for Seniors and people who are not familiar with tech and/or want to save time and money! EJI is available on the Playstore and is live for the Medication Order module. Considering the on-going pandemic situation, EJI services will be focused on essential delivery and bill payment.
Keywords	#seniorsgodigital #digitalskills #serviceforelderly #digitalization #payingbills #groceryorder
Language(s)	English
Format	Google or Aple store app
Target group	Seniors
Impact	<ul style="list-style-type: none"> • Bill Pay – Pay all your Pre Paid, Post Paid, Electricity, DTH, Landline & other bills

	<ul style="list-style-type: none"> • Grocery Order – Order fresh produce, grains, spices and more • Medicine Order
Success Factors	Smartphone, tablet or computer Internet access to download the app to your smartphone Mentor to help with the first steps of joining the app
Constraints	First steps in using the app
Conclusion	Testimonies here: https://empowerji.com/eji-essentials-app-for-seniors/
URL of the practice	https://play.google.com/store/apps/details?id=com.app.empowerji&hl=en&gl=US
Related Web site(s)	https://empowerji.com/
Related resources that have been developed	https://empowerji.com/ Youtube tutorials Practical training for seniors with mentors

TITLE	Healee
Category	Skills to carry out online activities
Objective	Healee is a holistic digital health platform enabling personalized care delivery, improving health outcomes for patients and driving growth for healthcare organizations.
Introduction	Healee is a consolidated, deeply customizable digital health solution, eliminating the necessity to use multiple disconnected systems by providing a seamless integrated platform for all digital health use cases.
Keywords	Health platform, personalized care, improving health
Language(s)	English, German, Bulgarian
Format	PC, laptop, smartphone
Target group	The tool is open access after registration and can be used by anyone
Impact	Connect directly with a doctor wherever you are. If the case is not suitable for an online consultation, the doctor will notify you and you

	will not be charged. You can track all your past and present symptoms and conditions, record treatments, create treatment reminders, check drug and allergy interactions, add lab results and images.
Success Factors	To have PC, laptop or smartphone. To have good internet connection. Mentor for the first steps.
Constraints	Registration and first steps. Organizing a consultation. Payment for the service. Upload medical documents.
Conclusion	Synchronous and asynchronous telemedicine over multiple modalities – secure video, audio, chat, file sharing on any device. Robust technology, allowing multidisciplinary consultations, along with easy patient referral and transfer of patients and their data to the right clinician. Reliable high-quality video conferencing capabilities: multi-party sessions, recording logs. Patient PHR containing medical history - recent doctor visits, lab results, dynamic and static images, symptoms, medications, reports.
URL of the practice	https://www.healee.com/ https://play.google.com/store/apps/details?id=com.healee.healeeApp&hl=en&gl=US
Related Web site(s)	https://www.facebook.com/HealeeHQ/
Related resources that have been developed	https://www.youtube.com/watch?v=G4WYbmyYsa4 https://www.youtube.com/watch?v=j1JEDcD41ZI https://www.youtube.com/watch?v=E7HttSbyH20

TITLE	Leboncoin
Category	Skills to carry out online activities
Objective	To put individuals in France in touch with each other when they want to buy or sell
Introduction	Leboncoin is an online platform which puts individuals together and enables them to buy and sell items by acting as an online payment intermediary, as well as by giving them a possibility to post any other type of advertisement or offer, e.g. job offer, services, etc. According to different surveys, Leboncoin is the fourth most visited website in

	France after Google, Facebook and YouTube with a monthly audience of 28 million unique visitors (2017) and 47.8 million ads in “10 universes”.
Keywords	Online shopping, advertisements, renting, buying, second-hand
Language(s)	French
Format	Computer, Smartphone, Tablet connected to the internet
Target group	The first beneficiaries of this tool are the users themselves, i.e. those who want to sell or to buy some items or to advertise their services online to find customers or to post a job offer or find a job. There is no specific target group, since it covers a wide variety of products and services, except for the fact that it is an online platform, so it requires some relevant equipment, i.e. laptop, tablet or smartphone connected to the internet, and some basic digital skills, i.e. a capacity to search up on the internet, to publish or to react to an ad.
Impact	It empowers users to buy and sell various items online in a simple and well-organised manner which permits them to save or make money out of the possessed items, as well as to offer services on a free-of-charge platform to find their potential customers.
Success Factors	Smartphone, laptop, Internet connection, good-quality camera
Constraints	<p>To sell successfully on Leboncoin, it is important to take good-quality pictures which reflect well the condition and appearance of an item in question, whether it is an apartment, car or a T-Shirt. In addition, a seller may need to communicate with buyers, who are eligible to ask numerous questions and to request more pictures, which may be time-consuming and complicated for some users. Some packaging minimum standards must be respected, as well as other delivery requirements (pick-up points, etc.), for selling items.</p> <p>To buy on Leboncoin, one may need to spend more time to find an item which he/she is looking for in comparison to some other online or offline stores managed by some companies. Some pictures may not perfectly correspond to reality and thus a user may incur unnecessary expenses. In addition, delivery duration depends highly on a seller, which may be less handy in some cases.</p> <p>Also, there are scammers on the platform, thus it is crucial to communicate actively with buyers & sellers to minimize the risks.</p>
Conclusion	This tool is a great way to sell and buy items between individuals, offer services and benefit from them without passing through other commercial structures. The payment is secured and simplified by Leboncoin which acts as an intermediary between the individuals. Leboncoin has around 50 million of ads published, and since it's

	well-known all around France, it gives access to a big variety of offers and items, which are published only there.
URL of the practice	It is possible to find it on the internet browser (https://www.leboncoin.fr/) or to download the Application on the Smartphone (App Store and Google Play) App Store: https://apps.apple.com/fr/app/leboncoin/id484115113 Google Play: https://play.google.com/store/apps/details?id=fr.leboncoin&hl=fr&gl=US&pli=1
Related Web site(s)	https://www.leboncoin.fr/
Related resources that have been developed	Question & Answers section on the Website explaining how to post an ad, etc.: https://assistance.leboncoin.info/hc/fr

TITLE	Lumosity
Category	Skills to carry out online activities
Objective	Train core cognitive abilities
Introduction	Lumosity is an online game that trains your cognitive abilities through puzzles.
Keywords	Games, mind, cognitive
Language(s)	English and 6 more (also French and Spanish)
Format	Website and app
Target group	All users
Impact	They will be able to pass the time in a creative/educational way
Success Factors	Internet connection
Constraints	The instructions are in English
Conclusion	/
URL of the practice	https://www.lumosity.com/en/about/

Related Web site(s)	/
Related resources that have been developed	/

TITLE	Daylio Journal – goal, habits
Category	Skills to carry out online activities
Objective	The app is a self-care/mood diary and happiness tracker, which enables you to keep a private journal and capture your day without writing down a single word.
Introduction	<p>The Daylio is a very versatile app, you can turn it in whatever you need to track. The app helps you to take care of your mental, emotional and physical health. It can be your fitness goal pal., your mental health coach, your food log, your gratitude diary, your mood tracker...</p> <p>For using the app you should pick your mood and add activities you have been doing during the day. It is collecting your data (recorded moods and activities) and display them in statistics, charts and correlations. This format helps you to understand your habits better. With app you can create patterns to become more productive. The app allows you to make reflection a daily habit, to discover what makes you happy, to create your daily, weekly or monthly goals and to motivate yourself.</p>
Keywords	Self-care, wellbeing, mood diary, happiness tracker, goals
Language(s)	English and 28 more (also Slovenian, Spanish, Greek, French and Bulgarian)
Format	Available on google play and apple store Works on smartphone and tablet
Target group	For all age groups
Impact	Beneficiaries will understand their habits better and create patterns to become more productive.
Success Factors	Smartphone or tablet Access to the internet to download the app

Constraints	First steps and settings in using app
Conclusion	/
URL of the practice	Apple app store: https://apps.apple.com/us/app/daylio-journal-goals-habits/id1194023242 Google play: https://play.google.com/store/apps/details?id=net.daylio&hl=en_US&gl=US&pli=1
Related Web site(s)	https://daylio.net/
Related resources that have been developed	Youtube tutorial https://youtu.be/5gQUG3gMWik

10.3. Online communication skills

- ✓ WHAT'S APP groups and video call
- ✓ Zoom, Skype, Viber, Facebook messenger, Whatsapp
- ✓ Microsoft Teams
- ✓ Zoom
- ✓ Skype / Whatsapp / Viber / Messenger
- ✓ Viber

TITLE	WHATSAPP groups and video call
Category	Online communication skills
Objective	To enable fast, simple, secure messaging and calling for free* .
Introduction	WhatsApp started as an alternative to SMS. Their products now support sending and receiving a variety of media: text, photos, videos, documents, and location, as well as voice messages and calls. Some of the most personal moments are shared viaWhatsApp, which is why they built end-to-end encryption into our app.
Keywords	Online communication, sharing media, calling for free (data might be used) , videocall, voice messages, sharing locations
Language(s)	English, Spanish, Greek, French, Slovenian and Bulgarian and 50 more
Format	Can be used on phone, laptop or tablet.
Target group	The tool is open to be used by anyone
Impact	They will be able to communicate with their relatives, sharing media, sharing location for safety or to meet each other easily, to make videocalls and talk and be able to see their relatives and friends.
Success Factors	To have a good internet connection (wifi or data), to have storage space in the phone (for media sharing)
Constraints	To understand why it doesn't work if they have no connection, to erase files and make storage space on the phones , to connect or disconnect notifications
Conclusion	/
URL of the practice	Where can one find the tool on the Internet? https://www.whatsapp.com/
Related Web site(s)	/
Related resources that have been developed	What training manuals, guidelines, technical fact sheets, video and audio documents, and/or Web sites can be used? https://faq.whatsapp.com/785056755306362/?cms_platform=android&cms_id=785056755306362&published_only=true Tutorial how to make videocalls: https://www.youtube.com/watch?v=QkvYq9TazU

TITLE	Zoom, Skype, Viber, Facebook messenger, Whatsapp
Category	Online communication skills
Objective	All of the above apps are designed to make free calls, send messages, make video calls, send pictures, audios, documents and videos
Introduction	You can video chat with one person or do a group chat, as well as send text messages and photos. There are even fun features to try out while you're on a video call. You can make your grandchildren giggle by putting a digital frog on your head or even turning into a dragon!
Keywords	#seniorsgodigital #digitalskills #serviceforelderly #digitalization
Language(s)	In all languages
Format	Google or Apple store app
Target group	All the people around the world
Impact	Free calls and texts (including to foreign countries and other parts of the world), video calls, picture and video sharing
Success Factors	Smartphone, tablet or computer Internet access Mentor to help with the first steps of joining the app
Constraints	First steps in using the app Safety when using the app Learn how not to overshare, or send the wrong photos, or call the wrong number by mistake
Conclusion	/
URL of the practice	https://play.google.com/store/games?hl=en&gl=US
Related Web site(s)	/
Related resources that have been developed	Youtube tutorials on how to use specific app Practical training for seniors with mentors

TITLE	Microsoft Teams
Category	Online communication skills
Objective	Stay connected and access shared content any time to learn, plan, and innovate—together.
Introduction	Share your screen, change or blur your background, and use together mode to virtually be in the same space. Make and receive calls directly in Teams with advanced features like group calling, voicemail, and call transfers. Easily find, share, and edit files together in real time with apps like Word, PowerPoint, and Excel. Share your thoughts and your personality. Send GIFs, stickers, and emojis in one-to-one or group chats.
Keywords	Shared content, make and receive calls, chat, meet.
Language(s)	English
Format	PC, laptop, smartphone
Target group	Professionals and regular users
Impact	Schedule and share meeting invites directly in a group chat. One app for all your chats, meetups, files, and tasks. Keep all your chats and plans in one place—whether for your family group chat or your book club updates. Use dashboard - view to quickly access shared content. Express yourself with emojis, memes, GIFs, and in-chat animations - when words just aren't enough.
Success Factors	To have PC, laptop or smartphone. To have a good internet connection. Mentor for the first steps. Web camera, microphone and speakers.
Constraints	Installation, registration and first steps. Planning and launching a meeting, setting camera, microphone and speakers. Privacy issues.
Conclusion	Getting together with friends and family in Microsoft Teams is almost as fun and as real as it gets without being there in person. Plan together in chats and get help managing tasks big or small. Create a personal to-do list and see all your assigned tasks in one place so you're always on top of things.

	Save important information, such as your subscription passwords or your family's tax documents, in a digital Safe.
URL of the practice	https://www.microsoft.com/en-us/microsoft-teams/group-chat-software https://play.google.com/store/apps/details?id=com.microsoft.teams&hl=en_US&gl=US
Related Web site(s)	https://teamsdemo.office.com/#/
Related resources that have been developed	https://www.youtube.com/watch?v=VDDPoYOQYfM https://www.youtube.com/watch?v=z6IUiamE3-U https://www.youtube.com/watch?v=S-N2wGc04NI

TITLE	Zoom
Category	Online communication skills
Objective	This tool aims to make online communications easier and seamless.
Introduction	Zoom is a video conferencing tool for a virtual meeting experience.
Keywords	Virtual meetings, video calls, online communication
Language(s)	English, Chinese, French, German, Italian, Japanese, Korean, Polish, Portuguese, Russian, Spanish, Turkish, Vietnamese, Dutch
Format	PC, laptop, smartphone, tablet
Target group	Professionals and regular users
Impact	Simplified online communication enabling users to conduct and participate in all types of online activities (conferences, webinars, etc.) for professional and personal goals.
Success Factors	A good internet connection, web camera or good-quality camera installed in a laptop or a front camera on a smartphone, microphone and speakers.
Constraints	Privacy issues, setting up an application or a software on a computer or a smartphone or using the tool on the browser, planning and launching a meeting, using additional features such as breakdown rooms, etc., muting a microphone and cutting off a camera when needed.

Conclusion	Zoom allows people to keep in touch with their relatives despite the distance. Thanks to this tool, many old people were able to speak with their family members during the Covid-19. In a professional context, it allows colleagues and any stakeholders to conduct meetings online from any corner of the world to avoid unnecessary traveling.
URL of the practice	Zoom meetings on a search engine: https://zoomgov.com/fr-fr/meetings.html Zoom application on Google Play: https://play.google.com/store/apps/details?id=us.zoom.videomeetings&hl=fr&gl=US Zoom application on App Store: https://apps.apple.com/bf/app/zoom-one-platform-to-connect/id546505307?l=fr
Related Web site(s)	https://zoomgov.com/
Related resources that have been developed	An explicative leaflet is available on the Zoom website Link: https://learning.zoom.us/learn Zoom has a Youtube channel where we can find many tutorials. Link: https://www.youtube.com/user/ZoomMeetings/videos

TITLE	Skype / whatsapp / viber / messenger
Category	Online communication skills
Objective	Being able to communicate with friends and family, online.
Introduction	Free to download messenger app for smartphones and PC. They use the internet to send messages, images, audio or video.
Keywords	Calls, messages
Language(s)	English Skype is available in 39 languages (also Bulgarian, Greek, French, Slovenian and Spanish) Messenger is available in 27 languages WhatsApp is available in 39 languages Viber is available in 33 languages
Format	Smartphone iphone and web messenger
Target group	All internet users
Impact	Being able to communicate for free

Success Factors	Learning how to use it
Constraints	Remembering buttons and functions
Conclusion	According to Bong, Way Kiat & Chen, Weiqin. (2015). Mobile Instant Messaging for the Elderly. In general, they were all positive about using mobile internet messaging applications and willing to learn a new application as long as it was useful to them. While performing mobile internet messaging -related tasks, inexperienced participants had problems finding the right icons for most of the features
URL of the practice	Official websites, play store, apple store
Related Web site(s)	/
Related resources that have been developed	One can find a tutorial for all messenger apps.

TITLE	Viber
Category	Online communication skills
Objective	To communicate with others, for professional or personal use.
Introduction	The app allows you to make free calls and texts. You can also create and share photos or videos. The app also offers some tools to create and share different ideas with others. You can also find different ideas via viber social community, which is based on sharing news and content.
Keywords	Call, message, photo, content, digitalization
Language(s)	English and 32 more (also Greek, Bulgarian, French and Spanish; Slovenian is not available)
Format	Available for all devices (smartphone, tablet and PC). The app can also be linked to modern cars.
Target group	The app is for everyone, for personal and professional use and for all age groups.

Impact	Getting in touch with your family, friends, coworkers or business partners. Free calls, with no extra costs. Calling also to other countries for free.
Success Factors	Hardware. Network access. Basic digital knowledge.
Constraints	The person needs a smart device or PC and has to know how to use the app. Elderly will probably need more time to adapt and learn how to make calls, maybe also because network connection is needed.
Conclusion	The app can be used with basic phone knowledge.
URL of the practice	PC: https://www.viber.com/en/download/ Google play: https://play.google.com/store/search?q=viber&c=apps Apple app store: https://apps.apple.com/app/id382617920?mt=8
Related Web site(s)	https://www.viber.com/en/
Related resources that have been developed	YouTube tutorial for beginners https://www.youtube.com/watch?v=-PPXiZGIKrw

10.4. Skills to ensure online security

- ✓ Senior Safety App
- ✓ LastPass - Password Manager
- ✓ KeePass
- ✓ Gmail 2-Step Verification & Gmail two-factor authentication
- ✓ Privnote
- ✓ SecureSafe Password Manager

TITLE	Senior Safety App
Category	Skills to ensure online security
Objective	Keep seniors safe
Introduction	Senior Safety App is a FREE, unobtrusive app built to keep seniors safe. Senior Safety App remotely monitors phone location and is used to protect against falls, wandering, online scams & abuse around the clock. Senior Safety App is built on a platform used by hundreds of thousands of users, across 97 countries, to keep their loved ones safe.
Keywords	Safety, online safety, seniors, location
Language(s)	English, Spanish, Greek, French, Slovenian and Bulgarian
Format	Can be used on phone, laptop or tablet.
Target group	The tool is open to be used by anyone
Impact	The app could improve the safety feeling of some seniors. They can have some remote monitoring and it could be especially useful for elders with dementia, because of the location identification feature.
Success Factors	To have internet to download and use the app
Constraints	It might feel it invades intimacy, privacy and independence.
Conclusion	This app can provide some safety and security to those seniors living remotely or with health issues, they can be monitored by carers and relatives.
URL of the practice	https://www.seniorsafetyapp.com/
Related Web site(s)	/
Related resources that have been developed	FAQ: https://www.seniorsafetyapp.com/faqs/

TITLE	LastPass - Password Manager
Category	Skills to ensure online security

Objective	LastPass is a password management tool - it simplifies your online life by remembering your passwords for you. With LastPass to manage your logins, it's easy to have a strong, unique password for every online account and improve your online security.
Introduction	To do anything on the internet these days, it seems you are asked to create a password. Creating a unique password each time is important to avoid being hacked, but who can remember all of them? Many people use the same password for simplicity, but it leaves them vulnerable to online attacks. LastPass stores all of your passwords securely in one place so you can look them up when needed. It can also autofill passwords into websites you use frequently and create strong passwords for you. Simply remember one password – the LastPass password.
Keywords	#onlinesecurity #password #seniorsgodigital #digitalskills #serviceforelderly #digitalization #besafeonline
Language(s)	English
Format	Google or Apple store app
Target group	General
Impact	LastPass is safe, secure, and easy to use. It uses bank-grade 256-bit AES encryption to ensure all passwords are stored safely, it has a zero-knowledge policy, and it includes many advanced multi-factor authentication options for extra layers of security.
Success Factors	Smartphone, tablet or computer Internet access Mentor to help with the first steps of joining the app
Constraints	First steps in using the app
Conclusion	/
URL of the practice	https://play.google.com/store/apps/details?id=com.lastpass.lpandroid&hl=en&gl=US
Related Web site(s)	https://www.lastpass.com/
Related resources that have been developed	Youtube tutorials Practical training for seniors with mentors

TITLE	KeePass
Category	Skills to ensure online security
Objective	KeePass is a free open source password manager, which helps you to manage your passwords in a secure way.
Introduction	Today, you have to remember many passwords. You need a password for a lot of websites, your e-mail account, your webserver, network logins, etc. The list is endless. Also, you should use a different password for each account, because if you would use only one password everywhere and someone gets this password, you would have a problem: the thief would have access to <i>all</i> of your accounts.
Keywords	Passwords, password manager, online security
Language(s)	English, Spanish, Greek, French, Slovenian and Bulgarian
Format	PC, laptop or tablet
Target group	The tool is open access and can be used by anyone
Impact	You can store all your passwords in one database, which is locked with a master key. So you only have to remember one single master key to unlock the whole database. Database files are encrypted using the best and most secure encryption algorithms currently known.
Success Factors	To have PC, laptop or tablet. To have good internet connection.
Constraints	Download, installation and first steps.
Conclusion	<ul style="list-style-type: none"> ● KeePass is portable: it can be carried on an USB stick and runs on Windows systems without being installed. ● Installer packages are available, too, for the ones who like to have shortcuts in their Windows start menu and on the desktop. ● KeePass doesn't store anything on your system. The program doesn't create any new registry keys and it doesn't create any initialization files (INI) in your Windows directory. Deleting the KeePass directory (in case you downloaded the binary ZIP package) or using the uninstaller (in case you downloaded the installer package) leaves no trace of KeePass on your system. ● KeePass can minimize itself and type the information of the currently selected entry into dialogs, webforms, etc. Of course, the typing-sequence is 100% user-customizable, read the documentation file for more.

	<ul style="list-style-type: none"> • KeePass features a global auto-type hot key. When KeePass is running in the background (with opened database) and you press the hot key, it looks up the correct entry and executes its auto-type sequence. • All fields, title, username, password, URL and notes can be drag&dropped into other windows. • KeePass can generate strong random passwords for you. • You can define the possible output characters of the generator (number of characters and type). • Random seeding through user input: mouse movement and random keyboard input.
URL of the practice	https://keepass.info/index.html https://play.google.com/store/apps/details?id=keepass2android.keepass2android
Related Web site(s)	https://keepassxc.org/
Related resources that have been developed	https://www.youtube.com/watch?v=rB-VqKJGHsg https://www.youtube.com/watch?v=3mQ7t2sQ0Ts

TITLE	Gmail 2-Step Verification & Gmail two-factor authentication
Category	Skills to ensure online security
Objective	Add an extra layer of security to a Gmail account in case of password stealing
Introduction	A Gmail security tool which reinforces an account security to prevent password stealing if an account is hacked
Keywords	Security, password, protection, hacking, Gmail, mail
Language(s)	More than 50 languages.
Format	Laptop, Smartphone, Tablet, Internet browser, Internet connection
Target group	Professionals and regular users
Impact	Reinforced security in a Gmail account which may prevent password hacking
Success Factors	A computer, a smartphone or a tablet. A good internet connection to be able to log in to a Gmail account.

Constraints	2-step authentication requires two devices (computer, smartphone or tablet) to be able to log in a Gmail account, thus it is important to ensure that the device which is indicated as a step for verification is active and well-functioning.
Conclusion	This tool is an excellent way to reinforce Gmail security which is linked to numerous websites and is crucial for online security and for a person's digital identity. Also, it helps to access a gmail account easily and restore a password if it is forgotten.
URL of the practice	https://support.google.com/accounts/answer/185839?hl=en&co=GENIE.Platform%3DDesktop
Related Web site(s)	/
Related resources that have been developed	Google Account Help: https://support.google.com/accounts/answer/185839?hl=en&co=GENIE.Platform%3DAndroid

TITLE	Privnote
Category	Skills to ensure online security
Objective	Send encrypted notes that will self-destruct after being read
Introduction	Just write your note, and you'll get a link. Then you copy and paste that link into an email (or instant message) that you send to the person who you want to read the note. When that person clicks the link for the first time, they will see the note in their browser and the note will automatically self-destruct; which means no one (even that very same person) can read the note again. The link won't work anymore.
Keywords	Encrypted, private, self-destruct
Language(s)	English
Format	Website
Target group	All internet users
Impact	They can send private information such as social security number to family
Success Factors	Being able to copy and paste properly

Constraints	There is no way to know if the encrypted message has been delivered
Conclusion	/
URL of the practice	https://privnote.com/info/about
Related Web site(s)	https://privnote.com/info/about
Related resources that have been developed	https://privnote.com/info/faq

TITLE	SecureSafe Password Manager
Category	Skills to ensure online security
Objective	The SecureSafe app provides highly secure cloud storage solution with built-in password manager to protect your documents and passwords.
Introduction	The app is an award-winning online storage solution with an integrated password manager. It has a strong double encryption, triple data storage and zero knowledge architecture, which ensures you the very highest level of privacy protection. In the app you can manage all your important data in your digital safe (passwords, PINs, credit card details, e-banking codes, a copy of passport, images, videos, contracts...) In a free version of the app you can store up to 50 passwords.
Keywords	Security, password manager, strong protection
Language(s)	English, French, German, Italian
Format	Available for all devices (smartphone, tablet and PC).
Target group	The app is for everyone, for personal and professional use and for all age groups.
Impact	Beneficiaries will feel more protected and secure when using the internet and smart devices.

Success Factors	Smartphone, tablet or PC Access to the internet to download the app
Constraints	/
Conclusion	/
URL of the practice	PC: https://www.securesafe.com/userdata/downloads/securesafe-2.17.0.exe Google play: https://play.google.com/store/apps/details?id=com.dswiss.securesafe.android&hl=en Apple app store: https://apps.apple.com/app/securesafe/id359102857#lang=en&origin=hpdes5_m
Related Web site(s)	https://www.securesafe.com/en/private-customers/overview
Related resources that have been developed	Introduction of mobile app on YouTube https://www.youtube.com/watch?v=mTDCF2KKNQA

10.5. Skills on how to be creative online

- ✓ CANVA
- ✓ Snapfish
- ✓ PhoXo
- ✓ InShot
- ✓ Photoshop Express
- ✓ VSCO: Photo & Video Editor

TITLE	CANVA
Category	Skills on how to be creative online
Objective	Canva is an online design and publishing tool with a mission to empower everyone in the world to design anything and publish anywhere.
Introduction	<p>Canva is an online graphic designing tool with several functions and features that even beginners can use. It allows anyone to create fascinating designs for personal and professional use from scratch or from 50,000 templates.</p> <p>Things that you can make using Canva within few minutes:</p> <ul style="list-style-type: none"> ● Social media posts ● Infographics from a recipe for example. ● Invitation cards and greeting cards. ● Newsletters ● T-shirts and Mugs ● Videos
Keywords	Creative design, templates, video templates, cards
Language(s)	English, Spanish, Greek, French, Slovenian and Bulgarian
Format	Can be used on phone, laptop or tablet.
Target group	The tool is open to be used by anyone
Impact	Beneficiaries will be able to generate creative and personalised content to publish online and/or share with relatives or professional contacts.
Success Factors	To have an internet connection to download and use the App.
Constraints	To be able to find and open the website, to download, sign up and use the app. They might need assistance in the beginning.
Conclusion	With this app seniors can create personalized invitation and greeting cards or videos and posts to publish online to share their knowledge/ opinions easily, using a template they could for instance make designs with traditional recipes or how to sew a trouser bottom and inspire young people and other generations that have lost the knowledge and experience that they have.
URL of the practice	https://www.canva.com/
Related Web site(s)	/

Related resources that have been developed	How to use Canva for Beginners (complete tutorial) https://www.youtube.com/watch?v=un50Bs4BvZ8
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TITLE	Snapfish
Category	Skills on how to be creative online
Objective	For users to transform their everyday photos into Photo Cards, Photo Books, Canvas Prints, and Photo Gifts
Introduction	We're all taking more photos than ever, but hardly any of those photos ever leave the digital world. Creating photo books no longer requires any tech-savvy or artistic flair as you can simply choose your favorite shots, and the app will do the rest. Snapfish makes it easy to order photo books and prints right from your phone and have them delivered.
Keywords	#becreativeonline #seniorsgodigital #digitalskills #serviceforelderly #digitalization
Language(s)	In which language(s) is the tool available? English, German, French, Irish, Italian
Format	Google or Apple store app
Target group	General
Impact	Snapfish does not only offer unlimited free online photo storage but also professionally-developed prints, photo books, canvas, personalised photo gifts and cards, handy tips and ideas in their blog, regular offers and so much more.
Success Factors	Smartphone, tablet or computer Internet access Mentor to help with the first steps of joining the app
Constraints	First steps in using the app
Conclusion	/
URL of the practice	https://play.google.com/store/apps/details?id=com.snapfish.mobile&hl=en&gl=US
Related Web site(s)	https://www.snapfish.com/home

Related resources that have been developed	Youtube tutorials Practical training for seniors with mentors
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TITLE	PhoXo
Category	Skills on how to be creative online
Objective	PhoXo is a free and powerful image editing software. It's tiny, fast, easy to use, can be treated as a mini PhotoShop.
Introduction	Its features include layers, undo, over 50 special effects, batch processing, and a wide variety of useful and powerful tools for selecting, crop, painting, retouching, measuring and navigation. Especially, you can easily add text effects to image, such as shadow text, ripple text, gradient color text etc. PhoXo web site provides a large number of resources, including step by step tutorials, thousands of free clip-art, frames, patterns, textures and shapes.
Keywords	Image editor, creative design, be creative online
Language(s)	English
Format	Can be used on PC, laptop or tablet.
Target group	The tool is open access and can be used by anyone.
Impact	With PhoXo you'll be able to rotate, resize, trim, flip and mirror your images, and also customize them with more than 50 different effects – including shadow, frames and edges, black and white, sepia tone, oil painting, pencil sketch, mosaic, blur and many more. Plus PhoXo lets you apply these effects in no time, with instant preview.
Success Factors	To have PC, laptop or tablet. To have internet connection.
Constraints	To install PhoXo and first steps.
Conclusion	Besides editing tools and image effects, PhoXo also features a great collection of clipart ready to be inserted in your images. Emoticons, cars, animals, flags, cartoon characters and icons are neatly organized in tabs and can be easily repositioned and resized.
URL of the practice	http://www.phoxo.com/en/

Related Web site(s)	https://phoxo.en.softonic.com/ https://phoxo.software.informer.com/7.1/
Related resources that have been developed	https://www.youtube.com/watch?v=Tqzlx4dSzKw https://www.youtube.com/watch?v=XLkO6SXoGCE

TITLE	InShot
Category	Skills on how to be creative online
Objective	Empower users with a mobile application which allows users to easily edit videos and photos with a smartphone with music, stickers, text, effects, transitions and more. Share edited videos on Instagram, Tiktok, Whatsapp, YouTube and other social networks.
Introduction	InShot is a free video editing software with photo and music and other features, i.e. trimming, removing the middle part, splitting videos, merging clips and adjusting video speed. It permits the creation of videos without a computer in a simple and entertaining manner.
Keywords	Videos, editing, filming, sharing videos
Language(s)	It is available in 16 languages, e.g. English, French, Portuguese, Turkish, Russian, German, Chinese, Korean, etc.
Format	Smartphone, Internet connection
Target group	Professionals and regular users
Impact	The users will be empowered to edit videos in a simple and entertaining manner, which may permit them to share these videos online or via social media with friends and family members. In addition, this tool can be used for professional purposes while creating some video content or advertising any product.
Success Factors	No specific conditions
Constraints	Some of the InShot features may seem sophisticated at the beginning for inexperienced users. Advertising, present at a free application version, may distract users' attention and confuse some of them.

Conclusion	InShot is a great way to make your videos more interesting to watch and to keep your memories in an attractive and interesting video format. Any video, e.g. recipe, advertising, memories from a birthday party, can be edited and shared online or with the closed ones thanks to InShot.
URL of the practice	https://inshot.com/ Google Play: https://play.google.com/store/apps/datasafety?id=com.camerasideas.instashot&hl=fr&gl=US App Store: https://apps.apple.com/fr/app/inshot-montage-video-photo/id997362197
Related Web site(s)	https://inshot.com/
Related resources that have been developed	InShot has a YouTube channel with some tips and tutorials on how to use the application: https://www.youtube.com/watch?v=h5MWBOJI5UM&list=PL6sBZ_gpBivlyyVLRe-EZoRX0f2AtopJE

TITLE	Photoshop Express
Category	Skills on how to be creative online
Objective	Photo editing and sharing.
Introduction	Polish your shots with intelligent tools that take care of complex tasks like cutouts, dehazing, retouching and noise reduction.
Keywords	Photo editor, cutout, crop
Language(s)	English
Format	Application
Target group	All photographers
Impact	Taking photos will be more enjoyable
Success Factors	Learning what each tool does
Constraints	Memorizing the photoshop express tools in English and what they do
Conclusion	/

URL of the practice	Google playstore, apple store
Related Web site(s)	/
Related resources that have been developed	There is a FAQ section on the website and countless YouTube tutorials. https://helpx.adobe.com/gr_en/photoshop-express/faq.html

TITLE	VSCO: Photo & Video Editor
Category	Skills on how to be creative online
Objective	The app helps you to create and upgrade your photos and videos.
Introduction	The app allows you to take or upload a photo or video, which you can then upgrade with various of tools and share it with others. VSCO also provides a social community where you can explore other content and find new ideas to expand your creativity.
Keywords	Photo editor, video editor, creativity, creative community, editing
Language(s)	English and 15 more (also French and Spanish)
Format	The app is available on google play and apple store and works with smartphones and tablets.
Target group	Everyone who likes to create photos and videos and share them with their friends. App also offers a support to edit the content for professional use.
Impact	The app allows you to take your photos to the next level. For personal use, for example, to remember the important events in your life or for professional use, to create the content in good quality and to share it via VSCO community, to expand your network and gain publicity.
Success Factors	You have to spend some time to understand and develop the skills needed to create photos and videos. The app is for everyone, which

	means it can be used with basic digital knowledge, but on the other hand, provides professional tools for more challenging users.
Constraints	Hardware ownership and basic digital knowledge.
Conclusion	/
URL of the practice	Apple app store: https://apps.apple.com/US/app/id588013838?mt=8 Google play: https://play.google.com/store/apps/details?id=com.vSCO.cam
Related Web site(s)	https://www.vSCO.co/
Related resources that have been developed	YouTube tutorials