

EASY GUIDE

How to use Smartphones & get Digitally Literate



EMPOWERING SENIOR CITIZENS

#DigitalInclusion

Get Active, Stay Active!

iHelpAge India | Fighting isolation,
poverty, neglect

An easy guide for Elders: Using Smartphones in simple steps

We have compiled this easy guide to using smartphones and becoming digitally literate, so that you are able to easily use the internet, get information, pay your bills online, talk to your grandchildren/ loved ones using Skype, send messages to your friends/ grandchildren using WhatsApp and booking Ola/ Uber cabs and much more.



If you are interested in these workshops, or you need any further information, please contact:

Shekar Nambiar: shekar.nambiar@helppageindia.org

Ishanti Ghose Chauhan: Ishanti.ghose@helppageindia.org

or

Contact:

Head Office: C – 14, Qutab Institutional Area, New Delhi – 110016, **Tel No.:** 011-41688955/ 56

or

To contact your nearest HelpAge India State office, log onto www.helppageindia.org/contact-us/ or simply call the Head Office number given above.

Guide Compiled and Designed by:
Ms. Ishanti Ghose Chauhan

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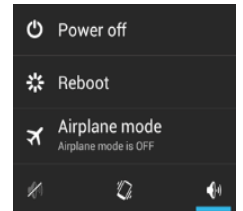


How to use your Smartphone




SWITCHING PHONE ON and OFF




- To turn on/unlock your device, use the **power button** (side of your phone). Then swipe the screen or slide the lock  symbol, depending on the phone. This opens the home screen.
- To switch off your phone, press the **same power button** for longer till the option for switching off/on is displayed.
- Tap the **power off** option and the screen goes blank.






SAVING CONTACTS

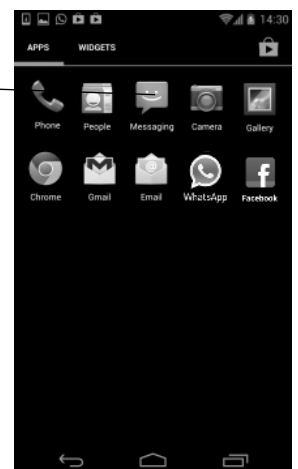
- Open the “**contact**”  option displayed on the home screen. Click on the + symbol.
- Type the name of the person and the phone number in the respective bars.
- Click on the ‘**save**’ option and the contact is saved.

DIALING A NUMBER

- Open the ‘**phone**’  option on the home screen and click on ‘**keypad**’ .
- Tap on the numbers you want to dial, just like you do on a phone with real buttons.
- Click the symbol of a ‘**phone**’  to begin dialling.

MESSAGING / SMS

- Tap the ‘**message option**’  on the home screen.
- Select the writing  symbol.
- Simply enter the name of the recipient and then enter the message.
- Click on the message sending  symbol.






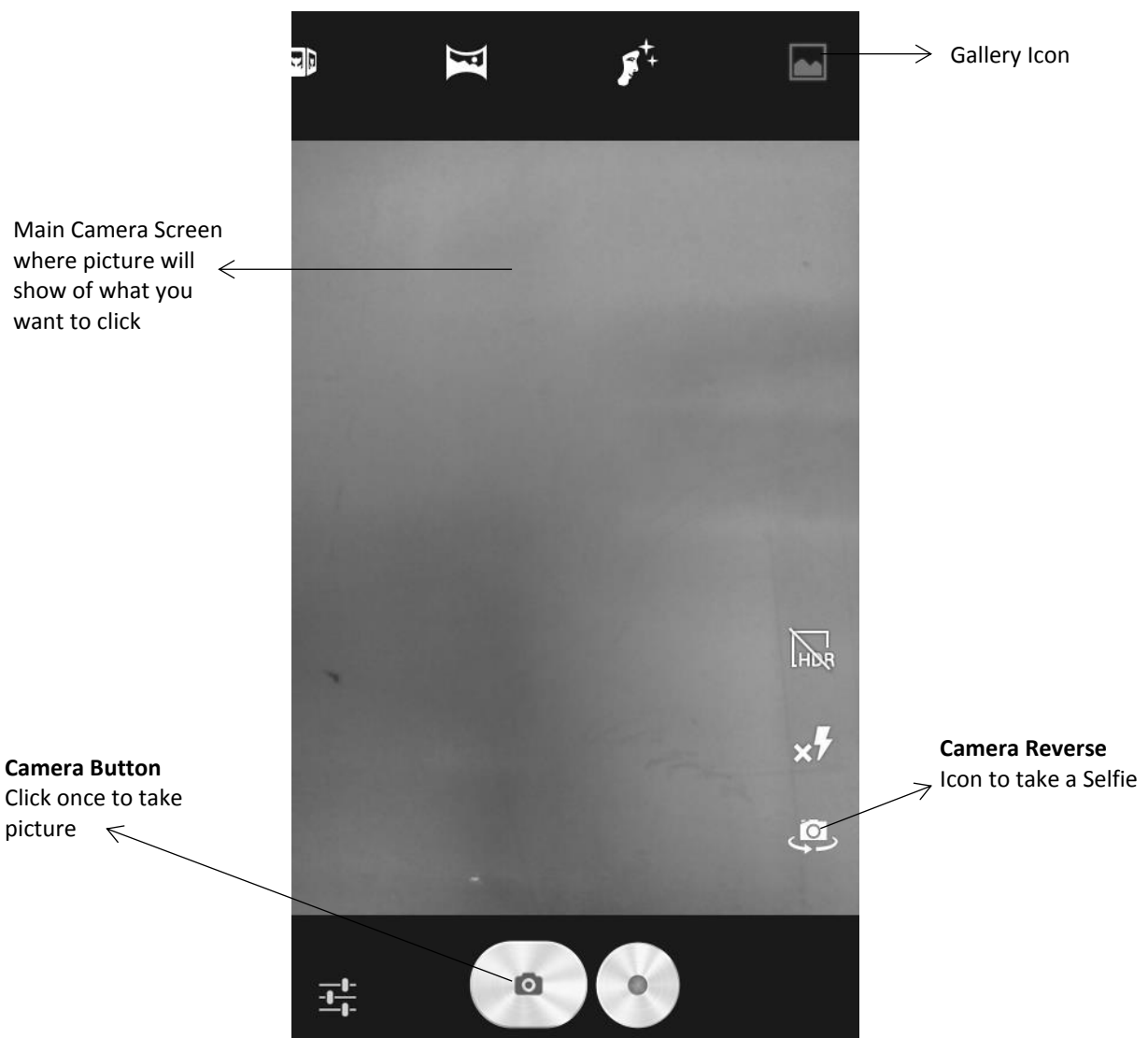


How to use your Smartphone Camera



CAMERA

- Open the 'camera'  option on the home screen/menu This will open the camera on the screen.
- Press the centre **camera**  button on the bottom of the screen.
- A clicking sound is heard and your picture is clicked and saved in your '**gallery**'.
- For a selfie, click on the camera reverse  option on the top/right of the screen and take the selfie with the same centre circle.



How to Clean Phone Storage and Free Space

How to delete photos, videos etc. stored on your phone and free up space

- Open your phone's Settings app.
- Tap Apps & notifications.
- Tap See all apps the app Storage.
- Tap Clear storage or Clear cache. If you don't see "Clear storage," tap Clear data/Free Up Space.

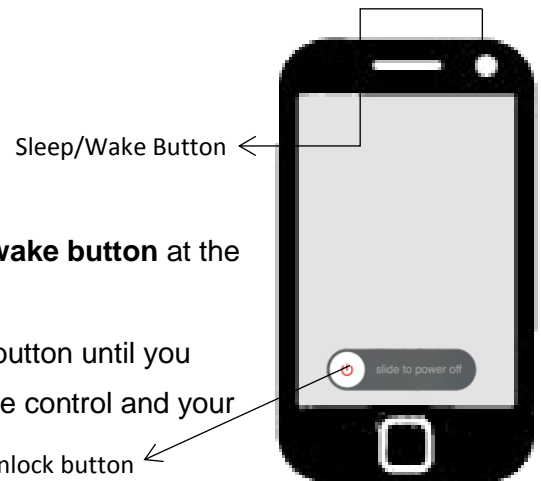
Go to Settings, scroll down and click on "Storage"

Click on "Internal Storage"

Click "FREE UP SPACE"





How to use your iPhone





Switching on/off your iPhone

- To turn on your iPhone, press and hold the **sleep/wake button** at the top right of your iPhone until the screen starts.
- To turn off your iPhone, press and hold the power button until you see the '**slide to power off**' on the screen. Slide the control and your Phone is turned off.



Saving a contact

- Go to '**phone**'  on your home screen and then tap '**keypad**'. 
- Enter the telephone number and tap the icon '**+**' (plus) on the top-left corner.
- Tap on '**create new contact**'. Enter the information like the contact name and email address. Tap on '**done**'.

Dialling a number

- Tap the '**phone**'  icon at the bottom of your home screen. Scroll down and select the contact you want to call. Next tap the number and the call is made.
- If the contact is not saved, then select 'phone' icon and then 'keypad'. Enter the number and tap the green '**call**'  button.

Messaging



- Press the **home button** and then go to the **message button**  on your home screen.
- Tap the '**new message**'  button (paper with a pencil) at the top-right of the screen.
- Enter the contact name/number in the '**to**' field. Then type the message and click '**send**'.
- A '**delivered**' message is shown below your text.





How to use an iPhone

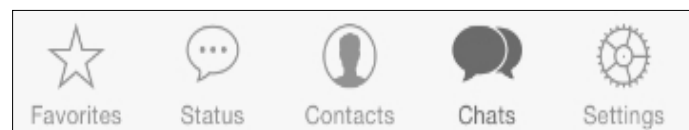



Camera

- Press the home button and then go to '**camera**' app. 
- Once you are ready to click the picture, press the '**shutter**'  button (white circle in the centre) at the bottom of the screen.
- You can switch the camera modes by swiping through the options just above the '**shutter**' button.
- For a selfie, switch mode from the button on the top-right corner.




WhatsApp

- Open your **WhatsApp**  from the home screen.
- Tap '**chats**'  in the navigation bar (below).



- Tap the '**pencil**'  icon in the top-right corner and select a contact to start a new chat.
- Type the message and click on '**send**'.

Face Time

- Click on the '**phone**'  icon. Then click on '**contacts**'.
- Select the contact you want to Face Time with. Click on the friend's name and then tap the **Face Time**  button.
- Your call is made. Wait for the phones to connect on the internet.
- To end the call, press the red '**phone**' icon. 

How to Send a Message/ SMS/ Text

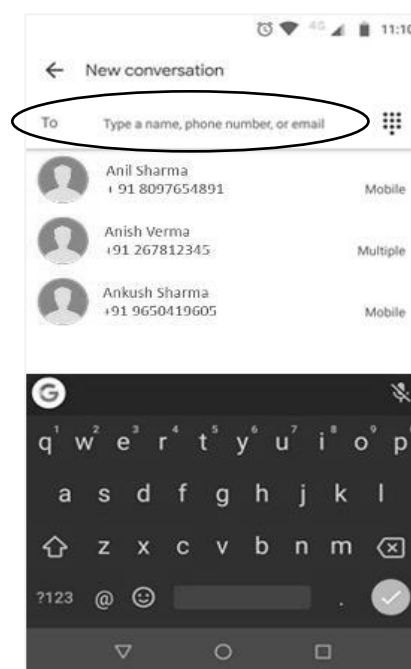
Messaging/ SMS/ Texting

- Open the '**Messaging**' App from your phone menu
- The inbox should open on your screen
- Click on any existing message to open it.
- To create a new message, click on "**Start Chat**".
- Type number you was to send message in "**To**" section. Either you can type a new number or select from numbers already saved in your phone.
- Start typing message in "**Text Message**" section. Click ➤ on to send.

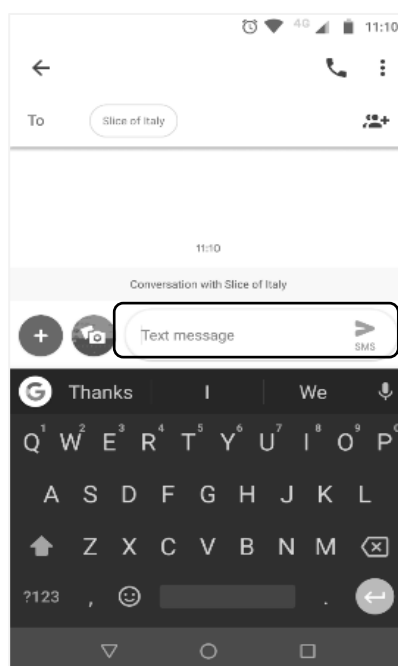
Inbox



New Message



Writing a new Message



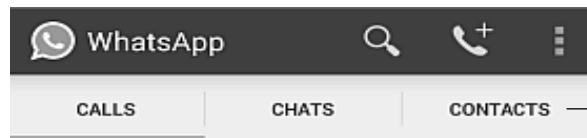


How to Compose and Send a WhatsApp Message



WHATSAPP

- Open the “**WhatsApp**” by selecting the option on the home screen.
- Select the person from the **contacts** tab to whom you want to send a message. *(If a contact is not in the list, first save the number to your **phone contacts**.)*



- Type the message and click the ‘arrow’ ➤ symbol

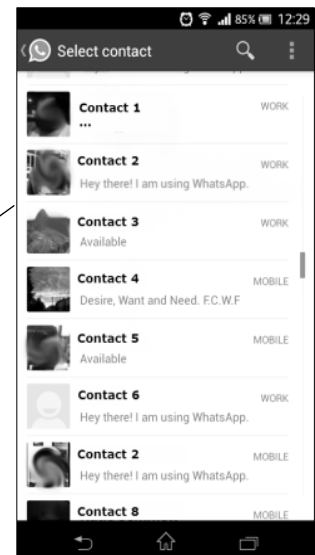
CHATS SCREEN



Chats Page

This is where you will see your chats (people you are talking to)

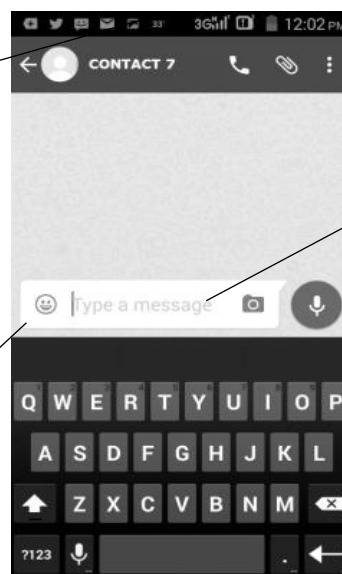
CONTACTS SCREEN



Contacts page

This is where you will see all your contacts who also use WhatsApp

NEW MESSAGE SCREEN



Name of Contact you are chatting with

Type Message Here

Message you type will show here


Keypad – Type message from here

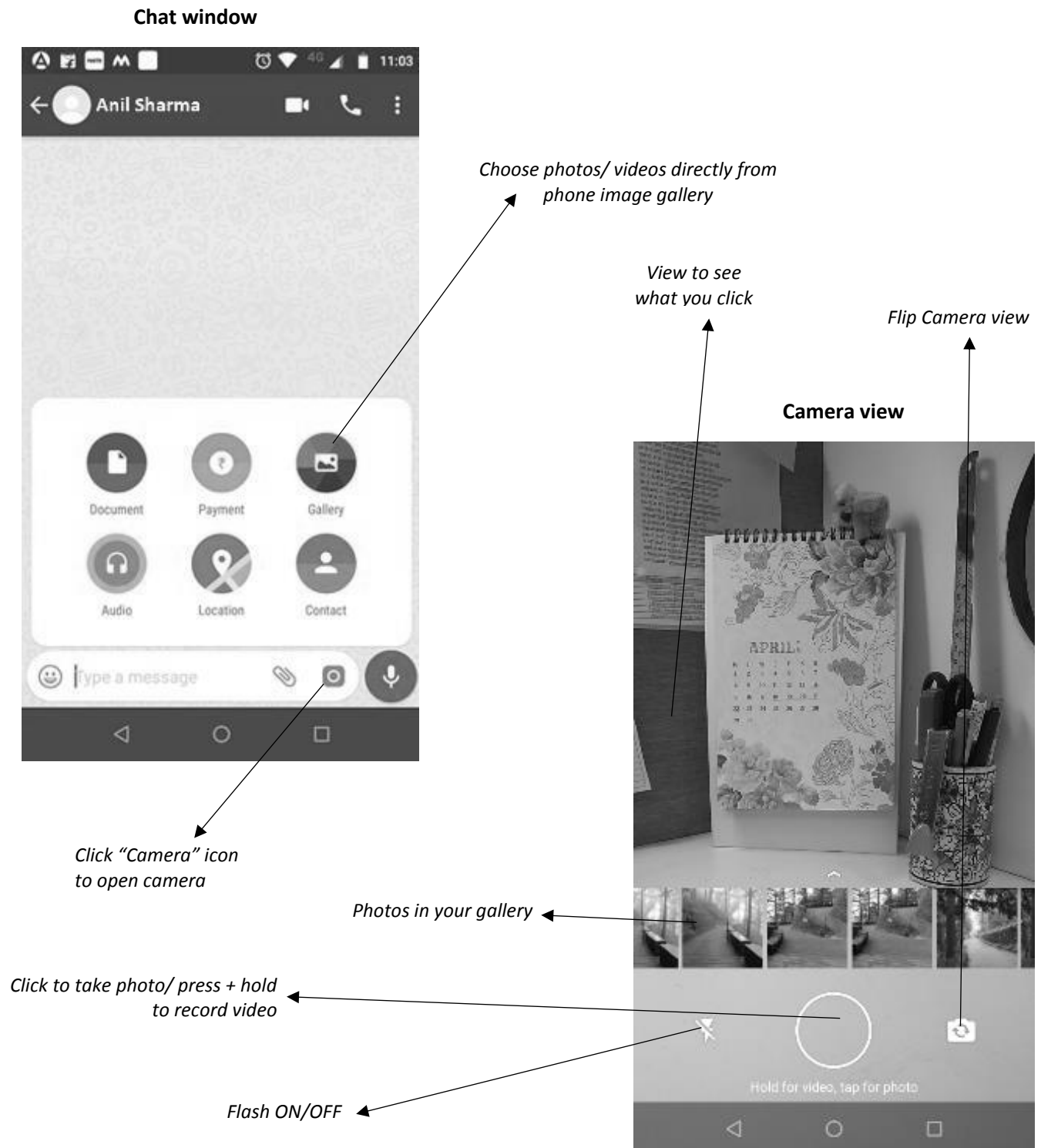


How to Take & Send a Photo/ Video in WhatsApp



How to take a photo/ video and send it through WhatsApp

- Within the chat window, click on the camera  icon. This will allow you to click a photo or take a video directly and send it. You can also select photos and videos already saved in your phone image gallery from this screen (as shown below).





How to create an Email ID



NOTE: You will need an Email ID to configure your smartphone. All smartphones require an Email ID to setup the device before you can start using it.

- **Open Settings.** Open menu of your Android phone and click on Settings.
- **Access the “Accounts & Syncs” menu.** In the Settings, select the General tab, and then scroll down and tap “Accounts & sync” from the list.
- **Start a new Google account.** At the bottom of the page, tap the “Add account” button. On the next page there should be series of different accounts that can be linked to, or created on, the Android device. Tap “Google” to continue. You will be asked if the account being linked to the device is Existing or New; select “New.”
- **Fill out the forms one by one.** As the signup process continues, there will be a series of different forms to fill in. These are the pages as they appear on the app. Tap the left and right facing arrows to go backward and forward respectively through the list.

Step 1

Google

Create a Google Account

Enter your name

First name

Last name

Next

Step 2

Google

Basic information

Enter your birthday and gender

Month ▼ Day Year

Gender ▼

Next

Step 3

Google

Choose how you'll sign in

You'll use this email to sign in to your Google Account

Create a Gmail address

Use phone number

Next



How to create an Email ID



- Accept the Terms of Service and Privacy Policy. After you have filled out the necessary forms, you will be shown the Terms of Service and Privacy Policy. After reading, tap “I accept” to continue.
- Save your new account. You will be required to enter in the given text field the number/letter combination shown in the small box. Type it in to save your new account and continue.
- Set up other Google options. Once you’ve created your account, you can set up other Google options.

Step 4

Google

Create a strong password

Create a strong password with a mix of letters, numbers and symbols

Create password

At least 8 characters

Confirm

Next

Step 5

Google

Add phone number?

If you like, you can add this phone's number to your account for use across Google services. [Learn more](#)

For example, your number will be used to

- Reset your password if you forget it
- Receive video calls & messages
- Make Google services, including ads, more relevant to you

How it works

- Google will occasionally verify your number by exchanging your device info with your carrier or via SMS (charges may apply)
- Any number verified on this device will be added to your Google Account

Next

Account Created

Google

Thanks, Sonam

Email
sonamsharma6556@gmail.com

Password

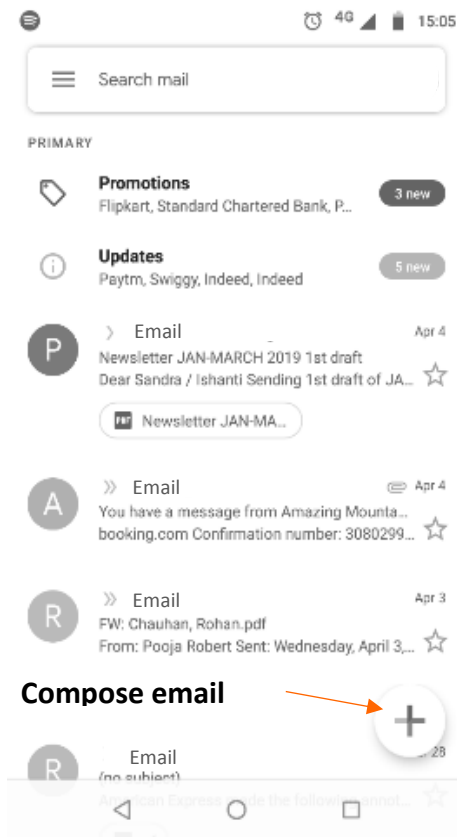
▶ M 📷 📺 🔒

Your Google Account comes with access to everything Google: apps, music, games, and more

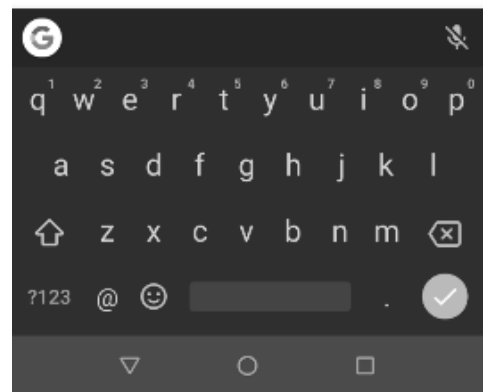
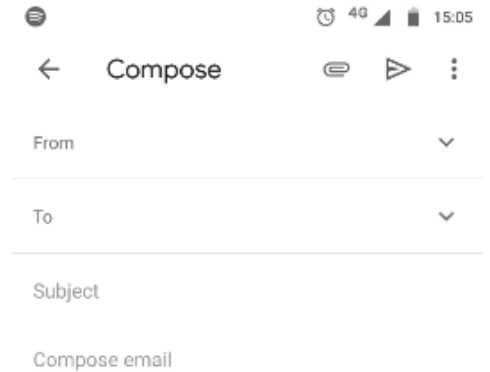
Next

How to Compose and Send an Email

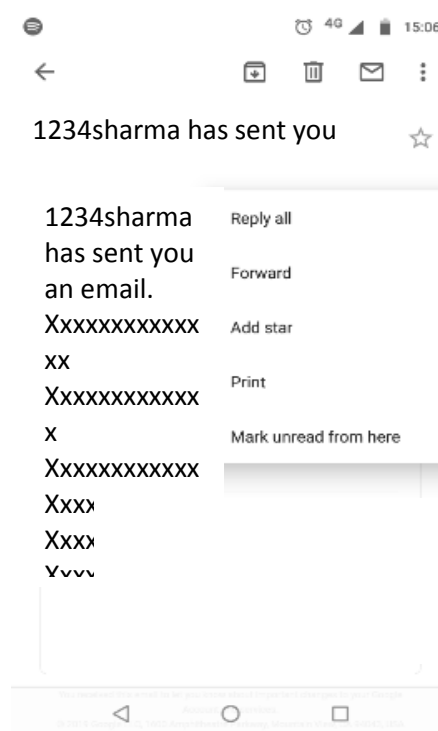
Look of Inbox



Forwarding/ Replying





Composing/ Send Email



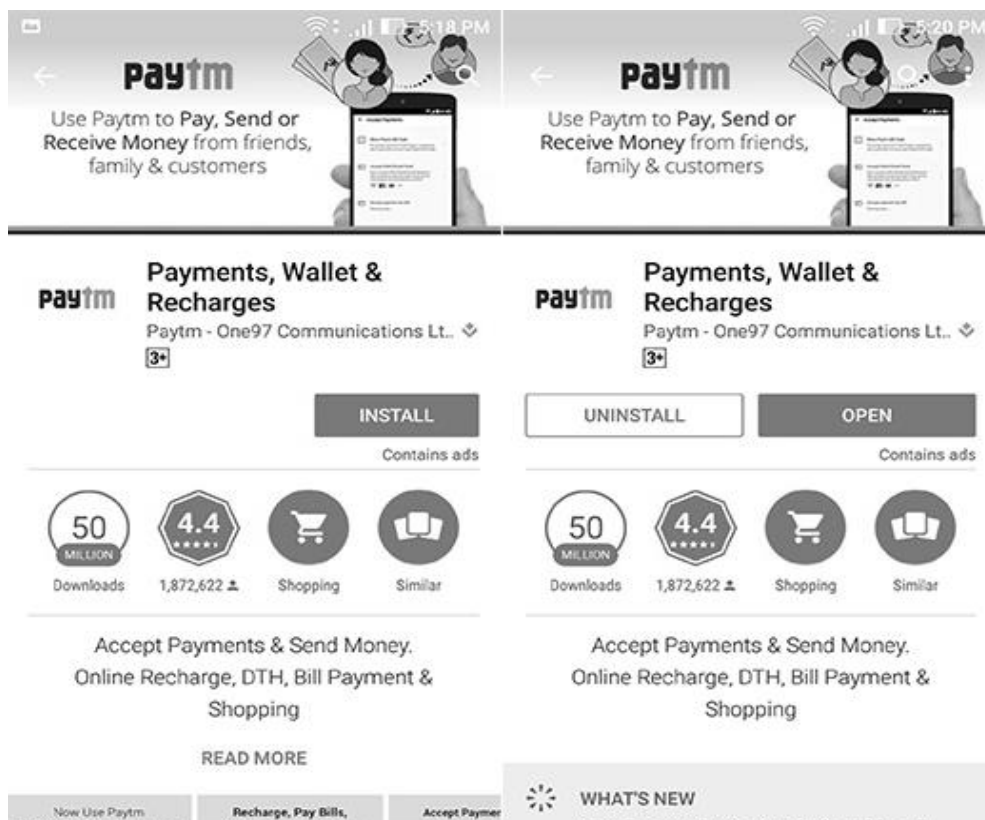
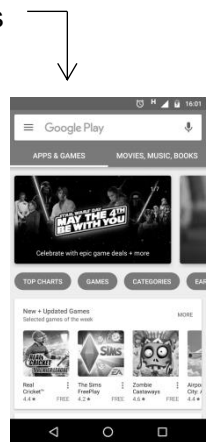
How to download apps from Google Play Store

Locating Play Store on your phone

- Unlock your phone
- Click on the main menu  where all your apps are located
- Scroll down by swiping down and locate **Play Store**
- Click on Play Store logo  to open the app

Searching for an App in Playstore

- Start typing the App's name in the Google Search bar when Play Store opens
- The app will show up on your screen with an option to **Install**
- Tap on the **Install button** and let the app download and install on its own
- Once the app is installed it will show you two options **Uninstall** and **Open** (shown below)
- If you wish to go directly to the App, then tap on **Open** (shown below)



Registering as a User on PayTM

- Open Paytm from the Apps menu
- Click on **Create an Account**
- Fill in your Mobile Number, Create a password to secure your account, and enter your email id (notifications are sent to your email id)
- After filling in all details, click on **Create a New Account**
- Paytm will then ask you to enter a One Time Password that will come on your phone as an SMS (most of the times Paytm detects the OTP on its own). Once the OTP is entered in the space provided, click **Done**.
- Paytm will then prompt you to fill in your details – First Name, Last Name, Date of Birth and select your Gender.
- Once all details are filled, click on **Create Account**.
- Your account will then be created.

← Create a New Paytm Account

Mobile Number

Create Paytm Password Hide

Minimum 6 characters, atleast 1 number

Email ID (Optional)

Paytm wallet will soon be a part of Paytm Payments Bank. You can continue to use all the services provided by Paytm Wallet. By creating this account, you consent to move to Paytm Payments Bank and agree to our Terms & Conditions and Privacy Policy.

Create a New Account

Login to Paytm

← Create a New Paytm Account

Welcome 9811232123

Share details to complete your profile

Enter OTP

Enter the One Time Password (OTP) sent to your mobile number

Enter OTP Resend OTP

Done

Male Female

Create Account

← Create a New Paytm Account

Welcome 9811232123

Share details to complete your profile

First Name

Last Name

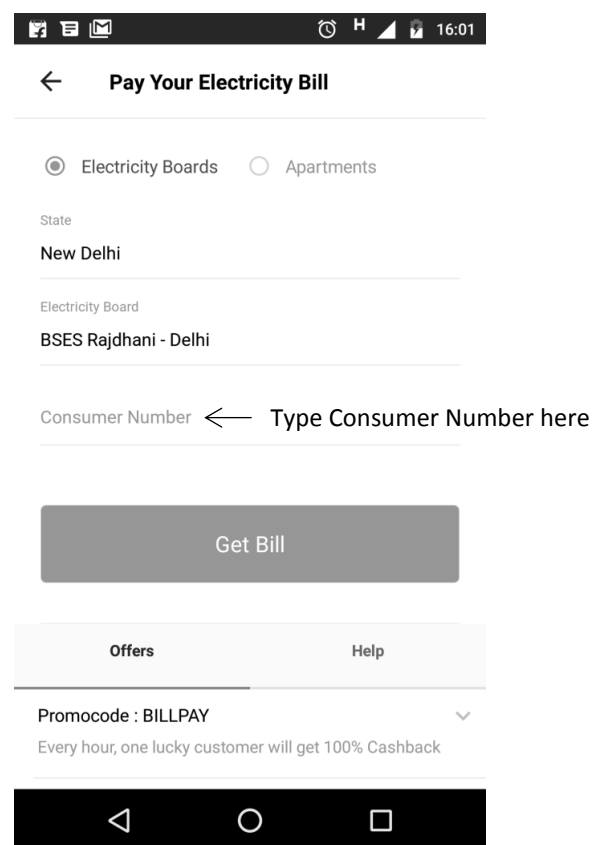
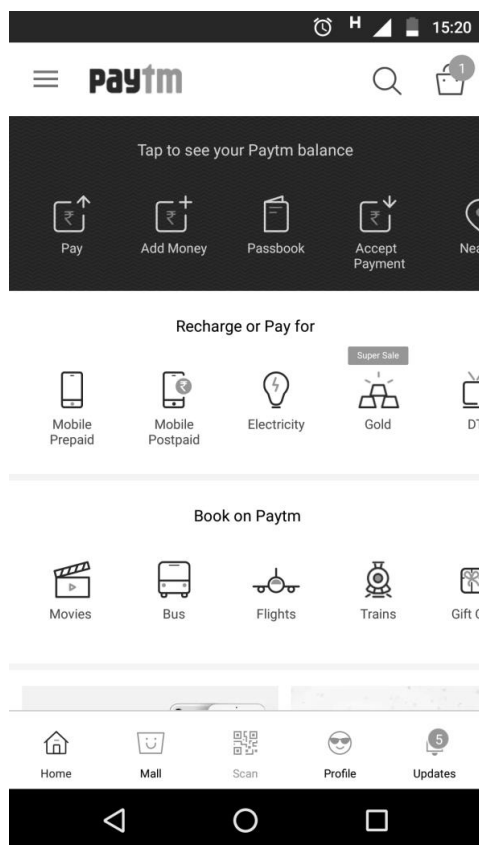
Date of Birth

Male Female

Create Account

Paying Utility Bills through PayTM

- Open Paytm App from phone Menu
- On the homepage look for – Recharge or Pay for
- Select from options what you want to pay for
- Eg.: You want to pay your **Electricity Bill** – Click on **Electricity**
- Select State, Electricity Board and type your Consumer Number
- Paytm will automatically fetch your bill amount
- After carefully verifying the details on your screen, click on Proceed to Pay/Payment
- Paytm will display options on how you want to make a payment – Debit Card, Credit Card, Net Banking or ATM Card
- Select payment mode – It will then direct you to your Banks website, where you will receive and OTP to enter in box marked accordingly to verify the payment
- Paytm will then confirm payment



4G 33° 3:29 PM

← **Pay Your Electricity Bill**

Electricity Board
BSES Rajdhani - Delhi

Consumer Number
Consumer Number will show here

Consumer Details

Consumer Number	Consumer Name
Name	Bill Amount
Payable Amount	Due Date will show here
Due Date	Company Name

Amount
860

☐ **Fast Forward**
Instant payment from your Paytm balance

Proceed To Pay

Recents Offers Help

Your Consumer Number and details will show here. Before proceeding please verify

Start early and SAVE REGULARLY. Start saving Rs.

← **Complete Your Payment**

Select an option to pay Rs 800

Saved Details

☒ 4693 XXXX XXXX 0000 | BANK NAME **VISA** [Delete](#)

CVV

Pay now

Your card details are secured via 128 Bit encryption by Verisign

Other payment modes

- Debit Card >
- Credit Card >
- Net Banking >
- ATM Card >

Choose mode of payment

15:41

← **Order History**

Payment of Rs. 1000 received by Paytm !

Order Number 3557973657 July 22, 2017 03:00 PM	Amount ₹ 1000
---	-------------------------

Payment of BSES Bill
101129863

₹ 1000

SUCCESS

Your order is successful

[Repeat](#) [Invoice](#)

In case of any queries/clarifications

Contact us
We are here 24x7

Paytm Promise
At Paytm, your trust is foremost.

This screen verifies that your payment has been successful.

If it fails, the green success will show in red and read FAIL

How to pay Utility Bills Online/ through Website

Pay your Electricity/Water Bill Online

- Open the website of your **electricity/water supply company** which is mentioned in the printed copy of your bill or search it through Google. For example, in Delhi the electricity supplier's website is www.bsesdelhi.com. **Accordingly for your specific state, open their website**
- Click on the **bill payment** option which will be shown on the page of the website you have opened.
- If you are a registered consumer, fill in the **user name** and **password** to access your account. Or, you can create a new account also. Some websites might ask for your **identity number** or **CA number** (contract account number) when you create your account.
- Go on the '**pay bill**' option and fill in the required details like your *account number*, *PIN number* and *email address*, depending on the details asked.
- **Have your printed copy of bill ready with you.**
- The payment can be made via **debit** or **credit card**. You should have your card next to you so that you can easily fill in your card number, the **CVV** (*card verification value*), also known as the *security code*.

Note: Once the payment is made, you will receive a receipt or **confirmation number**. Save it for future records.



- In your browser search bar type www.bsesdelhi.com
- Hover over Payment and click on Pay online

How to pay Utility Bills Online/ through Website

Paying through Net banking/ Credit/ Debit Card

- Provide your bill details
- Enter the BSES account number.
- Seen your bill online and pay
- You will be taken to page where you can see your current bill online.
- Click on the 'Pay' button to initiate payment.
- Confirm payment
- Choose the payment mode:
- Credit Card / Debit Card
- Net banking Account
- Payment will be authenticated over the gateway and your credit card or your bank account will be instantly debited.
- Transaction Reference Number that is an acknowledgement for your payment request.

The screenshot displays the BSES (BSES Rajdhani Power Limited) website interface. At the top, there's a header with the BSES logo, contact information (19123 / 39999707 (24x7 Helpline) and 57575 SMS), a search bar, and a 'Go to Site' link. Below the header is a navigation menu with links: About Us, Regulatory & Compliances, News & Media, Tender, and Contact Us. A 'New Connection' button is also present. The main content area is titled 'NET BANKING / CREDIT / DEBIT CARD'. On the left, there's a sidebar with a 'PAYMENTS' section containing 'Ways to Pay' (Pay Offline, PAY ONLINE, Net Banking / Credit / Debit Card, ITZ Cash, Mobile Payment, Money On Mobile, Oxi Cash, UPI, Demand Note Payment) and a 'WALLET PAYMENT' section (MobiKwik, Paytm). The main content area includes a 'Pay Now' button and instructions: 'Use any valid Visa, Mastercard, Diners or Amex Credit Card, or pay through your Net Banking account with Citibank, IDBI Bank, Axis Bank, OBC, SBI or Punjab National Bank, etc.' and 'Receive on-line confirmation and a Transaction Reference Number'. It also lists steps: 'Provide your bill details' (Enter the BSES account number), 'See your bill online and pay' (You will be taken to page where you can see your current bill online. Click on the 'Pay' button to initiate payment.), and 'Confirm payment' (You will be directed to a payment gateway where you will be asked to choose the payment mode- Credit Card or Netbanking Account. If you choose Credit Card, you will have to enter your credit card details; alternately you will be taken to your Net banking site where you have to input your netbanking userid/password. Your payment will be authenticated over the gateway and your credit card or your bank account will be instantly debited. You will receive a Transaction Reference Number that is an acknowledgement for your payment request. Note: Your payment will be credited into your BSES account within 3 working days.). A 'quick pay' button is at the bottom left.



How to use Net Banking to make Payments Online



How to make Online Payments using your Bank Account

- Open Google Chrome (any browser you use)
- Open your Bank website
- Log into your Net Banking account from Bank website – Bank will provide you with your User ID and a temporary password to log in
- Once you log in, change your password from your profile tab

Make a payment using Fund Transfer

- Locate - Fund Transfer/ Transfers/ Bill payments tab
- Transfers can be made by – Funds Transfer between own accounts, 3rd Party Transfer (Inter Bank Account, NEFT, RTGS, IMPS, Visa Money), One Time Transfer
- Before making a transfer, you have to Add a Payee – Click on Add a Payee option – Fill in all details in the form on your screen – Click on Submit/ Add Payee button (Some banks might ask you to verify using your ATM Pin, Transaction Password or OTP which you will receive on your Mobile phone through SMS)
- Once you payee is added – Click on Fund Transfer
- Fill in the details asked in the form on your screen
- Add the payee bank IFSC code
- Enter Payee details – Name, Bank Name, Bank Branch, Bank Account Number, Amount to be transferred etc.
- Verify details before submitting
- Before initiating payment – bank might ask for an OTP, transaction password or ATM pin number to finalize transfer
- Enter details and submit
- You will get a transfer success message on your screen with a reference/ transaction/ order ID
- For future queries on transfer history details please save the transaction ID somewhere safe

How to use Net Banking to make Payments Online

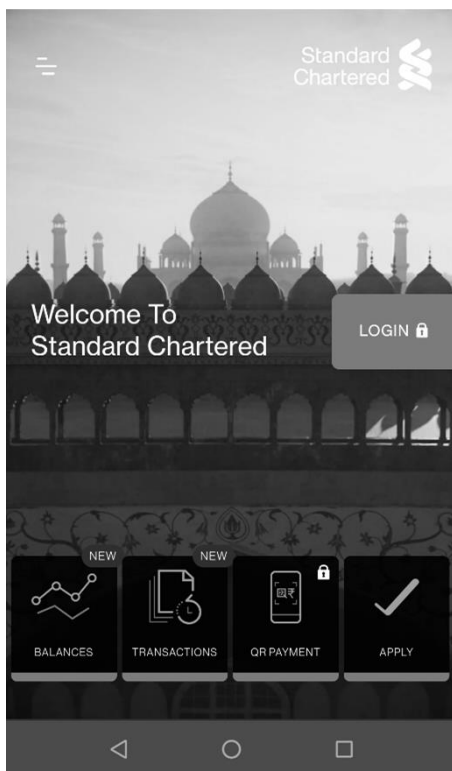
How to make Online Payments using your Bank Account/ Net Banking

Note: To generate an Online Customer ID for Net Banking purposes, you will need to visit your branch and fill the required form. The steps below are to be followed, once you have obtained your Customer login ID.

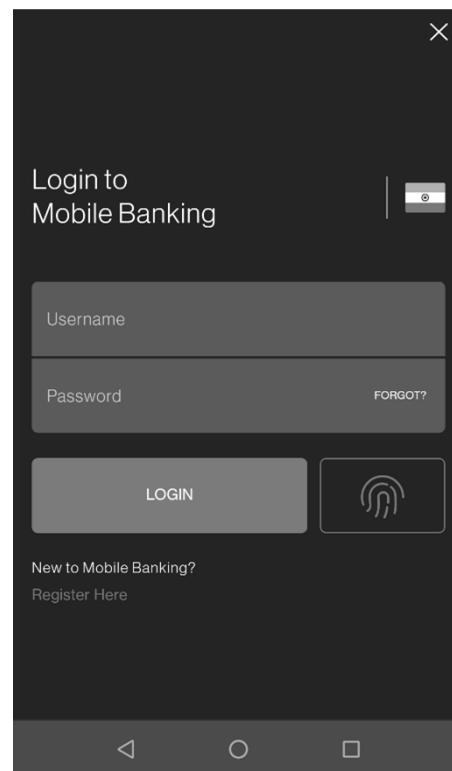
- Open Google Chrome (any browser you use from your phone)
- Open your Bank website
- Log into your Net Banking account from Bank website – *Either your bank will provide you with your User ID and a temporary password to log in OR in some banks you can create your own*
- If you don't have a User ID and Password, please click "New User? Register Here".
- Once you log in, change your password from your profile tab

For eg. Login for Standard Chartered Net Banking

Step 1



Step 2



Safety Basics and Account Safety for Online Transactions

How to keep your information safe while transacting online

- Always use online banking only for trusted merchants/ websites
- Register for mobile banking – *this will ensure that you get an SMS for every transaction*
- Check your savings account balance regularly for suspicious transactions
- If you lose your device, make sure you call customer care and block your Wallets/ Cards etc.
- Never share your PIN with anyone!
- Change your password regularly
- When you use a browser, it is always safer to type your bank URL (*instead of clicking on a link*)
- Make sure you confirm if the recipient received the amount, after a transaction






How to Use Google Maps

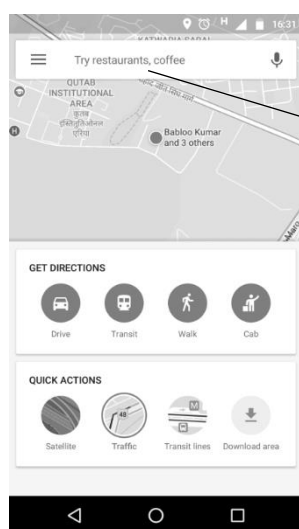


Google Maps

- Locate Google Maps in your phone menu
- You will see a map of your city in the background, a search bar on top, and other options such as Get Directions – Drive, Transit, Walk or Cab and Quick Actions – Satellite, Traffic, Transit Lines, Download Area
- Make sure your location is on by going to settings > Location > Turn On
- In the search bar on Google Maps click on the bar and start typing the location of where you want to go
- Google Maps will then locate your Destination on the map of your city
- Click on the Directions button  DIRECTIONS to visually see the route from your starting point to your destination
- The Map will show you Your Location, Your Destination, time it will take to reach, Route Info and a Start Button to navigate to your destination and activate voice navigation.

Using Voice Navigation to reach your Destination

- By clicking on START the voice navigation will automatically get activated.
- Voice Navigation is basically your phone guiding you to your destination step by step.
- Your phone has two types of voice options – Female and Male. This can be changed from Settings > Language & Input > Text-to-Speech output



Type your destination here



Click on Directions



How to Use Google Maps



Location icon

Your current Location

Destination Location

Various modes of transport

Route map from your location to Destination

Directions – Turnings, crossings etc.

35 min (11 km)
Fastest route, despite congestion on Sri Aurobindo Marg causing 13-min delay

ROUTE INFO

START

Zoom

Voice Navigation Setting

Compass

Route Map – where to turn, traffic updates etc

Start Button – Click on this button to start Voice Navigation and route map



How to use Ola to Book Cabs



How to Register on Ola Cabs

- Open 'PlayStore' and search for 'Ola'.
- Download and Install the App.
- Open the App from your Menu options.

Enter your Mobile Number

The screenshot shows the Ola app interface for entering a mobile number. At the top is the Ola logo. Below it, the text reads "Enter your mobile number" and "A 4-digit OTP will be sent on SMS". There is a text input field with a country code dropdown set to "+91". Below the input field is a "Next" button.

Enter personal details (Only in case of new user)

The screenshot shows the Ola app interface for creating an account. At the top is the Ola logo. Below it, the text reads "Create your Ola account" and "Enter your details to create an account". There are two text input fields: "Enter full name" and "Enter email address (optional)". Below these fields is a "Continue" button. At the bottom, there is a line of text: "By registering, you are agreeing to Ola's [Terms & Conditions](#)".

Enter OTP sent by SMS

The screenshot shows the Ola app interface for verifying and logging in. At the top is the Ola logo. Below it, the text reads "Verify and log in" and "Enter the OTP sent to your mobile 9 [redacted]". There is a text input field with a "Resend OTP" link. Below the input field is a "Log In" button.

Enter OTP sent by SMS

The screenshot shows the Ola app interface for verifying and logging in. At the top is the Ola logo. Below it, the text reads "Verify and log in" and "Enter the OTP sent to your mobile 9 [redacted]". There is a text input field with a "Resend OTP" link. Below the input field is a "Log In" button.

Need to provide consent to Ola (Terms & Conditions)

The screenshot shows the Ola app interface for connecting with a user. At the top is the Ola logo. Below it, the text reads "Connect with [redacted]" and "[redacted] would like to receive following data and permissions". There is a list of permissions: "View your profile on Ola", "Create and cancel bookings on your behalf", "View your previous ride details", and "Access places saved as favourites". At the bottom are "Deny" and "Allow" buttons.

Note: If you do not give access to Ola, your app will not work correctly.



How to use Ola to Book Cabs



After Registering, please follow the steps below to book a cab:

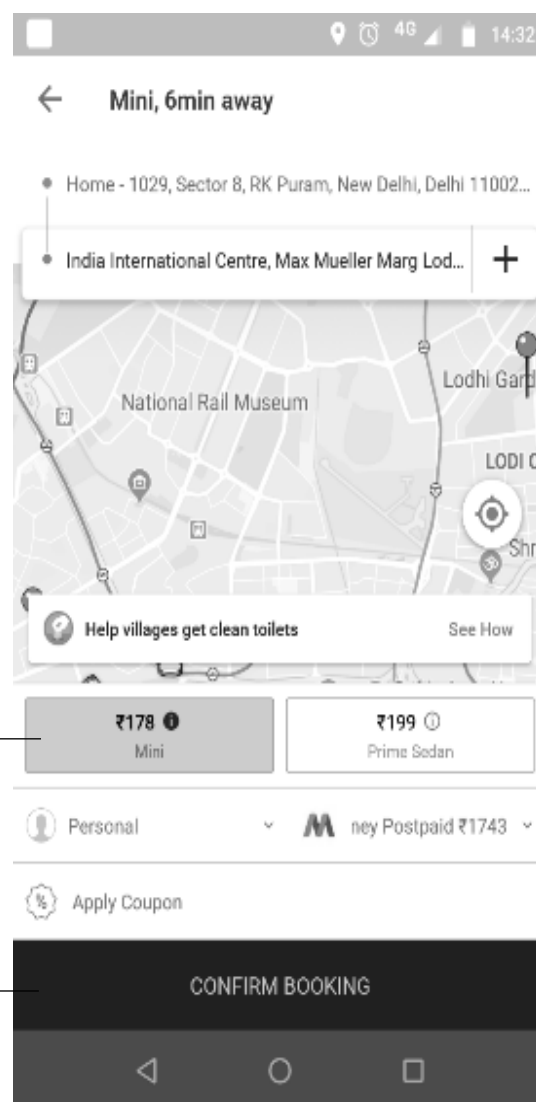


Type/ pin pick up location

Type/ pin drop

Hold, drag & drop pin on map to mark location

Types of transport available



Pricing for ride

Click to confirm booking



How to use Uber to Book Cabs



How to Register on Uber App:

- Open the Uber App
- Click on Sign Up
- Fill in details in the form
- Enter OTP received on phone
- Confirm Sign Up

Sign Up to Ride

Safe, reliable rides in minutes

First name (required)

Last name (required)

First name

Last name

Enter your phone number (required)

+91

Phone number

Enter your email (required)

Email

Enter a password (required)

Password

Add a promo code

SIGN UP

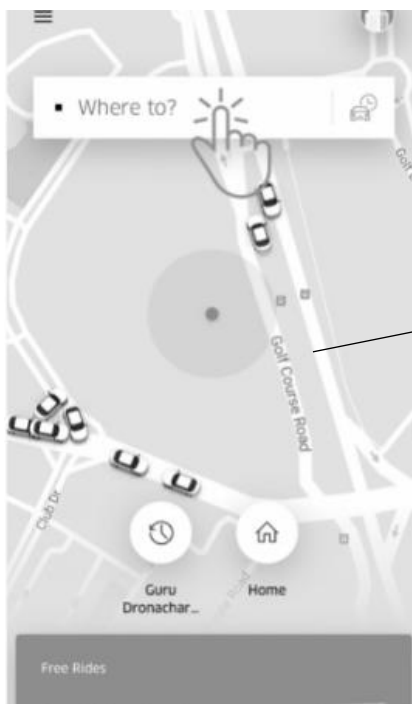
By clicking "Sign Up", you agree to Uber's Terms of Use and acknowledge you have read the Privacy Policy.



How to use Uber to Book Cabs



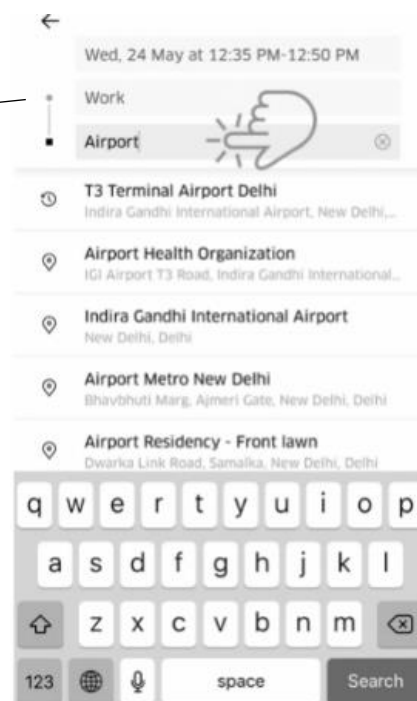
Open Uber App



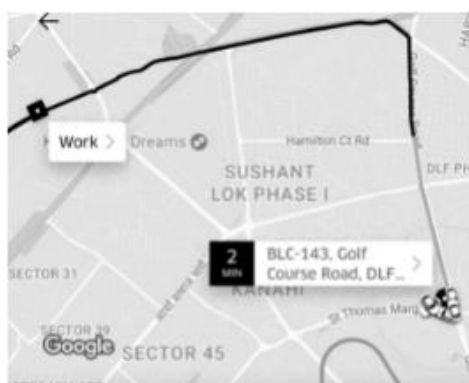
Type in your Pickup Location and Drop Location, OR select from dropdown list

Map from where you can drag and drop your location

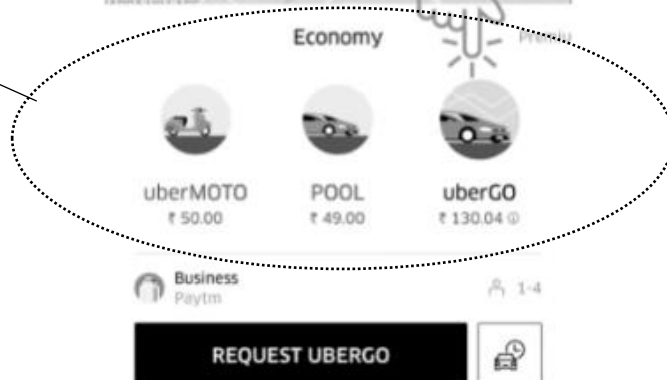
Type Pick point & Drop point



Select type of transport



Shows you type of transport and pricing of each type of available vehicle



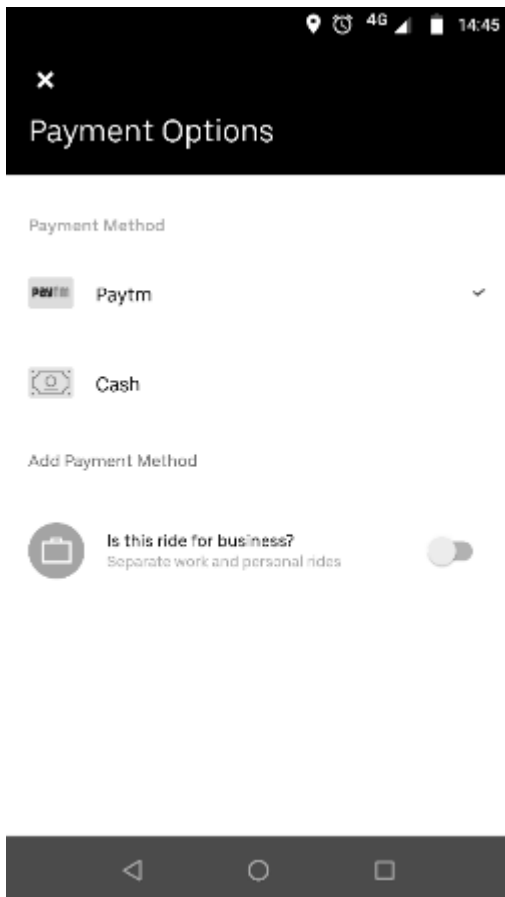


How to use Uber to Book Cabs



Modes of Payment for Uber:

- Through Paytm
- Through Cash
- Credit/ Debit Card

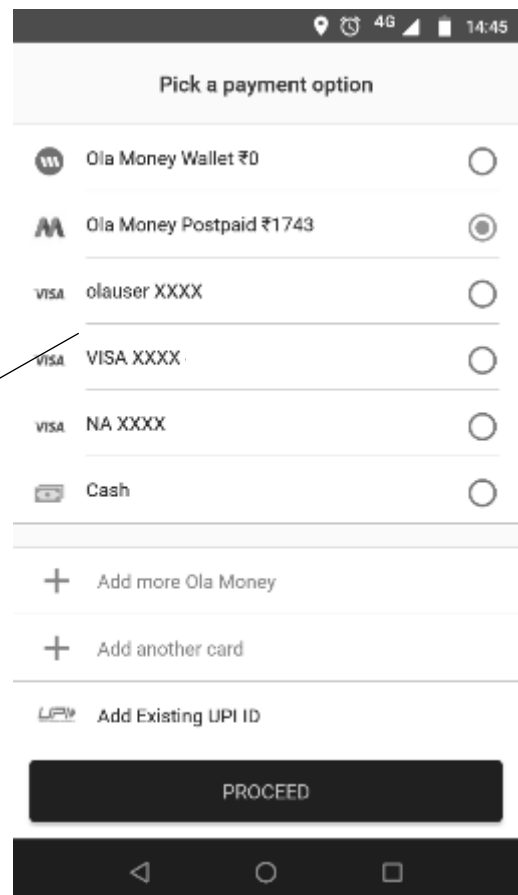


You can add your Debit/Credit Cards. Ola even has Ola Postpaid (Bill has to be paid by the 10th of every month).

Or you can add money from your bank account into the Ola Money Wallet.

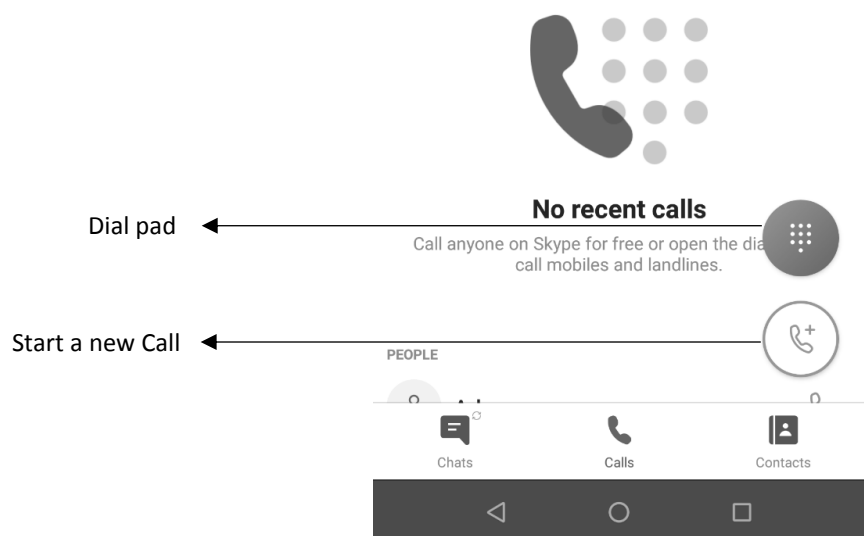
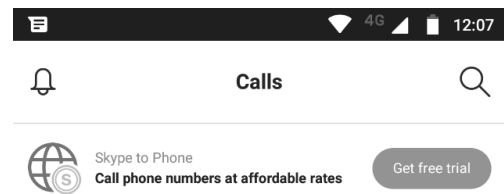
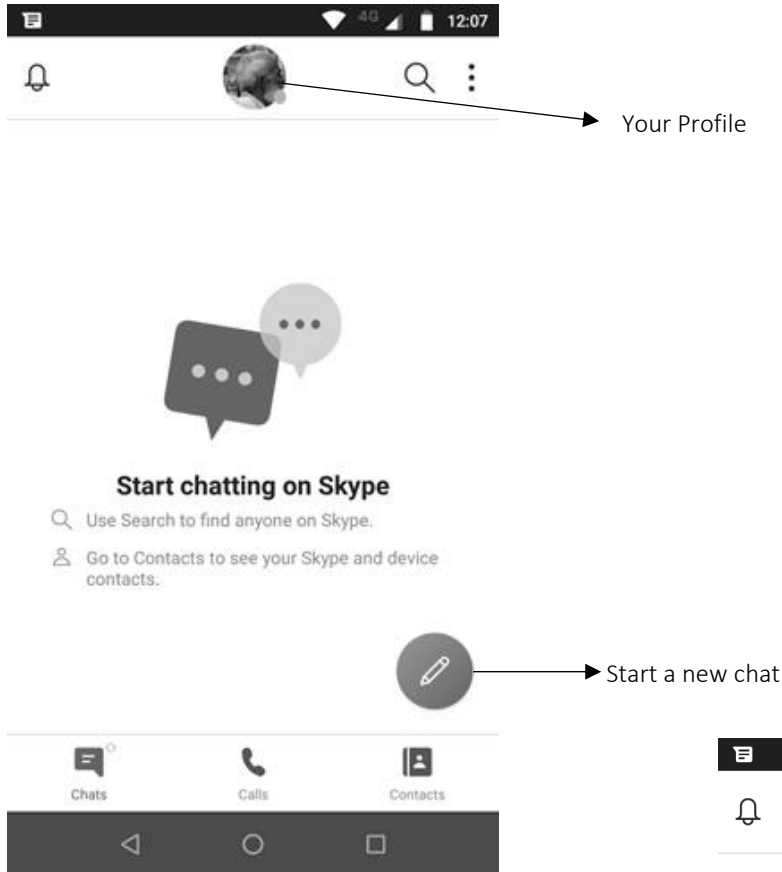
Modes of Payment for Ola:

- Ola Money Wallet – Add from bank account/ debit card
- Ola Money Postpaid
- Your own Credit/ Debit Card
- Cash



How to Skype with your loved ones

- Once you download and install the Skype App, your main window will look like this








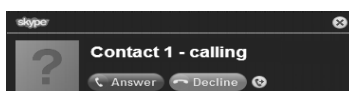
How to Skype with your loved ones

Adding a contact

- Sign-in on **Skype** and on the home page tap on the '...' icon displayed on the bottom-right corner.
- Then select '**Add people**' option.
- Search for a contact by their Skype name, Phone number, Name or Email address.
- Select the contact and tap '**add to contacts**'. The contact appears in your '**people list**'.

Skype-to-Skype call

- Once you sign-in on Skype, go to '**people**' and select a Skype contact. Tap the '**call**'  icon.
- Select '**Skype call**'.
- To turn your video on, tap the '**video**'  symbol displayed on the bottom part of the screen. Beside this options are available of microphone , speaker/headset, and . The '+' (plus) sign shows more options like the Dial pad, View Messages and Send Files.
- To end a call, tap the '**red phone**'  icon.
- You can only receive a Skype call only when you area signed-in. when you receive a skype call, an incoming call notification screen appears.
- To answer the call tap the green '**Answer**' icon and to reject the call, tap the red '**Decline**' icon.





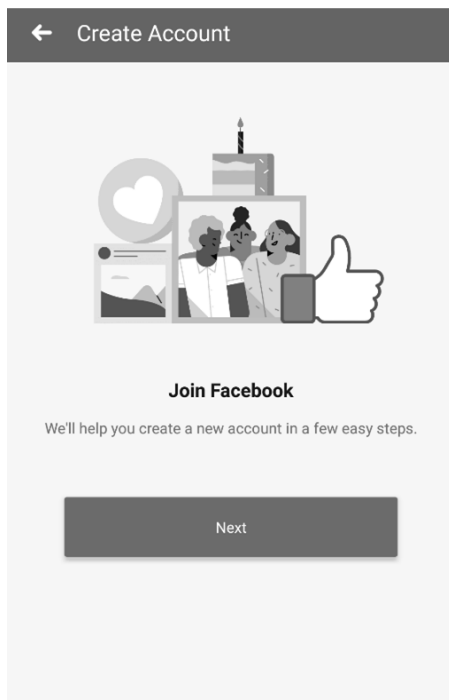
How to Register and use Facebook



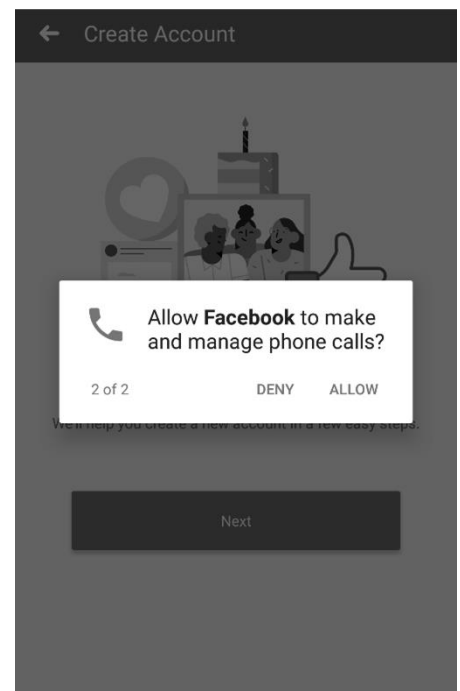
How to Sign-Up for Facebook

- Open Facebook App from your smartphone menu
- Click on Sign-up/ Join Facebook, then click 'Next'
- Allow FB to access your contacts and Phone call

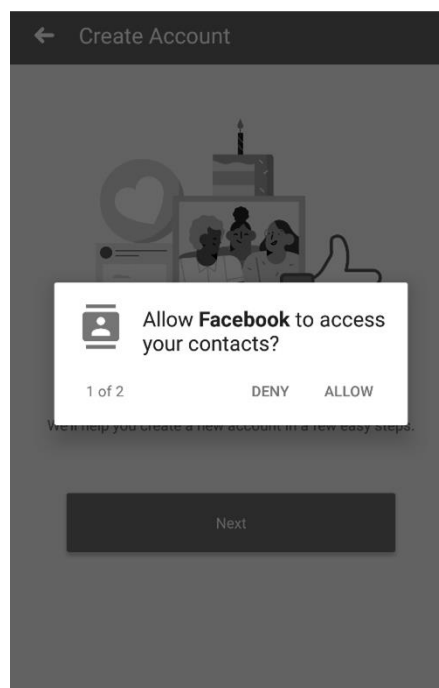
Step 1



Step 2



Step 3





How to Register and use Facebook



- Follow the steps to create your account
 - ✓ Name
 - ✓ DOB
 - ✓ Gender
 - ✓ Mobile Number/ Sign up with Email Address
 - ✓ Choose/ Create a password
- Click on the “Sign Up” button to finish signing up

Step 5

← Gender

What's Your Gender?

Male ☐

Female ☒

Next

Select “Gender”

Step 6

← Mobile Number

Enter Your Mobile Number

Mobile Number

Next

Sign Up With Email Address

Enter your Mobile Number

Step 4

← Birthday

What's Your Birthday?

Apr 29 1993

May 30 1994

Jun 31 1995

Next

Select your DOB

Step 7

← Name

What's Your Name?

First Name

Last Name

Next

Enter your Name



How to Register and use Facebook



Step 8

Terms & Privacy

Finish Signing Up

By tapping Sign Up, you agree to our Terms, Data Policy and Cookies Policy. You may receive SMS notifications from us and can opt out any time. Information from your address book will be continuously uploaded to Facebook so we can suggest friends and provide and improve ads for you and others, and offer a better service.

Sign Up

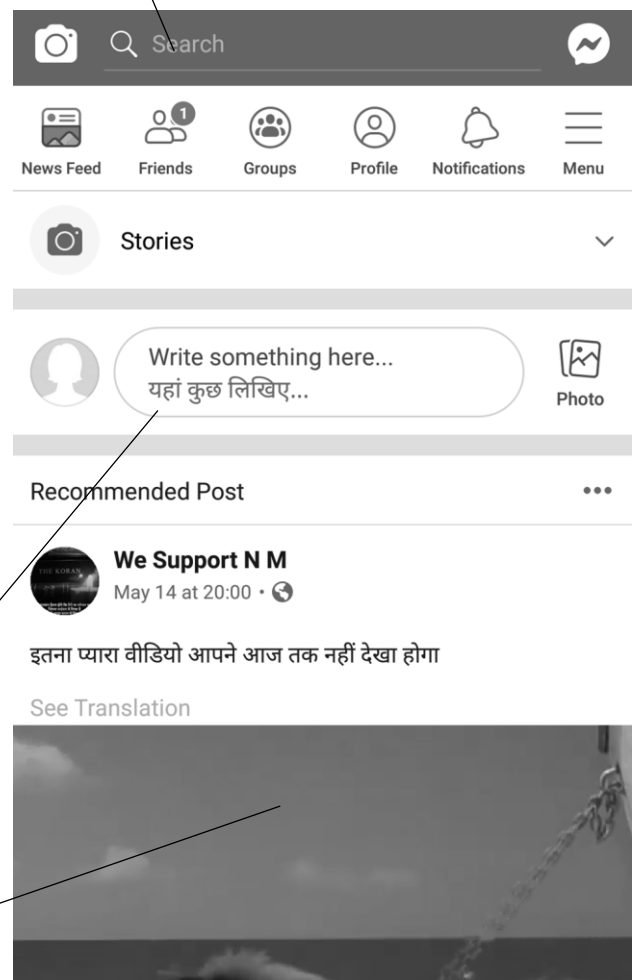
Sign up without uploading my contacts

Info about contacts in your address book, including names, phone numbers and nicknames, will be sent to Facebook so we can suggest friends and provide and improve ads for you and others, and offer a better service. You can turn this off in Settings and manage or delete contact info you share with Facebook. [Learn More.](#)

Click on **Sign up** and wait for your account to get created

You can **Search** for your **friends** on Facebook from here

Timeline & Newsfeed



TIMELINE:
Write your thoughts here

News Feed – shows you what your friends are up to

This is how your profile will look once created



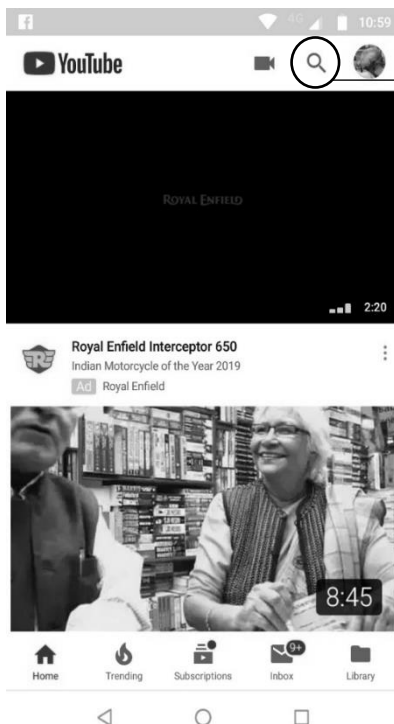
How to use YouTube to watch videos



How to use Youtube to watch videos

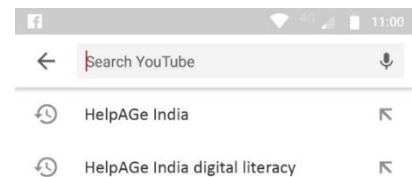
- Once you have a google email ID (see how to create email ID), a YouTube account is created automatically.
- Download **YouTube** App from Playstore, then open app on your smartphone

YouTube main

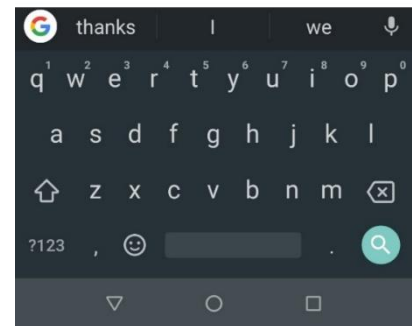
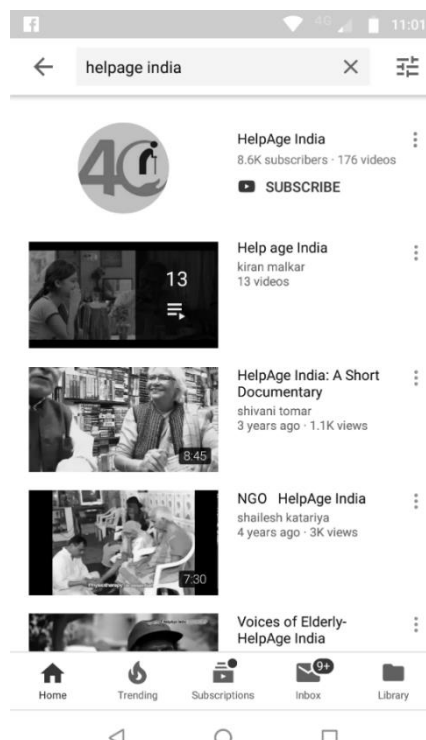


Search

Searchina on



Search Option window





The pace of change in technology makes it difficult for most to keep up. More so with the elders who find it almost impossible to keep up with the latest gadgets, mobile applications, new smart phones etc. This handicap excludes elders from the main stream social fabric. To tackle this, HelpAge has started a '**Digital Literacy**' program introducing elders to the online world by conducting workshops across the country. Partner institutions, organizations, volunteers and interns are encouraged to conduct basic tutorials for elders, using the HelpAge Handbook 'East Guide – How to use Smartphones & get Digitally Literate'.

Support a Workshop or Donate Now!

at www.helpageindia.org

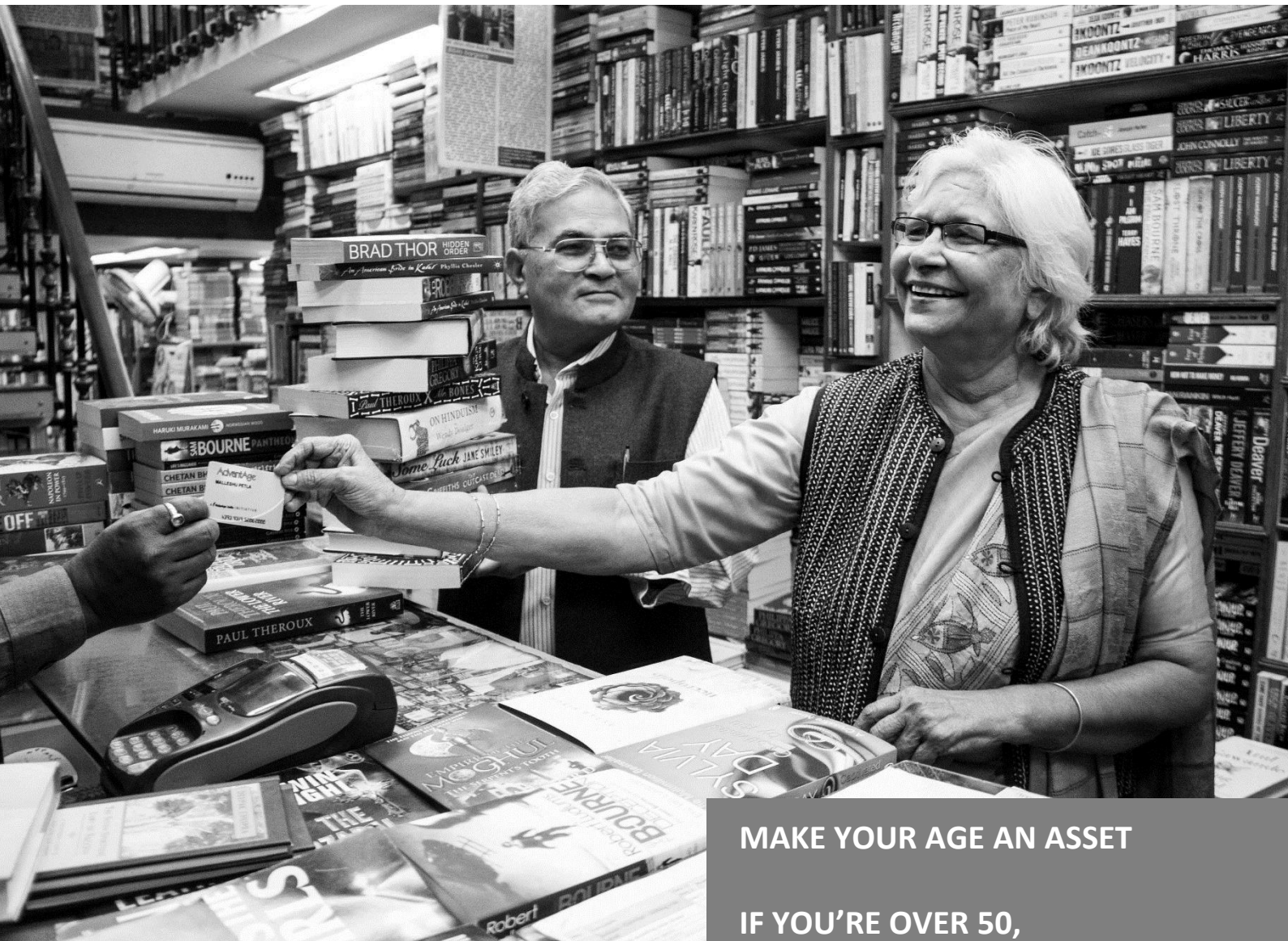
For more information, please contact:

Tel: 011-42030463 | **Email:** shekar.nambiar@helpageindia.org

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LIVELIHOOD



Elder-Self-Help-Groups
Independence & Sustainability

ADVOCACY



Student Action for Value Education - (SAVE)
Inculcating values of Agecare in the younger generation



Working with Senior Citizens Associations
Empowering Elders



Policy Advocacy
Advocating for Elder Rights with National & State Governments



AdvantAge Card Program
Benefit Card for Elders

Donate Today!

All Donations to HelpAge India are 50% Tax Exempt under section 80G of IT Act, 1961.

Log on to: www.helpageindia.org

Email: rm@helpageindia.org

or contact your nearest HelpAge India Office

Call the HelpAge Elder Helpline (Toll free): 1800-180-1253 OR Download the 'HelpAge SOS' App

HelpAge India | Fighting isolation, poverty, neglect