

# Silver Surfers Programme 2023

Includes new courses and hands-on sessions



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# Do you feel left behind in the modern technological world?




Our sessions are for you, ranging from absolute beginners to more advanced topics. We cover all manner of technology subjects for PCs, Laptops, Tablets, and phones. There is something to suit all interests and experience.

We have been running computer training for older people (50+) in Waltham Forest for more than a decade. Our sessions are relaxed and friendly, and you'll meet other people just like you who want to "dip a toe in the water". Don't miss out. Technology should not be a chore, it can be exciting, interesting, useful and fun.

Feedback from people attending our sessions is very positive. We often see people who arrive at session feeling rather nervous of technology but by the time they leave they are enthusiastic and wanting to know more. We frequently hear the expression "I should have done this a long time ago. I'm not sure what I was worried about".

Sessions are designed to be interesting and entertaining, presented in easy-to-understand ways. We avoid using confusing jargon and proceed at a pace that suits the attendees. The sessions involve presentations, demonstrations and (where appropriate) the opportunity to try things for yourself, plus 1-2-1 sessions if you have a specific issue you would like to solve on your own device.

In addition to our popular group classes, we now have a small computer suite where we can provide hands-on small group sessions- look out for this symbol  which indicates a practical session.

We also offer monthly digital help and support sessions where you can come along with your device and ask anything techy or to get further information and assistance from one of our team.

You are never too old to learn. George, who is 95 years of age, came to our course with this iPad that he could not log into or use. With a little help he is now using his iPad, surfing the net, and communicating with friends and family.



"I used to feel threatened by computers, but there really is nothing to be scared of. I want to encourage people who are nervous to get in touch with Age UK Waltham Forest to find out more about their courses"

# What is on offer?

## Hands on Classes

We are delighted to reinstate our IT Learning Suite to enable up to six people to attend classes with use of a computer. Here you will be able to learn step by step how to use a range of different programmes such as Microsoft Word, Excel, Facebook and using videos. You can ask those questions that may seem obvious but will be answered and explained. You will also receive handouts that you can refer to at home. Due to limited space, booking will be required for these classes. Please look for this symbol in the timetable for our hands on classes. 🖐️



## Silver Surfers Weekly Classes

Our team lead a class every week on a different theme, such as how to get the most out of your iPad or iPhone, how to use cloud storage, social media, storing your photos, how to use smart meters and using online maps, just to name a few.

Classes are held at the Hub, which are free and available via Zoom.

See our timetable to check out what is coming up!

## Weekly Tech Q&A

Ever wished you had someone to turn to when you get stuck on a technology matter? Need help or advice about computers, tablets, smart phones or other technology? Every Thursday between 12.00pm – 12.30pm, our experience team are here at the Hub to answer your questions. booking is not required.

**NB** this session is for questions only, Please do not bring devices in to be looked at, as this is a group session.

## One-to-one Support

### Monthly Digital Support Session

Need some one-to-one support? Stuck on an app? Microsoft word problems? Need to know how to send a text message on your phone? Come along and our volunteers will be on hand to work with you on a one-to-one basis to try and solve your issues. If your device is portable please bring it along with you.

We run these sessions on the 3rd Monday of the month at the Hub, 1:30-3:30pm. There is no need to book just turn up with your device!

### Digital Buddies

If you are not able to come to the Hub, we can visit you at home.

Our Digital Buddies are volunteers, screened by us, who can assist you with learning to use your new device, advise on linking to a printer, help with how to do an online shop, as long as it's on your own device. They cannot fix broken devices.

If you would like a Digital Buddy to help you, please contact us on 0208 558 5512 or [events@ageukwalthamforest.org.uk](mailto:events@ageukwalthamforest.org.uk)

## Free SIM card data offer

We have some free SIM cards to give away for people on low income. The cards will last for six months and your mobile phone number may change (unless you are able to manage the PAC code transfer)

To qualify, you need to be over 60 and be in receipt of means tested benefits (such as pension credit or universal credit), and we will need to see proof of this in the form of your bank statement or your DWP benefit letter. To apply please contact us on 020 8558 5512 or [events@ageukwalthamforest.org.uk](mailto:events@ageukwalthamforest.org.uk)

# Timetable

New format for Silver Surfers. Monday tech support will no longer be available on Zoom.  
All other classes will continue both in person and on zoom

3 August	<p>10:00am-12:00pm <b>Smart Homes</b> Control your home with your voice, improve your security, save energy</p> <p>12:00-12:30pm <b>Tech Q&amp;A and open discussion- all welcome!</b> Join us for tech tips, breaking news and your questions answered</p>
10 August	<p>10:00am-12:00pm <b>Powerpoint &amp; Google Slides (More interesting and useful in everyday life than you might think)</b> If you think PowerPoint and Google Slides are only for giving lectures you may be surprised. We'll show you the basics of each and offer some interesting unusual uses. We'll give an overview of both Microsoft PowerPoint and (free) Google Slides. We'll also mention PowerPoint's free clone, Libre Impress.</p> <p>12:00-12:30pm <b>Tech Q&amp;A and open discussion- all welcome!</b> Join us for tech tips, breaking news and your questions answered</p>
17 August	<p>10:00am-12:00pm <b>Starting with Twitter</b> This session looks at how Twitter can work for you, how you get started, how to tweet, &amp; retweet, how to attach pictures and links, how to follow, and unfollow, and how to control your privacy.</p> <p>12:00-12:30pm <b>Tech Q&amp;A and open discussion- all welcome!</b> Join us for tech tips, breaking news and your questions answered</p>
21 August	<p>1:30pm-3:30pm <b>Digital Help and Support Session</b> Need some one-to-one support? Stuck on an app? Microsoft word problems? Need to know how to send a text message on your phone? Come along and our volunteers will be on hand to work with you on a one-to-one basis to try and solve your issues. If your device is portable please bring it along with you.</p>
24 August	<p>10:00am-12:00pm <b>Ebay basics</b> Want to learn about buying or selling on eBay? Learn the basics, such as creating an account; listing an item; eBay fees; getting paid; shipping and feedback.</p> <p>12:00-12:30pm <b>Tech Q&amp;A and open discussion- all welcome!</b> Join us for tech tips, breaking news and your questions answered</p>
31 August	<p>10:00am-12:00pm <b>Recording and editing sounds and music on your Desktop or Laptop</b> This session is all about a free program called Audacity which runs on both Windows and Apple Mac computers</p> <p>12:00-12:30pm <b>Tech Q&amp;A and open discussion- all welcome!</b> Join us for tech tips, breaking news and your questions answered</p>

In person  
only

7 Sept	<p>10:00am-12:00pm</p> <p><b>First steps with Facebook</b></p> <p>Learn how to create a Facebook account, add or remove Friends, check your Account settings and Privacy Preferences, upload and tag Photos from the computer. Includes hands on with android tablets.</p> <p>12:00-12:30pm</p> <p><b>Tech Q&amp;A and open discussion- all welcome!</b></p> <p>Join us for tech tips, breaking news and your questions answered</p>
14 Sept	<div data-bbox="52 591 209 757"> <p>At the hub only. Limited places. Essential to book in advance.</p> </div> <div data-bbox="635 488 699 564"> </div> <p>10:00am-12:00pm</p> <p><b>Hands-on with Facebook</b></p> <p>Would you like to set-up your own facebook account? Learn how to post, find friends and join groups? This hands on step-by-step session will guide you through the basics and get you up and running. This session can be attended stand alone but it also makes an ideal follow on to our First Steps with Facebook session to gain hands on experience of the subjects demonstrated there.</p> <p>12:00-12:30pm</p> <p><b>Tech Q&amp;A and open discussion- all welcome!</b></p> <p>Join us for tech tips, breaking news and your questions answered</p>
14 Sept	<p>10:00am-12:00pm</p> <p><b>Windows "System Restore"</b></p> <p>This session looks at how Twitter can work for you, how you get started, how to tweet, &amp; retweet, how to attach pictures and links, how to follow, and unfollow, and how to control your privacy.</p> <p>12:00-12:30pm</p> <p><b>Tech Q&amp;A and open discussion- all welcome!</b></p> <p>Join us for tech tips, breaking news and your questions answered</p>
18 Sept	<div data-bbox="84 1402 220 1541"> <p>In person only</p> </div> <p>1:30pm-3:30pm</p> <p><b>Digital Help and Support Session</b></p> <p>Need some one-to-one support? Stuck on an app? Microsoft word problems? Need to know how to send a text message on your phone? Come along and our volunteers will be on hand to work with you on a one-to-one basis to try and solve your issues. If your device is portable please bring it along with you.</p>
21 Sept	<p>10:00am-12:00pm</p> <p><b>New Features on Apple Devices. See the latest features</b></p> <p>12:00-12:30pm</p> <p><b>Tech Q&amp;A and open discussion- all welcome!</b></p> <p>Join us for tech tips, breaking news and your questions answered</p>

28 Sept

At the hub only. Limited places. Essential to book in advance.

10:00am-12:00pm

### Data Backup Workshop - Get yourself sorted in one session!

If you don't backup your valuable data items (photos, documents, videos, music, emails, etc.) then it's probably not a case of whether they will be lost, it's when! You need a separate copy (a backup) to protect against virus, theft, fire, mechanical failure and accidental deletion.

Bring in your laptop Windows PC and your proposed backup device (e.g. external hard drive or memory sticks) and our volunteers will set you up with an easy, fast, backup routine, customised to your specific needs. It's our intention that you'll leave the session with a simple one-click process which you can run effortlessly at regular intervals. Your valuable data will never be vulnerable again.

This session is only for Windows PC users (any type) who store their important data on their PC's local hard disk (and not on the cloud). This session is not suitable for phones, tablets, Apple Macs or Chrome Books.

If you use a non-portable desktop windows PC and want this service, then attend the session without your PC (to listen to the explanation) and then book a 1:1 session at your home for setting up the backup software.

12:00-12:30pm

### Tech Q&A and open discussion- all welcome!

Join us for tech tips, breaking news and your questions answered

5 Oct

10:00am-12:00pm

### Microsoft Word refresher

Suitable both for beginners and experienced users looking to refresh their knowledge about the classic word processing program from Microsoft. Hear about some useful features and techniques that you may have overlooked. There will be plenty of opportunity to ask questions on Word topics of specific interest. Includes using tables, mail merge and label printing. We'll even show you free alternatives to the chargeable products

12:00-12:30pm

### Tech Q&A and open discussion- all welcome!

Join us for tech tips, breaking news and your questions answered

12 Oct

At the hub only. Limited places. Essential to book in advance.

10:00am-12:00pm

### Hands-on with Microsoft Word

This course gives the opportunity to try some of the basic functions of Microsoft word such as adding and formatting text, inserting, editing, and manipulating images in the document, and using tables. This session can be attended stand alone but it also makes an ideal follow on to our Microsoft Word Refresher session to gain hands on experience of the subjects demonstrated there.

12:00-12:30pm

### Tech Q&A and open discussion- all welcome!

Join us for tech tips, breaking news and your questions answered

12 Oct

10:00am-12:00pm

### How to book a blood test online, and other important tasks

Booking your blood test online means very short waiting time at the centre, and is now the easiest way. This session shows how to book it. Also covered are: how to renew your EHIC, or passport, or pay your council tax, or get parking permits, or order groceries online, or sign up for 'patient access'

12:00-12:30pm

### Tech Q&A and open discussion- all welcome!

Join us for tech tips, breaking news and your questions answered



16 Oct  <div>In person only</div>	1:30pm-3:30pm <b>Digital Help and Support Session</b> Need some one-to-one support? Stuck on an app? Microsoft word problems? Need to know how to send a text message on your phone? Come along and our volunteers will be on hand to work with you on a one-to-one basis to try and solve your issues. If your device is portable please bring it along with you.
19 Oct	10:00am-12:00pm <b>Using Technology for your health and well being (including using the NHS app)</b> We will be showing you round the NHS App to be able to see your GP notes and tests order prescription etc. As well as a look at the swift queue app to book your blood test and setting up an emergency app to arrange help from the emergency services automatically giving your location and pre warning them of any pre conditions you have.  12:00-12:30pm <b>Tech Q&amp;A and open discussion- all welcome!</b> Join us for tech tips, breaking news and your questions answered
26 Oct	10:00am-12:00pm <b>Making Music with your PC, Mac or iPad</b> You might be surprised how your computer can help you make music whether you have a musical ability or even if you don't. For example you can simply place notes on the screen with a mouse and hear them play. Or you can play on a real piano keyboard, see the notes appear on the screen, and then edit them to correct mistakes or improve the performance. The PC can play the piece back to you and you can play further parts into it to layer on more instruments. Or download the work of someone else and change or add to it to create something new. And lots more...  12:00-12:30pm <b>Tech Q&amp;A and open discussion- all welcome!</b> Join us for tech tips, breaking news and your questions answered
2 Nov	10:00am-12:00pm <b>Migrating from one system to another</b> This includes preparing your computer for sale and going from Apple to Windows or Chromebook.  12:00-12:30pm <b>Tech Q&amp;A and open discussion- all welcome!</b> Join us for tech tips, breaking news and your questions answered
9 Nov	10:00am-12:00pm <b>Creating and Editing videos for Beginners</b> Would you like to show your holiday photos and videos as an entertaining and smooth presentation/slideshow, adding narration, soundtracks and more. Join this session to find out how. Videoproc is a photo and video presentation/editing program that runs on a Windows PC or Macbook.  12:00-12:30pm <b>Tech Q&amp;A and open discussion- all welcome!</b> Join us for tech tips, breaking news and your questions answered

<div>16 Nov</div> <div>At the hub only. Limited places. Essential to book in advance.</div>	<div>10:00am-12:00pm</div> <div>Have a go at making your own videos </div> <div>Following the last weeks session - this sessions gives you a chance to make your own videos in our learning suite.</div> <div>12:00-12:30pm</div> <div>Tech Q&amp;A and open discussion- all welcome!</div> <div>Join us for tech tips, breaking news and your questions answered</div>
<div>16 Nov</div>	<div>10:00am-12:00pm</div> <div>Guide to Google</div> <div>For many people 'google' just means 'search for', but it's a US company (owned by another company called Alphabet) and provides many tech services - like gmail, google drive, google docs, chrome etc - and of course google search. This session looks at some of the most widely used google products and how they help or hinder your efforts to get things done online.</div> <div>12:00-12:30pm</div> <div>Tech Q&amp;A and open discussion- all welcome!</div> <div>Join us for tech tips, breaking news and your questions answered</div>
<div>20 Nov</div> <div>In person only</div>	<div>1:30pm-3:30pm</div> <div>Digital Help and Support Session</div> <div>Need some one-to-one support? Stuck on an app? Microsoft word problems? Need to know how to send a text message on your phone? Come along and our volunteers will be on hand to work with you on a one-to-one basis to try and solve your issues. If your device is portable please bring it along with you.</div>
<div>23 Nov</div>	<div>10:00am-12:00pm</div> <div>AI: ChatGPT</div> <div>In 1950 Alan Turing, discussing consciousness and machines, said not to bother about looks, but about behaviour. If your 'machine' (computer) corrects your spelling, or grammar - is it being 'intelligent'? What is 'automatic machine learning' (AML)? Is a 'chatbot' the same as a 'searchbot', or an 'assistant' like Alexa or Siri? What is a 'large language model'? Do these things replace wikipedia? This session looks at what AI (artificial intelligence) resources are available, what's free, what costs, and what we should watch out for.</div> <div>12:00-12:30pm</div> <div>Tech Q&amp;A and open discussion- all welcome!</div> <div>Join us for tech tips, breaking news and your questions answered</div>
<div>30 Nov</div>	<div>10:00am-12:00pm</div> <div>The Internet &amp; Searching - A refresher</div> <div>Suitable both for beginners and experienced users looking to refresh their knowledge about using the internet and searching for things on it. Maybe hear some useful features and techniques that you may have overlooked. There will be plenty of opportunity to ask questions on topics of specific interest. Suitable for users of Windows PCs, Android Tablets and Apple iPads.</div> <div>12:00-12:30pm</div> <div>Tech Q&amp;A and open discussion- all welcome!</div> <div>Join us for tech tips, breaking news and your questions answered</div>



7 Dec	<p>10:00am-12:00pm</p> <p><b>Scams and Internet Security</b></p> <p>How to recognise secure sites; online scams; safety; different programmes and apps and their uses. You can also bring your questions with you for discussion.</p> <p>12:00-12:30pm</p> <p><b>Tech Q&amp;A and open discussion- all welcome!</b></p> <p>Join us for tech tips, breaking news and your questions answered</p>
14 Dec	<p>10:00am-12:00pm</p> <p><b>Finding your 'Stuff' - in the cloud or your computer</b></p> <p>I just saved a file / I downloaded a document weeks ago. Where are they now? In the cloud, on my phone, or tablet, or somewhere in my computer and if so how on earth do I find them there? How do I move or copy files from other devices like cameras or memory sticks? What is the cloud anyway?</p> <p>12:00-12:30pm</p> <p><b>Tech Q&amp;A and open discussion- all welcome!</b></p> <p>Join us for tech tips, breaking news and your questions answered</p>
18 Dec	<p>1:30pm-3:30pm</p> <p><b>Digital Help and Support Session</b></p> <p>Need some one-to-one support? Stuck on an app? Microsoft word problems? Need to know how to send a text message on your phone? Come along and our volunteers will be on hand to work with you on a one-to-one basis to try and solve your issues. If your device is portable please bring it along with you.</p>
21 Dec	<p>10:00am-12:00pm</p> <p><b>Mastering your Passwords</b></p> <p>Do you find looking after your passwords a tedious task? Are they in a bit of a muddle? Do you struggle to remember some? Do you dread creating yet another one? We'll show you some easy methods which will put you back in charge. We'll build in "good practice" and explain why it works. Our aim is to help you be much safer and less stressed</p> <p>12:00-12:30pm</p> <p><b>Tech Q&amp;A and open discussion- all welcome!</b></p> <p>Join us for tech tips, breaking news and your questions answered</p>
28 Dec	No Class

In person  
only

# How to attend any of our sessions

Our hands on classes, weekly group classes and monthly digital support sessions are held at our offices Waltham Forest Resource Hub (North), 58 Hall Lane, Chingford E4 8EU.

## How to get here:

Buses 385 and 444 stop on Hall Lane (stops D and G)

97, 158, 215, 357, 397 and W16 all stop nearby on Chingford Mount Road or Old Church Road.

There is free parking on all the residential roads surrounding our offices, as well as paid for parking in the Sainsburys across the road.

## How to book:

Silver Surfers weekly classes are drop in so there is no need to book. If you would like to join on zoom please email [events@ageukwalthamforest.org.uk](mailto:events@ageukwalthamforest.org.uk) to be added to the mailing list.

Our Digital Support sessions are also drop in and do not need to be booked.

To book in for one of our hands on sessions please contact us on 020 8558 5512 or [events@ageukwalthamforest.org.uk](mailto:events@ageukwalthamforest.org.uk)

If you are not able to come to the Hub, we can visit you at home.

Our Digital Buddies are volunteers, screened by us, who can assist you with learning to use your new device, advise on linking to a printer, help with how to do an online shop, as long as it's on your own device. They cannot fix broken devices.

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All of the services outlined in this booklet are free of charge. However, if you are able to donate to help us cover the running costs it is greatly appreciated!

Donations can be made in cash or by card at our hub, online via our Just Giving page ([www.justgiving.com/ageukwalthamforest](http://www.justgiving.com/ageukwalthamforest)) or via cheque.

**We look forward to seeing you soon!**