

Five top tips for your smart device

**Building your foundational understanding
of the world of digital**

1. Learn the universal symbols!

This will be your roadmap to digital devices as many symbols and icons are very similar across different devices, brands and operating systems

Email symbols



Envelope OR a pen resting diagonally across a square
= compose / create new email



Arrow pointing left
= reply to the email you are viewing



Arrow pointing right
= forward the email you are viewing to one of your contacts



Paper airplane
= send email you have drafted



Paper clip
= attach a file
(this is how you send a picture in an email)



Waste bin
= delete email you have selected



the 'at' symbol is crucial when addressing your emails - every email address must have one

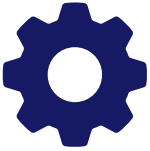
Smart Device symbols



Three lined wave symbol
= Wi-Fi internet connection



Row of vertical bars in ascending height order
= phone network connection



Mechanical gear symbol
= settings



Stylised 'B' symbol
= bluetooth settings



Megaphone with soundwave
= sound turned on



Megaphone and soundwave with crossrunning through
= sound muted



A rectangle symbol = device battery - sometimes this symbol can appear vertically or horizontally

2. Take control of your privacy and security settings



Every app will ask to collect data from your device while it is installed and you have the option to change the permissions you give to each app

How to change your app permissions

- Go to your settings and select 'Privacy Settings' or 'App Permissions' and look for the app icons that you want to change the permissions for
- Select your chosen apps and turn off any data permissions that you want to remove Usually this is a green toggle switch that you have to tap once - green indicates that it is turned on



Remember 'Settings' is always represented as a symbol of a mechanical cog, look for this symbol when trying to access Settings



- on an iPhone, your settings symbol will look slightly different - it will appear as grey square with mechanical cogs within the square

3. Be wary of scams on your smart device

Be a detective! Learn the indicators for suspicious messages, email or phone calls

Be wary of any unknown numbers or email address

If you are the message or call seems out of context then go with your gut feeling and be cautious - Your bank will never call you and ask you to move your money to a 'safe' account

Many scam messages (phishing messages) will pretend to be respectable organisations or businesses

Scammers pretend to be trustworthy by impersonating Natwest, Royal Mail or HMRC or one of your email contacts

Look closely at the email address or web address

Do they end in .com or .uk or a region that you have recently bought a product from? If not then they may be false!

Do your own research before clicking on any links

Try to contact the business/organisation through other contact lines and check that the website addresses match up

If you're unsure ask a friend, colleague, or family member

4. Check your phone for Software and App updates

Every once in a while your apps and operating system will need a refresh to keep them working. If an app keeps stalling or is not working properly then it could be time for an update!

How do I update my smart device?

- To update your Android operating system go to 'Settings', select 'System' and then select 'System Updates'

You can follow Android's support instructions here:
<https://support.google.com/android/answer/7680439>

- To update your Apple IOS system, go to 'Settings', select 'General' and then 'Software Update'

You can follow Apple's support instructions here:
<https://support.apple.com/en-gb/HT204204>

- To update your apps - go to either the App Store (Apple IOS) or Play Store (Android) and search for the app that is not working properly, if an update is available then you will see a small 'update' button at the top of the page - press it and the app will begin to update

5. Be kind to yourself!

Digital technology is always updating and changing, it's not as simple as companies make it out to be!

Prioritise your own well-being over using the smart device

- Even experts don't know everything about every platform and device - there are many many micro differences between devices, operating systems
- Moving to a new smart device will mean you have to relearn and get used to the new features and navigation - this will take time
- Don't blame yourself if something goes wrong and ask for help if you get stuck
- If the smart device is making you anxious, put it down somewhere safe and give yourself a break away from it

Contact us

If you would like to learn more or receive digital support then please send us an email on:

- digitalinclusion@ageukcityoflondon.org.uk

Or visit our website:

- www.ageukcityoflondon.org.uk