**Internet security tips:**

* Use two factor authentication in addition to passwords  [www.pcmag.com/how-to/two-factor-authentication-who-has-it-and-how-to-set-it-up](http://www.pcmag.com/how-to/two-factor-authentication-who-has-it-and-how-to-set-it-up)
* Update operating system and application software
* Back-up your data or use cloud storage
* Avoid clicking on links in phishing emails:  [www.consumer.ftc.gov/articles/how-recognize-and-avoid-phishing-scams](http://www.consumer.ftc.gov/articles/how-recognize-and-avoid-phishing-scams)
* Consider using a password manager (with two factor authentication)
  + [1password.com](https://1password.com/)
  + [www.dashlane.com](https://www.dashlane.com/)
  + [www.keepersecurity.com](http://www.keepersecurity.com)
  + [www.lastpass.com](https://www.lastpass.com/)

**Remote technical support options:**

* A trusted tech-savvy friend or family member can remote control your computer to provide tech support using one of the following options:
  + [remotedesktop.google.com](https://www.teamviewer.com/en-us/)
  + [www.splashtop.com](http://www.splashtop.com)
  + [www.teamviewer.com](http://www.teamviewer.com)
* Senior Surf offers remote technical support for a fee: [seniorsurf.org/tech-support](http://seniorsurf.org/tech-support/)
* Some Osher Center for Lifelong Learning Institutes offer remote computer/technology classes for a fee: [sps.northwestern.edu/oshernrc/resources/lifelong-learning/us-lifelong-learning-institute-directory.php](https://sps.northwestern.edu/oshernrc/resources/lifelong-learning/us-lifelong-learning-institute-directory.php)

**Things to consider if you are setting up a computer for someone with cognitive impairment:**

* Use a standard login account (not an administrator)
* Consider using an account that will auto-login
* Minimize the amount of installed software
* Enable automatic operating system and application updates
* Install anti-malware software, enable the firewall
* Consider using parental controls and/or OpenDNS to block adult content and other inappropriate websites (gambling, shopping) [www.opendns.com/home-internet-security](http://www.opendns.com/home-internet-security/)
* Consider creating a copy of their hard drive for quick replacement (this requires more advanced technical skill)

**Using technology for virtual interactions:**

* [www.techenhancedlife.com/explorers/technology-sheltering-place](http://www.techenhancedlife.com/explorers/technology-sheltering-place)
* Video calling technology for two-person calls on devices with web cameras
  + FaceTime (only available on Apple devices) [support.apple.com/en-us/HT204380](https://support.apple.com/en-us/HT204380)
  + GoogleDuo (built-in on Android and downloadable app for Apple devices) [duo.google.com/about](https://duo.google.com/about/)
  + Amazon Echo Show (voice activated or drop-in video calls)  [www.amazon.com/Echo-Show-8/dp/B07PF1Y28C](http://www.amazon.com/Echo-Show-8/dp/B07PF1Y28C)
  + WhatsApp (downloadable on Android or Apple, commonly used outside the U.S.) [faq.whatsapp.com/en/iphone/26000028](https://faq.whatsapp.com/en/iphone/26000028/)
  + Skype (downloadable on Android or Apple) [www.skype.com/en](http://www.skype.com/en)
* Video call technology for group calls
  + Zoom [zoom.us](https://zoom.us/)
  + Google Hangout [hangouts.google.com](https://hangouts.google.com/)
* Video calling technology that can be used by people with significant cognitive impairment
  + Amazon Echo Show (requires WIFI). This video shows how to set up drop-in calls so the person does not have to answer: [youtube.com/watch?v=XdwBXqLwEXU](https://www.youtube.com/watch?v=XdwBXqLwEXU)
  + GrandPad (built-in WIFI and cellular service). This device is designed simply and does not allow open internet access. Can be used for video calls, photos, and games. [www.grandpad.net](http://www.grandpad.net/)
  + ViewClix smart frame (requires WIFI). Digital frame that can also be set up to automatically accept video calls without answering. [www.viewclix.com](http://www.viewclix.com)

**Remote control entertainment on a smart TV**

* Use smartphone to remotely control [Fire Stick TV](https://www.amazon.com/Fire-TV-Stick-with-Alexa-Voice-Remote/dp/B0791TX5P5) through an [Alexa device](https://www.amazon.com/s?k=alexa&i=electronics&ref=nb_sb_noss_2)
  + Download Alexa app to your smartphone
  + Register the other person’s Alexa device and Fire Stick on your Alexa app
  + Pull up Alexa app
  + Click center button on the bottom (communication bubble)
  + Say “Alexa play… (certain show, music, movie, or channel)…on my fire stick”
* Use [Teamviewer](https://www.teamviewer.com/en-us/) to remotely control [Android TV](https://www.android.com/tv/)
* Use [SlingBox](http://support.slingbox.com/KB/KB-2000053) to remotely control and simultaneously view streaming content

**Tips for video calling with a person with cognitive impairment**

* Optimize your visibility on screen
  + Consider lighting, color contrast, and avoid visual distraction in the background
  + Consider using an adjustable stand for handheld devices
* Optimize audio
  + Use a wired headset and minimize background noise
* If video call will be facilitated by staff, consider what time works best for them
* Focus on connecting with the person, accept that call may be brief

**Low tech options for staying connected**

* Send cards, photos or small gifts (preferred snacks, pillow with a photo on it, pop-up book, stuffed animal or robot pet like [Pete the Repeat Parrot](https://www.amazon.com/Gemmy-Pete-Repeat-Talking-Parrot/dp/B00II3SQ3Y) or [Joy for All pet](https://joyforall.com/?gclid=CjwKCAjw1v_0BRAkEiwALFkj5t4ls8aiEo2mG3bxt2z1yL_yU0K0XwayGFsvDZrBNe1oFNSxOYBhWBoC4E8QAvD_BwE), coloring book, watercolor set, magazine, [mp3 music player with headphones](https://musicandmemory.org/))
* Visit through the window of their room or the entrance window if possible
* If there is an outdoor area, visit outside with social distancing (6 feet or more)
* If the person is in a facility, offer support & gratitude to facility staff (thank you note, food treats, masks). It is important to recognize and appreciate the work staff in long term care facilities are doing.

Aging Tech Reviews & Information Resources:

* [www.techenhancedlife.com](http://www.techenhancedlife.com/)
* [www.ageinplacetech.com](http://www.ageinplacetech.com)