

PARTICIPANT GUIDE

Getting the Most Out of Your Android Smartphone

SESSION 1

A TECHNOLOGY INCLUSION INITIATIVE SERIES

Prince William County's Technology Inclusion Initiative seeks to deliver affordable, universal broadband access County-wide, and to expand technology literacy among County residents and businesses.

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Introduction

GETTING STARTED

Welcome to Session 1: Getting the Most Out of Your Android Smartphone. If you're struggling with the everyday use of your mobile device, you're in the right place. Here, we'll help you make using your device a lot simpler.

REASONS TO TAKE THIS COURSE

- You want to learn how to get the most out of your phone.
- You want to communicate with your family, but the technology is hard to use.
- You use computers and cellphones, but when something goes wrong, you're not sure what to do.
- You're a hands-on learner but you just want a little guidance.

SESSION FOCUS

- Connecting securely
- Exploring your device

AGENDA & ESTIMATED DURATION

Breaks are scheduled but feel to take a break when needed.

Topic Titles	Estimated Duration
Introduction	15
Getting to Know Your Phone	25
Getting to Know Your Home Screen	10
Break	10
Making Your Mobile Device Easy to Use	20
Connecting to Wi-Fi	20
Break	10
Secure Use of Your Browser	20
Updating and Securing Your Phone	15
Individual Support and Practice	20
Conclusion & Evaluation	15
Total	180 (or 3 hours)

ICEBREAKER ACTIVITY

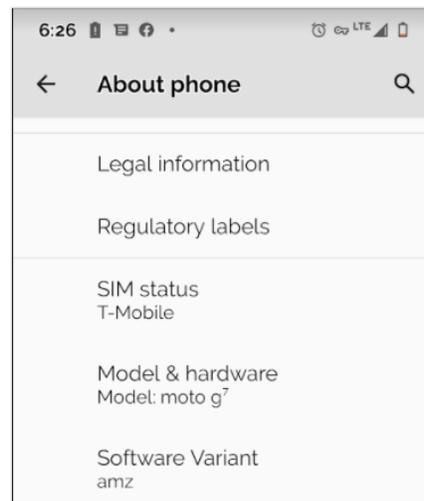
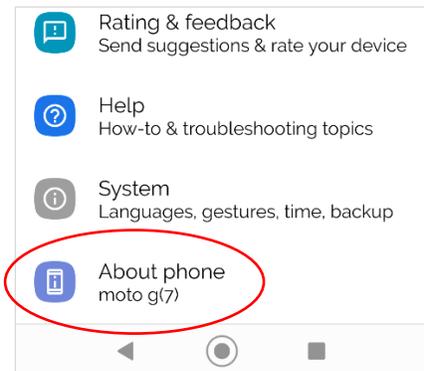
In your small group, introduce yourself. Then share one way that you **currently** use your mobile device, and one way that you **would like** to use your device.

Getting to Know Your Phone

SETTINGS

To discover important information about your phone, like the phone model and your mobile data provider, check your phone's settings.

1. Open **Settings**. .
2. Scroll to the bottom and tap **About phone**.
3. Here, you should see your device name, model, hardware, Android version, network provider and more.



OUR PHONE'S USER GUIDE

To find the user guide for your specific phone, you can go search with **Google** by entering “[your phone model] user guide”.

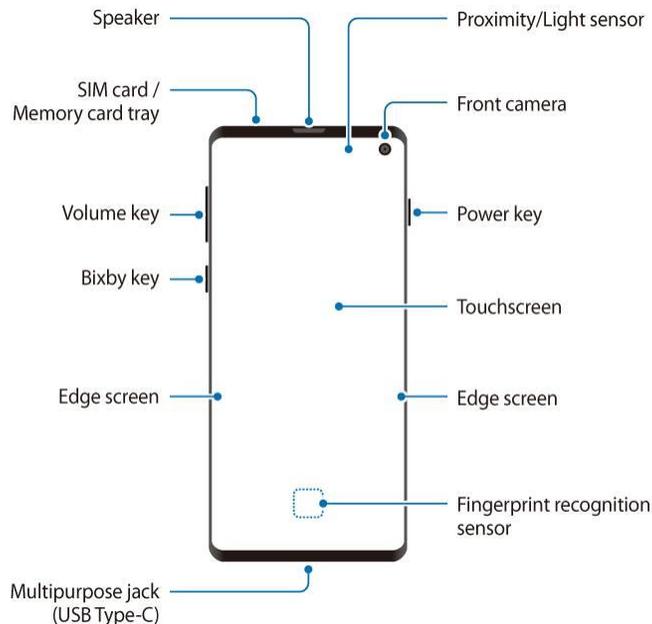
You can also search **YouTube** for information, including “how-to” videos, related to your specific phone.



BASIC BUTTONS ON YOUR PHONE

Sample Phone: Samsung Galaxy S9

Buttons on your phone may be different. Please review your phone's manual.



POWER

The **Power** button is usually a round or oblong hardware feature either on the right side or at the top of your phone. If you press it once, the phone will go to sleep. If you hold the power button down for three seconds, your phone will power off. After powering off, press the power button once to turn your phone back on.

VOLUME

On the right side you should see and feel the **Volume** buttons to turn your volume up (press the top button) and down (press the bottom button).

HOME

The **Home** button (or icon) is usually the circle in the middle and at the bottom of your home screen.

MENU

The **Menu** button is usually the square button on the left or right side of the **Home** button. This button displays all the different pages that you have open on your device. Press the button and

swipe left/right to see everything that's currently running and open. To go back home, simply press the **Home** button.

UNDO OR BACK BUTTON

The **Undo** or **Back** button is at the bottom of the screen, usually to the left of the **Home** button. Undo/back is used to travel through the history of screens that you've recently worked with in reverse-chronological order. You can also get back to the home screen by using the undo/back button.

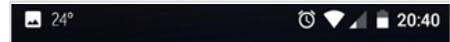
Getting to Know Your Home Screen

To navigate between home screens (you can have more than one) simply swipe from the left or right edge of the screen. The one in the middle (if you have multiple home screens) is usually the main home screen, so let's start there.



STATUS BAR

The **Status bar** is at the top of your screen. You can access information like the time, notifications, battery status, Wi-Fi, and Bluetooth. When an app is in full screen mode, the status bar may be hidden. Open notifications if the status bar is hidden and you want it back.



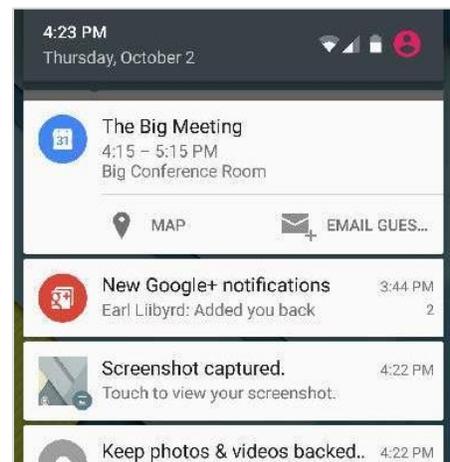
SEARCH BAR

Some Android devices include a Google **Search bar** on the home screen, so you can do web searches without having to open a separate app. If your device doesn't come with a built-in search bar, you can add one as a widget.



NOTIFICATIONS

Notifications display information from your system or apps, such as upcoming events in your calendar, missed calls, or news updates. You can find notifications in the status bar. **Swipe down** from the top of the screen with two fingers to **open Notifications**. **Swipe up** with two fingers to **dismiss Notifications**.

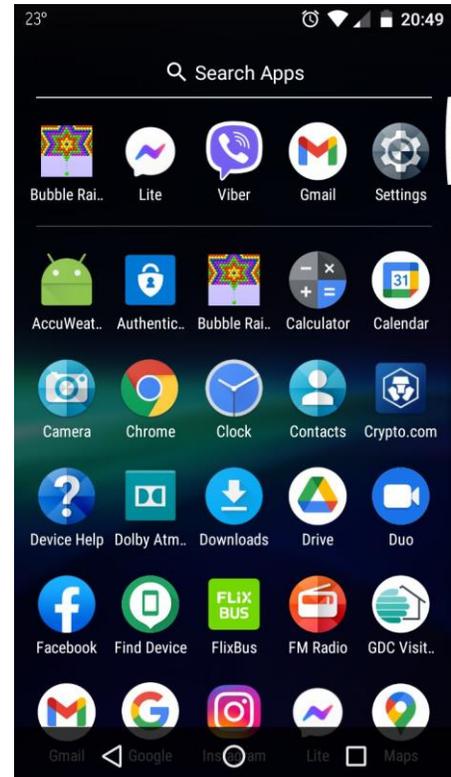


 **NOTES:** Use this section for your personal notes

APPS

To find all the **Applications** on your phone, **swipe up** from the very bottom of your phone then let go. You should now see an alphabetical display of all your phone's **Applications**.

1. To **open** an app, tap the app's image or icon.
2. To **close** an app, press the **back** button, tap the **Home** button, or **swipe up** on the app image.
3. To **move** or **arrange** your apps, **press and hold the app icon** and **move** it where you want it to be on the screen. Other apps will automatically move to accommodate your arrangement.



★ **NOTES:** Use this section for your personal notes

APP FOLDERS

Create **Folders** to organize your apps in a way that's easy for you to find them. While you may want to keep the apps you use often as single icons on your home screen, apps that you use every now and again can be placed in a folder. For example, apps like Amazon Music, Netflix and Pandora can be placed in a folder labeled "Entertainment". To create a home folder on your home screen:

1. Decide which apps you want to place in a **Folder**, then put them on the same **Home** screen if possible. This will make moving them to the folder easier.
2. **Press** and **hold** an **app icon** that you want to move into a **Folder**.
3. **Drag it** over and place it **on top of another icon** that you want to be in the same **Folder**.
4. Combining two icons will create a **Folder**.
5. Tap on the **Folder** to open it, then tap **Unnamed folder** to give it a label.
6. **Press, hold** and **drag** any **other icons** you want in the **Folder**.



✦ **NOTES:** Use this section for your personal notes

WIDGETS

Widgets are a quick method to get information from apps without having to launch them. The weather widget, for example, allows you to quickly see the day's temperature without having to open the weather application. To **set up a Widget**, follow these steps:

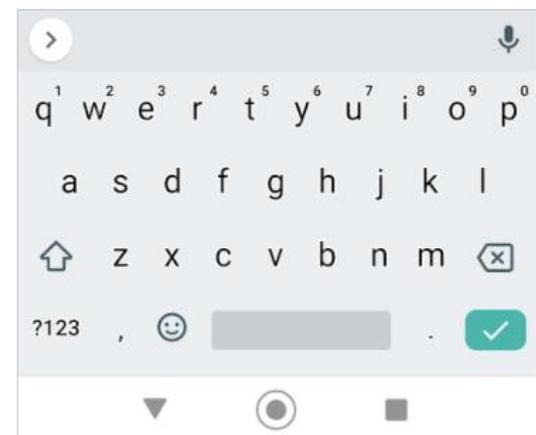
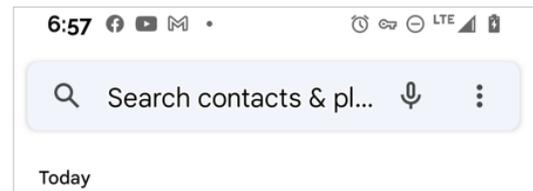
1. On any of your **Home** screens, **touch and hold an empty space** (where there is room to do so).
2. Tap **Widgets**.
3. **Touch and hold a Widget** to add it to your home screen. Select an app that you use or will use often.
4. To **remove a Widget**, tap and **hold** it, then **swipe up**.



KEYBOARD

Open, close and resize your onscreen keyboard by touching any area where you can enter text or numbers.

1. Select the **Phone**  app.
2. Tap the space at the top of the screen where you can enter text or numbers. The keyboard will open at the bottom of the screen.
3. To make the keyboard larger, rotate your phone horizontally.
4. To close the keyboard, touch the **Back**  icon on the bottom left.



Making Your Mobile Phone Easy to Use

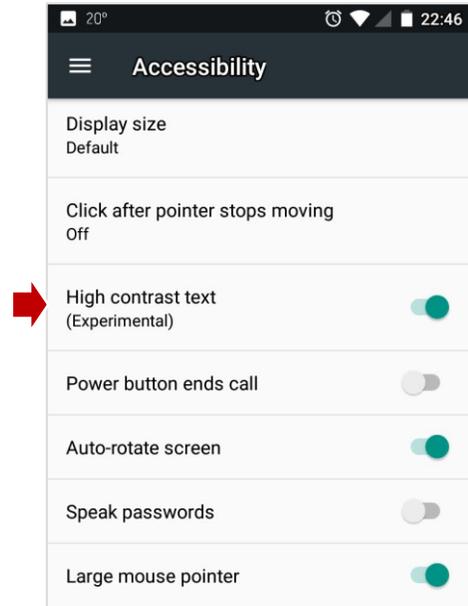
Some of the reluctance to use smartphones comes from the complex interface. The screen looks very busy and it's hard to see and read much of the content. Let's simplify your display by changing a few settings.

USE HIGH CONTRAST TEXT TO REDUCE EYE STRAIN

High contrast text can make reading easier. Depending on the original text color, this feature changes the text color to black or white.

1. To turn on high contrast text, follow these steps:
2. Click on the **Settings** app. .
3. Tap **Accessibility**.
4. Scroll down to select **High contrast text**.

As of August 2021, high-contrast text is an experimental feature, so it may not work correctly everywhere on your device.



TURN ON ADAPTIVE BRIGHTNESS

With this feature your screen's brightness will adjust to your environment making it easier to read what's on the screen.

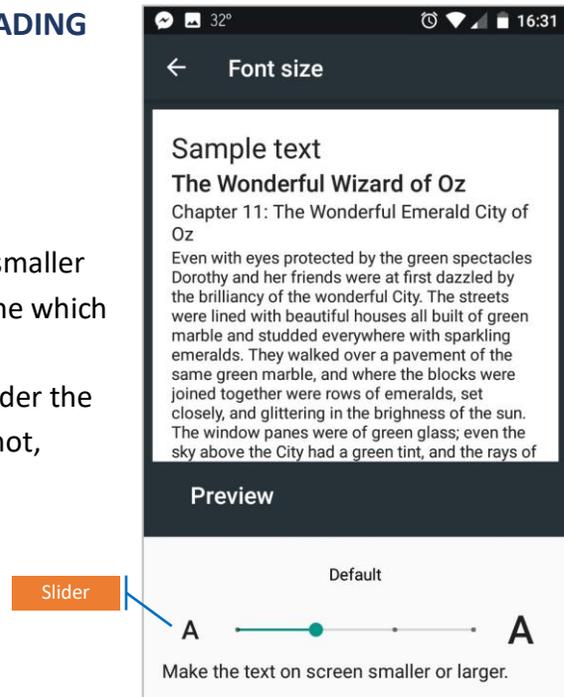
To turn on adaptive brightness, follow these steps:

1. Open **Settings**. .
2. Tap **Display**.
3. Select **Adaptive brightness** to turn it ON (Button will turn green when "on")

 **NOTES:** Use this section for your personal notes

ADJUST FONT AND DISPLAY SIZE TO MAKE READING EASIER

1. Click on the **Settings** app. 
2. Tap **Accessibility**.
3. Tap **Font size**.
4. Use the **Slider** to make the text of your screen smaller or larger. Use the **Preview** to help you determine which size is best for you.
5. Go to your **Home** screen to see if the names under the icons are a size that better suits your needs. If not, repeat the steps above and adjust.

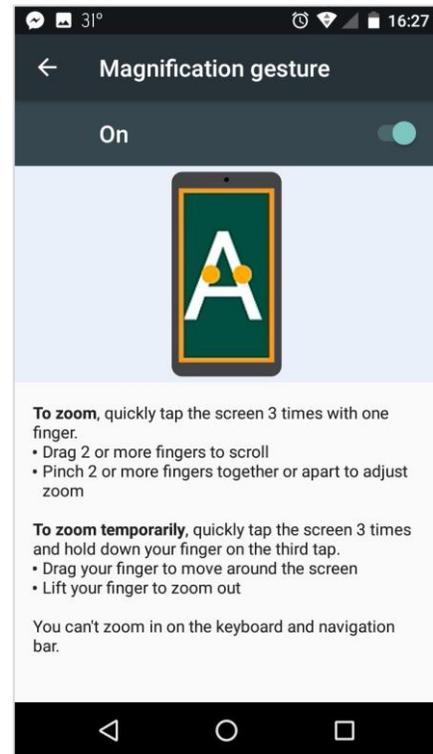


 **NOTES:** Use this section for your personal notes

USE MAGNIFICATION TO BETTER SEE SCREEN CONTENT

There's no need to strain your eyes attempting to see tiny writing on your Android device. Magnification lets you choose when and where you want and need to see larger text.

1. Click on the **Settings** app. 
2. Tap **Accessibility**.
3. Tap **Magnification**.
4. Select **Magnify with shortcut**.
5. Turn on **Use service**.
6. To magnify your screen, tap the **Accessibility** icon. 
 - a) When you see an orange border, magnification is ready to use.
 - b) Drag your finger across the screen to move and magnify the content.
 - c) Pinch with 2 fingers to adjust the zoom.
 - d) To stop magnification, remove your finger from the screen.



RESOURCE

The Google Disability Support Team supports users from the disability community with Google products. Support includes accessibility features, functionalities, and assistive technology in Google products. Visit this site to find various ways to connect with a specialist: <https://support.google.com/accessibility/answer/7641084#disability-support>.

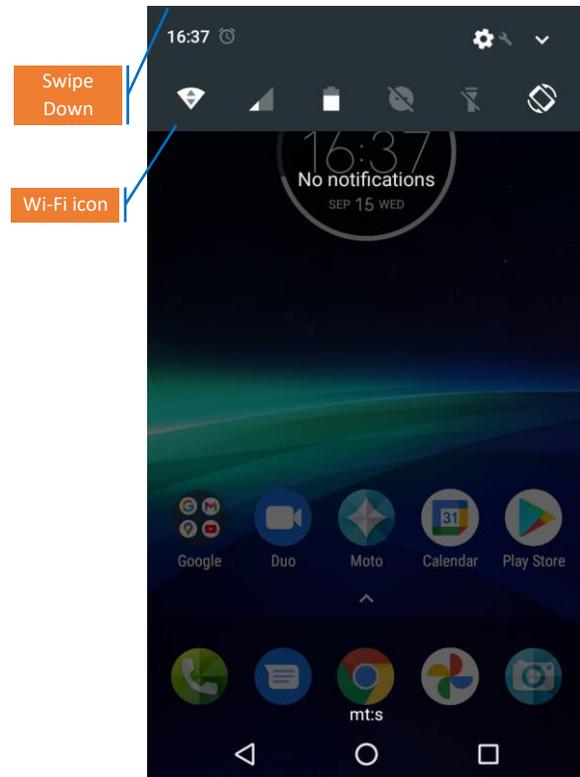
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Connecting to Wi-Fi

Wi-Fi is a way of communicating online using radio waves instead of wires. The stronger and more secure your Wi-Fi connection, the better your online experience.

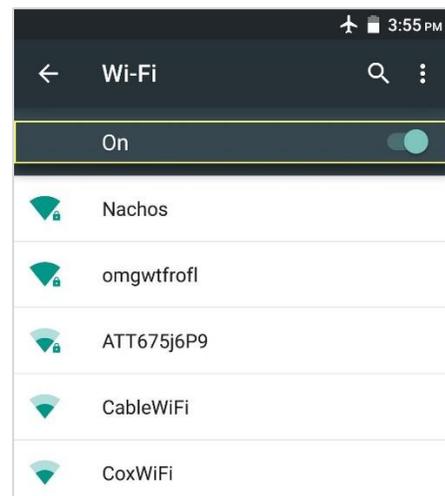
FINDING THE ICON TO GET TO THE WI-FI CONNECTION

1. **Swipe down** from the top of the screen.
2. Touch and **hold** the **Wi-Fi**  icon.



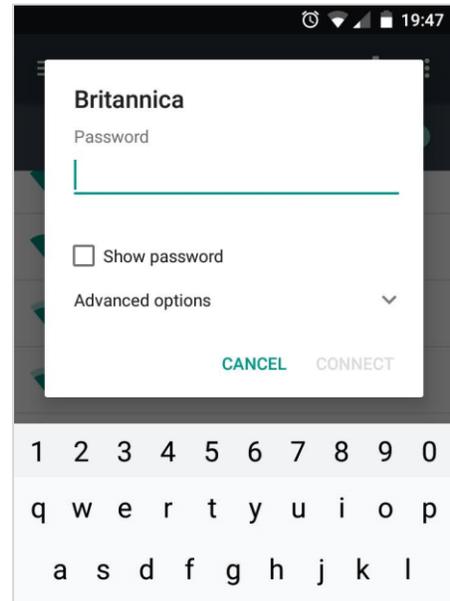
SELECTING A WI-FI NETWORK

1. Select **Use Wi-Fi**.
2. Tap a listed network (network name will be provided by your instructor).



ENTERING THE PASSWORD (IF APPLICABLE)

1. Enter the network password (provided by the instructor).



TIP

The network is saved after you connect. When your phone is close by and Wi-Fi is turned on, it connects to this network automatically.

 **NOTES:** *Use this section for your personal notes*

SECURITY BEST PRACTICES FOR PUBLIC WI-FI

When using your smartphone or computer outside your home (e.g., coffee shop, library) you are more widely exposed to potential criminal hacking and opportunities to steal your information. Always use caution when connecting to the internet outside of your home or a trusted network.

Before accessing a public Wi-Fi keep these Do's and Don'ts in mind to keep your data secure:

DO connect to secure Wi-Fi

DO NOT access personal banking accounts or other sensitive accounts where you must use or access your private information

DO connect to the network using your secure mobile data

DO NOT leave your “automatic connectivity” setting on in public places to avoid automatic connection to nearby public Wi-Fi

DO connect to an unsecured public Wi-Fi that requires a login

DO NOT connect to an unsecured public network that does not require you to login

- **DO CONNECT TO A SECURED PUBLIC NETWORK**

Before signing onto a public Wi-Fi network, verify the network name with someone who works in the establishment when you can. A business's Wi-Fi connection is likely encrypted or secured to protect customer privacy from criminal hackers, so you want to be sure you're connecting to the right network.

Simply ask the person behind the counter in the hotel, at the coffee shop, or at the library for the Wi-Fi network name (including spelling and letter case). It's important to be specific because criminals sometimes make Wi-Fi connections called, “evil twins” that mimic the real Wi-Fi connection almost exactly.

For example, if the real, secure connection is *Library_Wi-Fi* the evil twin or fake connection could be *library_wi-fi*.

- **DO CONNECT TO THE NETWORK USING YOUR SECURE MOBILE DATA**

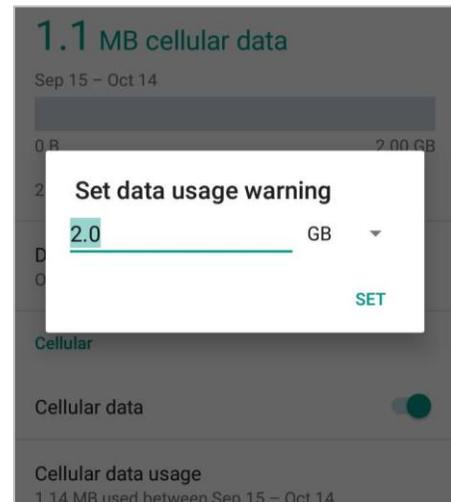
If you absolutely must get online while in public, consider using your mobile data to protect your privacy, especially if you're going to be banking, online shopping, or engaging in other activities that require use of personal information. Your mobile data is more secure than public Wi-Fi (even secured Wi-Fi).

CELLULAR VS WI-FI AND DATA USAGE

Keep in mind that your mobile data provider will charge you for using this service. To check your current data plan, visit your mobile provider's website.

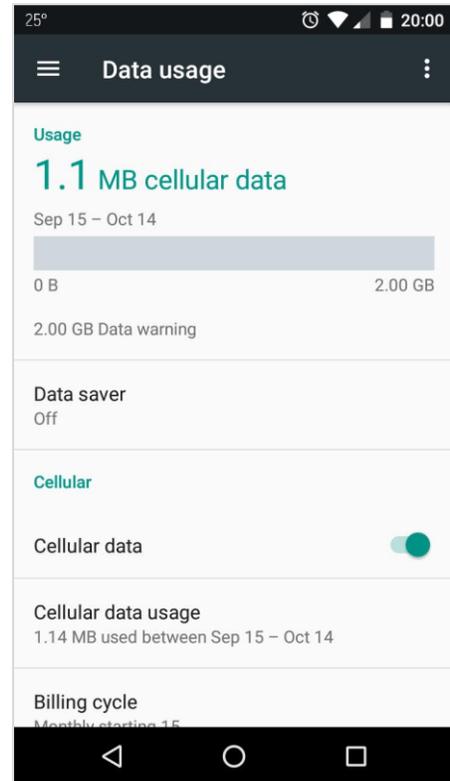
If you have a limited data plan, you'll want to be aware of your current mobile data plan usage, and set a usage warning and limit to ensure you don't exceed it. **If you exceed your limit, it can be expensive.**

1. Open your device **Settings**. 
2. Select **Network & internet**.
3. Tap **Mobile network**.
4. View your current data usage at the top of your screen.
5. Tap **Data warning & limit**.
6. Select **Data limit** to set the amount of data you want to use before your phone will automatically disable your mobile data.
7. Select **Data warning** to set the amount of data you want to use before you receive a warning that you are getting close to the data limit you set.



If you have unlimited data and are interested in using it as a security feature, Android phones will allow you to enable your mobile data to be your default setting.

1. Open your device **Settings**. 
2. Select **Network & internet**.
3. Tap **Mobile Data** to turn it on (button will turn green).

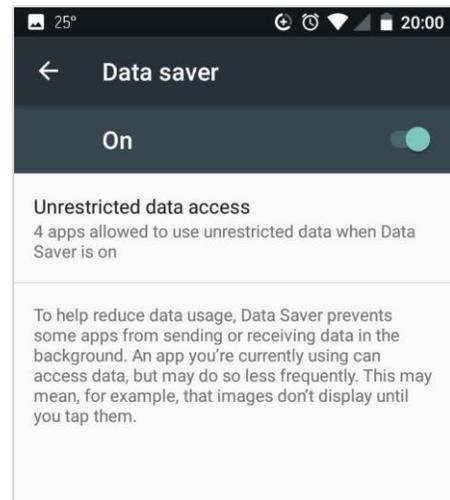


If you would prefer to **turn your mobile data off**:

1. Open your device **Settings**. 
2. Select **Network & internet**.
3. Tap **Mobile data** to turn it off (button will turn gray)
4. Tap **Data saver** to turn it on (button will turn green)

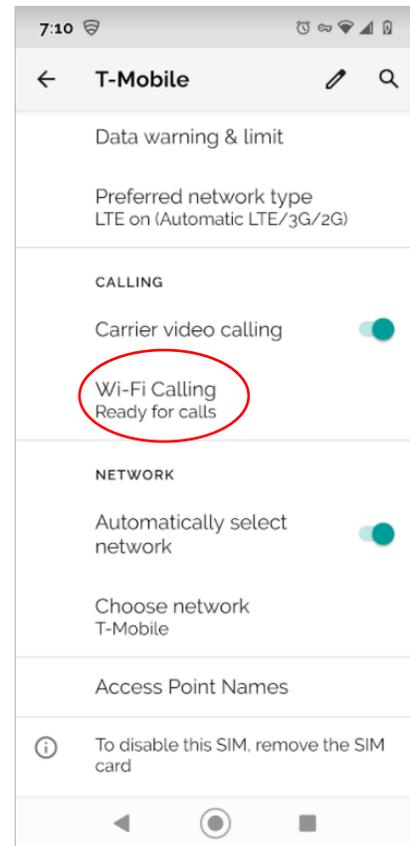
Turning **Mobile data** off will prevent your phone from using your data to connect to the internet and turning **Data saver** on will help reduce data usage by preventing some apps from working in the background.

Remember, if **Mobile data** is turned off and you don't have a Wi-Fi connection, you will not be able to access the internet.



Turn Wi-Fi Calling on to Save Data

1. Go to **Settings** 
2. Tap **Network and internet**
3. Select **Mobile network**
4. Tap **Advanced**
5. Select **Wi-Fi calling** (if you don't see this option, your mobile data provider does not support Wi-Fi calling).
6. Turn it **on** or **off**



Important: If you have a limited data plan, and you choose to make a call using Wi-Fi Calling start the call from your Google **Voice**  app if possible. With your Voice app you can make calls, send texts, and leave voicemails from your web browser and mobile devices.

If you use Wi-Fi Calling from your **Phone** app, your carrier will deduct Wi-Fi call minutes from your phone plan's monthly allotment.

- **DO ONLY CONNECT TO AN UNSECURED PUBLIC WI-FI THAT REQUIRES A LOGIN**

Once you decide to use an unsecured public Wi-Fi connection, be sure that a login is required to get onto the network. If a login is not required, it's best not to connect.

Secure Use of Your Browser

Even when a login is required, take one extra step to ensure you're on a secure website by looking at the **browser** address bar.

For example, Prince William County's public website looks like this in a Chrome browser:



The picture of the lock  and the **https** are evidence that when the browser takes you to Prince William County's home page, the website is secure. If the public Wi-Fi login website looks like this, it's likely safe to proceed.

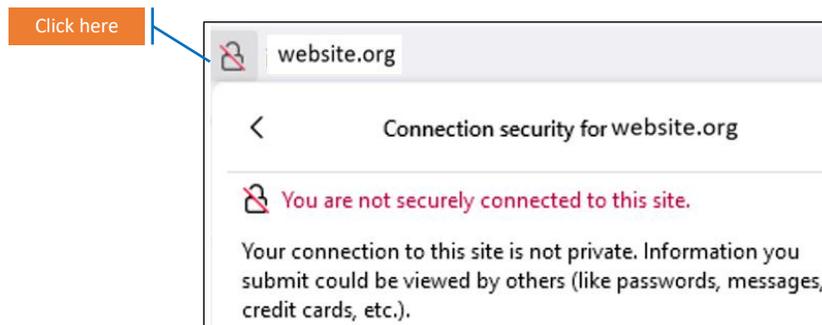
Websites that are not secure will look like this in a Chrome browser:



Avoid sharing personal information on these websites! This website is not secure as you can see by the warning triangle  and the words **"Not secure"**. In other web browsers you may see

http (without the "s")  or a picture of a padlock with a red slash

over it indicating an unsecure connection  . All of these are warning signs that information you share on this site can easily be seen and potentially stolen by others. If you're unsure of the symbol's meaning, **click on the symbol** to read its description.



Remember, before using a website connected via public Wi-Fi, look at the **browser** address bar for evidence that the website is secure.

RESOURCE

For more information and instruction on mobile data usage visit this website <https://www.samsung.com/uk/support/mobile-devices/how-do-i-enable-or-disable-mobile-data/>

MORE PUBLIC WI-FI SECURITY TIPS



Wi-Fi hotspots — like the ones in coffee shops, airports, and hotels — are convenient, but they are often insecure. Before you decide to use public Wi-Fi, listen to these tips from the Federal Trade Commission on protecting your personal information over Wi-Fi connections.

<https://www.youtube.com/embed/bzoEy-t8Y-8?feature=oembed>"
<https://www.youtube.com/embed/bzoEy-t8Y-8?feature=oembed>

Updating and Securing Your Phone

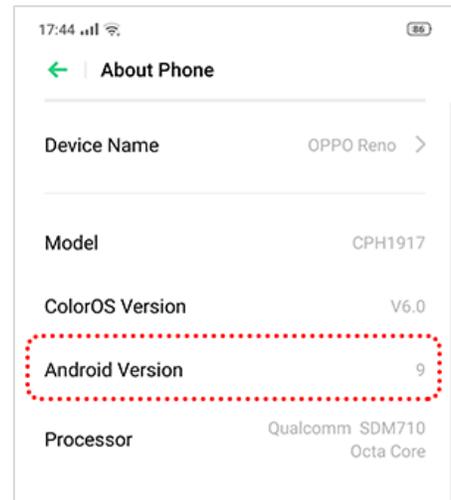
Smartphones are gold mines when it comes to personal data. Addresses, phone numbers, personal messages, passwords, credit cards, and a lot of other confidential information are available to anyone with the ability to access your data. Bad actors can use your data to compromise your creditworthiness, your availability of funds, your identity and more.



CHECK AND UPDATE YOUR ANDROID VERSION

Sometimes we don't update our phones because we don't know how, or don't have time. Keeping your phone updated is one of the most important steps for receiving new features, fixing bugs, and securing your phone. While you can keep using your phone without updating it, failing to install updates puts your information at greater risk of being stolen.

1. Open the **Settings**  app on your device.
2. Select **Security**.
3. Select **Security update** to see whether your device is already up to date or if a security update is available. Your device will read “Your software is up to date”, it is up to date.
4. If it’s not up-to-date, follow all steps on the screen to get the latest update.



RESOURCE

If you’re having trouble with your phone restarting and crashing or with unresponsive applications or a “frozen” screen, you can find help here:

<https://support.google.com/android/search?q=updating%20my%20android>.

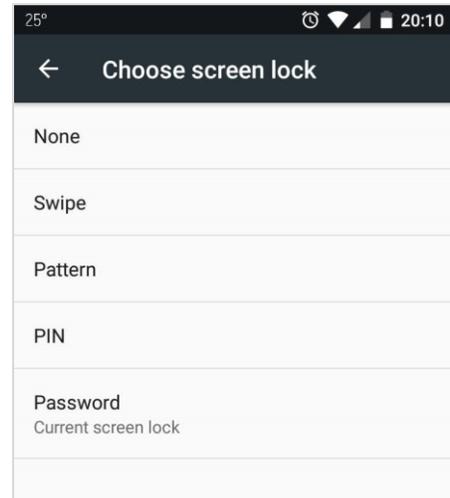
SCREEN LOCK

If someone gains physical access to your smartphone, whether by theft or by accident, the lock screen may be the only thing keeping that person from accessing your confidential information such as contacts list, e-mails, social media apps, or app store accounts.

SET OR CHANGE YOUR SCREEN LOCK

Important: After you set your screen lock, you’ll be asked to unlock your device every time you switch it on or wake it up, normally using a PIN, pattern, password, or fingerprint.

1. Open your phone's **Settings**  app.
2. Tap **Security**.
 - a) If you don't see "Security," go to your phone manufacturer's support site for help.
3. To choose the type of screen lock, touch **Screen lock**.
 - a) If you already have a lock on your device, you'll have to enter your code, pattern, password, or biometric key before you can choose a different one.
4. Tap the screen lock option you want to use, then follow the instructions (this is where you can use **biometrics** instead of a pin or password).



Important: If you share your phone with someone (like a spouse or child), do not use a biometric password or they will not be able to unlock your phone.

 **NOTES:** Use this section for your personal notes

CREATE A VIDEO AND SHARE IT WITH YOUR CONTACTS

You're at your granddaughter's birthday party and want to take a video of her blowing out the candles on her cake. Or maybe you're on vacation with friends and want to send a quick video to your children.

1. Tap the **Camera**  icon.
2. Select the **Video**  icon to turn on the video camera.
3. Press the large **Red button** beneath the **Video** icon to begin recording. You'll see **Rec** flash on the screen and a **Timer** to indicate you're recording.
4. When you're done recording, press the **Thumbnail** of your video to the right of the record button. Press **Play** (the small triangle in the middle of the video) to review what you recorded.
5. At the bottom of the screen you have to option **Share**, **Edit**, or **Delete** your video. There are several ways to share your video.
6. Tap **Share** then select the **Gmail** icon to share via email.
 - a) An email message with your video already attached will appear on the screen. In the **To** field begin to enter a contact's name or email address.
 - b) Your contacts list will automatically pop up as you begin to enter the name. Select the name from the contacts list.
 - c) Enter a **Subject** so the recipient knows what you're sending. You may also want to add a message in **Compose email** if you desire.
 - d) When finished composing a message, go to the top right of the email message and tap the **Send** icon to send your video.



Select the **Message** icon to share via a text message. To more easily share in a text message your video should be less than 1 minute (1MB).

RESOURCE

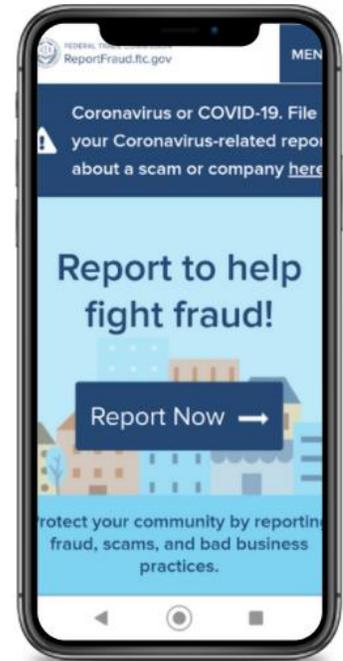
For 24-hour help with all your Android related issues you can visit Google's Help Center at <https://support.google.com/phoneapp#topic=10079369> to describe your issue and find quick solutions.

HOW TO REPORT FRAUD

According to the FBI, each year millions of older Americans fall victim to some type of online fraud. Older adults are often targeted because they tend to be trusting, polite and financially secure—all of which make them attractive to scammers.

If you ever suspect that you've been a victim of fraud, here's detailed information from the Federal Trade Commission on steps you can take to report it.

<https://www.youtube.com/embed/loKTR4QR6-w?feature=oembed>



Conclusion & Evaluation

Let's wrap up by sharing what you've learned today that will help you better use your smartphone.

- Will anything that you've done previously be easier or faster (e.g., waking in the morning, answering phone calls, keeping track of appointments, finding your phone)?
- What new things will you be able to do with your smartphone?

Thanks for attending this course.

Please complete the evaluation form before you leave.

Appendix

USING THE CALCULATOR

The calculator comes in handy for things like grocery shopping on a budget, or calculating a tip when you're ready to pay your bill at a restaurant.

1. Select the **Calculator**  icon (if it is not on your home screen **swipe up** to see all apps and select from the app list).
2. The **Calculator** is now ready to use.

SHARE YOUR LOCATION DURING AN EMERGENCY CALL

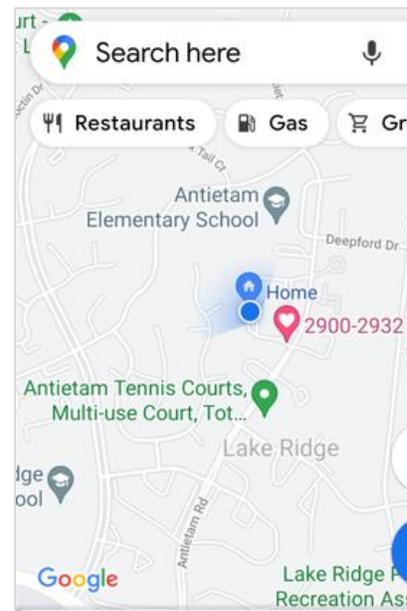
To give the emergency operator your location:

1. Launch the **Phone**  app.
2. Make a call to an emergency hotline such as 911. Your location information will display on your screen.
3. Read your location information to the emergency operator aloud from your screen. You might see the following, depending on what your phone can detect:
4. Your physical address.
5. Additional code (a shorter version of longitude and latitude). These codes may be recognized by emergency personnel.
6. Latitude and longitude.
7. Map.

USING GOOGLE MAPS

Google Maps comes in handy if you need directions to a place you haven't been before, or if you're lost.

1. Find and tap the **Maps**  icon.
2. In **Search here** at top of the screen, type an address or a business name.
3. As you're typing, a list of options will appear.
4. Tap the correct address from the list. A map with the business/address will appear on the screen.
5. Select **Directions**.
6. At the top of the screen, in Your location enter the address of the place you will be driving from to get to **your location**.
7. You will see a map with route options and the time it will take to reach your destination from the address you entered in **Your location**.
8. The shortest route will usually be highlighted in blue. Other route options will be in colored gray (if you prefer one of the gray routes, select it and it will turn blue).
9. Tap **Start** at the bottom left of the screen to begin navigation.
10. To **Stop** navigation, tap the **X** at the bottom left of the screen.



SET UP YOUR GOOGLE VOICE ASSISTANT

Google Voice Assistant can be helpful in many situations. You can use it to get directions while driving without having to take your hands off the wheel, you can call a friend on speaker phone while you're in the kitchen making bread, or you could use it in an emergency if you fell and were not near your phone to call 911.

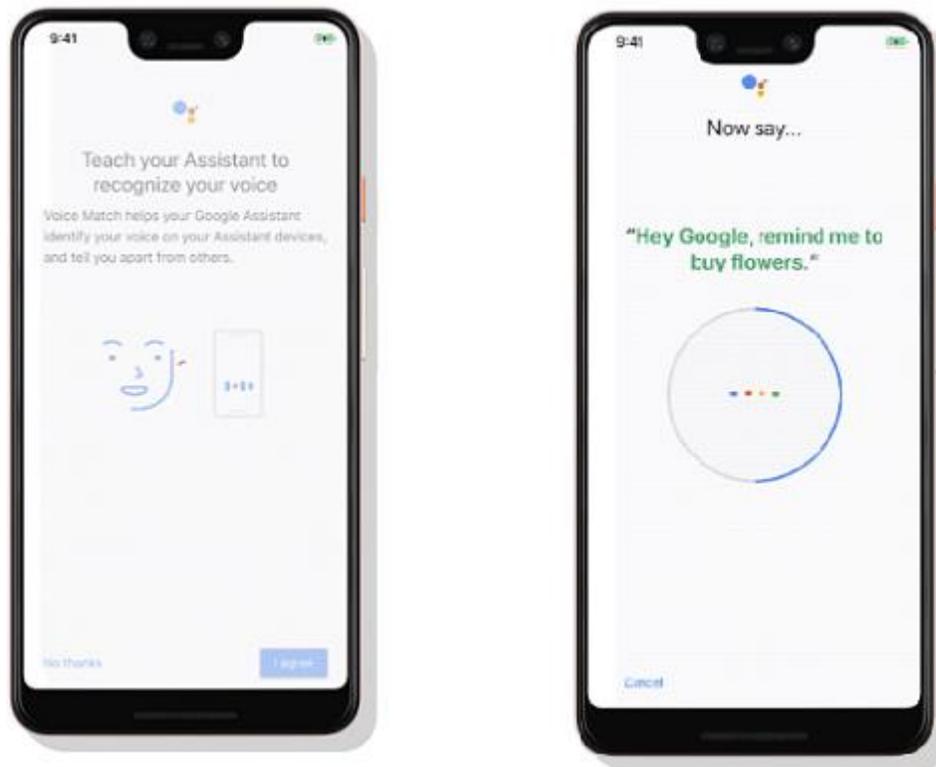
Turn the Google Assistant on or off

1. On your Android phone, say **"Hey Google, open Assistant settings."**
2. Under **All settings**, tap **General**.
3. Turn Google Assistant **On** or **Off**.

Teach the Google Assistant to recognize your voice

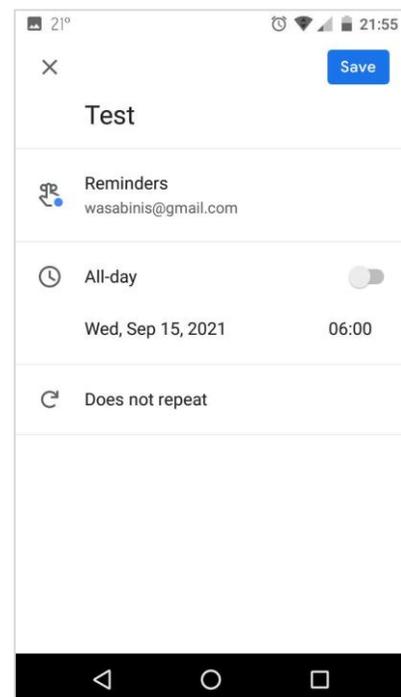
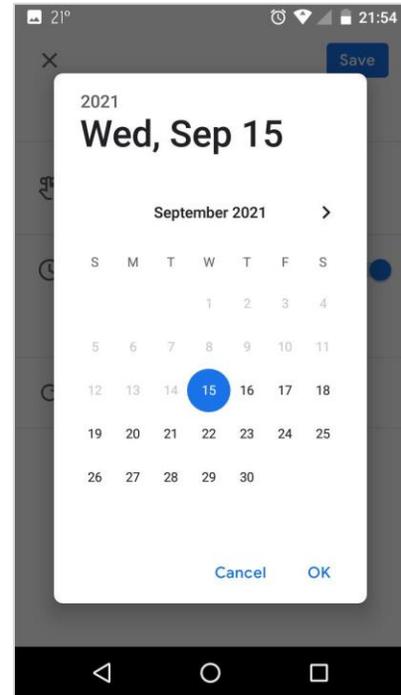
1. On your Android phone, say **"Hey Google, open Assistant settings."**
2. Under **Popular settings**, tap **Voice Match**.
3. Make sure **Hey Google** is on.
4. Tap **Voice model** > **Retrain voice model**.
5. Follow the steps to record your voice.

Google voice assistant instruction retrieved from: <https://tinyurl.com/yhnxfv9>



SETTING/EDITING/DELETING REMINDERS (BIRTHDAYS, MEDICINE, TO-DO LIST)

1. Tap the **Calendar**  app.
2. Tap the **Add**  icon at the bottom right of the screen.
3. Select **Reminder** from the list of options.
4. In **Remind me to...** type your reminder, for example, *“Attend yoga class with friends”*
5. Tap the **Date** to select the date you would like to begin receiving this reminder.
6. Tap **OK** to save the date.
7. Tap the **Time** to set the time you would like to receive this reminder.
8. Tap **OK** to save the time.
 - a) If the reminder is **All day**, tap the **Clock** icon to the left of **All day**.
 - b) If the reminder is on a certain day and time, leave **All day** un-checked.
 - c) If the reminder is for only one day, and does not repeat, select **Does not repeat** (your selection will be blue with a blue check mark to the right), then tap **Save**.
 - d) If the reminder does repeat, select the duration from the list (**Every day, Every week, etc.**).
9. Tap **Save** in the top right corner of the screen to save your reminder.
10. Tap **Mark as done** at the bottom right of the screen once you’ve accomplished the task or attended the event to indicate its completion.

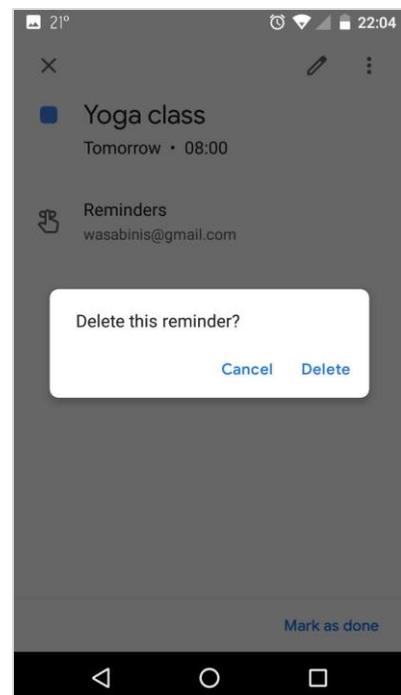
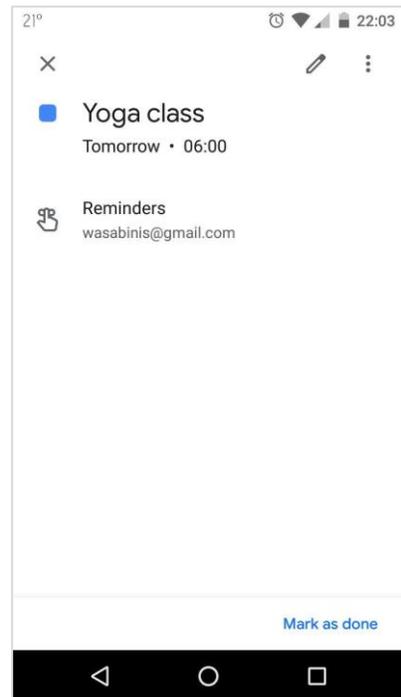


To **Edit** this reminder:

1. Open the **Calendar**  app.
2. Tap the reminder to select and open it.
3. Select the **Pencil** icon at the top right of the screen.
4. Make any edits to the reminder.
5. Tap **Save** at the top right corner of the screen.

To **Delete** this reminder:

1. Open the **Calendar**  app.
2. Tap the scheduled reminder to select and open it.
3. Tap the **3 dots** in the top right corner of the screen (to the right of the Pencil icon).
4. Tap **Delete**.
5. Confirm that you want to delete the reminder by choosing **Delete** in the pop-up (if you change your mind, select **Cancel** to keep the reminder on your calendar).
6. Press the **Home** button at the bottom of your screen to go back to the **Home** screen.



References

Google's Phone App Support

www.support.google.com/phoneapp

Samsung Mobile

<https://www.samsung.com/uk/support/mobile-devices/how-do-i-enable-or-disable-mobile-data/>

Google Find My Device

<https://www.google.com/android/find>

Android Help

<https://support.google.com/android/answer/3094742?hl=en>

Scams and Safety

<https://www.fbi.gov/scams-and-safety/common-scams-and-crimes/elder-fraud>

FTC Privacy, Identity and Online Security

<https://www.consumer.ftc.gov/topics/privacy-identity-online-security>