ONE-ON-ONE TECHNOLOGY HELP

Stonington Free Library is pleased to offer our patrons One-on-One Tech Help appointments. These short sessions are designed to help familiarize patrons with common computer and internet functions in order to foster a greater level of digital literacy in our community.

Overview
- 30-minute appointments available on Tuesdays.
- Patrons can book follow-up 30-minute appointments if needed.

Sessions Can Cover Basic Skills/Topics Related to…
- Windows 10 or 11 Basics (please inquire about any specific programs)
- Mac (Apple) Basics (please inquire about any specific programs)
- iPad or iPhone Basics
- Kindle or Nook eReaders
- Laptops and tablets
- Microsoft Office Basics (Word, Excel, Publisher, Powerpoint)
- Setting up an email account
- Using USB Flash Drives
- Social media such as Facebook, Instagram, and Twitter (inquire about other social media sites)
- Downloading library ebooks or audiobooks
- **Special Requests for tech help topics not listed above can be made. Requests will be reviewed by Library staff to determine if they are suitable for a Tech Help appointment.**

Before You Arrive
- Please arrive with a clear goal of what you would like to learn.
- Please arrive with **all the necessary passwords needed** to access your device or accounts.
- Be sure to bring in any device and its charger you need help with. The Library cannot be held responsible for damage to patron-owned equipment. If necessary, we can provide a Mac or PC laptop (with Windows 10 or 11) for demonstration.

Sessions Do Not Cover…
- Running diagnostics
- Troubleshooting or fixing malfunctioning devices, taking apart or replacing physical parts on a device, or participating in financial, medical, legal or personal transactions.
- Installing software unrelated to library services
- Computer maintenance, such as running antivirus scans
- Anything outside the realm of basic computer and internet instruction.