

Tech Coach Corner - @Home

by Bryan Smith, LTCL Tech Coach

This week's corner is all about adapting our Tech Coaching program from face-to-face to "@ Home" – allowing our Tech Coaches to provide the same personalized one-on-one coaching while leveraging alternate communication methods. Here's how it works...

Send me your questions/requests/desires via email (my email address is at the bottom of this column), and I will send it to our amazing Tech Coaches. One of our Tech Coaches will then take your question and contact you to find the best way to work together. Easy right? Yes, it is.

And because some of you may not have ever utilized our Tech Coach program at LTCL, let me take a moment to introduce you to the program. We have six wonderful volunteers who have various expertise in technology that are as patient as a dog that sees someone pick up their leash. Tech Coaching is not Tech Support... while our coaches may be able to explain how best to fix something that is broken, our role is truly that of a coach – someone who helps you be better with technology. Tech Coaching is not a class... we don't have a syllabus or agenda. We just have some experience to share with you. So, come with your questions. For example:

- How can I find an email that I sent?
- Can I reduce the number of calls I get from telemarketers?
- How do I know if this email/text is really from my bank asking me for my password?
- How do I free up space on my phone? It keeps saying that the memory is full.
- How can I print address labels for my holiday cards?
- What is the Cloud?

Again, send me your questions, and one of our big good 'ol hearted Tech Coaches will be in contact with you. STAY HOME – STAY SAFE.

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