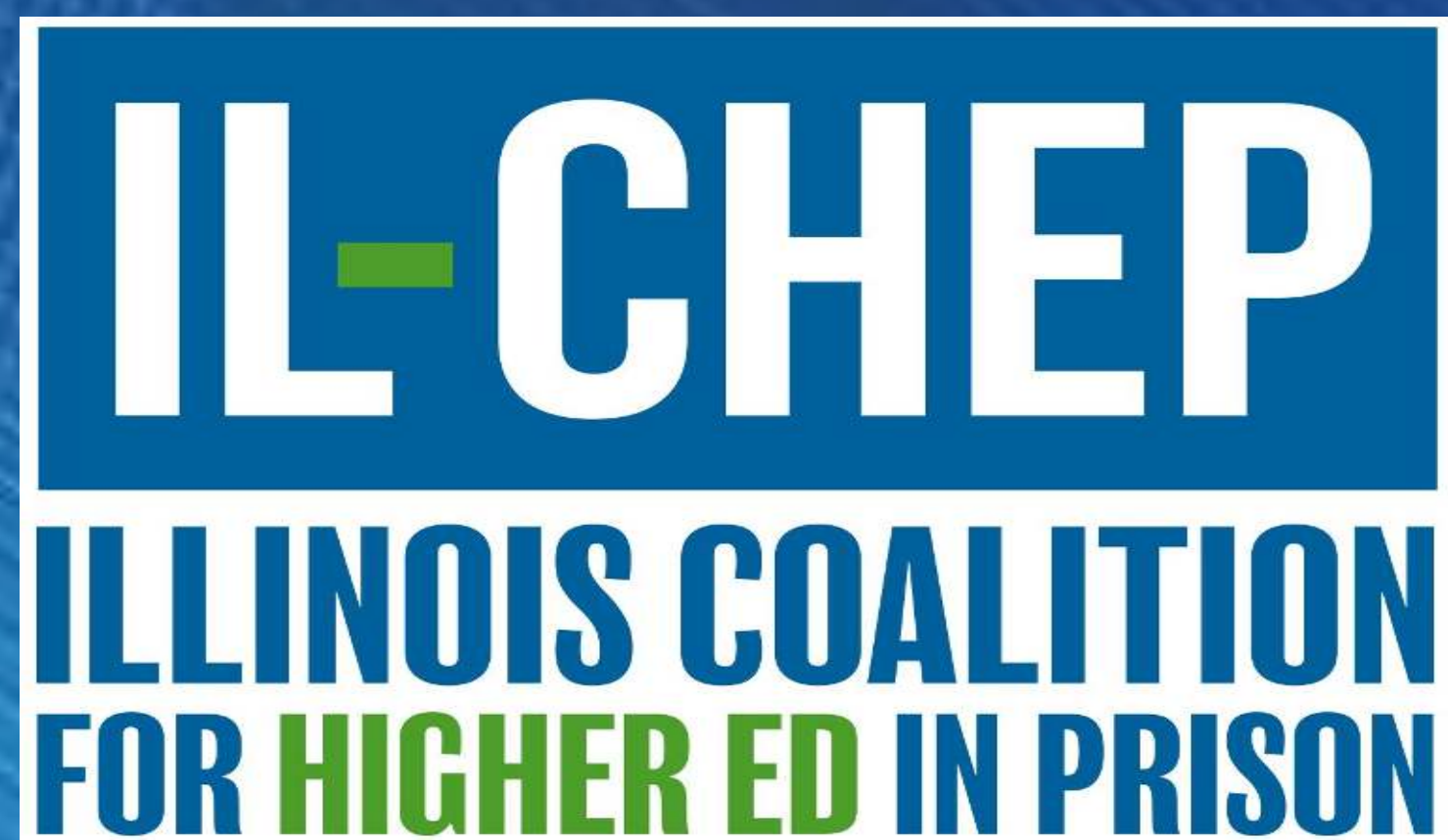


IL-CHEP Technology Resource Guide



Dear IL-CHEP Community,

We wanted to congratulate and welcome you back into society. As we are sure this is an exciting time for you as you reconnect with family and loved ones, we understand that this can also be a time of uncertainty and confusion as you are about to re-enter into a digital society. So what does that mean? Learning how to use a smartphone, a modern computer or tablet, and being immersed most of the time with technology. We live in an era where we mostly rely on technology, and use it subconsciously. Although you may feel overwhelmed with everything else you have to do to be able to re-enter into society, do not worry because we hope that this digital guide provides you with a stepping stone to getting acquainted and learning the steps to become savvy with technology. Think of technology as your new best friend, and rather than feeling puzzled or embarrassed that you do not know how to use technology, let your inner child out and be curious and play with it. Yes, play with it. From learning how to click the on button on your smartphone, to learning how to post your first social media post or making your first phone video chat with your loved ones. Technology can be fun and we can show you how, but first thing first, as you become familiar with technology, please please ask for help. Similar to when people introduce you or connect you to a friend, let a friend guide you to connect and meet your new best friend "technology." We assure you, that the more help and support you get, the greater of a relationship you will make with technology. Enjoy the ride, and please let us know what other questions or concerns you may have. We are also here to support you, as you transition and become ready for college or the workforce.

Sincerely,

IL-CHEP

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Android Versus Iphone: Which should you get?

Deciding which phone to get, whether an android or iphone can be as easy or difficult as choosing sprite or 7up, pepsi or coke. You get the point, and if you are unfamiliar with technology, we recommend you start with an android, as it is very similar to the tablet you have used inside of prison. Once you get acquainted with android, perhaps you can consider switching on to an iphone. This is just some advice from other people who have transitioned into this digital world.

Android (Samsung, Google, Microsoft, Motorola, Nokia, Sony, etc.)	Iphone
Created mostly by Google and Open Handset Alliance	Created by Apple
Released in 2008	Released in 2007
Runs on Android	Runs on IOS
Lots of ability to customize the screen and apps	More uniform and less ability to customize the screen and apps
Video chat through Google Meet and other apps that you can download	Video chat through FaceTime and other apps that you can download
Monthly security updates	Periodical security updates, but less security “threats”
Newer versions do NOT have a headphone jack (you would have to buy an extra cord to plug into your charging port to make it headphone accessible, or use bluetooth headphones)	Newer versions do NOT have a headphone jack (you would have to buy an extra cord to plug into your charging port to make it headphone accessible, or use bluetooth headphones)
Much more variety of types of phones	Not much variety in phone type
Usually more affordable	Usually more expensive
Better camera quality	Slightly worse camera quality, but still good
Suggested for people who have already used Android products	Suggested for people who have already used Apple products or can easily adapt to technology



Iphone

Android



Android

Iphone




Android

Iphone

An Android Phone is Similar to your Tablet

As we mentioned to you before, an android phone is very similar to the tablet you are familiar with, and hence, we will provide friendly visuals to get you started using your android phone.

Tips for using your android phone

1. Android and Google work very well together, we suggest using gmail as your main email account
2. Delete any apps you will not be using (usually phones come with some apps that you may not find useful ever)
3. For easy internet browsing, download google chrome and log into your gmail account to use it. Google chrome is just another search engine like Bing, Mozilla Firefox, and Internet Explorer
4. If you want to get to your settings quickly, just swipe straight down on the screen to find your notifications bar. On the top of this bar are some quick settings such as bluetooth, wifi, brightness, volume and more!
5. If your data isn't working, trying turning your phone on airplane mode and then turning that off again so that it resets your connection
 - a. "Airplane mode" just stops all data connections and doesn't allow calls or texts to come through
6. If your wifi isn't working, look for the button that looks like  and turn it off, wait a few seconds, and turn it back on
7. Use categorical folders on your screen to organize and keep track of your apps



How to Get a Free Phone and/or Phone Plan



Our friends at Education Justice Project have created a reentry resource guide, Mapping Your Future, and have provided information on how to get a free phone. Please [click here](#) to get a hold of their reentry resource guide and go to page 91 in the “Communications” section to find out how! You can also view their videos on “Preparing Mentally for Release and Getting Your IDs and Documents” [here](#).

The two programs that provide a free or discounted phone that EJP indicates are the Safelink program and the Lifeline program. For more information beyond the Education Justice Project reentry resource guide, you can visit the websites for these programs:

The Safelink Program:

<https://www.safelinkwireless.com/Enrollment/Safelink/en/Web/www/default/index.html#!/aboutUs>

The Lifeline Program:

<https://www.fcc.gov/general/lifeline-program-low-income-consumers>



Privacy Matters: Setting Boundaries with Your Technology and Password Protection Apps

We understand that inside of prison you had little to no privacy, however, from the moment you are released you will see that many or all platforms and services require you to enter a username or password. So as you are getting ready to being released think of a username and password you will use to start putting this to practice. Below are a few applications you can download on your phone or computer to save all of your passwords. If it is easier, start with a notebook, and slowly transition into one of these apps. Believe me, you will have created over 20 usernames and passwords in no time, so might as well start keeping track and staying organized!

Name and Logo	What Does the App Do?	Free or Cost?
LastPass 	Secure password manager that holds your usernames and passwords in one place like a locked vault, helps you create your own strong passwords, helps to make sure your accounts stay secure, and you can share passwords amongst family members. For more information visit: https://www.lastpass.com/fr/pricing	<ul style="list-style-type: none">• Free for just password management for one device (meaning you can only be logged into the app on one device)• \$3 per month for a premium account with a 30 day free trial• \$4 per month for a family account for up to 6 users
Dashlane 	Secure password manager. Auto-fills passwords, payments, and personal details securely for an easy and quick way to log into your accounts. Instead of typing in your information into every website, app, or other, Dashlane will automatically fill it in for you. It will alert you if any of your accounts are breached and help you take action. For more information visit: https://www.dashlane.com/plans	<ul style="list-style-type: none">• Free for simple password management• \$6.49 per month for password management and other advanced security tools• \$8.99 per month for a family plan that includes 6 separate premium accounts
Bitwarden 	Secure password manager. Encrypts your passwords and private information that you can access on any of your devices like laptop, phone, or tablet. It checks your vault of passwords to help ensure the most security by finding your weak or reused passwords. Has around the clock customer support For more information visit: https://bitwarden.com/pricing/	<ul style="list-style-type: none">• Free for basic features like a vault for all your passwords and data and simple password management• \$10 per year for premium features like emergency access, Bitwarden authenticator, and more.• \$3.33 per month for a family plan for up to 6 users
RememBear 	Secure password manager. It saves and auto-fills all your passwords to help save you time and keep your information secure. It has a friendly and approachable design. It syncs your passwords to all of your devices such as your phone, computer, and tablet. It also helps you generate strong passwords For more information visit: https://www.remembear.com/	<ul style="list-style-type: none">• Free for one device but does not include sync or backup• \$6.00 per month for syncing across devices, backup, and customer service
1Password 	Secure password manager. Logins and documents are stored in the secure password fault. It saves your usernames and passwords for easy login to websites and apps. It notifies you if your passwords have been breached or compromised. For more information visit: https://1password.com/tour/	<ul style="list-style-type: none">• \$2.99 per month for password management, 24/7 email support, two-factor authentication, and more• \$4.99 per month for family plan of up to 5 members and does the same as the above plan.

Wi-Fi



What is Wi-Fi?

Wi-Fi and the internet are two different things. They are related, but not the same. So how are they different?

Wi-Fi and the internet are two separate things that work together. Think of the internet as a language and Wi-Fi as a method of sending and translating that language.

Having a Wi-Fi signal doesn't always mean you have access to the internet. You need a modem, Wi-Fi router and an internet provider to make that happen.

A strong Wi-Fi signal doesn't always equal faster internet service. You need more bandwidth to enhance internet speed. Remember, the more devices you have connected to the internet, the more bandwidth you need.

If your internet service goes out, check your Wi-Fi connection first. This is often the source of the problem and can save you headaches and an internet service visit.

Popular Wi-Fi/Internet Service Providers:

Xfinity (Comcast), AT&T, and Spectrum

Places You Can Go if You Don't Have Wifi:

Library, coffee shops, some restaurants such as Panera Bread and McDonalds. You will most likely just have to ask them for their WiFi password in order to connect.



Wi-Fi Router

Spectrum

COMCAST
xfinity



AT&T

All About Email Part 1: Creating an Email

Having a professional email account is an essential step in a successful journey toward higher education or getting a job. Email is used to inquire about information, submit job applications, and send messages, documents, videos, and pictures. Since having an email address is so important, we are going to show you how to create an email address using the most popular email account providers: Gmail, Yahoo, and Outlook. We will provide visuals and videos to assist in making this process as easy as possible since it can get confusing. You can click the links below and download the PDF version of the step-by-step directions with visuals on how to create your email accounts to save onto your computer. **Also, the next few pages of this resource guide have the step-by-step instructions written out for how to create a Gmail account, Yahoo account, and Outlook account.**

Please click the link below to see the step-by-step instructions with visuals on how to create a Gmail account:

[How To Create a Gmail Account](#)



Please click the link below to see the step-by-step instructions with visuals on how to create a Yahoo email account:

[How To Create a Yahoo Mail Account](#)

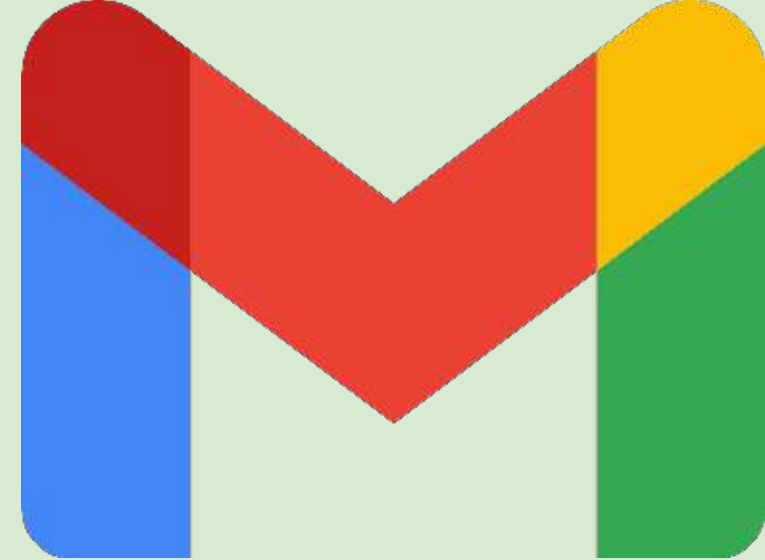


Please click the link below to see the step-by-step instructions with visuals on how to create an Outlook email account:

[How to Create an Outlook Email Account](#)



Creating a Gmail Account Step-By-Step



Step 1: Search “Create your google account” in your internet browser

Step 2: Select the link that specifically says “Create your Google Account” (do not select the one that says “Create a Google Account”)

Step 3:: Creating your account: The last step will bring you to a page where you are creating your account. In the section that says “username @gmail.com”, that is what your official email address will be. It should be professional so we recommend using one of these 2 with your first and last name: “firstnamelastname@gmail.com” or “firstname.lastname@gmail.com”. If Google indicates that those combinations are already taken, we suggest that you add numbers to the end, such as the month and day of your birthday. For example, if your birthday is in December, you could add the number 12 at the end. So you would do “firstname.lastname12@gmail.com”. You could also add the day to the number as well, like if your birthday is December 25th, you could do “1225” instead of just “12”.

3a) When creating your password, write it down, whether that is on a word document, as a note on your phone in a notes app, or on an actual piece of paper. Wherever you write them down, think about creating a document that includes this information:

Account	Username	Password
Google Mail (gmail)	firstname.lastname@gmail.com	Password123!

3b) Passwords are case sensitive, meaning using a capital letter versus a lowercase letter really matters. Therefore, it is critical to write down the capital versus lower case letter correctly wherever you are writing down your passwords.

(Final steps continued on next page)

Creating a Gmail Account Step-By-Step Continued

Step 4: Select next once you have finished typing in your information and double checked that everything is spelled correctly

Step 5: The next page asks for additional contact information so that it is easier to log into your email on other devices or to make it easier if you forget your password

Step 6: Adding a phone number and additional email is optional, but it is helpful for security purposes, so we recommend you use your cell phone number and any other email you have. If you do not have a second email right now, you can always go to your gmail setting later and add it once you do have one

Step 7: Select next when you have finished inputting your information

Step 8: The next page discusses their privacy and terms that you can choose to read

Step 9: Scroll down and select “I agree” after you have read the information

Step 10: CONGRATS! You have officially created your gmail account. Here you have access to your privacy settings, personalization, security, and other information

Step 11: Now that you have a google email, you also are able to use the services that google provides such as google docs, google sheets, google slides, google drive, and more! To find “how to use” videos for each of these resources, [click here](#) to find the links to the videos



Creating a Yahoo Account Step-By-Step



Step 1: Search “create a yahoo account” in your internet browser

Step 2: Select the link that specifically says “create a yahoo email account”

Step 3: Creating your account: The last step will bring you to the page where you will be creating your account. In the section that says “email address @yahoo.com” that is what your official email address will be. It should be professional, so we recommend using one of these 2 with your first and last name: “firstnamelastname@yahoo.com” or “firstname.lastname@yahoo.com”. If yahoo indicates that those combinations are already taken, we suggest that you add numbers to the end, such as the month and day of your birthday. For example, if your birthday is in December you could add the number 12 at the end for your birth month, so you would do “firstname.lastname12@yahoo.com”. You could also add the day to the number as well, like if your birthday is December 25th, you could do “1225” instead of just “12”

3a) When creating your password, write it down, whether that is on a word document, as a note on your phone in a notes app, or on an actual piece of paper. Wherever you write them down, think about creating a document that includes this information:

Account	Username	Password
Yahoo Mail	firstname.lastname@yahoo.com	Password123!

3b) Passwords are case sensitive, meaning using a capital letter versus a lowercase letter really matters. Therefore, it is critical to write down the capital versus lower case letter correctly wherever you are writing down your passwords

(Final steps on the next page)

Creating a Yahoo Account Step-By-Step Continued

Step 4: Select “Continue” once you have finished typing in your information and double checked that everything is spelled correctly

Step 5: On the next page it will ask you to verify your phone number. You can choose to have them call or text you with a verification code. Once you have selected which way you would like to receive the code, it will bring you to the next page to type the code it

Step 6: Check your text messages or answer the phone call depending on what option you picked and type the code into the space indicated. It should be a 5 number code

Step 7: Once you have typed it in, select verify

Step 8: CONGRATS! You have officially created your yahoo email

Step 9: Select “Done”

Step 10: CONGRATS! Now that you have created your account, you can use the extra services that yahoo provides. Once you select done, you are taken to the yahoo home page where you can find information such as the news, financial info, your email, and more

Step 11: The little bell icon that may have a number above it is your notifications. It will give you notifications of news that comes out

Step 12: You will find your email on the top right corner of the page. Select “Mail”

Step 13: Once selected, it will bring you to your email page where you can send emails, check your inbox, and other functions



Creating an Outlook Account Step-By-Step



Step 1: Search “create an outlook email account” in your browser

Step 2: Select the link that specifically says “Outlook– Free personal email and calendar from Microsoft”

Step 3: Then select “Create free account”

Step 4: Creating your account:

4a) The last step will bring you to a page where you are creating your official email address. Your email should be professional so we recommend using one of these 2 with your first and last name: “firstnamelastname@outlook.com” or “firstname.lastname@outlook.com”. If outlook indicates that those combinations are already taken, we suggest you add numbers to the end, such as the month and day of your birthday. For example, if your birthday is in December, you could add the number 12 at the end so you would do “firstname.lastname12@outlook.com”. You could also add the day to the number, like if your birthday is December 25th, you could do “1225” instead of just 12

4b) The dropdown menu allows you to select either @outlook.com or @hotmail.com, we recommend you leave it @outlook.com.

Step 5: Select “Next”

Step 6: This screen prompts you to create a password

6a) When creating your password, write it down, whether that is on a word document, as a note on your phone in a notes app, or on an actual piece of paper. Wherever you write them down, think about creating a document that includes this information:

Account	Username	Password
Outlook Mail	firstname.lastname@outlook.com	Password123!

6b) Passwords are case sensitive, meaning using a capital letter versus a lowercase letter really matters. Therefore, it is critical to write down the capital versus lower case letter correctly wherever you are writing down your passwords

6c) You can choose to un-select the box next to “I would like information, tips, and offers about Microsoft products and services”. If you leave the blue check mark, you will receive that information, if you un-select the box, you will not. We chose to un-select it

(Final steps are on the next page)

Creating an Outlook Account Step-By-Step Continued

Step 7: Select “Next”

Step 8: Type in your first and last name, use proper capitalization to keep it professional

Step 9: Select “Next”

Step 10: Fill in your birthday and country

Step 11: Select “Next”

Step 12: Outlook then will prompt you to solve a simple puzzle so that they can ensure you are not a robot creating a fake or spam account. Just follow the directions that it prompts you with, as they give different puzzles for everyone but we will provide ours as an example. Select next when you are ready for the puzzle

Step 13: Solve the puzzle, ours was to pick out the banana

Step 14: It next asks if you would like to stay signed in or not. If you are on your personal computer, you can opt to stay signed in. If you are using any one else’s computer, such as a friend, family member, public library, or any device that you share with other people, we recommend that you click “no” and do not stay signed in

Step 15: Congrats!! Your email has been created. It may take you back to the start screen, but don’t worry your email was created

Step 16: To log into your email type into your search engine “outlook login”

Step 17: Click on the link that again says “Outlook—Free personal email and calendar from Microsoft”

Step 18: It should automatically log you in, if not, type in the login that you created in the previous steps to get to your email account where you can read your emails, send emails, and more

Step 19: Now that you have created your account, you can use the extra services that outlook provides such as microsoft word, microsoft excel, microsoft powerpoint, microsoft teams, and more



All About Emails Part 2: Sending an Email

Step 1: Log into your email

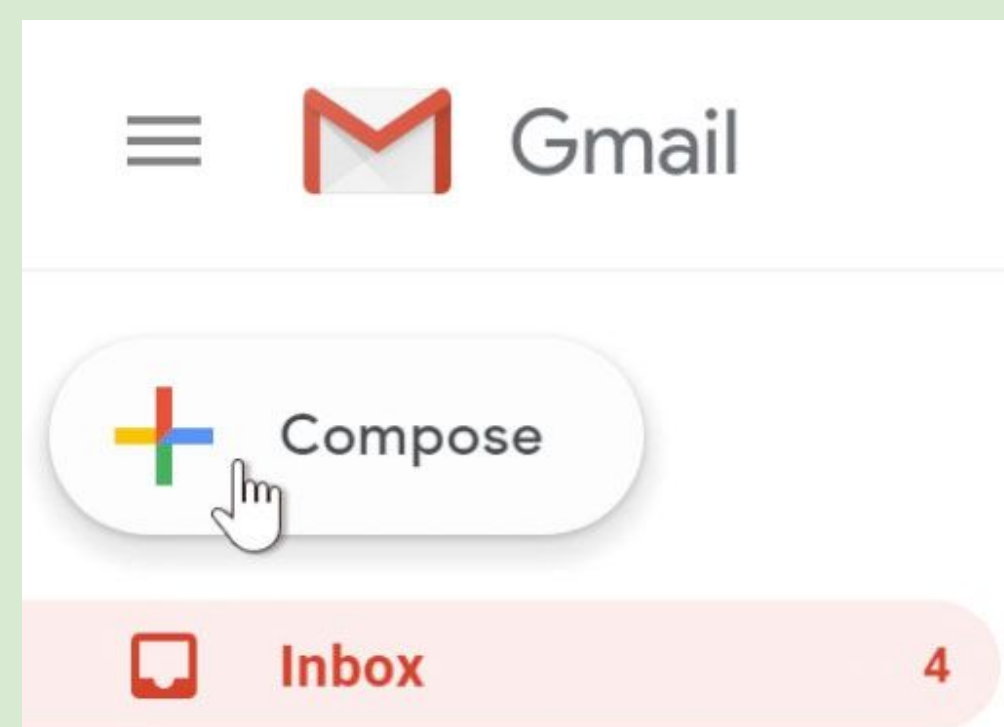
Step 2: Click “Compose” for Gmail and Yahoo or “New Message” for Outlook in the top left corner

Step 3: In the “to” section, type in the email address of the person you are trying to email. Ex: ilchep.student@gmail.com

Step 4: In the subject line, you want to write a few words about what your email is about. This will be the words people see in their email inbox. If you were emailing someone your job application, you could make subject “Job Application 2022 Communications Position”. You want to imagine that this is like a title, so the first letter of each word should be capitalized. This also shows professionalism

Step 5: Write your message in the big space below the subject section. Do not forget a greeting (Dear _____(their name)_____,”) and a closing (Sincerely, _____(your name)_____)

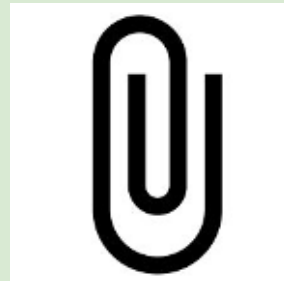
Step 6: Hit send



All About Emails Part 3: Attaching Documents/Files to an Email

Step 1: Complete steps 1-5 on the previous page “Sending an Email”

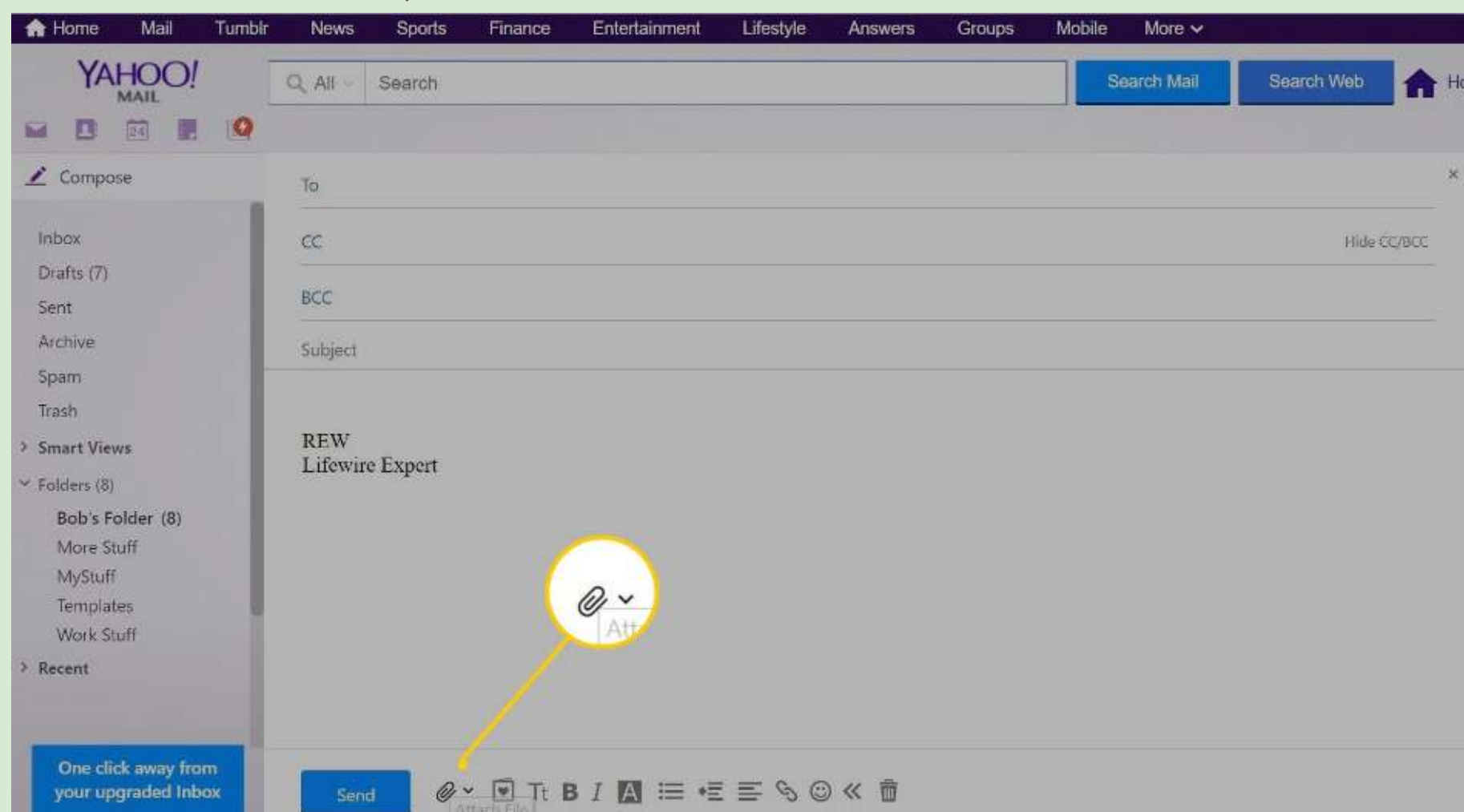
Step 2: Look for the icon that indicates “attach file”. This icon normally looks like a paper clip or piece of paper. For Gmail, Yahoo, and Outlook, the “Attach File” the icon is a paper clip and can be found on the bottom of the screen where you are writing your email. It looks like this:



Step 3: Click the “attach file” icon and depending on what email service you are using, it may directly open up your computer files and you can find the document you are looking to attach and select it. Other email providers may give you the option to choose where to select your file from. Most likely you will be selecting “Attach file from computer” or “Browse this computer”

Step 4: When you have found the file you want to attach, you can either double click it and it will upload to the email, or you can single click the file and select “open”

Step 5: Check and make sure your document is attached to the email, you should see an icon with the title of your document on the top or bottom of your written text. We also recommend you try to open the file you attached from the email to make sure you attached the correct document, as it is a common mistake to accidentally attach the wrong file.



All About Emails Part 4: Emailing Multiple People

On the email you are creating, you may see a section that says “CC” or “Bcc”. CC stands for carbon copy and Bcc stands for blind carbon copy, but what do those actually mean?

When you type someone’s email in the CC section, that just means you are sending your email to more than the person it was intended for. For example, if you are trying to email your boss at work a question, you would put their email in the “To” section. If that question is relevant to other people in your office, such as if they maybe had the same question but you were the one to send the email, you would put them in the “CC” section because the email is relevant for them to receive.

The “Bcc” is the same thing as CC, except the person in the “To” section cannot see who else you sent the email to. You would use this section if you didn’t want each individual person to see who else got the email. An example of using this may be if you needed to talk to 5 people at your office because they are in trouble for being late, but since that information is a little more private, you would not want each person knowing who is also in trouble so you put them in the Bcc section.

➤

Send

📎

Attach

🗑️

Discard

⋮

To

Whom are you addressing your email to?

Cc

Who do you want to keep in loop? (Just for their information)

Bcc

Who do you want to send a copy of this email, but without letting anyone know that they have been kept in this loop?

Here goes your Email Subject line..|

🔊

AA

A^o

B

I

U

Send

⌵

Discard

📎

⌵

⋮

Video Resources for Navigating your New Email

In providing both written and visual step-by-step instructions on how to create your new email, we wanted to also provide you with the video instructions on how to set up your email and videos to show you how to navigate and use your new email and the features associated with each account. Notice, these are all YouTube videos, so as you want to learn more information that these videos may not provide, try searching in YouTube more “How To” videos on what you are interested in learning.

1. How to create Gmail: <https://www.youtube.com/watch?v=NXOCa9kzQsk>
2. How to navigate and use Gmail: https://www.youtube.com/watch?v=0D7H4p_luvs
3. How to create Yahoo email: https://www.youtube.com/watch?v=HZ3mheu_TLg
4. How to navigate and use Yahoo: <https://www.youtube.com/watch?v=3PFQokB6zFY&t=25s>
5. How to create Outlook email: https://www.youtube.com/watch?v=_r5e_inPAcl
6. How to navigate Outlook: <https://www.youtube.com/watch?v=UcikK-9oP00>
7. How to send an email:
 - a. Gmail: <https://www.youtube.com/watch?v=2eH0JbEE-6k>
 - b. Yahoo: https://www.youtube.com/watch?v=axLsltlY_lc
 - c. Outlook:
<https://www.microsoft.com/en-us/videoplayer/embed/RWfqjw?pid=ocpVideo0-innerdiv-oneplayer&postJsllMsg=true&maskLevel=20&market=en-us>
8. How to attach a document: (fast forward to 1:00)
<https://www.youtube.com/watch?v=8hiTBHGZnqc&t=30s>
9. How to create a signature/why: https://www.youtube.com/watch?v=3KyBtsxU_WI

Using Microsoft Office, Microsoft Teams, and Google Applications: Video Resources

Now that you have created your email accounts and have learned how to navigate them, it is time to explore the additional features that your accounts provide. Both Gmail and Outlook provide additional services for you to write documents, create presentations, and create spreadsheets. Below are videos to help explain each of these services and teach you how to use them on a daily basis.

1. How to use Google Drive/What it is:

<https://www.youtube.com/watch?v=EbVnObwFJic>,
<https://www.youtube.com/watch?v=gdrxAoqfvbA>

2. How to use Google Docs: https://www.youtube.com/watch?v=z9i_h-WMQ68

3. How to use Google Sheets: https://www.youtube.com/watch?v=Rus4buFP_a4,
<https://www.youtube.com/watch?v=xv8RXzUMTng>

4. How to use Google Slides: <https://www.youtube.com/watch?v=QHfbShPbtXI>,
<https://www.youtube.com/watch?v=7vSnesQDLBE>

5. How to get Microsoft Office for Free and How to Use it:

https://www.youtube.com/watch?v=DuQyKM7_V-Y,
<https://www.youtube.com/watch?v=qNbX1qlz1uQ>

6. How to use Microsoft Word: <https://www.youtube.com/watch?v=S-nHYzK-BVg>

7. How to use Microsoft Excel: <https://www.youtube.com/watch?v=rwbho0CgEAE>

8. How to use Microsoft Powerpoint: <https://www.youtube.com/watch?v=XF34-Wu6qWU>

9. What is Microsoft Teams and How to Use it:

<https://www.youtube.com/watch?v=VDDPoYOQYfM>



Applying to Jobs Online

Applying to jobs online can be a tedious and intimidating process if you have not had much practice. Thankfully, the internet provides tons of resource for assistance. Every job application is different, but here are two online practice job applications that you can fill out to familiarize yourself with how it might look when you really are applying. These are not real applications and will not be submitted to any jobs from this website, although you may end up receiving promotional emails from these companies from entering your email address. If either of these or any other practice applications ask for your social security number, do not use your real one. Input a fake one or skip that step if it allows you for safety purposes. Here are 2 practice online job applications you can take practice filling out:

1. <https://careerwise.minnstate.edu/jobs/practice-online-job-application.html>
2. <https://masshireholyoke.org/online-app/>

Here is a link to a basic sample job application that you may find in person or online. You can print this to fill out on your own for practice, or just read over the questions to familiarize yourself with possible future applications: <https://app.eduportal.com/share/0bf2f7fc-3d9a-11e8-b33e-00155d645900>

When you are actually applying to jobs online, they will normally ask you to upload your resume and cover letter. Make sure your documents are saved with professional names like “Resume for IL-CHEP”, using the company name that you are applying to. This will also help you stay organized and reduce the chances you accidentally attach the wrong resume or cover letter.

Job Resume Builder Websites

If you need help writing your resume, there are many websites that will assist you in doing this. Sometimes you have to pay a small fee at the end, other times they just give it to you. The top resume builder websites for 2022 are: Zety, LiveCareer, Resume Genius, MyPerfectResume, ResumeLab, ResumeNow, EnhanceCV, ResumeHelp, ResumeNerd, Wozber, Resumonk, VisualCV, Kickresume, and FlowCV. For more details about each of these websites and links to them, please visit this website that provides an overview, pros and cons, and pricing of each: <https://zety.com/blog/best-online-resume-builders>

Zoom Interviews and Video Calls: What is Zoom?

If you are looking for a job, or will soon be starting school, odds are that you will need to become familiar with zoom. Zoom is a video communications app that allows you to set up virtual video and audio conferencing, webinars, live chats, screen-sharing, and other collaborative capabilities. You can use Zoom on many platforms such as your phone, tablet, and computer.

If you have your android phone already, please download the zoom application so that you can start practicing. On the next page of this resource guide, you will find the step by step instructions on how to create your own zoom account and how to navigate it.

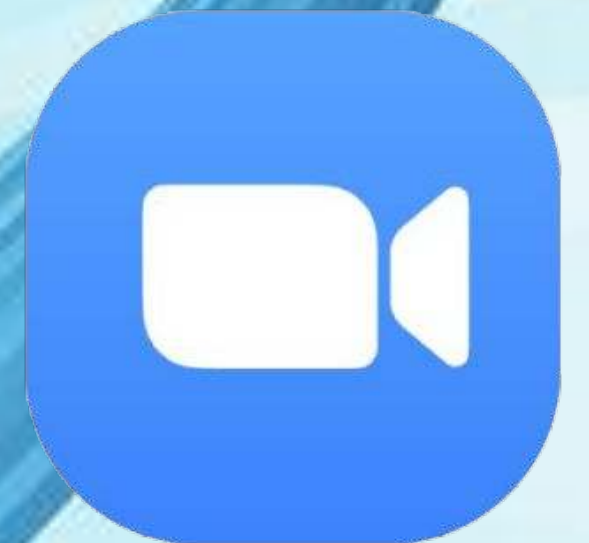
If you would like to see visuals along with the step-by-step instructions on how to create a zoom account and how to navigate it, please click the link below to a google slides presentation. You may download this for your own record if you need to look back on the instructions on how to create or navigate Zoom.

Click here for the step-by-step guide **with visuals**:

[How to Create and Navigate your Zoom Account](#)

For further resources and explanations, here are some YouTube videos to help teach you how to create a Zoom account and how to use it:

1. How to join a Zoom call: <https://www.youtube.com/watch?v=9isp3qPeQ0E>
2. How to create an account and use Zoom:
<https://www.youtube.com/watch?v=QOUwumKCW7M>
3. Another video on how to create your account and use Zoom:
<https://www.youtube.com/watch?v=TOrTZwXtWW8>
4. How to use Zoom on your computer AND phone:
<https://www.youtube.com/watch?v=fA5Z5LjEFJM&t=55s>



zoom

How to Create a Zoom Account

Step 1: Search “Zoom” in your browser

Step 2: Click the link that says “Zoom: Video Conferencing, Cloud Phone, Webinars, Chat...”

Step 3: Select the button that says “Sign Up Free” or “Sign Up, It’s Free”

Step 4: This screen prompts you to type in your date of birth

Step 5: This screen is where you will be signing up. Type in your email address that you previously created

Step 6: Select “Sign Up”

Step 7: This screen indicates that Zoom has sent you an email that you need to open in order to finish signing up. If you used a Gmail or Outlook email, you can select the “Open Gmail” or “Open Outlook” icons below to quickly get you to your email

Step 8: Once in your email, locate the email sent to you from Zoom with the subject line “Please activate your Zoom account” and click to open it

Step 9: Select the “Activate Account” button. This step is so that Zoom can verify that it is really you making the account

Step 10: This page prompts you to fill in your name and password. Do not forget passwords will be upper/lower case sensitive

Step 11: Select continue

Step 12: This page is optional to fill out. If you want to invite other people to use Zoom who do not have accounts, you can send them an invitation by typing their email into the spaces provided. If you do not want to invite other people, select “Skip this step”

Step 13: This page allows you to start a meeting now, look at your account, or download extra apps that allow for easy meeting scheduling. Let’s explore how to start a meeting and the icons within a meeting

Step 14: A new window will pop up that says “Open Zoom Meetings?” Select “Open Zoom Meetings”

Step 15: Zoom will open and a window will pop up. Select “Join with Computer Audio”

Step 16: Congrats! You have made it to your first zoom meeting. We will now explore what each button means.

Step 17: On the bottom left corner you will find the “mute” button. Since we selected join with computer audio, you are automatically connected to the microphone

Step 18: If you wish to mute your microphone so that no one else can hear you, just select mute and you will see a red line run through the icon. This means you have successfully muted yourself. If you want others in the Zoom call to be able to hear you again, just click the “mute” button again and the red line will go away

(More steps continued on next page)

How to Create a Zoom Account Continued: Navigating Zoom

Step 19: The next icon is the “Start Video” icon. If there is a red line through it, your camera is off. Select the “Start Video” button if you wish to turn your camera on and you will see the red line go away

Step 20: The next icon is “security”. Select this icon to see the different options

Step 21: The next icon is “participants”. This lets you see how many people are in the Zoom call, and who is in the Zoom call. When you select the icon, it will open up a sidebar that shows you this information. Click the small down arrow at the top and select “close” when you want to exit the sidebar

Step 22: The next icon is “Chat”. Select this if you want to type a message to the people on the Zoom call. It will open up another sidebar in order to type (you close this sidebar the same way as above)

Step 23: The next icon is “Share Screen” which allows you to share your computer screen so that everyone in the Zoom call can see it. You would use this feature when you are presenting or want to show people how to do something.

Step 24: When you select “Share Screen” it will bring up all of your open screens that are on your computer, select the one you want others to see and select share

Step 25: This will move your icon bar to the top of your screen and the people on the Zoom call will now be able to see the screen you are on on your own computer

Step 26: To stop sharing your screen, select “Stop Share” and it will take you back to the original Zoom screen

Step 27: The next icon is the “Record” button. Select this if you would like to record your Zoom call to be able to replay later. Your computer will let you know out loud that there is a “recording in progress”

Step 28: To end the recording, click the small stop button

Step 29: The next button is “Reactions” which are like emojis. Select reactions to see your choices. Once you select one, it will pop up on your Zoom screen for others to see and it will eventually go away

Step 30: If you select the reaction that says “raise hand”, it will stay on your screen until you unselect it because it represents as if you were truly raising your hand in a meeting or classroom

Step 31: The finally icon is the “End” button that you will select when you want to end the meeting. Select “Leave Meeting” when you are ready to end the call

Zoom Interviews and Video Calls: Tips on Interviewing Digitally

Tips for a Successful Zoom Interview:

- Use the mute button whenever you are not speaking so that other people cannot hear your background noise
- Look into the camera when you are talking, not down at your keyboard or at the side window where you can see yourself on camera
- Make sure the background in your camera is clear of clutter and looks professional
- Make sure the lighting in your room shows up well on camera and does not make your screen look too dark or too bright
- Make sure your phone is on silent and will not be vibrating while you are interviewing, the people in the Zoom call will be able to hear that noise
- Use a computer or laptop, not your phone or ipad (if possible)
- Make sure your internet connection is strong and stable
- Wear professional clothes as if you were going in person
- Make sure your device is charged or plugged in to be charging the whole time (Zoom uses up your battery quickly)
- Have good posture
- Practice using Zoom before your interview and practice in the spot you are going to do the interview in order to ensure there is good lighting, it is clean, and that there is good internet connection
- Have questions prepared to ask your interviewer to show your furthered interest in the company



Zoom Interviews and Video Calls: Mistakes to Avoid

Zoom Interview Mistakes to Be Aware of and Avoid:

- Being late to the online interview: Even though it is online, you should still login and be ready on camera early
- Not testing out and practicing using the online interview technology well before the interview: You want to be sure and test that your microphone and camera work, that you know how to use Zoom or any other online video platform being used and its features, and find a spot to do the interview that has good lighting and is quiet
- Not getting together all of the materials you need for your interview: you still want to have prepared material you would bring to an in person interview such as your resume, cover letter, references, or a portfolio
- Not dressing professionally: Even though the interview is not in person, the interviewer(s) can still see your outfit through the camera, so dress as professional as you would if you were meeting them face-to-face
- Having a mess visible on camera: The space you choose to interview in should be clear of clutter and not be distracting in your background
- Not paying attention: Although the interviewer(s) cannot see everything you are doing on your end, do not be on your phone or do other things not related to the interview. The interviewer(s) can see where your eyes are looking so it can be very obvious when you are not looking at your video screen or camera

For more helpful information on how to navigate Zoom, what to do for a Zoom interview, and tips for a successful Zoom interview please visit this website:

<https://www.indeed.com/career-advice/interviewing/zoom-interview>



Social Media: What is it?

Social media is an internet-based form of communication. Social media platforms allow users to have conversations, share information and create web content. There are many forms of social media, including blogs, micro-blogs, wikis, social networking sites, photo-sharing sites, instant messaging, video-sharing sites, podcasts, widgets, virtual worlds, and more.

Most Popular Social Media Platforms and What They Are

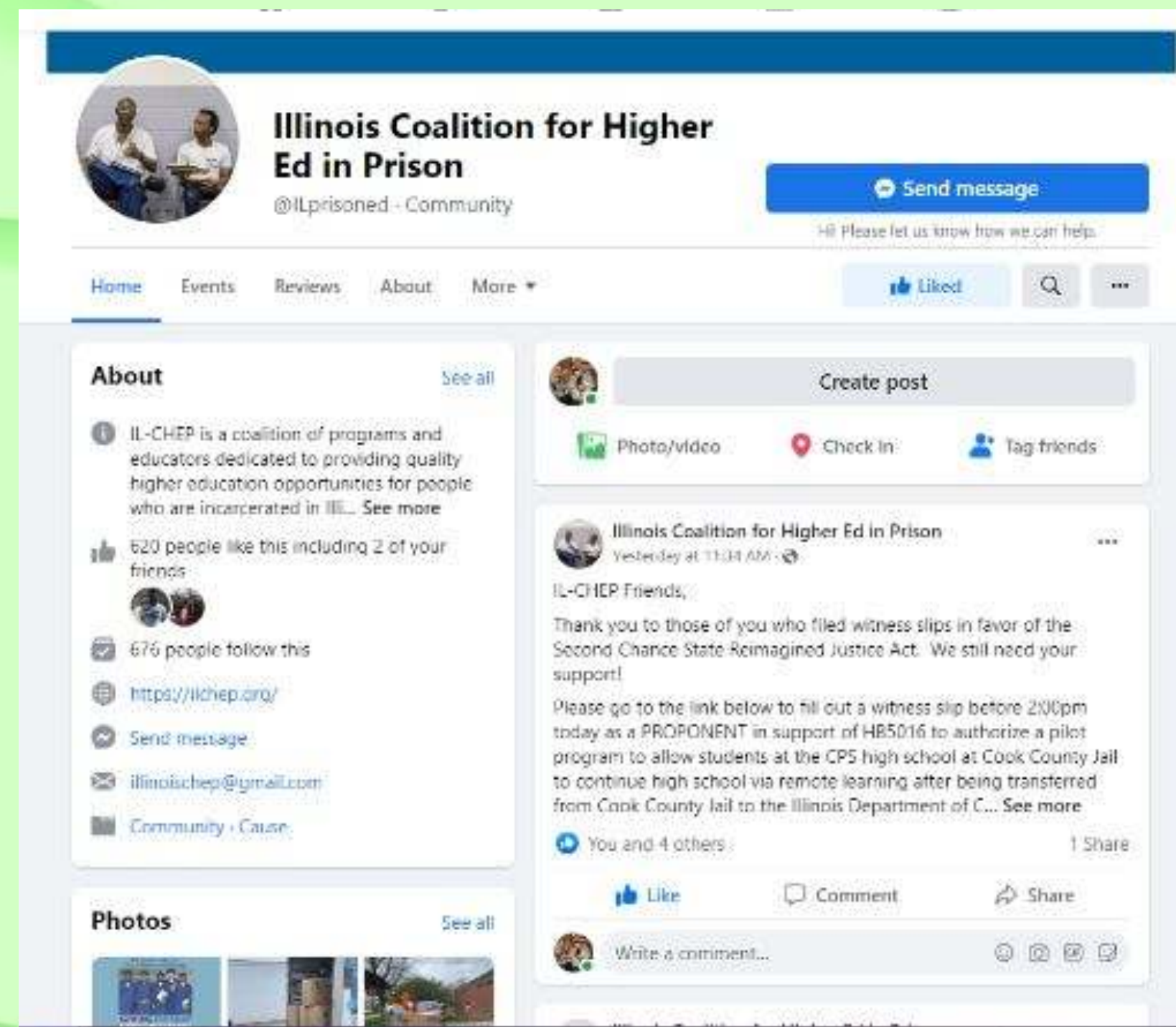
- **Facebook:** allows people to connect with friends, co-workers, strangers, and family members by sending “friend requests” and sharing pictures, videos, news articles, music, and one’s own thoughts
- **Twitter:** allows you to connect with people by sharing short messages known as “tweets”. Tweets can have pictures or videos included. Twitter is also used by some people for keeping up to date on the news
- **Instagram:** allows you to share pictures and videos with friends that you can comment on. It is like a public photo vault of important or significant things a person has done as they happen
- **Snapchat:** allows you to send pictures, videos, or chats to an individual or group that disappears after a certain amount of seconds. You can create a “story” that everyone on your “friend list” is able to see
- **Tik Tok:** this is a video posting app where you can post up to 3 minutes of a video. These videos are normally creative, funny, or educational and reach a large audience of people via the “for you” page
- **LinkedIn:** this is a site used for professional networking where you can connect with people from your job, a job you are interested in, friends, or find jobs to apply to



Social Media Tips: How to Keep it Professional

Tips For Using Social Media:

- When posting, if it is something you wouldn't normally share with people in public, then do not put it online!
- Do not overshare anything about yourself, your friends, your family, etc. on social media
- Do not pretend to be someone you are not or misrepresent yourself in any way
- Be the bigger person: do not comment negative things on other people's posts, even if you do not agree with them
 - If other people comment negative things on any of your posts, try not to engage by ignoring, trying to delete the comment, or "flagging"/reporting the comment so that the social media platform can remove it for you
 - If you have to, respectfully defend yourself with polite language and backing yourself up with facts if needed



- Don't add people as a friend or follow them on a social media platform and then unfriend or unfollow them shortly after, people find that to be insulting
- Depending on what kind of job you have, it may be wise to create separate social media accounts for your "business profile"
 - This would be helpful if you do a lot of networking and communication through social media for your job
- For professional social media accounts, including LinkedIn and Zoom, make sure your profile picture is professional and only of you

YouTube: The Cheat Sheet to Life

YouTube is a website that is a vault for millions of videos in literally all categories. You can access YouTube on your phone, tablet, or computer. What is so great about YouTube is that you can search for videos to help you learn how to do almost anything and find information about almost anything. It is also a place for creative and recreational media such as music videos, old TV episodes, clips from movies, etc.

Use YouTube anytime you are feeling frustrated about not understanding how to do something or feel stuck. You can look up videos on how to fix a toilet, how to work Twitter, how to cook chicken, how to work LinkedIn, tips on finding jobs, tips on interviewing, how to fix parts of your car, and more. The videos are pretty much endless, so use YouTube as your helpful friend.



Technology Etiquette

- When sending emails:
 - Use professional language. Make sure the proper words are capitalized, everything is fully typed out like "you" and not "u". Make sure what you are saying cannot be misunderstood
 - Be brief but not too brief. Do not use one word answers but do not type a novel.
 - Respond to someone's email on the same day it is sent to you. Pay attention to the content in the email to know whether you need to reply immediately, or whether you have until the end of the day
 - Watch out for the "reply all" button. Your boss may send an email to the whole company, but it may be more appropriate to reply individually to your boss, and not send your response to everyone
 - If you click reply all, it will email your response to everyone that the original email was sent to. To check who it was sent to, look in the "To" or "CC" section
- Do not be rude, aggressive, inappropriate, etc. on social media because nothing is ever private and future employers may be able to see past and current posts you have made
- Do not post anything rude or embarrassing about the company you work for or anyone you work with, it can easily be found and you could get in trouble or get fired for being inappropriate
- If you are emailing, texting, or calling someone, do not "spam" them by doing any of these acts repeatedly, it is seen as not being respectful of someone's space and time
- Do not believe everything you read online. Many pieces of information are fake, false, or not backed up by any research or evidence
 - Always check multiple sources of information online

6

COMPONENTS OF EMAIL

- 1 FROM**
Who is sending the email?
- 2 SUBJECT**
What is the email all about?
- 3 OPENING LINE**
First few words or line which is displayed along with subject before opening the email
- 4 BODY**
Content of email
- 5 CLOSING**
Reason behind the email
- 6 SIGNATURE**
Who are you?



Tips for Using Technology in the Workplace

- Do not use your cell phone at all when having conversations with other people in your office. It can show that you are not paying attention, that you are too busy to hear what they have to say, or that you do not care what they are talking about
- Make sure your cell phone is on silence at work, especially during meetings or an interview
- Do not assume you are allowed to use your personal cell phone during work hours. Talk to your boss about the phone policy when you begin
- If you have to take a personal phone call, make it short and ensure that you are not bothering other people working around you
- If the company you work at shares big technology such as projectors, computers, etc. make sure you log out of your account when you are done using the public technology
- Although it may be tempting if you have a personal work computer, do not use social media during work hours unless it is for work purposes. If you receive a company owned computer, many times they are able to look up your search history and how long you have spent on social media
- If someone else is charging their device, do not unplug it even if you need the charger or outlet. Ask them if you can unplug or use the outlet, or go find a different one
- If you are in a meeting, do not use your laptop unless it is being used for the meeting, such as taking notes, following along with electronic resources provided, etc.
- Most likely you will be given a specific work email. Do not use this email for anything other than work in order to keep yourself organized. Plus, if your company created your work email for you, they most likely have access to those emails and can even request them from you if they ran into any issues



Classes Offered to Teach Technology

Since this guide only touches the surface of using technology, here are some great resources that offer courses to teach digital skills and how to use technology.

1. Digital Unite: The courses are online and include exercises, videos, and examples. You can also do the courses at your own pace, starting and stopping them at any point. Find courses and other information here at: <https://www.digitalunite.com/our-courses>
2. LinkedIn Premium: If you have a Linked-In Premium account, you have access to tons of videos that teach you how to use technology in ways such as using social media to learning how to use a tablet to how to use Microsoft services. If you do not have a premium linkedin account, you can also pay per video course. You can find these videos here: [LinkedIn Video Courses](#)
3. <https://edu.gcfglobal.org/en/topics/computers/> : Designed for all computer owners, whether you're a PC, Mac, or Linux fan. Free classes cover email, internet browsing, and Mac and Windows basics. For more advanced users, there are free classes in social media, cloud storage, image editing, and mobile devices that bring you up to date with the most recent hardware and software.
4. <https://alison.com/tag/computer-literacy>: is a free online information technology course that teaches everyday computing as it relates to work and life. The course focuses on Microsoft Office applications and touch typing. Topics include computer software and hardware, file management, IT safety, email, and word processing. The program takes 15 to 20 hours to complete, and a score of 80% or more in each of the course assessments qualifies you for a self-certification from Alison.
5. <https://www.meganga.com/lessons/>: Meganga provides free basic computer training for beginners and seniors. The video tutorials cover computer basics, Windows, troubleshooting, Word, Outlook, and other topics.

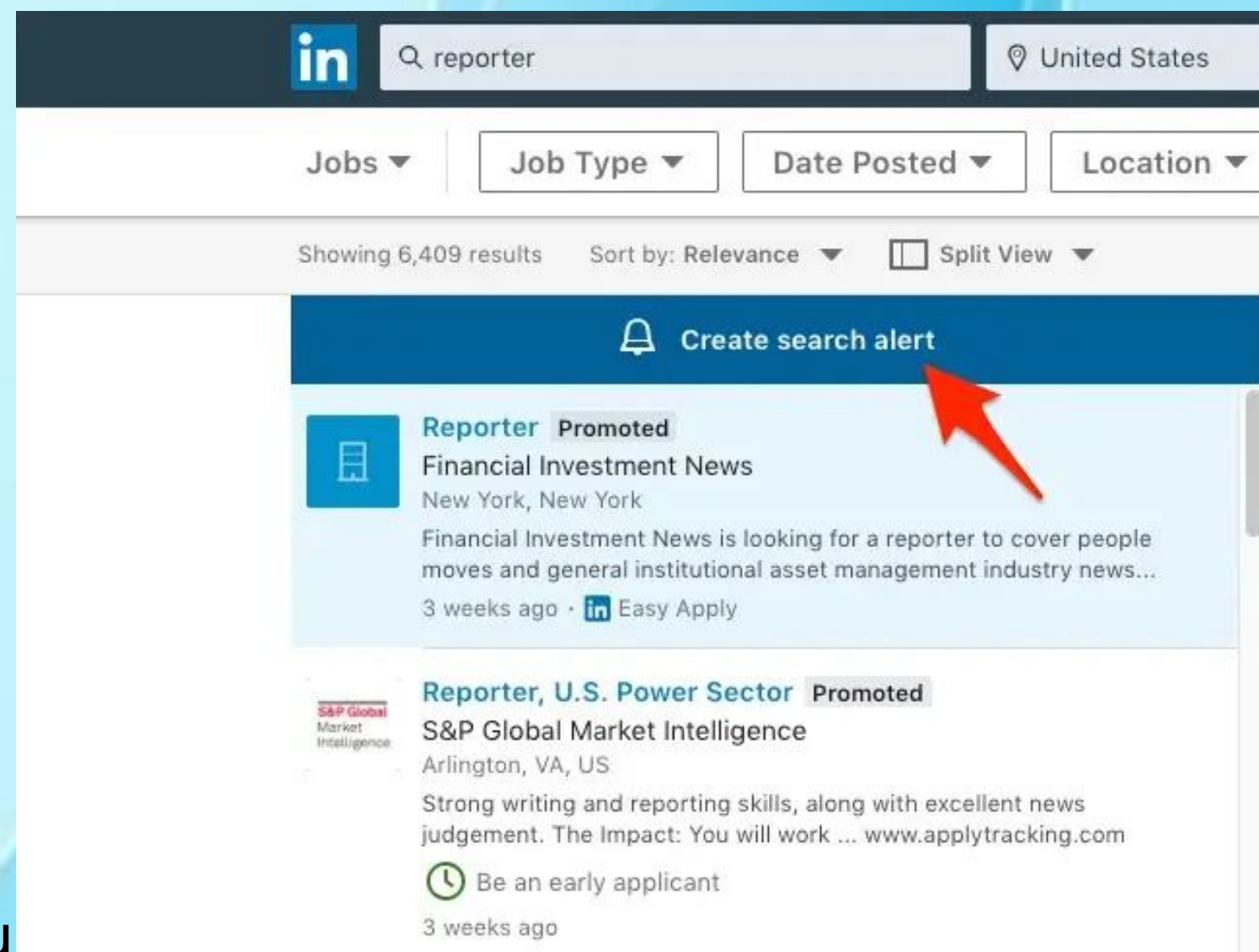
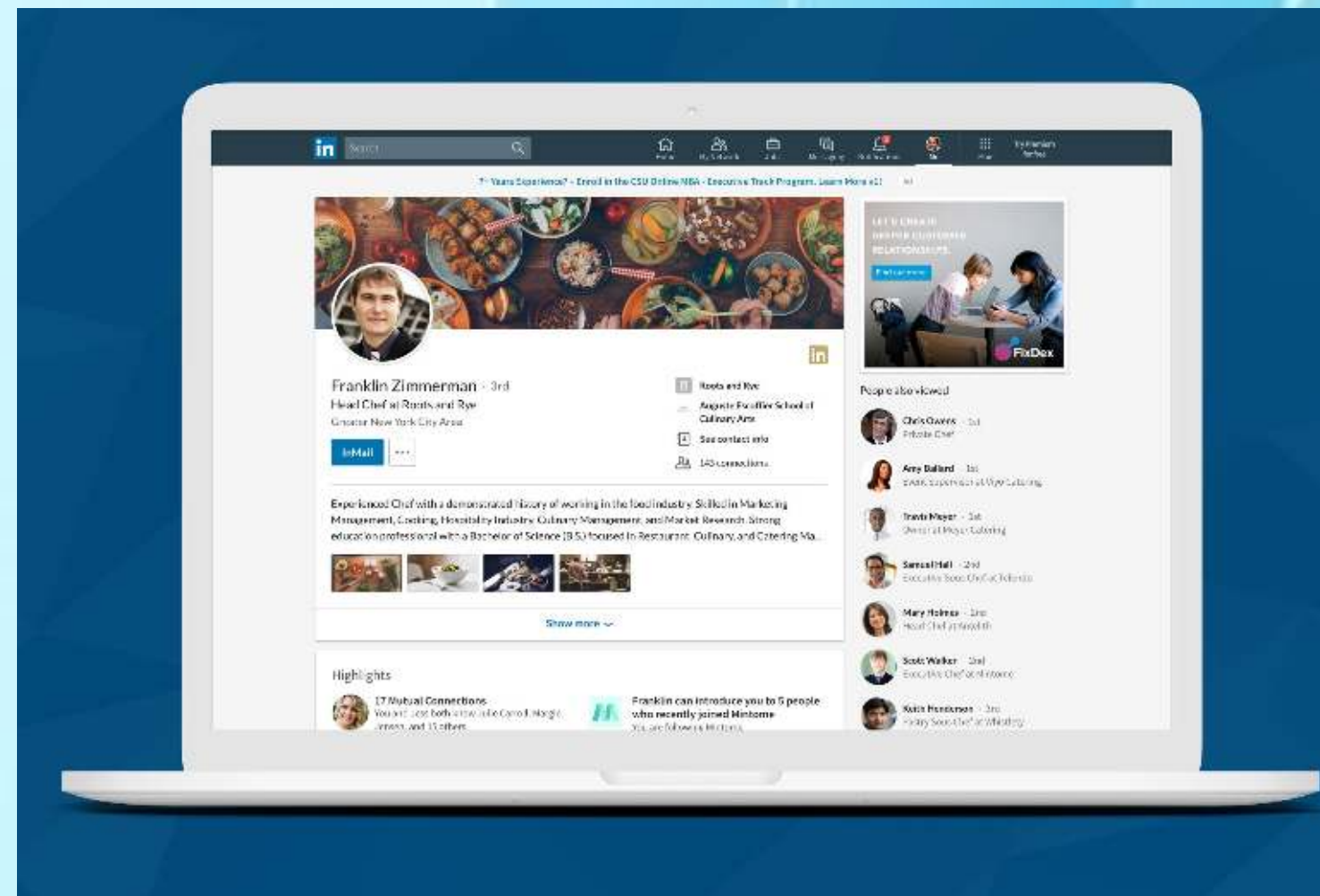


What is LinkedIn?

LinkedIn is a form of social media that is used in the business and professional world for people to do online networking such as employers looking for new employees, people looking for a new job, connecting different companies together, and sharing relevant news articles and business updates. LinkedIn is a great way to get connected to companies beyond just filling out an application. Many companies will recruit people who fit their job criteria through LinkedIn.

Features of LinkedIn:

- **Your Profile:** Your profile ends up being like your resume. You fill in information such as prior job experience, educational background, skills, organizations of interest, and an “about” section that either describes what you are doing currently or indicates what you are looking for in a job
- **Connections:** A big part of using LinkedIn is “connecting” with other users, sort of like following or friend requesting someone on another social media platform. You can connect with people from companies you are interested in or people you know
- **Messages:** There is a section where you can send messages and people can also send you messages, like if they are looking for job candidates and think you may be a good fit off of your profile
- **Jobs:** There is a jobs tab where you can look for current job openings related to the type of job you are looking for
- **Other Features:** There are other features such as resume a resume builder, job seeker guidance, ways to upload a generic job application for prospective employers to look at, skills assessments, and interview assistance/prep



LinkedIn Tips and Tricks

LinkedIn has TONS of great resources, such as courses on how to do a vast array of things. Linked below is an entire video course created by LinkedIn on how to create your LinkedIn account, how to create a strong profile that will help land you a good job, how to network on LinkedIn, how to use LinkedIn, and how to manage your LinkedIn account. On the next page of this resource guide, we provide you the step-by-step directions on how to create a LinkedIn account and provide a presentation link to see visuals for each step. After you have created an account using our step-by-step directions or by watching the section “Create a New Profile” in the LinkedIn course, we highly recommend you watch the section in the LinkedIn course called “Use LinkedIn Day to Day” to learn how to use and navigate LinkedIn.



[Click here to find our step-by-step directions with visuals on how to create your LinkedIn account](#)

[Click here to view the LinkedIn Course](#)

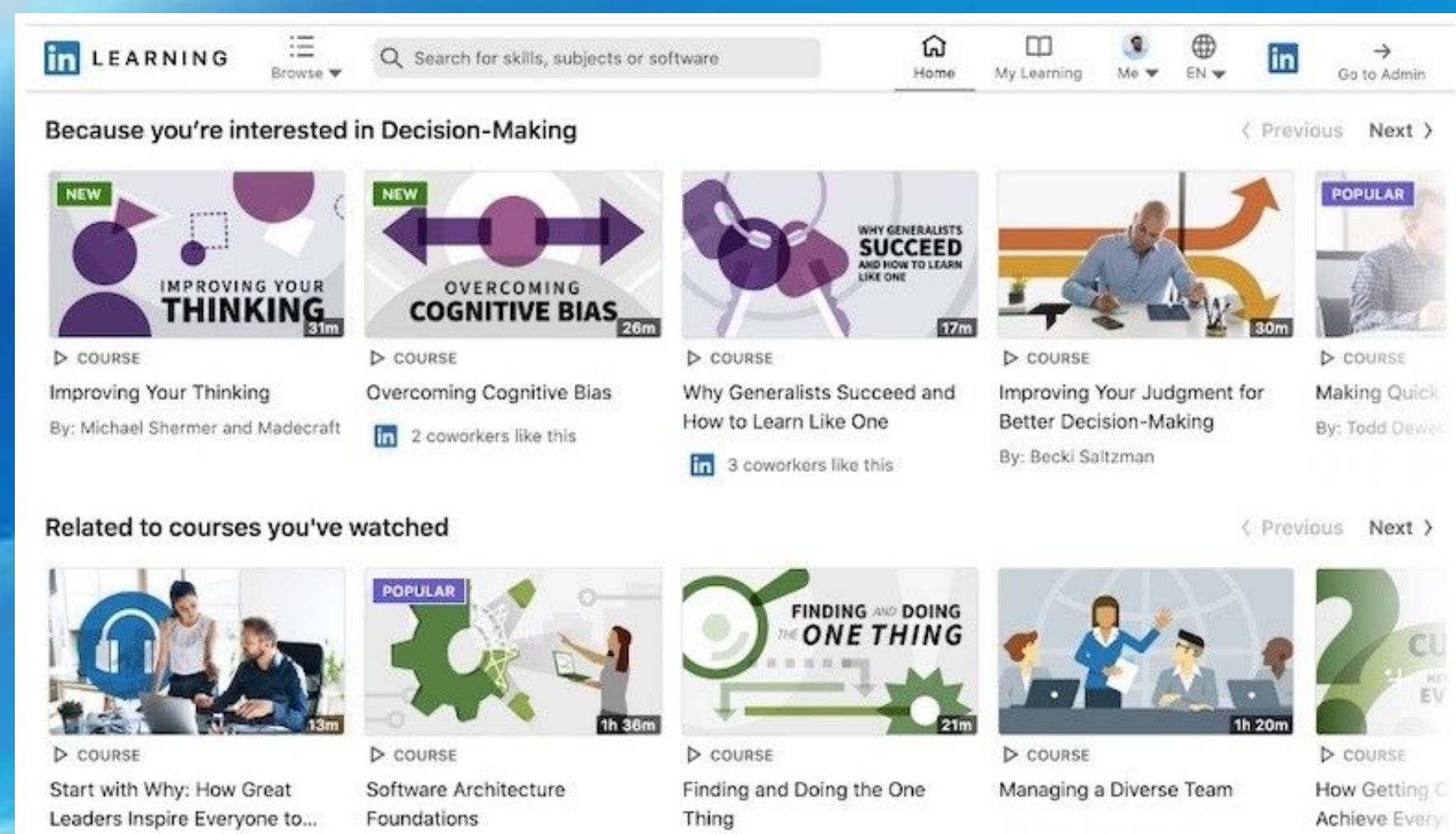
Tip: as you get new jobs and gain experience, do not forget to keep your LinkedIn account up to date with your information.

For more valuable LinkedIn tips, please visit:

<https://www.linkedin.com/business/sales/blog/profile-best-practices/17-steps-to-a-better-linkedin-profile-in-201>

For more information on what LinkedIn is and what it can do for you, please visit:

<https://www.businessinsider.com/what-is-linkedin>



How to Create a Linkedin Account

How to Make a Linkedin Account:

Step 1: Search “Linkedin” in your browser

Step 2: Select the link that says “LinkedIn: Log In or Sign Up”

Step 3: Select “Join now”

Step 4: Type in your email address that you have already created, and create a strong password. Remember that passwords are upper/lower case sensitive

Step 5: Select “Agree and Join”

Step 6: Type in your first and last name

Step 7: Select “Continue”

Step 8: This screen prompts you to verify your account by solving a puzzle. Select “Verify” to begin

Step 9: Our puzzle asked us to select which image was standing up properly. Do what your puzzle prompts you to

Step 10: Fill in your Country where you live, your postal/zip code, and your location

Step 11: Select “Next”

Step 12: This page prompts you to fill in your most recent job title or select if you are a student. If your exact job title isn’t included or it was not an official job, just pick the closest option. If you have never had a job, you can put down “volunteer”. As you fill in your information, more drop down menus appear. Fill them out to the best of your ability or as closely as you can to your experience and select “Continue”

How to Create a LinkedIn Account Continued

Step 13: This page indicates that there was a confirmation email sent to your email account to verify that it is you. Log into your email account to locate the email

Step 14: Look for the email from “Linkedin Messages” and find the pin number

Step 15: Go back to the LinkedIn sign up page that you were on and input the pin number

Step 16: Select “Agree & Confirm”

Step 17: This page prompts you to ask if you are looking for a new job, select which answer applies to you

Step 18: This step you can choose to continue or skip. We are choosing to skip but select the option you would like. If you have friends or coworkers on LinkedIn already, you can search them here or skip this step for now. You can always “connect” with new people, which is like sending them a friend request

Step 19: This page asks you to upload a photo of yourself so people can see who you are. We recommend only uploading a professional picture here since it is a job networking site. If you are unsure if your picture is considered professional, you may skip this step, look at other people’s photos, and add your photo in later. Scroll down to select “skip”

Step 20: You can scan the code on the screen with your phone camera to download the app or get the app link texted to you. If you do not want the app or already have it, you can select “next”

Step 21: This page allows you to follow companies, people, and hashtags that you are interested in that will help make your information feed personalized. Scroll down to see tons of these options of people to follow and connect with. LinkedIn recommends that you choose 5

Step 22: When you are done, select “Finish”

Step 23: Congrats!! You have successfully set up your LinkedIn account. You are now looking at your main page, or your “feed”. For information on how to navigate your feed, please click the “Explore the Feed” to watch this video: [Explore the Feed Video](#)

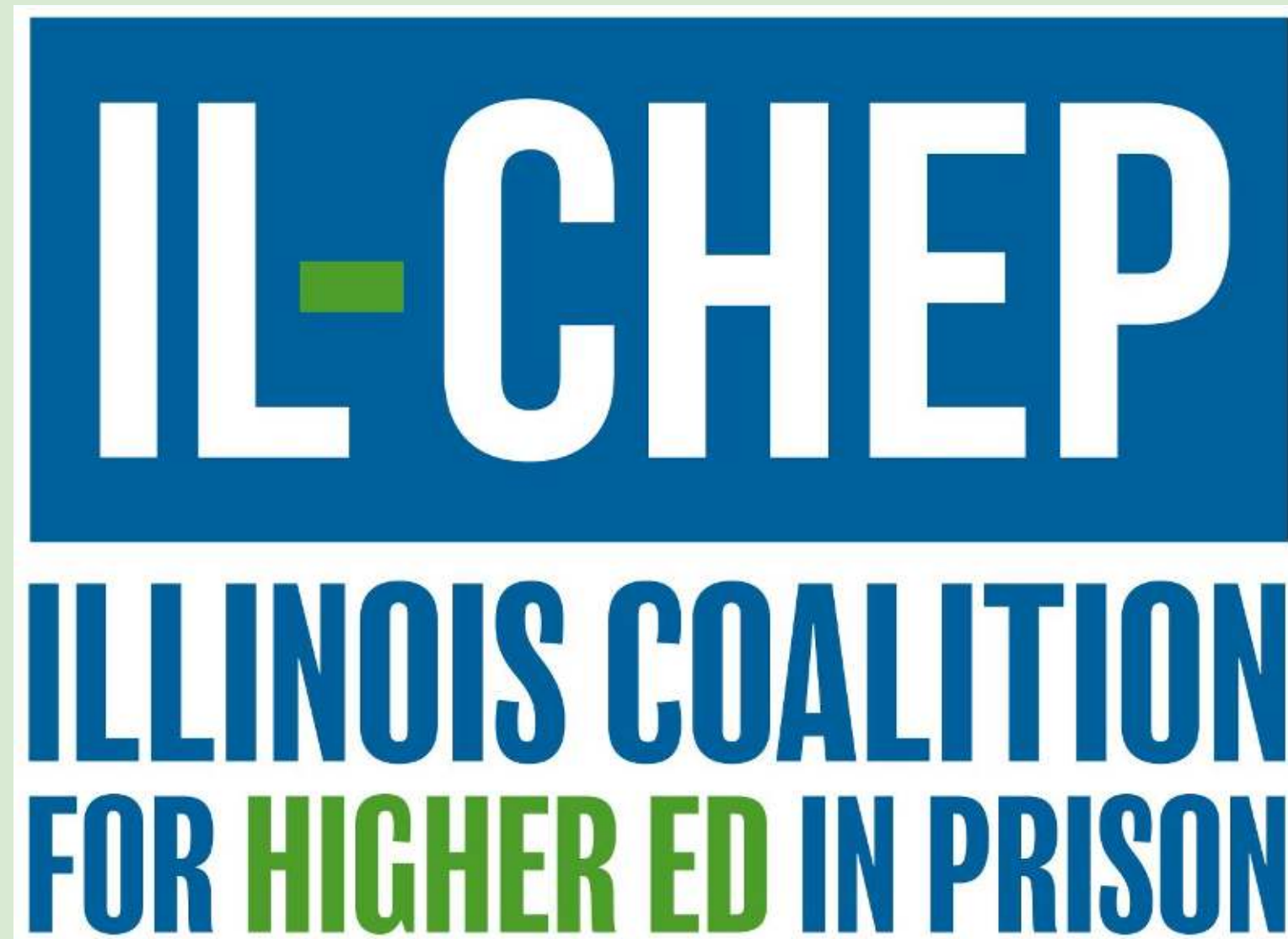
Conclusion

That's it, we hope you put to practice the guide we have created just for you, and if you are ready to take your tech skills to the next level feel free to join LinkedIn Learning at : [LinkedIn Learning](#) or grow with google where you can access additional tech courses and take technology to the next level. Who knows, you may become a tech specialist and do this as a career. Thank you for your time in reviewing our guide, and we hope you found this helpful to get started with technology. Please feel free to reach out to us if you have any questions, comments or suggestions.

LinkedIn Learning

Grow with **Google**

2022 Technology Resource Guide



**Thank you to Alaina Hanke for
research and design support.**

**If you have any questions, please
reach out to us!**

Illinois Coalition For Higher Education in Prison
www.ilchep.org illinoischep@gmail.com

Resources

1. <https://www.smartmeetings.com/tips-tools/how-to/95376/6-basic-technology-etiquette-tips>
2. <https://www.opensesame.com/site/blog/tech-etiquette-workplace/>
3. <https://www.lifehack.org/articles/technology/11-tips-for-tech-etiquette-office-you-need-know.html>
4. <https://www.moneycrashers.com/social-media-etiquette-tips-personal-business/>
5. <https://www.forbes.com/sites/forbeshumanresourcescouncil/2020/04/03/the-dos-and-donts-of-social-media-etiquette-at-work/?sh=41b198924c40>
6. https://www.diffen.com/difference/Android_vs_iOS
7. https://www.consumervoice.org/top-password-managers?gclid=Cj0KCQiAuvOPBhDXARIsAKzLQ8EgIWetRUH-Dvu2wBUAM_NIAdSjMNWYNDzH0pzmRzDI3fgle6wWVL8aApTdEALw_wcB&kw=best%20password%20management%20app&cpn=15571405630&adgroup=130815431253&loc_physical=9021744&loc_interest=&matchtype=e&network=g&device=c&creative=569575759563&placement=&target=&adpos=&gclid=Cj0KCQiAuvOPBhDXARIsAKzLQ8EgIWetRUH-Dvu2wBUAM_NIAdSjMNWYNDzH0pzmRzDI3fgle6wWVL8aApTdEALw_wcB
8. https://educationjustice.net/wp-content/uploads/2021/07/Mapping_Your_Future_2021_Interactive_a.pdf
9. <https://www.pcmag.com/how-to/best-android-tips-and-tricks>
10. <https://www.pocket-lint.com/phones/reviews/google/110621-android-for-beginners-tips-and-tricks-for-your-new-smartphone>
11. <https://www.youtube.com/watch?v=ICircPalo6o>
12. <https://www.suddenlink.com/articles/internet/wifi/are-internet-and-wifi-same-thing>
13. <https://www.businessinsider.com/what-is-zoom-guide>
14. <https://www.indeed.com/career-advice/interviewing/zoom-interview>
15. <https://www.thebalancecareers.com/zoom-job-interview-mistakes-to-avoid-5111830>
16. <https://www.webwise.ie/parents/explained-what-is-facebook-2/#:~:text=Facebook%20is%20a%20website%20which,however%20many%20people%20they%20like.>
17. <https://www.verywellmind.com/ten-rules-of-netiquette-22285>
18. <https://www.goguardian.com/blog/tips-to-be-a-good-digital-citizen>
19. <https://www.usf.edu/ucom/marketing/intro-social-media.aspx>
20. <https://www.lifewire.com/what-exactly-is-twitter-2483331>
21. <https://help.instagram.com/424737657584573>
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