



TELECONFERENCING



GoToMeeting  
by CITRIX

**Do It!**

Google



PRACTICE,  
Practice, Practice !

webinar



SELF

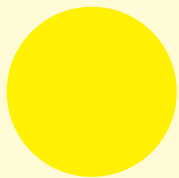
Accessories

ADVOCATES  
BECOMING  
EMPOWERED



# MY TECHNOLOGY HANDBOOK

Using A Computer, Choosing  
Accessories and Learning Skills



## A Project of

Self Advocates Becoming Empowered  
With contributions made by self advocates,  
Project Advisory Committee and NTAC for  
Voting and Cognitive Access Vote Team

## This Logistics Project Funded by



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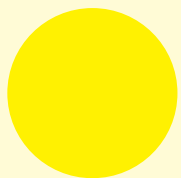


# My Technology Handbook

**Using my computer,  
accessories and skills**

September, 2014

**My Technology  
Handbook  
SABE 2014**



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# WHY WE WROTE THIS BOOK

Okay, we live in the 21st century and questions you might be asking yourself are:

I want to use the technology available to me, but I still have not learned the skills I need to do it. How do I learn about these things?

How do I find the right computer, tablet, smart phone, apps and programs that will work best for me?

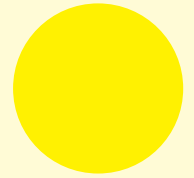
How do I stay safe when using my computer?

How do I learn about security options?

And then, there is the internet.

No one is using the telephone anymore just to talk. They say they have all these “apps” and different kinds of phones that do everything from letting me ask it to call someone, to telling me how much money I have in my bank account. Can I really learn how to do all that?

And then, we have the social media craze



**My Technology  
Handbook**  
SABE 2014

(Facebook, Twitter, and Skype, oh my!), so how do I become a part of it? I see others sharing their opinions. I want to let people know what I think too. I do not want to be left out anymore. Can this Blogging and Vlogging that everyone is talking about work for me?

My employer and the community groups I volunteer with are using technology instead of having face-to-face meetings, so how can I learn it? What is a Google Hangout? And how do I GoToMeeting?

To help you do this and more, The Administration on Intellectual and Developmental Disabilities (AIDD) has funded Self Advocates Becoming Empowered (SABE) as well as SABE's National Technical Assistance Center for Voting and Cognitive Access to help you become users of this type of computer and communication technology. SABE has developed this Handbook based on the experiences of people with disabilities.

We believe that you will find **MY TECHNOLOGY HANDBOOK** easy and fun to use. You can even write personal notes in it to help you remember what works best

for you. But, in order for you to become confident in using this technology, you must practice!

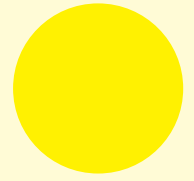
Do not skip over the chapter on Safety and Security! We want you to learn how to use your equipment and develop skills as well as for you to use them safely and wisely.

In closing, we want to hear from you about your experiences in using technology. If you have any questions or great ideas for this Handbook, please contact us at [sabenation@gmail.com](mailto:sabenation@gmail.com)

Good luck, practice and have fun!

The SABE  
MY TECHNOLOGY HANDBOOK  
Team

- Juliana Huereña (Phoenix, AZ)
- Teresa Moore (Phoenix, AZ)
- Essie Pederson (Cincinnati, OH)



## HOW TO USE THIS HANDBOOK

Welcome to **MY TECHNOLOGY HANDBOOK**, it was written to help you understand the world of computers and technology. The materials are presented so that someone who has never used technology may be able to do so with confidence.

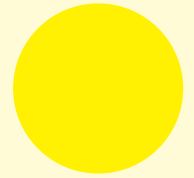
Our top priority as we wrote **MY TECHNOLOGY HANDBOOK** was to make it meaningful to new technology users. To help you best use this handbook, we have included definitions and helpful hints. When the blue bubble appears on a page, it will include a helpful hint about the topic being discussed. We have also included “hyperlinks” from words that are highlighted to a definition of what the word means or it will take you to the chapter that explains how to learn the skill. You will also notice that each topic has a space for you to make personal notes at the end of each topic; and, resources are listed for more information.

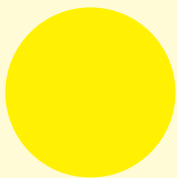
# PEOPLE WE LIKE TO THANK

**MY TECHNOLOGY HANDBOOK** explains how to use the computer, accessories and the skills needed to connect with the internet and to other computer and communication devices and programs. This information will assist you to find important information and people on the internet and people. The Administration on Intellectual and Developmental Disabilities (AIDD) provided support to Self Advocates Becoming Empowered (SABE) as well as SABE's National Technical Assistance Center for Voting and Cognitive Access to develop this handbook that you can make your own.

## Special Thanks To

SABE would like to especially thank **Aaron Bishop**, Commissioner of AIDD for listening to us when we expressed how important this knowledge is to people with disabilities and for supporting our goal to create an easy to use and understand Technology Handbook. We look forward in working with AIDD to continue improving the lives of people with intellectual and developmental disabilities.





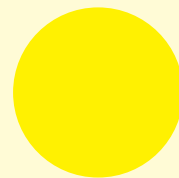
Michelle Bishop

SABE's National Technical Assistance Center for Voting and Cognitive Access wishes to thank the National Disability Rights Network (NDRN), especially **Michelle Bishop**, for supporting the development of this handbook. NDRN supports voters with disabilities becoming familiar with technology. By using the internet, voters can register to vote and become well-informed voters who know their voting rights.



Bryon Murray

Thanks to the 2012-2014 SABE Board of Directors, especially **Bryon Murray**, President, for making sure people with disabilities have access to the technology, equipment, and skills to continue their leadership roles. The opinions, ideas and concerns of all people must be heard to make sure they lead independent, inclusive, self-determined lives.



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# Equipment and Accessibility

When you are ready to buy your equipment and accessories, remember they do not all work the same, including: smartphones, tablets, & computers.



# Equipment

Every day we use all kinds of equipment and accessories to connect with others.

We use **low technology** and high technology equipment. What does that mean? Low tech would be something you find in your house; like: pens, paper, your landline phone, answering machine, and TV with remote.

**High tech** equipment would be equipment that most of us are not as familiar with and have to learn how to use.

There are many reasons for this. For example, in the past, computers were expensive and hard to use, nowadays, computers are not as expensive and are friendly to use. Some examples of high tech equipment include: computer, laptops, tablets, and smartphones.

You have a choice of can choose to use all kinds of equipment often called **devices** and **programs**. In this handbook, we will talk about several common devices, and **operating systems** you can use.



How many other **low technology** equipment can you think of ?

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How many other **high technology** equipment can you think of ?

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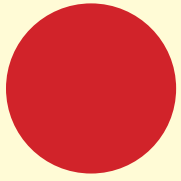
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## Accessories

Many of us use our technology equipment to communicate with friends, family, co-workers or even to gather information from the internet. However to do this, specific accessories might need to be added to your computer.

Possible accessories include: USB flash drive, blue tooth, external drive, HDMI cable cord.

Adding accessories to your equipment can help meet your individual needs for accessibility features and make the equipment work better. Possible accessories to think about are: a **webcam**, speakers, headset and microphone, mouse, storage cards or **flash drives**, device cases, extra battery, chargers and software programs.

## Webcam and Speakers

Many laptops have webcams, microphone and speakers already built into the computer. If you have an older computer, you may need to buy one.

Find where the speaker's settings are located on your equipment so you can turn them on high enough so you can hear the other person or group talking. You can change this setting by going to your

.....need to explain how

You can change this setting by:

1. going to your start menu,
2. go to control panel, and
3. then go to hardware.

Be sure you know where your volume button is on your device.

There you will find the webcam, speaker, and microphone device. Once your computer downloads the required software so your webcam works with your computer, you are now ready to learn how to use the features. You will need to see where you can increase or decrease the volume for the speakers and the microphone. You will probably want to know what else you have control of when using the webcam.

## Microphones

Many laptops and tablets have built-in microphones. If you cannot hear clearly when using your microphone, you can change the setting of your microphone by going to your control panel and click sound or on your tablets, tap on settings.

Headphones are used to hear the speaker better and to keep you focused, as well as



others will not have to hear the discussion. Headphones today are small and compact and can be inexpensive or expensive, depending on the brand and the quality of sound you want.

If you are in a loud room, please use your mute button on the computer or smartphone or \*6 on your landline phone.

## Mouse

A mouse is a corded or wireless device that moves your computer's pointer while you move the mouse.

You can go to the control panel, go to devices, then mouse setting and slow your pointer down, change the size and the image of the pointer.

NOTES:

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## Internet

The World Wide Web (WWW) opened new doors of possibilities for technology users. Before the internet you had to read information in the local newspapers, hear



it on the radio, attend community meetings or lectures, or watch the advertisements between your favorite shows.

Now you can use the internet to research hot topics, find people and family members from the past, view other's opinion on issues, and do some research about candidates and their views on issues that affect your life. You can even buy things, like food, clothing, appliances, computers, and accessories, and then have them delivered to your home.

## Operating system

For your computer to work at its best, it is important to keep your **Operating system** up to date. Your computer will let you know when there are updates ready for you to **install**.

You will have the option to do automatic updates or you can choose to view and update later. Many times the updates will occur when you turn on or off your computer.

It will be helpful to find out what system your computer is using. To do this, go to

You can order pizza for delivery, and sometimes you can get discounts when you order on-line.



At the time this handbook was published, most programs will use at least Window 7 for PC.



your **Start Menu** go to **Control Panel**. Go to **Systems** and it will tell you what you have.

For later use, write down what system your computer has: \_\_\_\_\_

Make sure your equipment and device (computer, tablet, and smartphone) are fully charged and ready to use.

The reason to know this is because sometimes before you can download and use certain programs you will be asked if your computer, laptop or tablet have the ability to use the program's features. For example, GoToWebinar will tell you what system requirements it has. It requires that you have Windows 7, VISTA, XP, or 2003, and now you will know if your system has it.

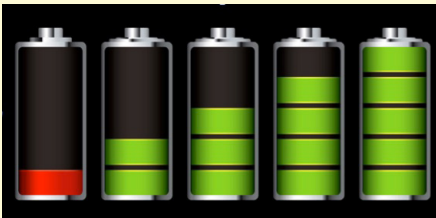
If you need to upgrade your operating system, you may need to purchase it.

## Battery

Always know how much battery power your device has!

## Technical Support

Technical support resources are important for you to have. Who can you think of that knows a lot about technology and you



can connect with them anytime? It can be someone close by; it can also be a family member. They can help you when there is an update available or **trouble-shoot** problems.

It is important to find someone you can trust; and write their name down and put on a post-it. Keep it close to your computer. Another way is to connect with the software program technical assistance support line.

## Practice, Practice, Practice

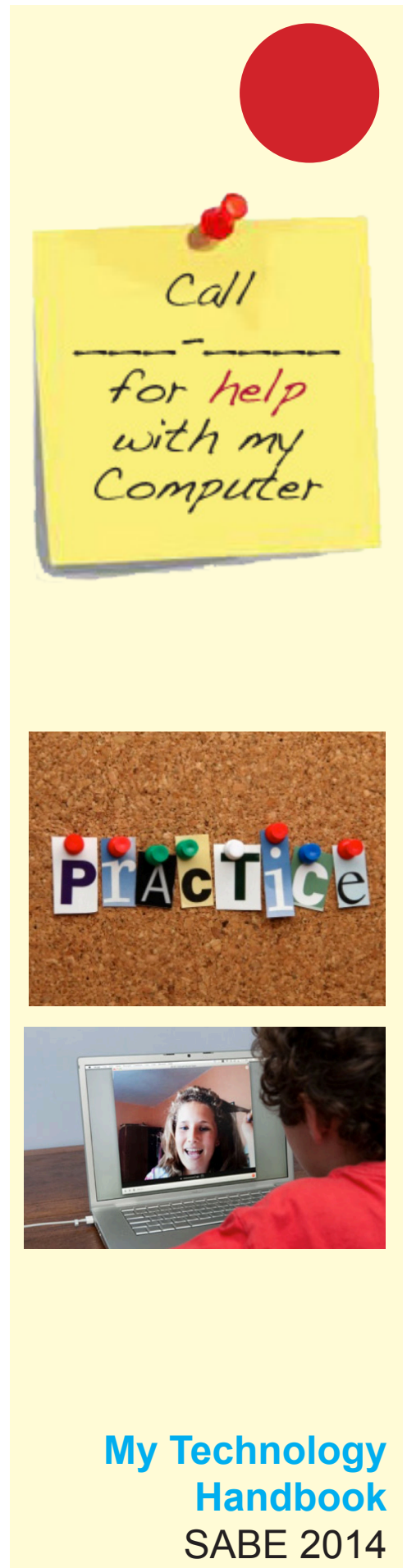
### When buying equipment

**Ask yourself:** What's important to me? Calling or texting, taking pictures, videos, listening to music, social media, games, looking for things on the internet.

**Ask the salesperson:** Where do I find the power button or the volume control buttons? I am just learning about apps, which ones do you have or recommend? Does the device work with Google Hangouts, Gotomeeting, etc?

## Practice, practice, practice

Answer these questions on all of your devices. Make a list of questions to ask at



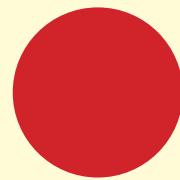
the store. Then practice, practice , practice asking the questions to a friend. They may also help you think of other questions to ask at the store. Devices look and work differently. If someone has a different device than you, ask them to show you how it works before you buy yours.

## ACCESSIBILITY

You will get the most use out of your equipment and programs if you personalize them to meet YOUR needs. Each device has ways to personalize them and make them accessible and more user friendly for you. You need to consider how well you, see, hear and move around when you buy a device and when you choose your programs and apps.

Questions to ask yourself when you are customizing your devices are:

- How well do I see?
- Do I need a larger **font** to see the alphabet letters or a larger **monitor screen**?
- If my vision is poor, would a **screen reader** help me to better use my computer?.



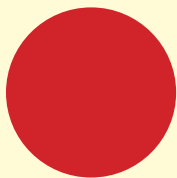
- How well do I read, would using pictures to tell a story or replacing words helps me use my device better.
- If you have problems using parts of your body like your arms and hands, you might want to think about using some of the **accessories** we already talked about.

## **SPEAKING AND READING PROGRAMS**

There are software programs that make information accessible for computer users who cannot see or understand words.

These are called screen readers. These programs have the ability to read the words out loud for the user. There are a number of these types of programs available that you can learn about by doing an on-line search. If you are interested in using this technology it is important that you find the one that will work best for you. Take the time to test them out to make sure they will meet your needs. Also, many states have an Assistive Technology Specialist you might want to speak to get suggestions and recommendations.

Microsoft Word has an accessibility feature for screen readers if the documents only



contain text, no photos, no graphs and no clipart.

The screen reader may not work if the picture does not have a description **embedded** (hidden in the program)

It may also be helpful to have someone who uses a screen reader show you how it works before you decide on a reader for you.

## Tips to make your documents accessible

### 1. Consider the type and size of font

All documents we make, including PowerPoint, must use a sans serif font such as:

#### **Arial**

This is Arial font.

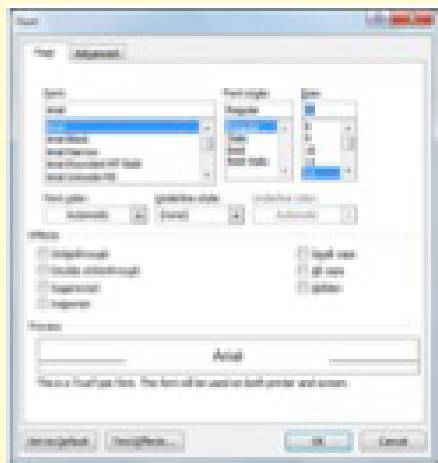
#### **Tahoma**

This is Tahoma font.

#### **Verdana**

This is Verdana font.

A Font not to use is Times New Roman because it is NOT as clear as others and



easy to read. Your ability to read the letters of a font is as important as the size.

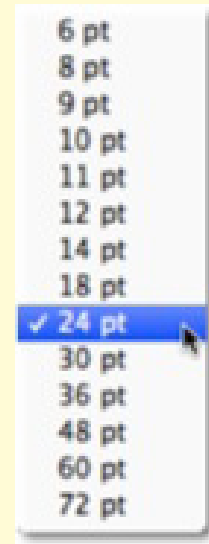
**The recommended minimum font size:**

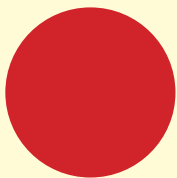
- 14 point for regular print copies
- 18 point for large print copies
- 24 point for PowerPoint slides

## 2. Backgrounds

A light colored background with dark text is the preferred way for documents to look. For some people, red writing is hard to read.

Using a plain **background** without any **watermarks** or designs behind the text is best for people with visual problems to see. Fancy backgrounds like below are too busy and distracting for many readers.





### 3. PDF

Documents **converted** to Adobe PDF format may or may not be accessible. To check if an Adobe PDF document is accessible, click on the “Select Text” icon. If you can select the text with your mouse, then the document is accessible. If you are unable to do so, the document is not accessible.

#### HTML Example

Go to W3C Specification

- HTML 4
- CSS 2.1
- Web Content Accessibility Guidelines 1.0
- Web Content Accessibility Guidelines 2.0**
- User Agent Accessibility Guidelines 1.0
- Authoring Tool Accessibility Guidelines 1.0

#### HTML Source Code

```
<p>  
<label for="select1">Go to W3C Specification</label>  
<select id="select1" onchange="goToPage('select1')">
```

Some people read  
pictures, some people  
read words.



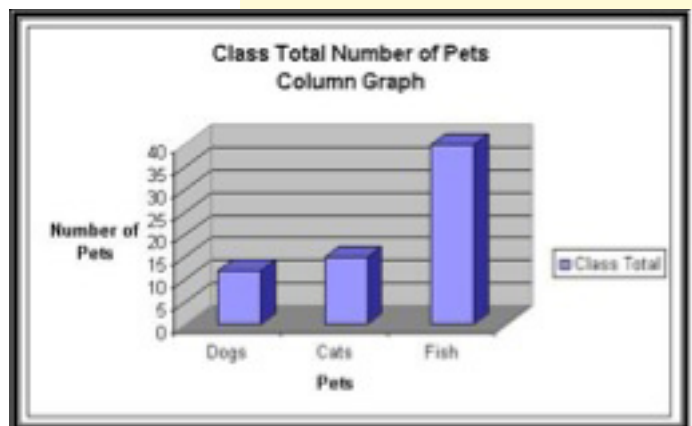
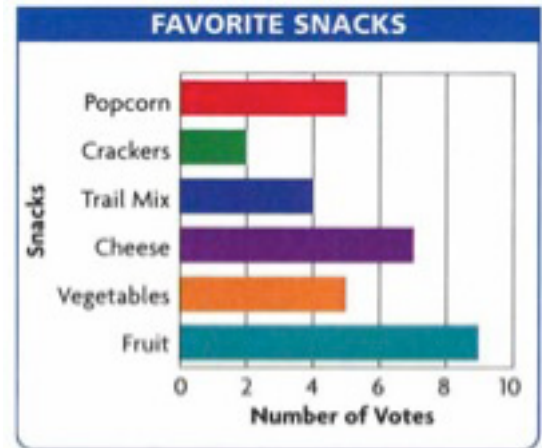
### 4. Add pictures

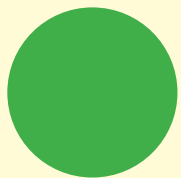
The use of pictures in a document will make the document accessible.

Whenever possible use a real photograph rather than a cartoon figure.

## 5. Using tables and graphs

Tables can make information more accessible for readers because it can break that information down into short descriptions that are easier to see and understand. Also when numbers or percentages are talked about it is often easier to understand then when placed in a chart or in a table.





# SECURITY: Identity and Internet Safety

Do not open emails from  
people you do not know.

## SECURITY: Identity and Internet Safety

Your personal security and identify is very important to protect. It is estimated that every day in the United States over 21 million have their identity stolen. Stolen identities allow **hackers** to use your credit cards to purchase items, get into your banking accounts to withdraw money, and learn your passwords to get into your computer and learn personal information about you. Hackers use many ways to get this information.

For example, if someone tries to sell you an item on the telephone or computer that is too good to be true then it is probably not a good idea to purchase it. These people usually are eager to ask for your credit card or your banking information. **NEVER** assume you can trust just anyone with your personal information.

Do not share your **password**, bank numbers, social security number, and your home address especially if it is someone you do not know.



## Internet red flags

- **Requests for specific personal information.** Remember, banks will never ask you to reply to an email with any personal information such as your Social Security number, ATM or PIN number.
- **Urgent appeals.** These are often email messages saying that your account may be closed if you do not respond now to check on your personal information. Banks will **NEVER** ask you to check your information this way!
- **System and security messages.** This type of message often says that the bank needs to make sure important information about you must be updated on-line. Banks will **NEVER** ask you to check your information this way!

## Email Safety Tips

- **Offers that sound too good to be true might ask you to fill out a short customer service survey.** If you do, they say they will give you money credited to your account. They will ask you to provide your account number for proper routing of the supposed credit. The bank will never ask for this information.

- **Misspellings and grammatical errors** in emails, often are a sign of fake emails or websites. Be on the lookout for words spelled wrong or strange writing.
- **Odd-looking Uniform Resource Locator (URL).** **The long blue writing.** Many mail programs will display the URL of a link when you place your cursor on the link.

**Do not click the link.**

An example of an URL:

[bankofamerica.suspicious.com](http://bankofamerica.suspicious.com)

If you are not sure, go to the bank in person.

It will take you to a page suspicious.com site, not the Bank of America site, even though Bank of America is used as part of the URL.

### **Messaging Tips**

- Don't put something you do not want your boss to know on Facebook and twitter pages.
- Don't talk rude to people.
- Don't tell people your day to day schedule, like work or doctor visits or that you are on vacation.





## A note about passwords



- Change your password regularly, every 4 months or so.
- At least 15 characters recommend
- Do not use 1234567890
- Do not use your birthdate
- Do not use any anniversary dates
- Use a combination of UPPERCASE, lowercase, numbers, symbols,  
Example: Self#123?\*



# SMART PHONES



## SMART PHONES

Each and every smart phone is not the same. The most commonly used phones are the **Android** phones and the iPhones. Microsoft and Amazon have phones, but they are not as commonly used, so we will not cover them. If you are interested in these phones, you can find additional information on their websites.

### What are applications or **apps**?

A program designed to serve a specific purpose. For example, if you need a flashlight, there is an for that.

Beware, some free apps may charge for certain features.

We all wish that all apps were available for all phones. Unfortunately, many applications are only available on one version of a phone.

There are different categories of apps from flashlights to dictionaries to music to calendars to maps to games to social media sites. And still more categories include finances, healthy living, and books. Many are free but some cost anywhere from \$0.99 up to \$14.99.


## Android OS Phones

When you purchase a phone you may need to create a **Gmail** account.

This will help keep your contacts saved online so if anything should happen to your phone, you have a backup with Google.

If you already have a current GMAIL account, then you can sign into your phone with that account.

If not, you will have to create an account. You can learn how to do that at the email section.



Prepare , copy your info from your phone to your computer or Google account before you purchase your new phone.



Google play



## How to download apps on the Google play store

**Tap your screen** with your finger,  
(Touch the screen at the Play Store)

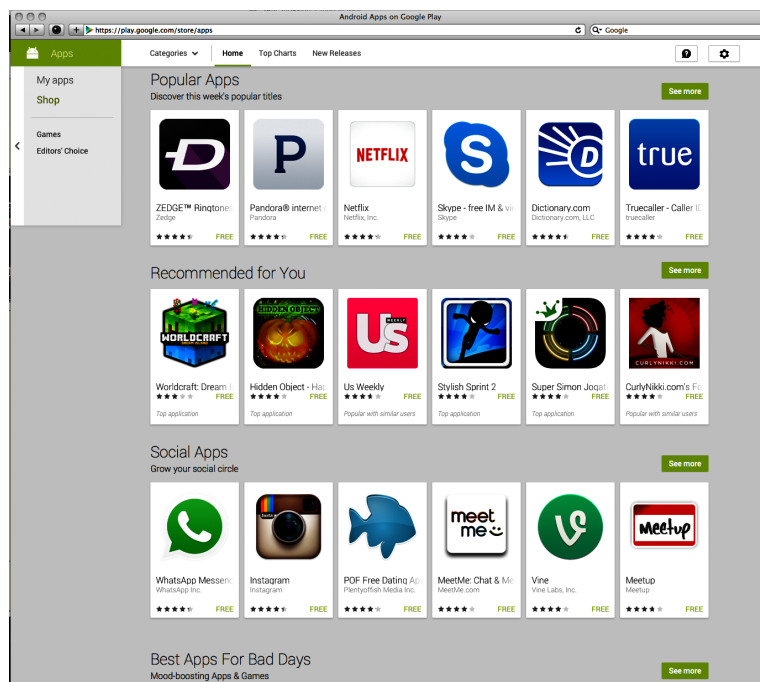
- There are plenty of free apps, but if you would like to purchase an app, follow these steps.
- You may need to have your credit card saved in the Google Play Store, have a Google Play Gift Card purchased at a store or on-line, or have the charges added to your cell phone bill.

Examples: current music, movies, and games

You can now **browse** the Play Store



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## How to search for apps

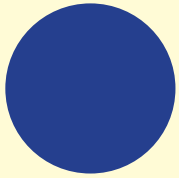
- You can tap the magnify glass on the top right corner to search apps, music, movies and books.
- You can type the item you want in
- You can tap the app of your choice to download.
- Read the reviews and look for: **Rating**



- Read others comments to see if it is something you want.
- If you download and you do not like it, you can remove (**uninstall**) the app.

Make sure your equipment and device (computer, tablet, and smartphone) are fully charged and ready to use.





## Cell phone bill

Your services provider may charge you for **Data usage** when you are downloading apps.

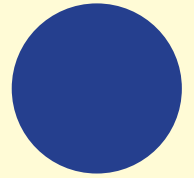
### Quick Bill Summary

Apr 24 - May 23

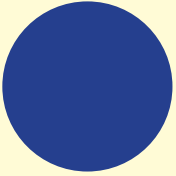
Previous Balance (see back for details)	\$131.64
No Payment Received	\$ .00
Adjustments	-\$11.11
<b>Balance Forward Due Immediately</b>	<b>\$120.53</b>
Account Charges and Credits	
Includes Late Fee of \$5.00	\$5.00
Monthly Access Charges	\$109.98
Usage Charges	
Voice	\$ .00
Messaging	\$ .00
Data	<b>\$9.99</b>
Verizon Wireless' Surcharges and Other Charges & Credits	\$4.44
Taxes, Governmental Surcharges & Fees	\$7.57
<b>Total Current Charges Due by June 18, 2012</b>	<b>\$136.98</b>



- Buyer beware: Contract phones, from some companies are not a good choice as they often have hidden fees and charge more than advertised.
- When purchasing a phone always ask for a list of other charges, talk to the salesperson and have them to print a list and tell them what you want to do with the phone.
- (Example: play games, talk to a friend for a hour a day, make pictures, etc.)
- Make sure that your contract covers what you want to do so you are not paying more.



**CAUTION**  
**BUYER BEWARE!**



## SMART PHONES: Apps On iPhones

### When you purchase a new iPhone

You will be asked to **log or sign in** or create an account. If you have owned an iPhone or any other Apple product in the past, you will already have an **Apple ID** account, it will have your contacts, music and apps.

Prepare, copy your info from your phone before you purchase your new phone.



### How to download apps on the App Store

- Tap App Store
- When you purchase an iPhone you may need to create an Apple account. This will help keep your contacts saved online so if anything should happen to your phone, you have a backup.

- If not, you will have to create an account. You can learn how to do that by reviewing how to create a Gmail account
- If not, you will have to create an account. You can learn how to do that at the email section.



You can now browse the Apple Store.

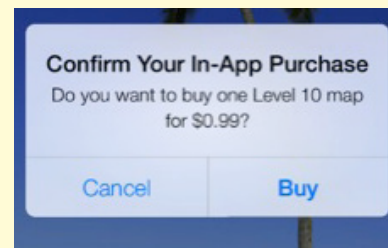
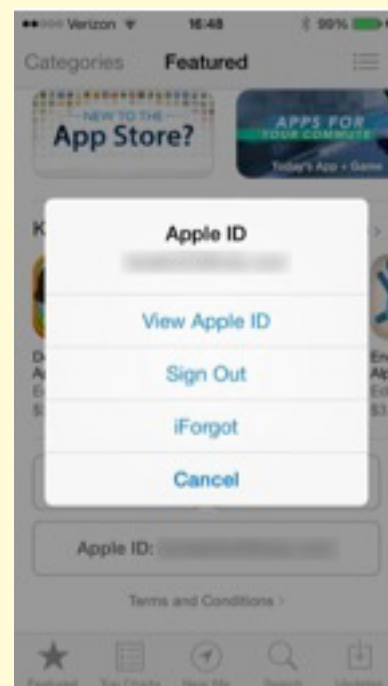
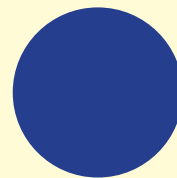
## Purchases

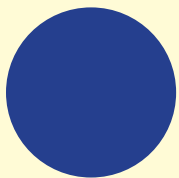
When you purchase an app it will ask you if you want to buy the app and then it will ask for your Apple ID.

If you do not want to purchase, press cancel.

## Tips

- Make sure you save your contacts before you buy a new phone.
- When you transfer phones, your contacts may not be saved, even when your carrier helps you out.



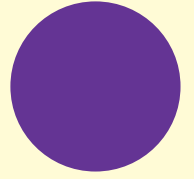


- This is usually because you have saved your contacts on your phone and not in your Gmail or Apple account online.

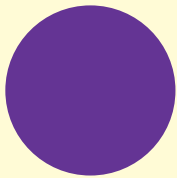
This can get very technical and will require a **SIM card**. Remember the “post it note” you made with the name and phone number of someone to help you, Call them !!!



# NEWSLETTERS



**My Technology  
Handbook**  
SABE 2014



## SELF ADVOCACY NATION

By Self Advocates Becoming Empowered

MAY 2014

SPRING EDITION

### Best Judgment: Ladd School Lessons

By Bob Macaux Co-Director Best Judgment Advocates in Action Rhode Island

My name is Bobby Macaux and I'm writing to tell you about a documentary that I'm making with fellow Self-Advocates, a team of professional filmmakers, and Advocates in Action Rhode Island, our Statewide Self-Advocacy organization.

As a person who has Down Syndrome, I know what it is like to be called names and judged because of my disability. I also know that, if I had been born at a different time, I might well have ended up spending my life in an institution – segregated, deprived of basic rights, and without hope of exploring my potential as a human being. That's why I'm so excited to be co-directing

**Ladd Schc**

Today, while institutions I. country. And

SELF-ADVOC

disability still don't have equal rights. That's why this film is so important!

**Best Judgment** will examine the stigma and negative attitudes that people



who have a developmental disability face every day. It's going to be a powerful film and I believe it will help remove some of the prejudice and discrimination that exists. It will help us

END THE R-WORD once and for all! More importantly, I believe that **Best Judgment** is going to empower people who have a disability to speak up for themselves and others. And that's what Self-Advocacy is really all about.

### Plan Now for 2014 SABLE Conference



It may seem like a long way off (6 months from now), but it's never too soon to get the next **SABLE Conference** on your calendar.

Let's all plan to be there.

**Location:** Renaissance Hotel Oklahoma City, OK

**Dates:** October 9 - 12, 2014

**Sponsor:** Oklahoma People First

**Theme:** "The Sooner We Are Equal, the Better"

As our movement grows, we're building our power. See you there.

For more information  
<http://goo.gl/w5OzeT>

#### SABLE Executive Committee

Bryon Murray, President  
Utah, Region 3  
Cathy Enfield, Vice President  
Missouri, Region 4  
Betty Williams, Secretary  
Indiana, Region 5  
Ryan Duncanwood, Treasurer  
California, Region 2  
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#### SABLE Board Members

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Jason Billehus  
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John Britton  
Region 3  
Amira Rasheed  
Region 4  
Bill Story  
Region 5  
Carrie Varner  
Region 6  
Bernard Baker  
Region 7  
Clint Perrin & Max Barrows  
Region 8  
Consuelo Castillo & Samuel Jenkins  
Region 9

2 SELF-ADVOCATES BECOMING EMPOWERED ~ SPRING 2014 NEWSLETTER ~ WWW.SABEUSA.ORG

## Newsletter

In the past, Newsletters were sent by the mail. You could be very creative, add photos to keep others informed about what the organization or groups were doing. But as soon as that newsletter was placed in the mail, it was out of date or "old news". Information changes that quickly, but now we have a way to easily keep readers up-to-date.

With internet technology, On-



### Siblings Can Support Each Other to Vote

by Katie Arnold

Siblings often have the longest relationship of lives with each other. We grow up together and can support each other in many ways throughout our lives. One way is by helping each other exercise our right to vote. The Sibling Leadership Network ([www.siblingleadership.org](http://www.siblingleadership.org)) encourages

siblings to support their brothers and sisters with disabilities to vote. Our organization has created a voting position statement sharing our belief that all citizens have the right to vote, including people with disabilities. We also have a voting video on ways siblings can support their brothers and sisters with disabilities in the voting process.

My sister, Patrice, voted for the first time in the 2012 Presidential election. She had just turned 30 years old. As the middle of five children, she was the last of my siblings to register to vote. There are many reasons for this, but in some ways our family just never really thought to ask Patrice if she wanted to vote. We didn't really know how to support her to vote either. Project Vote helped us

realize the importance of giving Patrice the opportunity to vote. Patrice learned about the power of the disability vote and the importance of getting out and vote in the disability community. By learning from other self-advocates, my family was able to support Patrice to get



registered to vote, get educated about the candidates, and get to the polls to cast her vote.

As siblings we talk to each other about the issues and the

candidates. We don't always agree, which is okay. We remind each other to keep our voter registration up to date and to go to the polls for elections.

What ways can you support your brothers and sister to vote?

Check out more resources here:  
<http://goo.gl/C9ZGvc>



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line Newsletters can easily be updated to keep the reader almost instantly informed of new developments.

Changes and new information can be added easily so the reader knows the information is the most reliable. For example, if the newsletter has a call to action, readers can quickly and easily respond.

Newsletter templates can be found in Microsoft Word templates or publisher templates.

### Southern Collaborative Energized and Standing Strong!

SABE was one of three organizations awarded a Regional Self Advocacy Technical Assistance grant by the Administration on Intellectual and Developmental Disabilities. The name of the project is called Our Community Standing Strong Grant (OCSS). The grant is to enhance work in the southern collaborative states which includes Region 6 and 9. This project is off to a great start. The states participating in this project are Alabama, Arkansas, Florida, Georgia, North Carolina, Oklahoma, South Carolina, and Tennessee. Other allies who are working with self advocacy leaders on this project include: DD Councils, P & A's, UCEDD's, ARC's, State IDD agencies in each of the states.

It has been so amazing to see the energy and motivation from the participants who bring new ideas and thoughts to the self advocacy movement. There is an increasing amount of support being developed on building and strengthening



relationships within the southern collaborative states. Mostly importantly, the Southern Collaborative states are learning from each other and renewing the momentum of the self advocacy movement. The main objective of the grant project is to enhance peer mentorship in advocacy, training and leadership development, and education and outreach to communities.



OCSS has formed an advisory committee to accomplish the aforementioned goals. The advisory committee has accomplished a

number of activities since the project kicked off in October 2013. These include four Advisory meeting using Webinars, Southern Collaborative listserv, Conference Calls and the completion of state demographics and issues. As of March 15, 2014, 539 surveys from individuals addressed what their needs are in their states and have helped us identify needs for technical assistance and priority issues for self-

### Central New York Self-Advocates Advocacy, Awareness, and Independence Is How We Roll



On March 15th Self-Advocates from Central New York marched in the St. Patrick's Day Parade in Syracuse. Members from the Self-Advocacy Network, Utica Self-Advocacy Group, United Self-Advocacy of Syracuse and Self-Advocacy for Change joined together to ask the Syracuse Community to celebrate "community" by supporting the inclusion of all, by respecting each other and by valuing the contributions each of us give to making

our community great! Some of our messages included Advocacy, Awareness and Independence Is How We Roll, Nothing About Us Without Us, and Respect the Differences. We also passed out "Spread the Word to End the Word" Pledge Cards and pencils to over 700 people. Fun was had by all!



#### CONTINUED FROM PAGE 6

She joined P&A earlier this year. She also participated in the training.

The project vote training was led by Tia Nelis and Teresa Moore. The members of the Project Vote Training Team felt these ladies did an excellent job with

The homework assignments allowed the team as a whole to gain more knowledge about the voting process. The training leaders were always available by phone or e-mail to answer any questions and that was a big help.

Maggie Knowles stated "The vote toolkit is an excellent resource to educate voters with."

advocacy in the southern collaborative states. Based on the survey, the top technical assistance needs are: funding, partnership, grant writing, and managing grants. The top issues are self-advocacy, employment, closing institutions, Olmstead, and voting, and transportation. We are anticipating to collect 1500 surveys by the end of March.



In addition, there have been conference call meetings with others regional technical assistance grantee's such as ASAN (Pacific Alliance) and N-E-A-T (New England states). It is empowering and refreshing to have collaboration from others who are from other parts of the country working on their needs and sharing in such tremendous ways.

OCSS advisory committee (Southern Collaborative) met face to face with the SABE Board in Nashville, Tennessee for a working meeting on January 11-12, 2014. Attendance was outstanding and people came to make a difference in the work of self-advocacy in the south. We were pleased to have a number of participants from the DD Networks and state IDD agencies from Tennessee, South Carolina and Alabama, and a representative from a chapter of the National Sibling Network.



There were great presentations from all states as well as some strolls down memory lane that gave the meeting many special moments. It not only revived the participants, but created an atmosphere for all who believe and value self advocacy for people's lives. Amazing work has begun to re-energize the south.

The next face to face meeting will be in Birmingham, Alabama on May 8-9, 2014. This meeting will focus on developing individual state plans. There will also be a visit to the Civil Rights Museum and Disability Rights Exhibit. OCSS extends a special thanks to Bryan Murray and the SABE board for the support. The project effort is lead by Co - Directors, Caquetá Stuckey, and Vicki Turnage; support advisors, Juliana Huereña and Glenda Hyman-Singleton.



SELF-ADVOCATES BECOMING EMPOWERED ~ SPRING 2014 NEWSLETTER ~ WWW.SABEUSA.ORG 5

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# EMAIL



## EMAIL

- You can use email communicate with others instantaneously.
- Share documents with others.
- Get announcements and confirmations.
- Send a longer message than a text.

### Finding an email site to use.

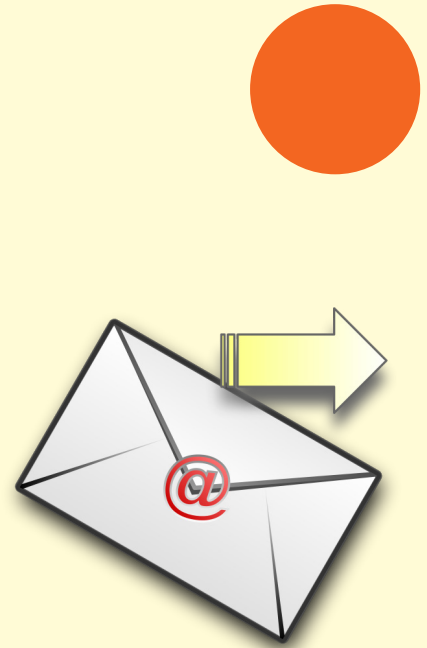
- Most email sites will ask you the same questions to sign up with their service. We will cover a few of them here.

## GMAIL

- Go to mail.google.com and sign up
- Create an account
- You will be asked a few questions to create an email account.

### You will need:

1. Your first and last name.
2. Create a **Username** (name you will use).
3. Create an 8 character **password** and confirm password.





4. Your birthdate.
5. Your gender.
6. Your mobile phone (cellphone) is optional.
7. Current email, in case you lose your Gmail and need to recover.

**Captcha:** These strange looking letters and numbers are used as a type of security. It also lets the account know that you are a real person and not a robot.

8. Location: USA.

The image shows a screenshot of a Gmail login page. At the top left is the 'Gmail by Google' logo. To its right is the text 'Your\_Domain.com'. Below this are two input fields: 'Username' and 'Password:'. Under the password field is a text prompt: 'Type the characters you see in the picture below.' Below this prompt is a captcha image showing the word 'toencizes' in a stylized, red, cursive font. To the right of the captcha input field is a small blue icon of a person in a wheelchair and the text 'Letters are not case-sensitive'. At the bottom left of the form is a button labeled 'Unlock'.

9. Read the terms.
10. Click on box for Agree to the terms.

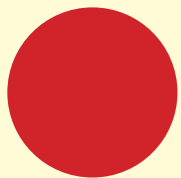
## To set up your profile

1. Add a picture, if you like.
2. Click next.
3. Google will send you information to your current email.
4. Continue with Gmail.
5. It will take you to your new Gmail account.

## Add friends and family. You can label them as:

- friends
- family
- co-workers
- you can create a custom group





# WEBSITES

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The **Internet** is made up of many websites. Each website contains different information. There are many types of websites. Websites are for businesses, blogs, social media sites and gaming websites.

## Getting there

To get to a website type the website name into the bar on your internet browser.

- No need to type **http://www**

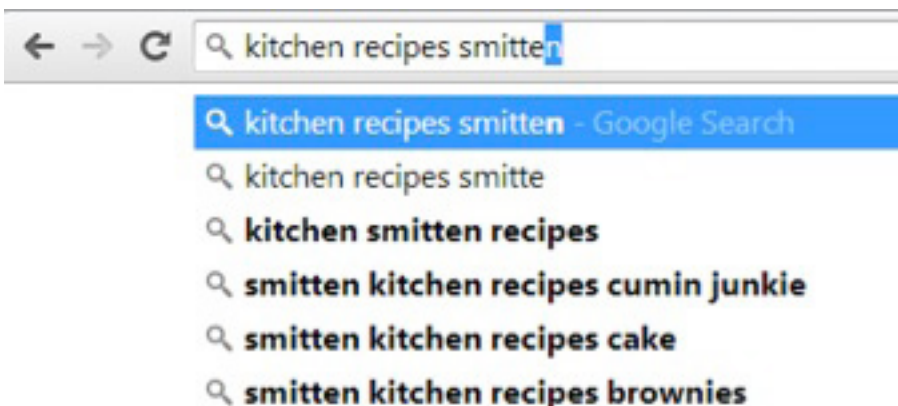


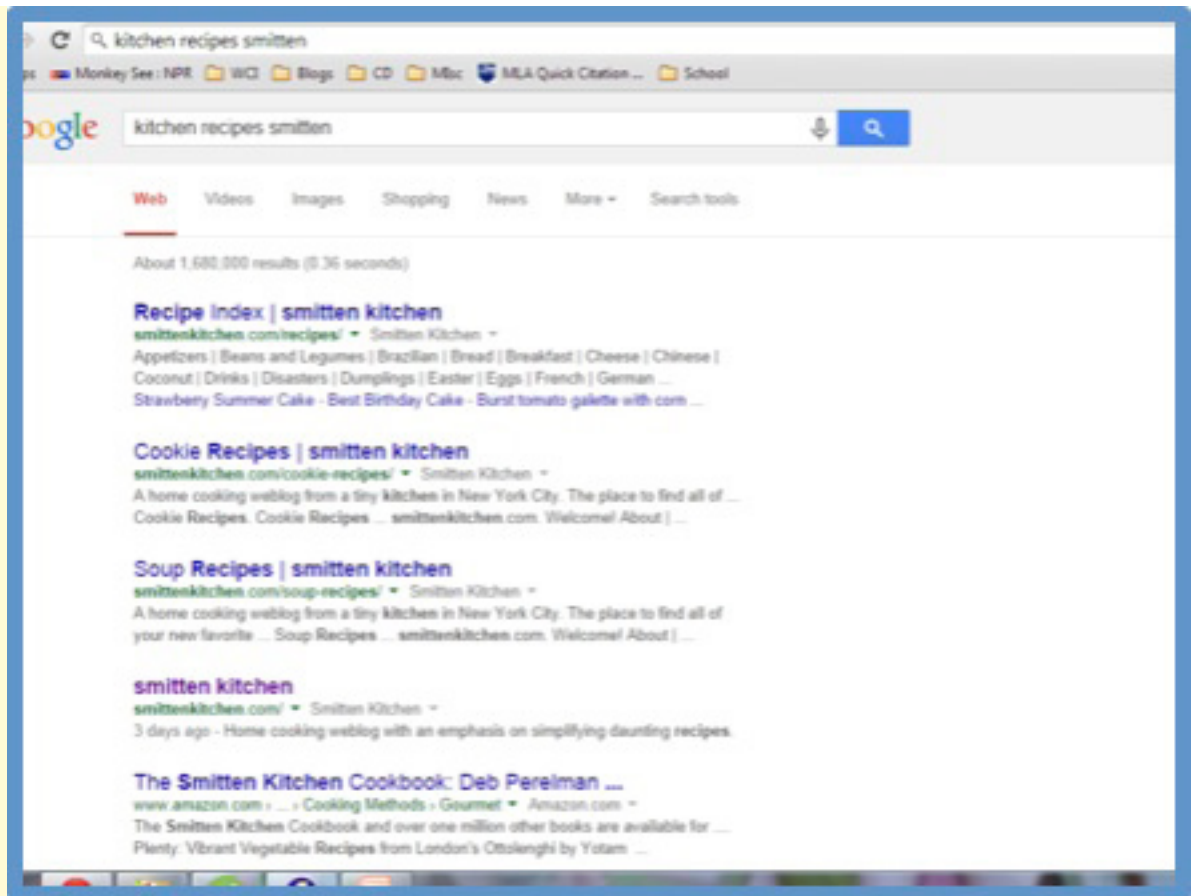
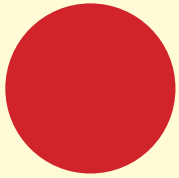
- Just the “websitename.com” and press enter.
- Your website will load.

## Search

What if you cannot remember the name of the website?

- Simply type in the ‘keywords’ of what you think is in the website name in the top box and a Google search will occur.





No need to go to Google.com or another search engine. Just type in the search terms you want into your text box and search happens automatically.

There are other search engines like Google that you can use to find the information you are looking for on the Internet. You can use Bing, Yahoo or other search sites. These search engines allow us to learn more about topics or get answers to our questions. When researching or looking for information, you should use keywords to describe what you are looking for.

## Search tips

- Keep your search terms or words simple
- Usually your wanted results will be on page 1
- Mix it up. If you don't see what you need in your first search, try new terms.
- <http://www.google.com/insidesearch/tipstricks/>
- Know what information you want to get and tailor your keywords around that,
  - Opening Times or store hours
  - “About us” section
  - Contacts
  - a blog about issues important to the company.
  - The recipe for dish to make for dinner.



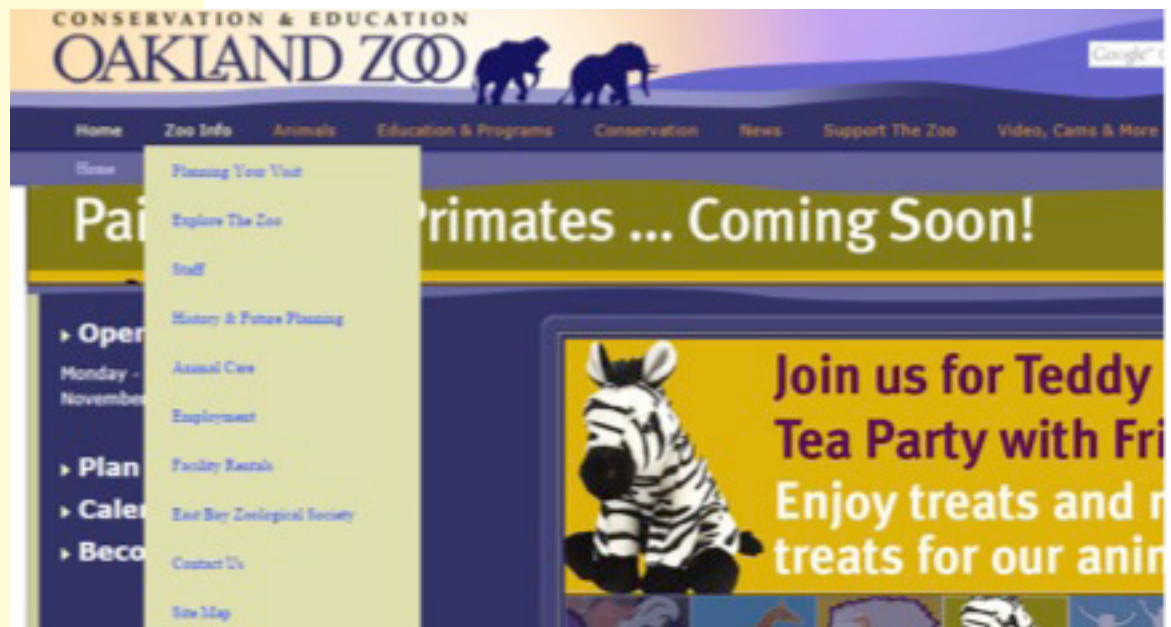
Searching is hard.  
Practice makes  
you better!

### On the website

Once on your website read the top and side bars for menus. If you are looking for a time a place is open, usually that will be under the menu title: hours or info.

Click into that menu.

You should not have to click into a website more than twice to get the information you need.



## Web site safety examples

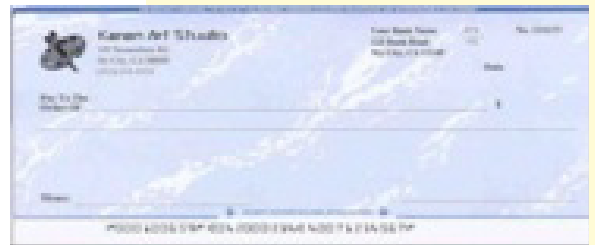
- Do not give out your credit card information unless you are ordering something from a site you know is good.
- Never give out your checking account information.
- Never give out any passwords.

## Website safety tips

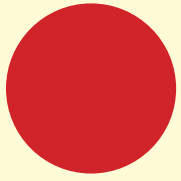
- Remember anyone can create a website, so you want to be careful on giving out your personal information to any website.



- Look for https  
That "s" at the end means secure
- If it feels wrong, look for a phone number.
- Most reputable sites will have a phone number for you to call



Trust your gut! If  
it feels wrong,  
don't do it.



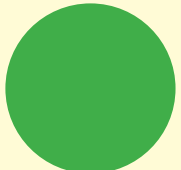
# BLOGGING

## Bloggging and Vlogging

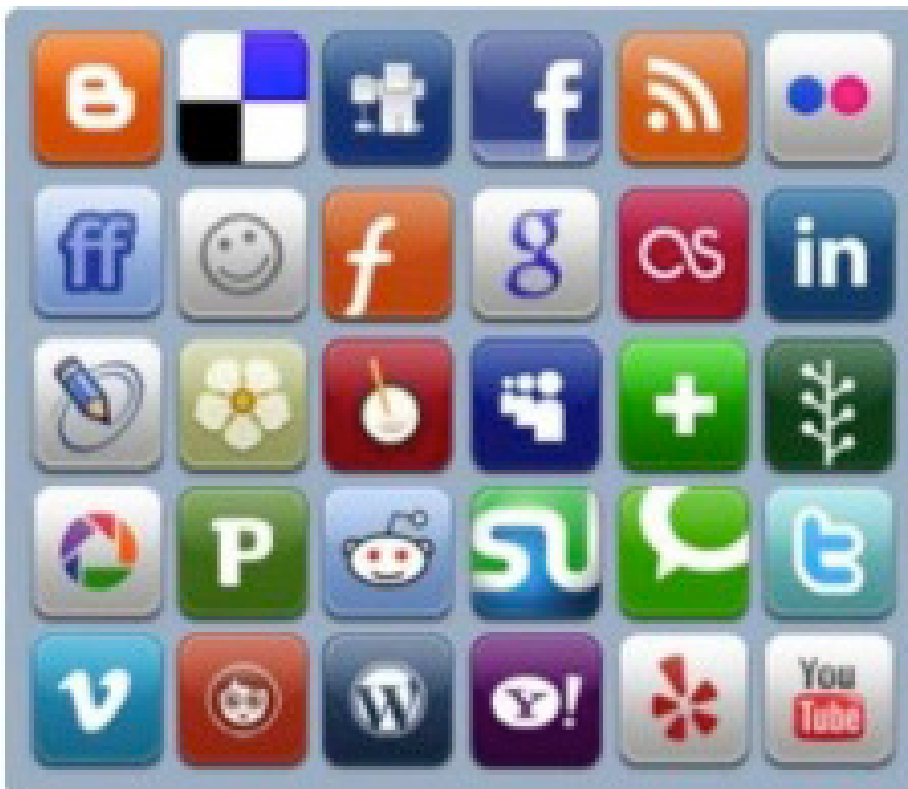
## Blogging

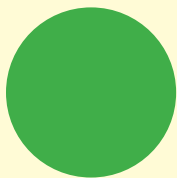
A **blog** is a personal website that you can create to tell your personal story or share ideas with other people on a regular basis. It is a way for you to express and share your opinions and feelings with others. You can share your name or keep your identity a secret when writing your blog.

People who read your blog can comment on your story or ideas. This is a way to begin a discussion with them if they want to share their thoughts and their personal experiences that relate to your story.



You can add  
photos and links  
to other  
websites in your  
blog too





The cool thing about blogging is that it can be done in many ways. You can type your story, videotape it (Vlogging) or even some computers have a way you can use your own voice to tell your story.



### Why blog?

There are many reasons to blog. The biggest reason is that you can share your experiences and see if others have had similar things happen to them.

You can stay in touch with people, like other members of yourself advocacy group, friends, family, and more.

You can feel free to express your thoughts and opinions about an issue without anyone else telling you what or how to say it.

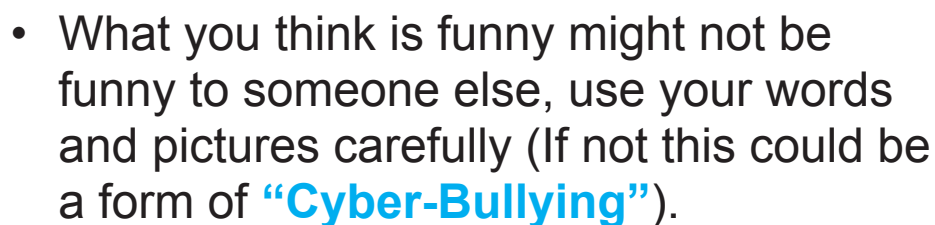
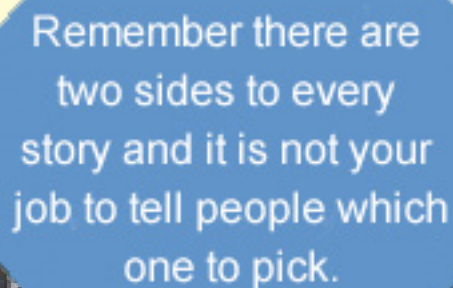
You can start a conversation with people you know or even people you might not know.

You can ask a question and get many answers.

### **Tips for starting your blog entry**

- Decide what you want to write about.
- Make it short and to the point.
- Create separate entries for each new topic.
- Pick your audience.
- Is this an entry that you want to share with people you know and do not know, or is it a story you want to share only with your friends?
- Always use respectful words (words can hurt).





Blogging is another way we can let people know our personal ideas about an issue or situation. Not everyone will agree with what you have to say. You have a responsibility to respect what others say but you can also give more information explaining why you

feel the way you do. Ultimately everyone will make their own decision.

When writing your blog write about things you know about, for example use a personal story to make your point.

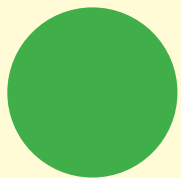
## FREE PLACES TO BLOG



- Blog Spot Google
- Tumblr.com
- Facebook
- WordPress
- Editorial section in newsletters
- Blog.com

You can go to many of these websites and sign up to create a blog. They will have standard layouts and themes for you to

Keep it simple  
and let your  
story be the star



pick. Remember what your blog looks like is not as important as what you have to say.

### **Topics for self-advocacy group blogging**

There are many ideas that you can get from your own life on what to talk about. Below are ideas that can also get you thinking about what to write about.

- Share information from SABE news and your region.
- Share ideas that you learned from others in your local group.
- Share a time that you overcame an obstacle and hints for how others can follow your lead.
- Talk about a political issue and your views on it.
- What has worked for your self-advocacy group.
- Near Election Day, talk about the importance of voting, how to register to vote, and more.

There are many other topics that you can write about. When preparing to write your blog, help yourself by staying on topic and just covering one or two points.

## Vlogging

### What are video blogs or Vlogs

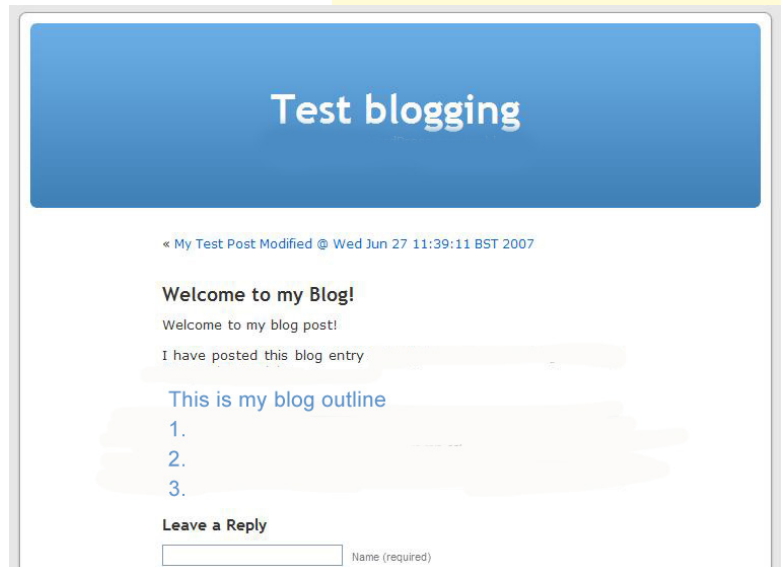
A **vlog** is a blog that is primarily in video format.

It can be:

- One idea or person.
- One person or a group of people talking about an issue.
- Interviewing someone.
- Problem solving a situation by using “Before and After” scenarios.

### Example of a video blog outline

Before pressing record on your video camera, come up with an idea and outline what you are going to discuss. This will allow your vlog to be organized and easy to understand.



**Test blogging**

« My Test Post Modified @ Wed Jun 27 11:39:11 BST 2007

Welcome to my Blog!

Welcome to my blog post!

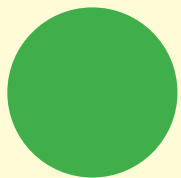
I have posted this blog entry

This is my blog outline

- 1.
- 2.
- 3.

Leave a Reply

Name (required)



Here is a list of things to consider when starting your vlog.

- Title of your piece – what do you plan on talking about or covering.
- Introduce yourself and others that are talking on your video.
- Introduction of your topic by giving a brief overview
- Discuss your topic.
- Close your discussion.
- Thank those that helped you.

There are many places on the internet that you can get help on how to create your video blog. Below are a few places to start.

SABE's Our Community Standing Strong

Regional Technical Assistance Center has a PowerPoint and Webinar about Blogging. To find it, go to:

- [www.sabeusa.org](http://www.sabeusa.org)

- <http://www.wikihow.com/Make-a-Great-First-Vlog>
- <http://www.wikihow.com/Start-a-Daily-YouTube-Vlog>

## THINGS NEEDED TO VIDEO BLOG

Now that you have your topic and your outline ready, it's time to start recording. There are many things that you need to create your blog.

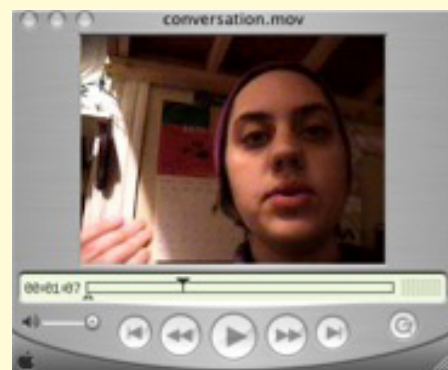
### Hardware

Vlogging starts by having equipment in good working condition. A video camera, is needed to record you. There are many devices you can use, like your cell phone, tablet or computer webcam. Remember they all must be able to connect to your computer and put the recording file there.

To see if your device works, create a quick recording and watch and listen. If you are clearly seen and heard, you have the right camera

You will need a computer or tablet to upload your video to your vlog website. The computer will be connected to the internet.

You want viewers to see and hear the vlog as clearly as possible or you will lose their interest





## **Software**

Your computer may come with software that allows you to edit your video. The edits can include getting rid of some of the recording. As you get better at this part, then you can add subtitles and different special effects. Remember what you have to say is the most important part, so the effects are not as important.

Options of software that can be purchased to edit your recording. These vary in cost and have many features.

- iMovie (requires Apple Computer)
- Windows share
- Movie Maker

## **Important Tips for video blogging**

Keep your videos short - no more than 3- 5 minutes long

Make sure the location you record your video is well lit, not cluttered, and has a pleasant background. You do not want your

viewers to be distracted by looking at messy desk rather than listening to what is being said.

Before you start, check your recording volume so that you can be heard clearly and accurately when playing back on speakers

**PRACTICE** using the camera before your first taping and then **PRACTICE** some more.

### Example of a video blog



SABE -Ashley x

<http://www.youtube.com/watch?v=Be1eYxtvVNE>

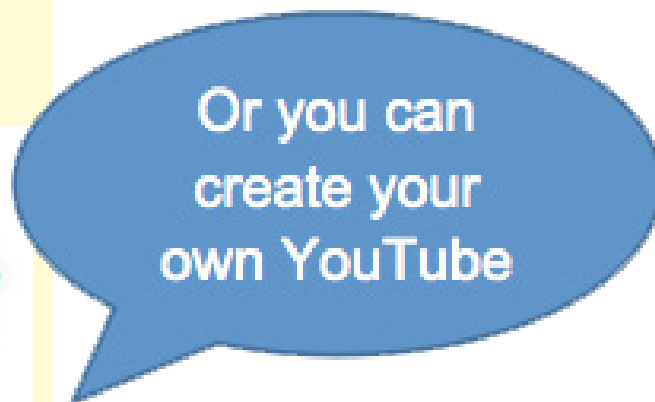
### Places to post your video blog

**Remember SABE has a YouTube channel** you could consider to post your vlog. Search for the Self Advocates Becoming Empowered Channel.

Do not go over 5 minutes or your viewers may get bored



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Or you can  
create your  
own YouTube

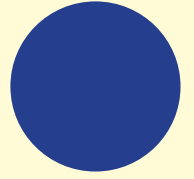
Other SABE options and other sites you could use are:

- SABE Website [www.sabeusa.org](http://www.sabeusa.org)
- SABE Facebook page Self Advocates Becoming Empowered
- Tumblr
- WordPress

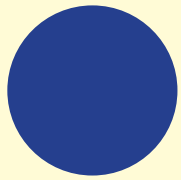
You can make your vlog more accessible by adding closed captions. The internet can teach you how to do this.



# SOCIAL MEDIA



**My Technology  
Handbook**  
SABE 2014



## Facebook

**Social Media** is an online website where people can gather and share information, photos, videos and other forms of media with each other. Social Media is a way you can build relationship from the comfort of your home or favorite WIFI Hotspot. Social Media allows you to stay in touch with friends, family and strangers. You can also use it to network with associates and colleagues. Social Media is the new form of communication.

In **My Technology Handbook** we will talk about Facebook, Twitter, Skype, Teleconferencing, Google Hangout, GoToMeeting and GoToWebinar. There are other social meeting programs not discussed in this handbook that we encourage to research by using the internet as discussed in the previous Website Chapter.

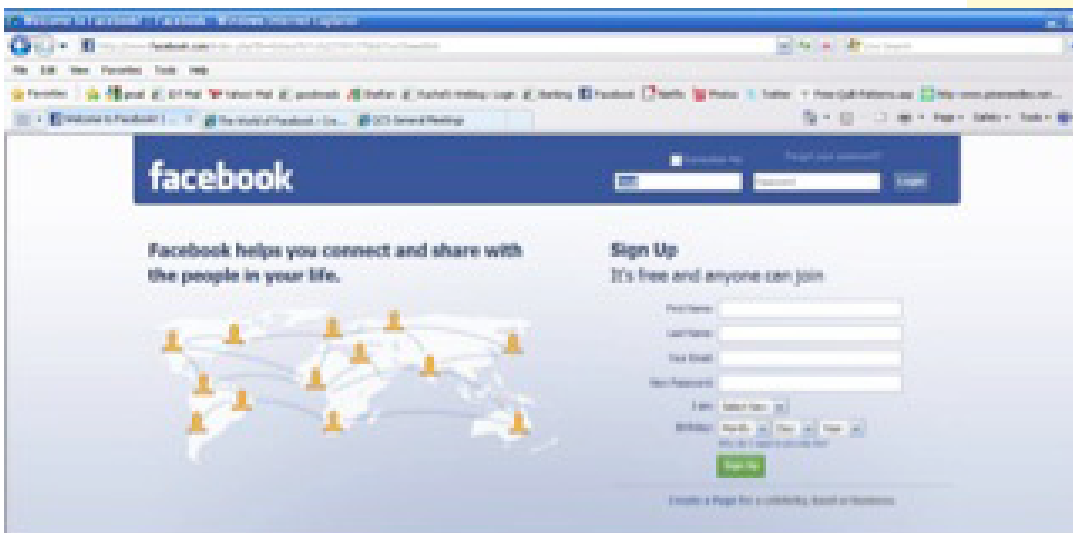
## What is Facebook?

It is currently the most popular of many social networking sites.

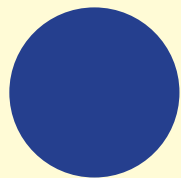
People use **Facebook** to keep up with what their friends are doing. You can share updates, photos and videos about yourself, get “**Likes**” or comments on your post from friends and can have a text or group chat with a lot of friends or just a few of your select friends.

## How to join Facebook?

Go to [www.facebook.com](http://www.facebook.com)



- Facebook will ask questions for you to answer like what is your name and email address
- Next you will be asked to create a password to join Facebook.



NO ONE SHOULD  
SEE YOUR  
PRIVATE  
NOTEBOOK BUT  
YOU!

- This will be a NEW password, do not reuse passwords
- Over time as you open more accounts you will be asked for more passwords. Sometimes it is hard to remember all of your different passwords. Some people find it helpful to create a **PRIVATE** notebook or paper to list your usernames and passwords.

Go back to the  
Email Chapter  
to get more  
information

facebook

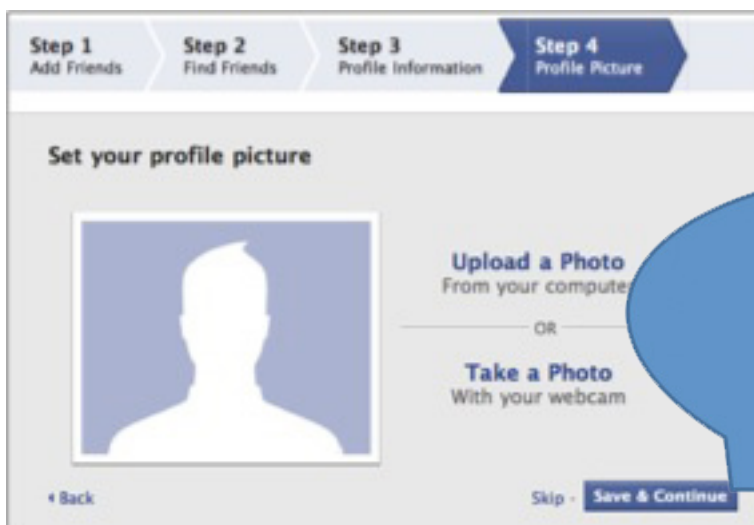
The screenshot shows the 'Create a Facebook Account' page. It includes fields for email, password, and date of birth. A security check section with a captcha is highlighted with a red '2'. A 'Sign Up Now' button is highlighted with a red '4'. Other steps are indicated by red numbers 1 and 3.

## How to create an account

You will be asked to write down the letters or numbers you see in the **captcha**. Facebook wants to make sure you are a person and not a computer trying to talk to another computer.

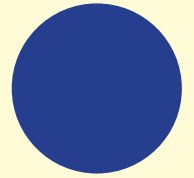
## Profile and a Photo of You

Your profile or personal Facebook page can have a photo to show people who you are. Take or upload a picture that you want people to see or recognize you. If you are not comfortable putting a snapshot of yourself, you do not have to. Some people use pictures of their children, dog, cat, flowers or even a photo of a place they love, instead of a personal photo. Since this is your personal page, you get to decide what you want to do.

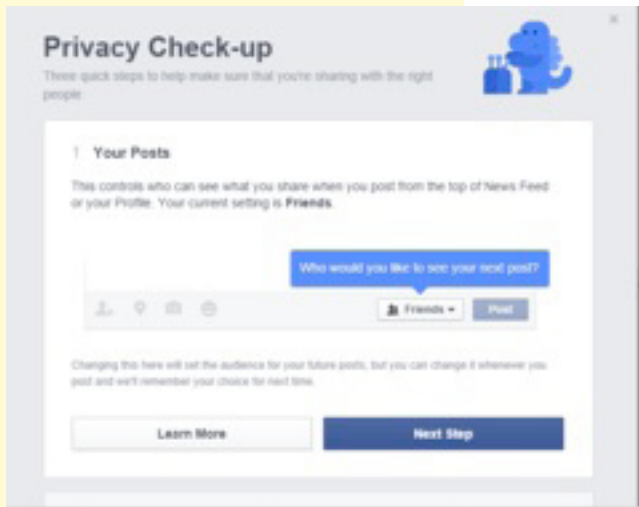


You can be on Facebook without answering all the questions asked in your Profile

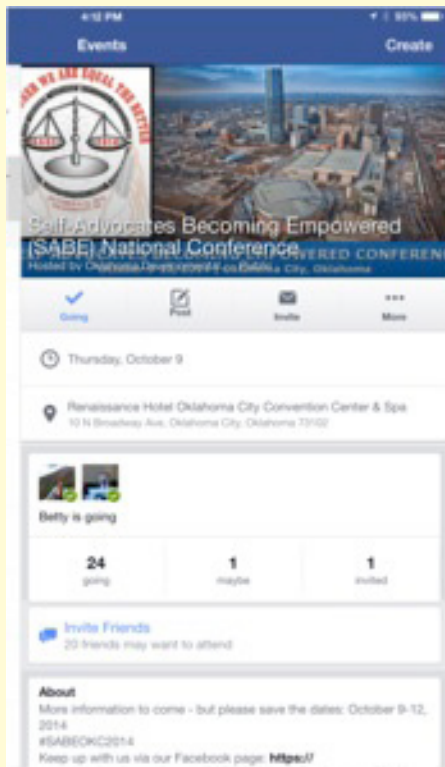
You will see a list of other questions for you to answer in your profile, but you do not have to answer them. You must be careful not to give too much information because people you do not know might contact you. To be safe, you might want to discuss how



much information to share with a family member or friend.



You will also want to make sure your privacy settings are where you feel comfortable. Many people only allow their friends to see anything other than their name and profile photo. The friends that you have on Facebook have to be approved by you first before they can see your personal information.



## What you can do on Facebook?

- **Post information:** You can post a daily quote, share what you are doing, where you are at this very moment, share that your cat had kittens, announce the date and time of your next self-advocacy group meeting and much more.
- **Invitations:** On Facebook you can invite people to an event like SABC's 2014 National Conference in Oklahoma or a birthday party. You can invite all your Facebook friend, only a select few or even everyone on Facebook!
- **Advertise or announce** an upcoming event: Some groups use Facebook to let people know when their next meetings

will be or even if the meeting had to be cancelled at the last minute.

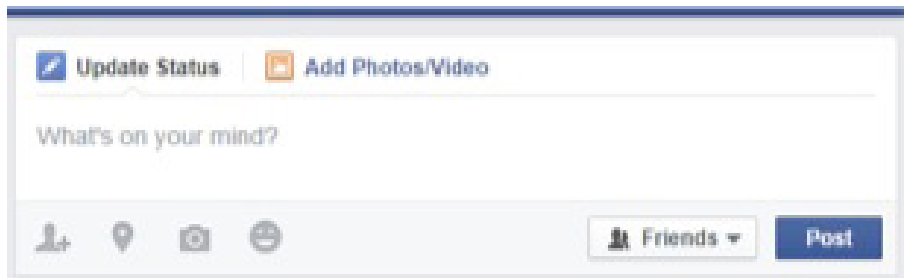
- **Ask questions:** Before you decide to go to an event, ask questions to make sure it is something you want to sign up for or let your friends know about. You can also ask questions on your status and have a group discussion in the comments.
- **Safety:** When using any website like Facebook, make sure you only share information that you are comfortable a stranger will know. For more information about Facebook safety, visit their page.  
<https://www.facebook.com/safety>

Be careful what information you post because you may give out too much personal info and not be as safe as you like

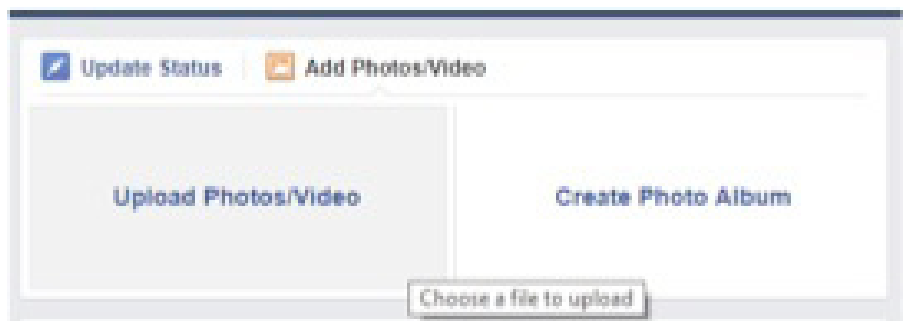


## 7 easy steps to posting to Facebook

- Step 1: Open your Facebook page.



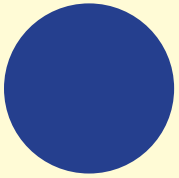
- Step 2: On the top of the page you will see an 'Update Status' Box.
- Step 3: Click in the post.
- Step 4: It will ask, "What's on your mind?" Move your mouse curser into the box and start to type.
- Step 5: If you want to add a picture or video, click on the add photos/Video button.



- Step 6: Go to where the picture is or select from your photo collection and select.
- Step 7: Click on the small blue button that says Post.

# TWITTER

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## Twitter

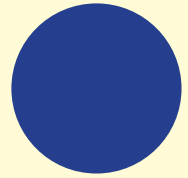


### What is Twitter?

Twitter is an online social networking website that allows people to send and read tweets, which are messages, limited to 140 characters.

Only registered users can read and post tweets from the people and networks that they are following.

Unregistered users can only read them.



## How do you join Twitter and make a new account?

New to Twitter? Sign up

Full name

Email

Password

Sign up for Twitter

### To create an account:

**Step 1:** Go to <http://twitter.com> and find the sign up box, or go directly to <https://twitter.com/signup>.

**Step 2:** Enter your **full name**, email address, and create a password.

**Step 3:** Click **Sign up for Twitter**.

#### Join Twitter today.

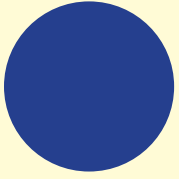
Full name  
john Doe ✓ Name looks great.

Email address  
johndoe3457@gmail.com ✓ We will email you a confirmation.

Create a password  
[password] ✓ Password could be more secure.

Choose your username  
D345John ✓ Username is available. You can change it later.

Suggestions: D345Doe DoeD345 d345\_doe doe\_d345



**Step 4:** Select a **username** (for example NEATPeertoPeer) - type your own or choose from the names twitter

**Step 5: Double-check** your name, email address, password, and username.

**Step 6:** Click **Create my account**.

**Step 7:** Twitter will send a **confirmation email** to the address you entered on sign up, click the link in that email to confirm your email address and account.

**Step 8:** Write your first Tweet.



## What is a tweet?

- A Tweet is a posting made on the social network Twitter that is only 140 characters.
- It's usually sharing a thought, a feeling, or an experience (for example "what a great time I had at the state house")

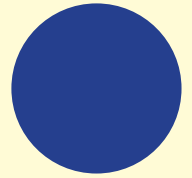
## What is hashtag #?

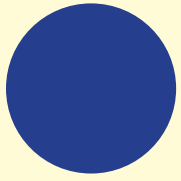
**Hashtag** is a word or phrase preceded by a hash or pound sign (#) and used to identify messages on a specific topic.

For example, if I want to share what a great time I had at the state house, I would use #DisabilityAwarenessDay at the beginning or end of my tweet.

## How does twitter work?

Twitter is one of the most confusing and overwhelming social networking sites. Because of this, it makes it very difficult to explain in words. We recommend viewing a video or the help section on twitter to learn how to use the website.



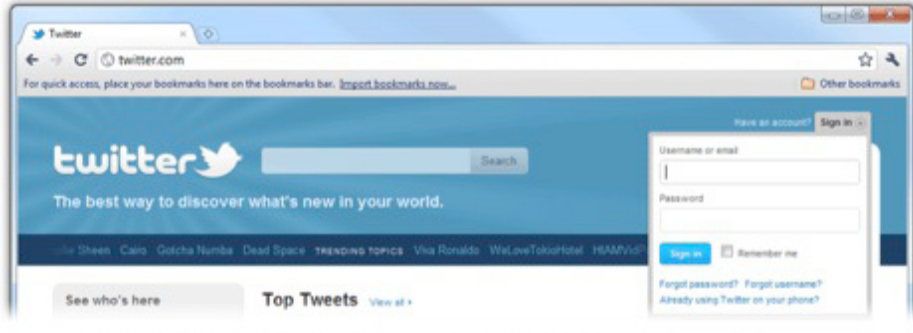


Here are some links that explain how to use twitter:

- <http://support.twitter.com/groups/50-welcome-to-twitter>
- <http://www.youtube.com/watch?v=J0xbjIE8cPM>
- <http://www.youtube.com/watch?v=ddO9idmax0o>

**People use twitter in many ways:**

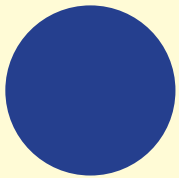
- You can follow celebrities or companies you like.
- You can follow close friends and family.
- You can follow news or entertainment sites to keep up with current events.
- You can follow a hashtag that is popular during an event. For example if you want to follow the President of the United States, you can follow #POTUS and see what people are saying.



## How do you login into twitter?

Follow these six steps:

- Step 1: Open your web browser.
- Step 2: Visit the Twitter website.
- Step 3: Locate the log in panel.
- Step 4: Type in your twitter username you can use either your @ username (example @NEATPeertoPeer) or your email address.
- Step 5: Type in your Twitter Password.
- Step 6: Click the Sign in button.



## How do you “tag” someone using the @?

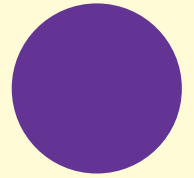
- Put an @ in front of the person’s name or the name of a company.
- For example what a great time I had at the state house #DisabilityAwareness-Day @NEATPeertoPeer.
- Tagging someone allows you to have a public conversation with another Twitter user.

## Tips for twitter

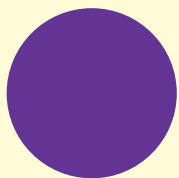
- You have to create an account.
- You will have followers.
- You can have favorites and retweets.
- Keep it short – you only have 140 characters!
- Be safe with your personal information.
- Once it is written, it will always be online, even if you delete.

DONT  
FORGET!

# SKYPE



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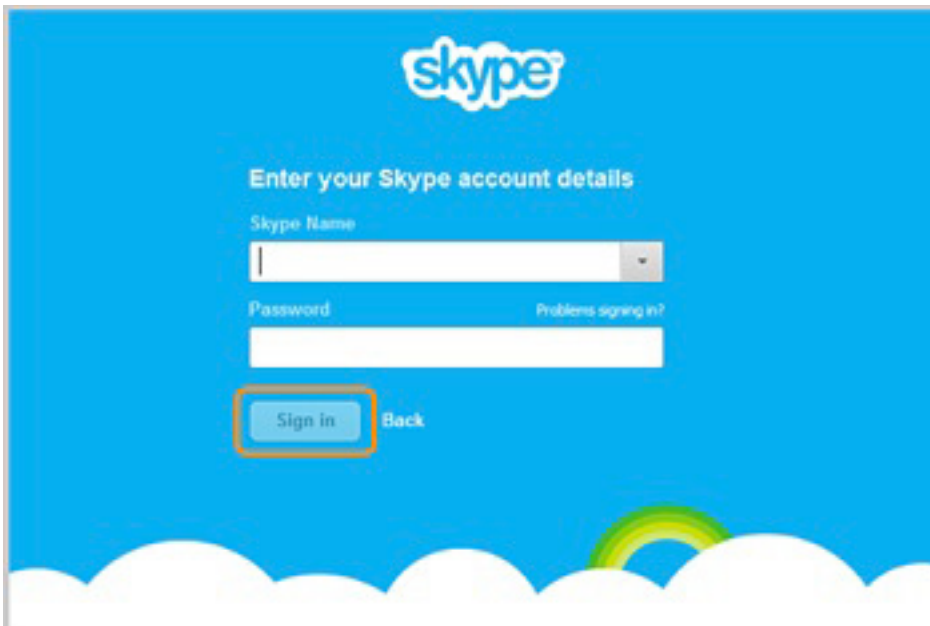


## Skype

Skype is a **FREE** way to have face to face chats using your computer, smart phone or tablet. Many families use this program to stay connected with family members especially if they live far away from each other. The Sunday afternoon call with mom and dad is no longer just listening on the telephone. You can see how they are doing or you can show them your new haircut.

Up to ten people can be on one video chat. If you pay for the advanced features, you can even leave a voice message or video message if no one is home when you call.

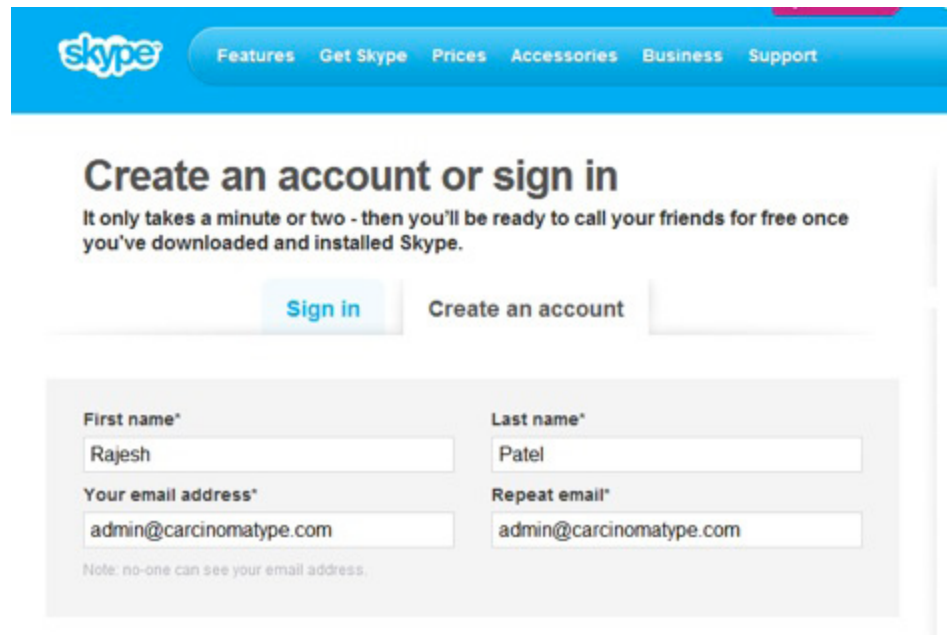
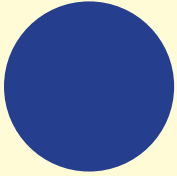
If you would like more than 10 people to be on your Skype video chat, you can purchase a Skype card on the internet to receive their premium services.



## How to find Skype on your different devices

On your computer, go to [www.Skype.com](http://www.Skype.com)

On your smartphones and tablets you need to find the Skype app in your store and download the application. After the program is downloaded you can go to your main menu and click or tap on Skype to open the program.



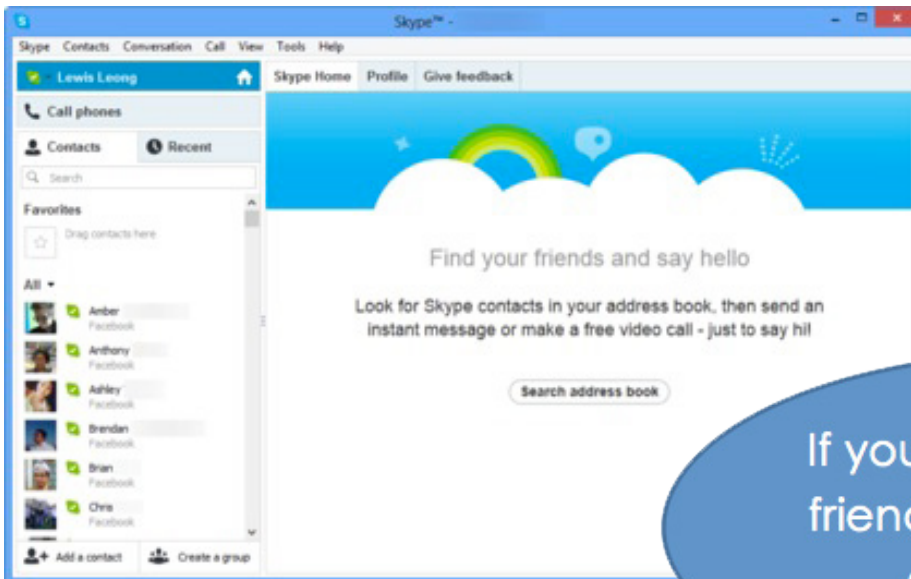
The screenshot shows the Skype website's sign-up page. At the top is a blue navigation bar with the Skype logo and links for Features, Get Skype, Prices, Accessories, Business, and Support. The main heading is "Create an account or sign in", followed by a subtext: "It only takes a minute or two - then you'll be ready to call your friends for free once you've downloaded and installed Skype." Below this are two buttons: "Sign in" and "Create an account". The "Create an account" button is active. The form below has four input fields: "First name\*" (Rajesh), "Last name\*" (Patel), "Your email address\*" (admin@carcinomatype.com), and "Repeat email\*" (admin@carcinomatype.com). A small note at the bottom of the form states: "Note: no-one can see your email address."

## Sign up for Skype

If you don't already have a Microsoft account, Skype will ask to sign up or create a account.

Follow sign up instruction

- Name, email , phone (optional) and any other requirements.
- Need your first name and last name.
- An email address.



If you don't want your friends to call you, log out of Skype.

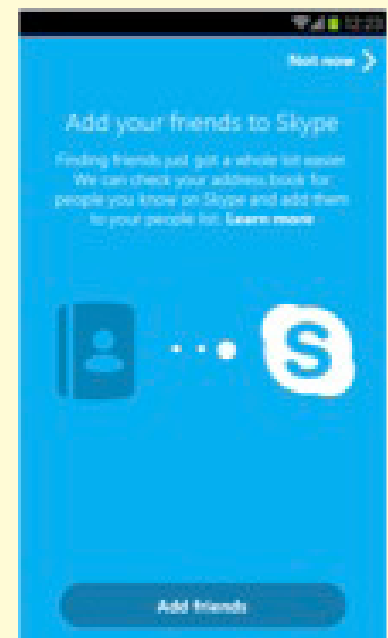
## Searching people on Skype

After signing in or creating an account you can now search for people you know and you can invite them to video chat.

You can search for people using their username, email address or phone number. Once you find your friend, you will have to ask them to accept your request to be their contact before you can begin tweeting.

Skype offers many video tutorials:

<http://www.skype.com/en/what-is-skype/>



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# TELECONFERENCING



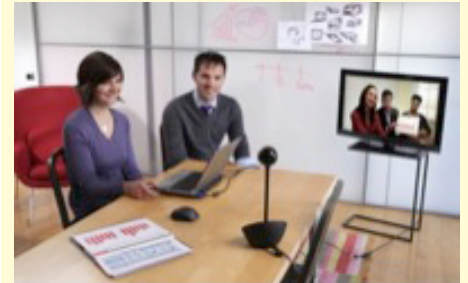
## Teleconferencing

### Conference Calls

A conference call is a telephone call in which the person making the call wishes to have more than two people on to listen, ask questions and answer questions. When using conference calling there is FREE basic calling services you can use or your purchase the service from a provider like AT&T.

When using FREE conference calling, you are given a number to call or call-in number with a code to get on the call. The catch is that every person on the call will be paying their own long distance charges.

Conference calling services that cost money for their service have features not available with the free service. First only the person setting up the call is charged for the service. They are given their own call-in number and “host code” that authorizes the call to happen. People calling in use the same call-in number but they have a different “code” just for participants. There is also an operator to assist anyone on the call if they have problems and an option to record the call.



## **Ways to make sure your conference call meetings run smoothly**

When you have more than one person on the call at one time, it is important that everyone can hear whoever is speaking. To do this, everyone on the call should mute using the \*6 buttons on all but the one phone, tablet, or computer that will be used for speaking.

If you are speaking make sure that you have only one device (computer, tablet, telephone) on at a time. If not, echoing or feedback can occur making it difficult for others to hear what is being said.

If echoing does occur, you may need to move all other devices away from the area you are doing the call (at least several feet away).

Only the loudest voice or noise will be heard so it is important that only one person talk at a time. So we can hear people clearly on the call, participants need to know how to use the mute \*6 and unmute \*6 again .When communicating with more than one person at one time. Mute all but the one phone, tablet, or computer that will be used for speaking. If you are speaking make sure that you

have only one device (computer, tablet, telephone) on to reduce echoing or feedback.

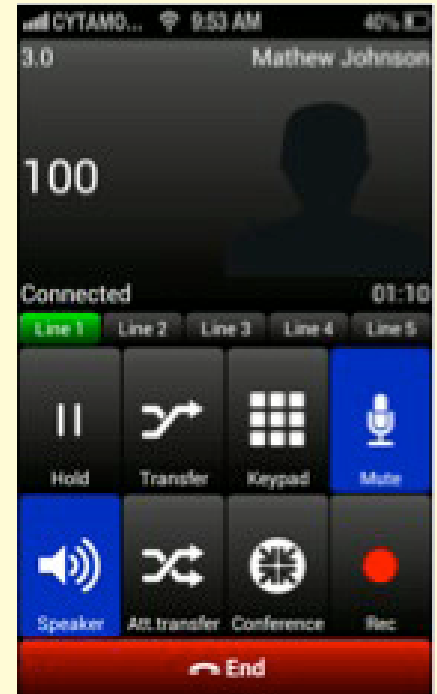
So that we can hear people clearly on the call, participants need to know how to mute and \*6.

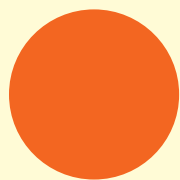


## How To Host a Teleconference

### Before the call:

- Decide who should be on the call.
- Pick a time for everyone to join.
- Check the conference call calendar to see if anyone else is using the line at that time.
- Only one group can use the line at one time.
- Contact your group's scheduler to book the date and time of your call so others do not interrupt.
- Create an agenda (list of items to talk about).





- Send out an announcement to confirm the date and time for the call, call in number and any handouts **AHEAD** of time.
- Practice how to mute or unmute the line with the operator. Most use the \*6 to mute and \*6 again to unmute.

### **Begin the call:**

- As the chair, get on the call at least 10 minutes before it starts.
- When ready to start, remind everyone to mute phones unless speaking.



### **During the call:**

- Do roll call of participants for attendance (This helps so everyone knows who is on the call).

### **Read out the agenda before you start.**

- Ask if anyone has anything to add.
- Follow the agenda.

- Announce the end of the call.

### **Call in number will be provided by the host**

- Call in using that number (It is a FREE call).
- The Operator will tell you welcome and to put in your conference code, followed by the pound sign (#).

### **How To Participate**

- The Operator will tell you to say your name followed by the pound sign (#).
- Please say your name so that the host will know who joined the call.
- You will then be connected.
- If you are the first person to join, you will hear music playing.

### **Ending Your Call**

- Host or moderator will let everyone on the call know when the meeting will be ending
- Ask for final questions
- Ask the group if they want to meet again





DONT  
FORGET!

### **If the group wants to meet again:**

- Have a couple of days and times available for the group to pick from
- End with the next meeting date and time
- Send out meeting notes with the next meeting date and the time

### **Etiquette For Using When Teleconferencing Calling**

- Join the call at least 5 minutes before it starts.
- Put your phone on mute.
- Stay on the agenda topics.
- Remember only one person can talk at a time.
- Before you say anything, please say your name first.
- Roll call will be used to get questions and comments.
- If you must interrupt, please say your

name first.

- Unmute to speak (\*6) and when done, mute (\*6) your phone again.





# GOOGLE HANGOUTS

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## Google Hangout

### What is Google Hangouts?

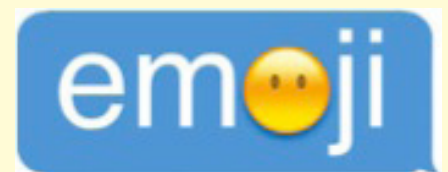
Google Hangouts is an instant messaging and video chat program developed by Google. It brings your conversations to life with photos, emoji, and even group video calls for free.

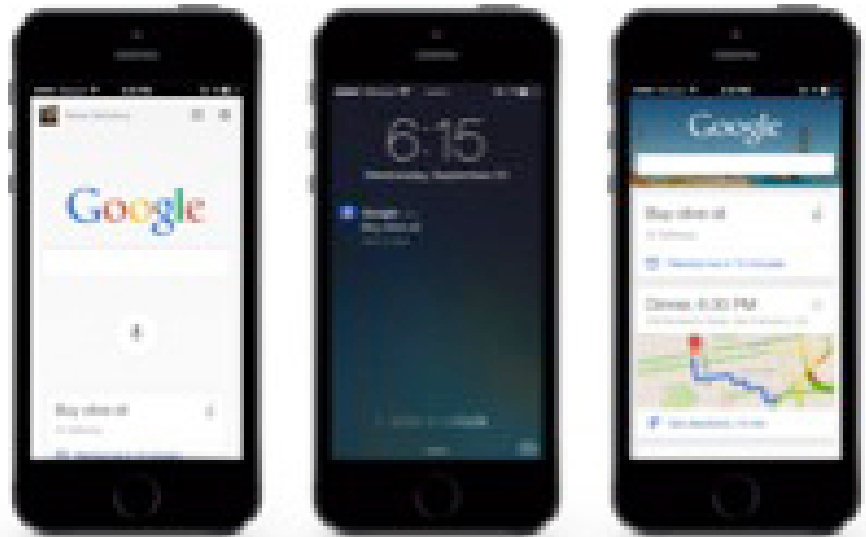
Whether you just want to talk with a friend or are figuring out Friday night plans with the whole gang, Hangouts are like real life conversations.

You can show photos and share how you feel with emoji and best of all, they are FREE.

### Getting started on Google Hangouts

- First you have to accept a friends request or send a request invite to one of your friends. You do this clicking on the Google Hangouts logo.
- Once you have accepted friend's request, you can call them or send them an instant message.





## Using your phone on Google Hangouts

- If you are using your phone, go to the menu and click on the logo.
- Click on the square with a checkmark if you have an iPhone or the + sign if you use Android.
- Type in name of person you want to reach or
- You can also just click on their name if you have done Google Hangouts with them before.
- You have a choice of messaging each other or clicking on the video camera on the top to see each other and you will start a video call.

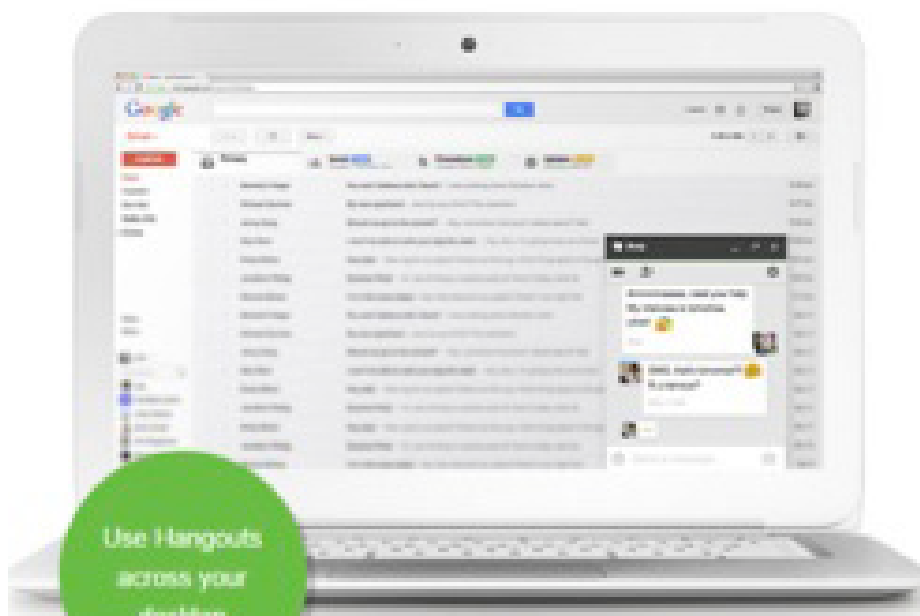


## Using your tablet on Google Hangouts

- If you are using your tablet, click on the logo.
- Type in name of person you want to search or
- You can also click on their name if you have them in your contacts.
- You can then follow the same steps as using your phone.



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## Using your computer on Google Hangouts

- Sign in to your Google account.
- Log into Gmail and look at the left side of the screen.
- Type in name of person you want to reach in the search box or just click their name in your contacts.
- This will start a new box that you can type messages into or start a video call.



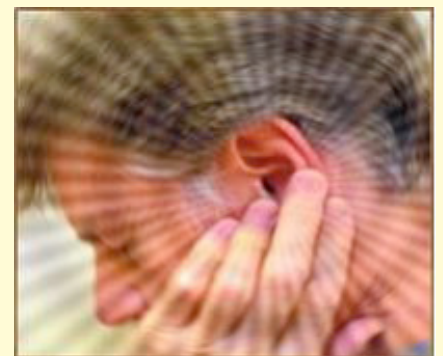
## Google Hangout Issues

**Some features are not available on your mobile devices.**

- Make sure your device is charged so you don't get disconnected.
- If you are hearing feedback sounds, like a static or buzzing sound another electronic device may be too close to your computer.
- Mute other devices (like cell phone and tablets).

## Things to remember

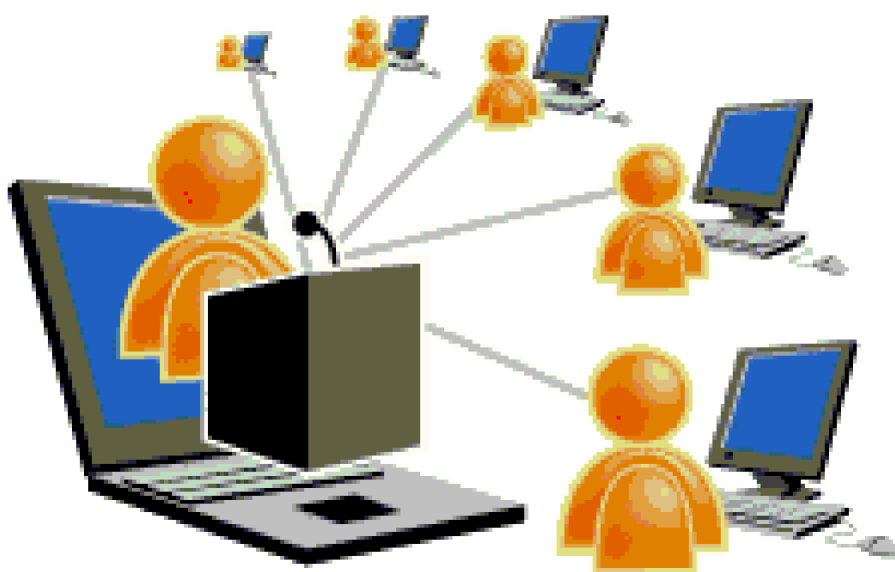
- Keep safety in mind – don't pass out personal information.
- Remember that you can be recorded, both video and photos



# GOTOMEETING



GoToMeeting™





## What is GoToMeeting?

It is a way to have meetings with everyone, looking at the same document and seeing any changes made as they are being made. Up to 25 people can be on the call at the same time.

## What you must have on your computer?

- Webcam: Webcams are typically small cameras that either attach to a person's monitor or sit on a desk. Most webcams connect to the computer via USB. Webcams can also be used for video chat sessions with other people. Instead of broadcasting the video on the Web, users can set up a video chat session with one or more friends and have a conversation with live audio and video.
- Microphone: They usually have a mute button to turn them on or off.





- Speakers, make sure speakers are turned on so you can hear everything that is said during the meeting.

- Wireless(WiFi) or high speed internet access, not dial-up.

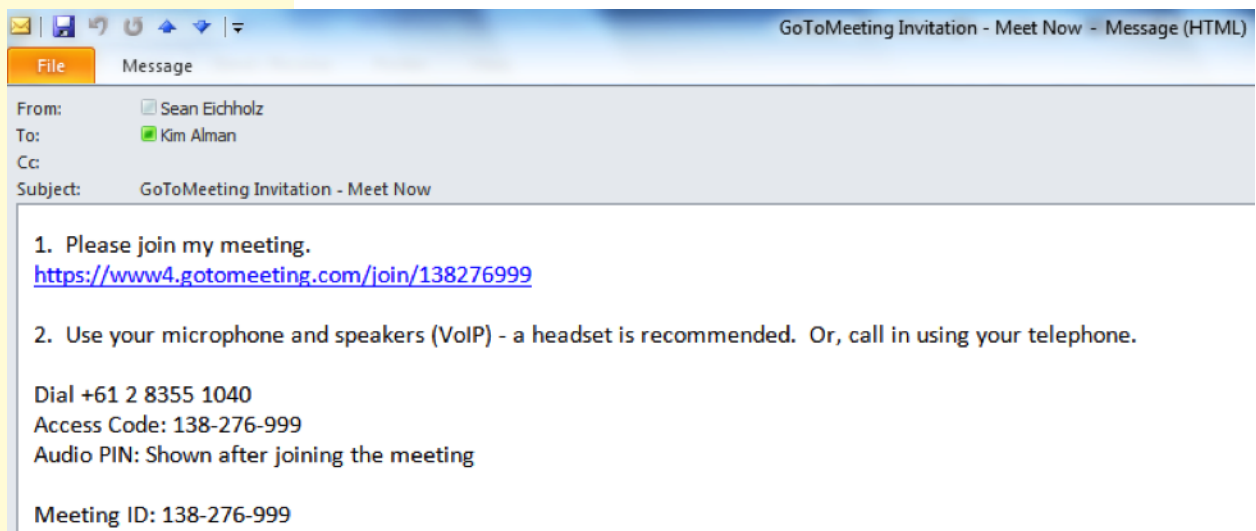


- Operating system up to date, at least Window 7.

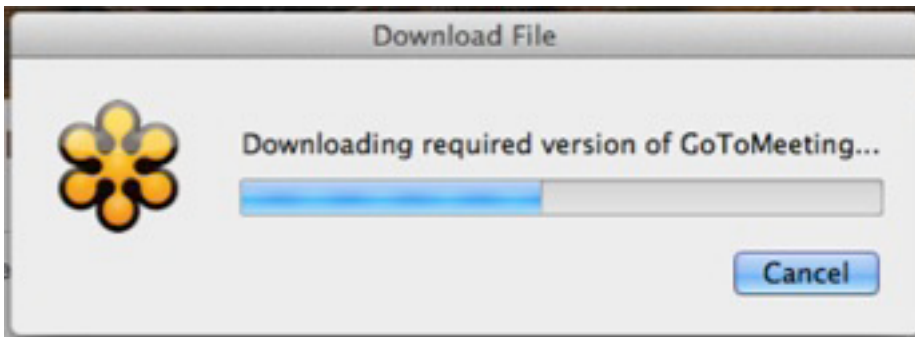


### Participate in a GoTo Meeting

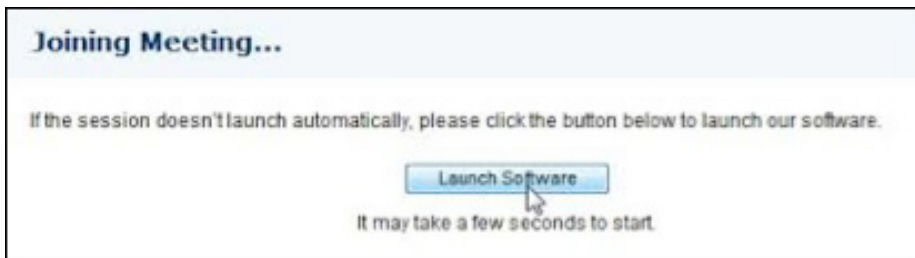
- Go to your email and find the GoToMeeting announcement invitation.
- Click on the blue link in the email.



- If it is your first time to join GoToMeeting, you need to add the program to your computer.



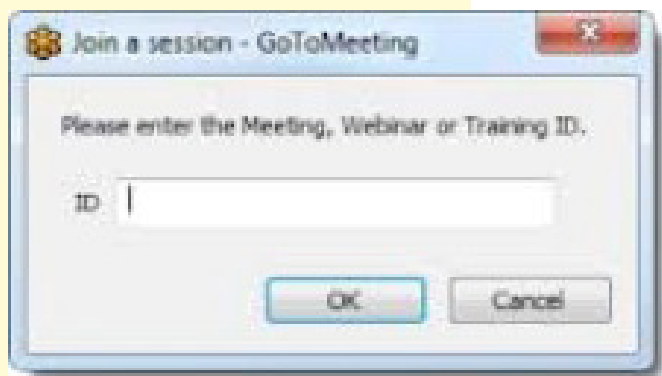
You can easily download the program by clicking on the Launch button.



- Once the blue link is clicked and you have the software downloaded, GoToMeeting will begin.

## Starting GoToMeeting

- Login to [www.gotomeeting.com](http://www.gotomeeting.com) page at least 15 minutes before meeting starts.
- Click on the start button for the meeting.
- You may be asked for a session ID, please have that number available (you can find the number in your meeting invitation.)



- Once you join, put your computer or device (tablet, phone) on mute by clicking the microphone.

### **Phone user**

If you know ahead of time that you cannot join the meeting using your computer/tablet, please call the host before the call begins to get a copy of the handouts to be used. Be sure to make copies so you have them in front of you during the meeting.

If you are using your phone to join the meeting, please call the 800 number and put in the meeting ID (it is in your invitation).

Then, when the operator gives you the audio pin to join the meeting.

Enter the pin in order to let the host know you have joined and also to be able to are able to speak with the group.

## Things to remember

- Make sure your computer, tablet, or cellphone are fully charged.
- Practice ahead of time.
- Login in at least 15 minutes before the meeting time.
- Make sure you have the right date and time on your calendar (What is your time zone?).
- Print out agenda and materials if you are connected by your telephone.
- Give people time to mute on their phones (\*6) and unmute (\*6) again.
- When you are joining, and you need to use more than one device, do not place your phone or tablet next to each other, that will to reduce echoing or feedback.
- **Don't panic if you get disconnected, join the call again as you did before.**



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# GOTOWEBINAR



## Go To Webinar

Go To Meeting and Go To Webinar are very similar programs. But there are some differences. An easy way to think about the difference is Go to Meeting is for small groups and Go To Webinar is for large groups

GoToMeeting has a maximum limit of 25 attendees and is commonly used by groups that need to view and edit the same document such as for collaborating on projects.

GoToWebinar can handle huge webinars with versions that can handle up to 100, 500 and 1000 attendees. There's also some additional features you can purchase to support large webinars such as attendee registration and evaluation.

With GoToMeeting anyone can talk and be made presenter etc. GoToWebinar is more of a lecture environment where a small number of people are presenting information to a large audience who can then ask questions.



**GoToWebinar**

by **CITRIX**



## What you must have on your computer?

- Webcam: Webcams are typically small cameras that either attach to a person's monitor or sit on a desk. Most webcams connect to the computer via USB. Webcams can also be used for video chat sessions with other people. Instead of broadcasting the video on the Web, users can set up a video chat session with one or more friends and have a conversation with live audio and video.
- Microphone: They usually have a mute button to turn them on or off.
- Speakers, make sure speakers are turned on so you can hear everything that is said during the meeting.
- Wireless(WiFi) or high speed internet access, not dial-up.
- Operating system up to date, at least Window 7.



## Participate in a gotoWebinar

- You can have a meeting with large groups and a maximum of 6 presenters showing their handouts.
- Go to your email and find the **GoToWebinar** announcement invitation.

## Register For A Webinar

### SABE - Self Advocates becoming Empowered 2014

Join us for a webinar on Oct 08, 2014 at 12:00 PM PDT.

#### Register now!

<https://attendee.gotowebinar.com/register/7069932696018137346>

After registering, you will receive a confirmation email containing information about joining the webinar.

[View System Requirements](#)

- 1. Click the registration link or button provided on a registration Web site or in an invitation email.
- 2. Complete the registration form.
- 3. You will receive an email confirming your registration for the Webinar,
- Once the blue link is clicked and you have the software downloaded, GotoWebinar will begin.



**GoToWebinar**

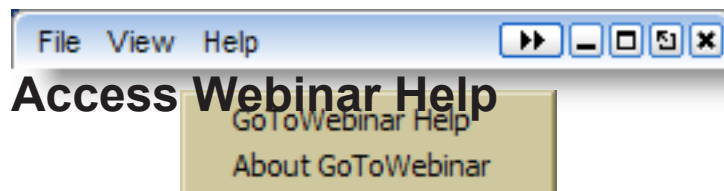
by **CITRIX**



- **Note: Some Webinars may require organizer approval prior to the delivery of a confirmation email.**

### Join A Webinar

- 1. At the time of the Webinar, open the Webinar confirmation email.
- 2. Click the Join Webinar link provided in the confirmation email.
- 3. If prompted, click Yes, Grant or Trust to accept the download.
- 4. If requested, enter the Webinar password provided by your Webinar organizer.
- 5. Join the audio portion of the Webinar. Audio information is provided in the Audio pane of your Control Panel, in the Webinar confirmation email.



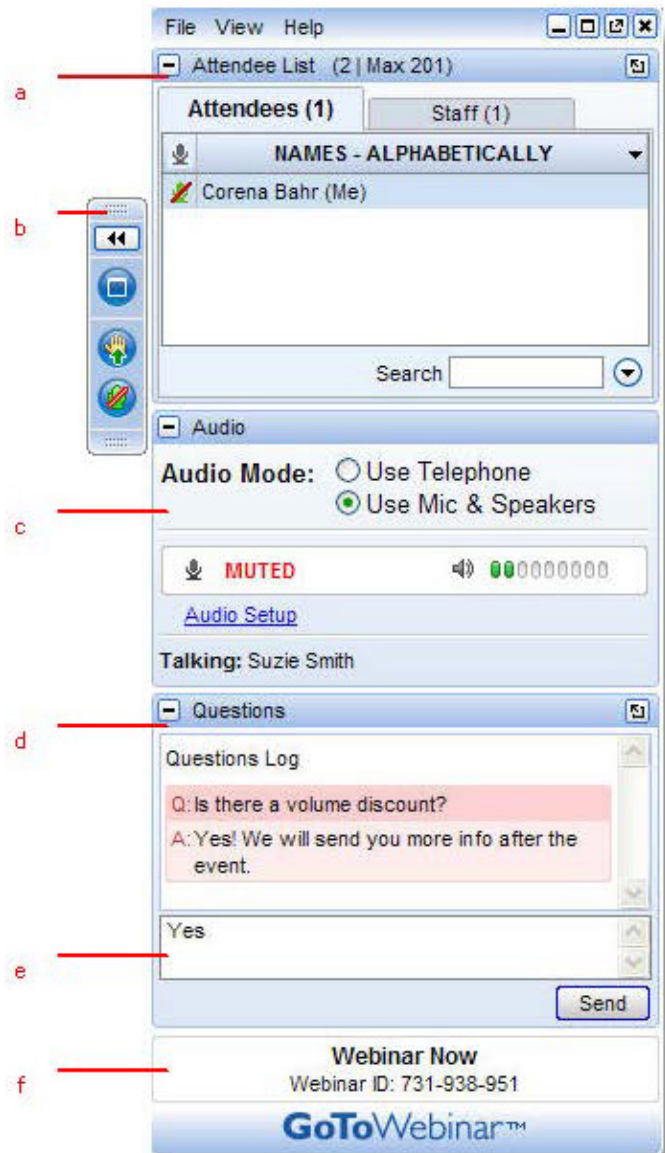
- Click Help at the top of the Control Panel to access online help.

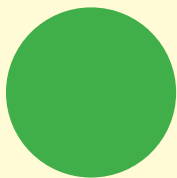
## Using The Control Panel

Once you have joined the Webinar you will see the Attendee Control Panel and Grab Tab. The Control Panel contains panes that can be expanded or collapsed by clicking the +/- on the left side of each pane.

**Note: Viewing the Attendee List, raising your hand and asking questions are only available if the organizer has enabled these features.**

- Attendee List (viewable only if organizer has enabled) (a)
- Grab Tab – Click arrow to open/close Control Panel. Click square to toggle Viewer Window between full screen/window mode. Click hand icon to raise/lower hand. Click mic icon to mute/unmute your audio (if organizer has enabled) (b)
- Audio pane – Select audio format. Click Audio Setup to select Mic & Speakers devices (c)
- Questions pane – If turned on by an organizer, attendees can submit questions and review answers. Broadcast messages to attendees will also show here (d)
- Type your question and click Send to submit it to the organizer (e)
- Webinar details – for quick reference (f)





## Things to remember

- Make sure your computer, tablet, or cellphone are fully charged.
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# CONCLUSION





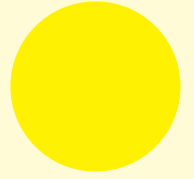
## IN CONCLUSION

Twenty years ago getting our voices heard was learning to use our voices loudly and effectively, today getting our voices heard includes the use of technology. When we learn to use technology our voices become louder, reach ever more people in a short period of time, and can be done by many more self advocates all at the same time. Never before has the power of change been more available, important and needed by self advocates around the world.

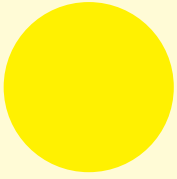
It is our goal to help people with disabilities take the lead in controlling their own futures. By having a better understanding of the various types of technology, knowing how it works and how to use it will allow you to direct your own life and support others to do the same. Technology is not necessarily difficult to understand but it can be very challenging to learn to use.

**MY TECHNOLOGY HANDBOOK** will teach you about **basic computer and communication technology**. We do not need to become experts but we do need to understand how to use the very basic information presented in this Handbook. For some of us, just knowing what the technology can do will be enough and while for others applying it will be needed.

# WORDS YOU NEED TO KNOW



**My Technology  
Handbook**  
SABE 2014



## WORDS YOU NEED TO KNOW

**Accessory** is a utility, that is, a small, stand-alone program designed to perform one small task.

**Android** is a mobile device operating system that lets you run your smartphones and tablets.

**App** is short for application. An app is a piece of software program. It can run on the Internet, on your computer, on your phone, or other electronic device.

**Apple ID** is your email address and password for everything you do with Apple like: shopping in the iTunes Store, enabling iCloud on all your devices, buying Apps from the Apple Online Store, and also accessing Apple Support.

**Backup** is the procedure of making an extra copy of your data in case the original is damaged or lost.

**Blog Post** the entries in a blog are called posts. A blog is a list of written words and ideas; each one makes two to three points.

**Browse** is to view data.

**Captcha** is short for "Completely Automated Public Turing test to tell Computers and Humans Apart" is a type of security code. It is strange looking letters and words you will be ask to enter to reset a username and password.

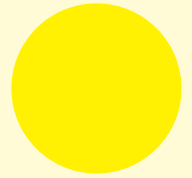
**Connect and Connection** is like words used when people meet each other or join together. Computers use connect and connection to find and join a wireless internet location near you.

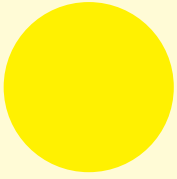
**Converted** is to change a file type to a different type of file.

**Cursor** is usually is flashing guide or the popular arrow pointer used to show the position your device's screen that shows you moving your selection.

**Cyber Bullying** is the electronic posting of mean-spirited messages about a person often done anonymously. Electronic technology includes devices and equipment such as cell phones, computers, and tablets and well as communication tools including social media sites, text messages, chat, and websites.

**Data usage** is the amount of data sent and received from your wireless device in a month.





**Device** is any machine or component that attaches to a computer. Examples of devices include disk drives, printers, mice, and modems.

**Email** is a message sent out electronically from one person's computer to one or more people.

**Embedded** is to take a text or code and insert it into another file. For example, adding a picture or video in your Word document and making them one file.

**Emoji** are small cartoon-like images and icons used to express an idea, an emotion, in your text messages, Facebook and Twitter. Most used are faces like: winky face, cry baby face, smiley face.

**External hard drive** is a computer accessory that is outside your device and allows you to have extra storage space to save your files. Did you know every computer needs an internal hard drive to store its operating system, programs and user information?

**Facebook** is a free social networking website that lets you create profiles, upload photos and video, send messages and keep in touch with friends, family and co-workers.

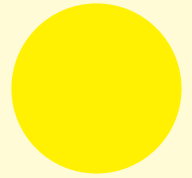
**Flash drive** is a small external hard drive that uses the USB (means Universal Serial Bus) plug in your computer to: store information, back-up and transfer computer files.

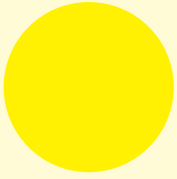
**Fonts** are the different letters, numbers, shapes and sizes of the same design. Most word processing programs have a font menu that allow you to choose the type.

**Gmail** is free email service provided by Google. We will be using Google programs in the **My Technology Handbook**.

**Hacker** is a slang term for a computer enthusiast, like a person who enjoys learning programming languages and computer systems and can often be considered an expert. Among professional programmers, depending on how it used, the term can be either complimentary or negative, although it is becoming more and more negative when used.

**Hash Tag** is used on social media sites like Twitter. Place a hash or pound sign (#) before a word or phrase to identify a specific topic. A popular tag is #POTUS used when talking about the President of the United States.





**HDMI Cable** Stands for "High-Definition Multimedia Interface." It is a digital cable that allows you to connect different devices, usually to your HDTV.

**High Definition** is a very detailed image or screen.

**High tech** is technology that is the latest, greatest and newest, especially in electronics. This type of technology takes practice to learn and use.

**Install** is adding software to your device and having that device do its processing to run it for you.

**Internet Access** is when your device is able to reach the internet, either by WIFI or plugged in.

**iPhone** is a device made by Apple and will only work with Apple items. Example of Apple programs are iCloud and iTunes.

**Key Word** is a significant word, or words used to find information when searching online.

**Logging in or Signing in** is when you are using your Username and Password to get information from websites.

**Low tech** is technology you might call the old-way of doing something, like when using a computer and printing what you want. When you compare low to high tech skills like typing a document and sending it to a tablet.

**Monitor** is a tv-like screen on a computer. Many call the monitor screen.

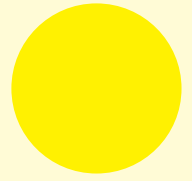
**Password** is a secret code used with a username to get access to your accounts on-line like your emails. You can decide what letters, numbers and symbols to pick.

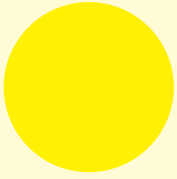
**Pin Number** is personal identification number (PIN) a password using numbers that you use on some websites to make sure that you are the person logging into your account.

**Post** is to publish a message in an online group.

**Programs** are software that run on your computer.

**Operating System (OS)** is the software that runs your computer and manages the programs on it. All computers and devices require an Operating System. The most common are Windows, Apple's iOS and Android.





**Registered Users** are when you sign up to gain access to a website. When signing up be prepared to give some private information. If you are uncomfortable giving this information, don't sign up

**Screen reader** software programs allow blind or visually impaired users to have the computer read the text that is displayed on the computer screen out loud.

**Search engine** is an online program that searches and identifies websites on the internet using your keywords.

**Social Media** are websites and apps that allow you to create and share information and ideas in on-line communities and networks.

**SIM Card** is a smart card inside a cellular phone, carrying an identification number unique to the owner, storing your personal data, and preventing operation if removed.

**Touch screen** is a device that lets you touch or tap its screen to use apps or programs.

**Trouble-shooting** is diagnosing the source of a problem on your computer. Many programs, apps and hardware have trouble shooting guides to help you.

**Tweeting** is writing a message on Twitter. After you sign in, the screen will ask the question: What's Happening?  
Uninstall is to remove a program. Uninstalling removes all files that were added to the computer when the application was first added.

**USB** is short for Universal Serial Bus, it is a connection to your computer, it is also known as plug and play.

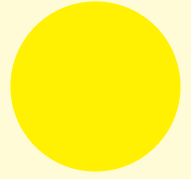
**Username** is a personal ID that you will use with a password. You decide what your username will be, make it something that you can remember but others do not know. You will be asked to give it on emails and websites.

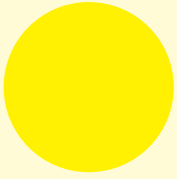
**Vlog** is short for a video blog where you record a video of your thoughts or topic instead of writing them.

**Voice Recognition** allows a person to speak and the program or device to change the audio into words without having to type.

**Watermark** is a shadowy design on paper that you can write over.

**Webcam** is a digital video camera that is sometimes built into a computer or purchased separately and then attached to the computer.





**Wifi** is a service that lets computers, smartphones, or other devices connect to the internet or each other using a wireless connection in an area.



## A Project of

Self Advocates Becoming Empowered  
With contributions made by self advocates,  
Project Advisory Committee and NTAC for  
Voting and Cognitive Access Vote Team

## This Logistics Project Funded by



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