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## Technology Help for Older Adults and Caregivers



**Don't you hate it when your computer or phone gives you a hard time?**

*Error. Can't connect. Network not found. Access denied. Update required.*

If you get frustrated by technology problems, you're not alone. Virtually everyone experiences them, and if you don't have a background in IT, these issues can be hard to solve on your own.

Here's the good news: You **don't** have to solve them on your own! There are many organizations that specialize in helping older adults and caregivers learn to use and troubleshoot tech.

### **Companies That Help Older Adults with Technology**

[Candoo Tech](#) provides tech support and training to help older adults purchase, use and troubleshoot phones, computers, tablets, and more. You can get help from a Tech Concierge in a one-hour session, schedule help with a device installation, or buy a membership for on-call support throughout the year.

[Geek Squad](#), the service arm of Best Buy, does it all: installation, setup, support and repairs for all kinds of devices. Get help in person, online and by phone. A yearly Total Tech Support membership includes unlimited support and discounts on other services.

[Senior Planet](#) can provide assistance with setting up an email account or guidance on what to look for when buying a new computer. Technology experts from Senior Planet and AARP's technology hotlines can help answer your tech questions.

Ask your **community networks** for help as well! Neighborhood associations, civic groups and platforms like Nextdoor can all recommend local experts to help you with technology needs.

### **Nonprofit and Government Agencies That Help Older Adults with Technology**

[Senior Planet](#), which is part of AARP, offers a wealth of online classes, discussion groups and other resources. If you have a technology question, you can call the National Senior Planet Hotline at 920-666-1959 (9 a.m. – 5 p.m. EDT, Monday – Friday).

[Bridging Apps](#) has a big library of how-to videos and printable instructions to help older adults with specific tech tasks — everything from setting an alarm on an iPad to adding friends on Facebook.

[Area Agencies on Aging](#), which serve older adults in every region of Virginia, often offer technology classes or can point you toward local organizations that provide tech assistance for seniors. [Search lifelong learning resources](#) on SeniorNavigator to find classes and workshops.

**Public libraries** offer a wealth of technology resources: computer and digital literacy training, online classes, even remote help sessions with a librarian. Contact your local library to find out what's available.

[Neighborhood Villages](#) can provide in-person technology assistance. Villages are independent, local nonprofits that connect older members with volunteer services. If you have a Village in your area, you can become a member and get help with your phone, computer, TV and other devices. [Find a neighborhood Village near you.](#)

**[The Virginia Assistive Technology System](#)** helps people with disabilities identify useful assistive technology and connect them with the software or devices they need. VATS offers training, technology loan and exchange programs, financial assistance and more.

**[The Caregiver Tech Tool Finder](#)**, from VirginiaNavigator and the [Lindsay Institute for Innovations in Caregiving](#), connects caregivers with well-reviewed technology that can assist with family coordination, Alzheimer's disease/dementia care, medication management and more.

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