

DIGITAL GENERATIONS TOOLKIT: CONNECTING GENERATIONS

An Intergenerational Guide for Digital
Inclusion and Empowerment





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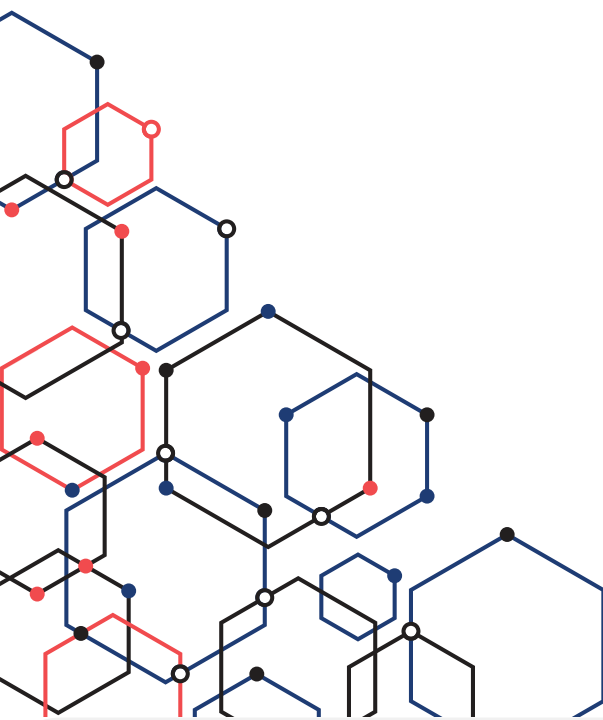
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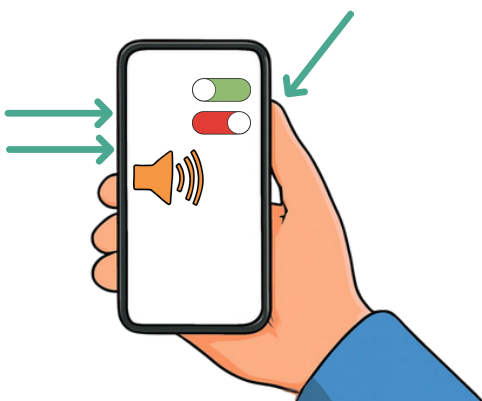


CHAPTER 1: Smartphone Basics

1. Understanding the mobile phone



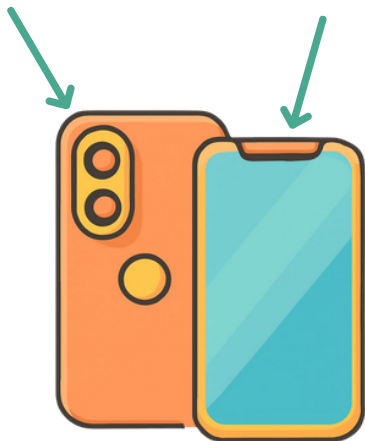
Use the touchscreen to control your phone by tapping or swiping with your fingers.



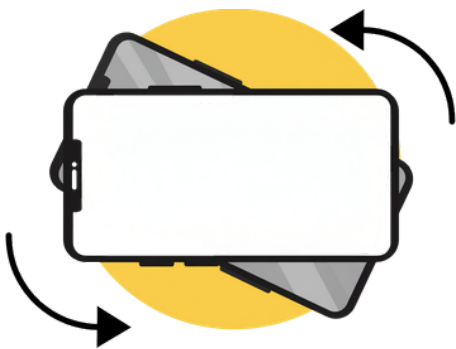
Use the side buttons to turn the phone on or off and to change the volume.

CHAPTER 1: Smartphone Basics

2. Camera and visual functions



Use the front and rear cameras to take photos, record videos or make video calls.



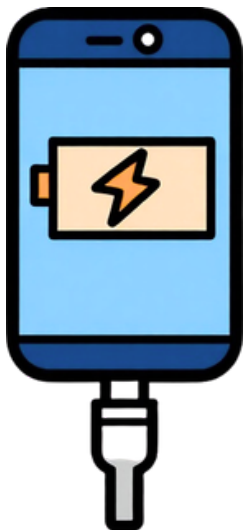
Adjust the position of your phone to keep the image clear and steady.

CHAPTER 1: Smartphone Basics

3. Charging and power



Use the charging port to connect the cable and keep your phone powered.



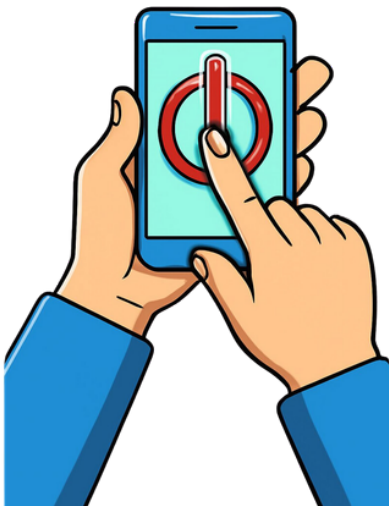
Plug in the charging cable whenever the battery is low.

CHAPTER 1: Smartphone Basics

4. Battery awareness



Check the battery icon regularly so you know when to charge your phone.



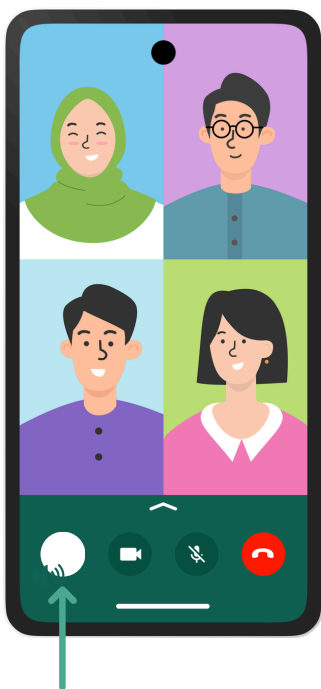
Select Switch off or Restart when you want to turn your phone off or refresh it.

CHAPTER 1: Smartphone Basics

5. Sound and communication



Use the speaker and microphone to hear clearly and speak comfortably during calls.



Use the loudspeaker button to talk hands-free when needed.

CHAPTER 1: Smartphone Basics

6. Making and receiving calls



Open the Phone app and select a contact or number to make a call.



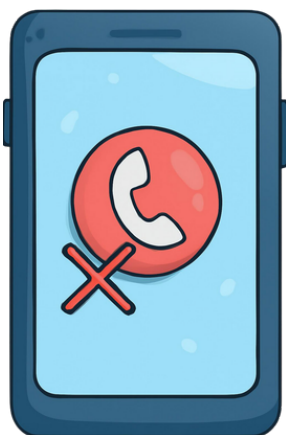
Answer a call by swiping the green button on the screen.

CHAPTER 1: Smartphone Basics

7. Ending and reviewing calls



End or decline a call by swiping the red button on the screen.



Check missed calls to see who has tried to contact you.

CHAPTER 1: Smartphone Basics

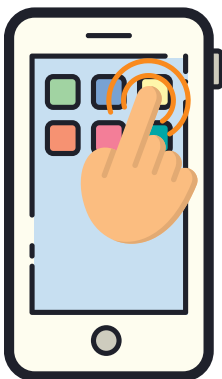
8. Screen navigation



Swipe your finger on the screen to move through pages, messages or photos.



Increase the text size in Settings to read more easily.



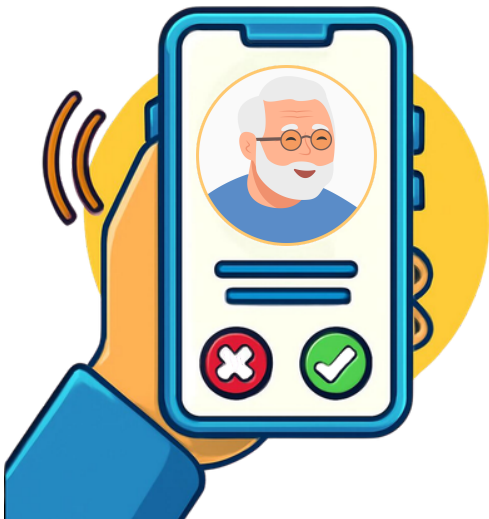
Tap the screen gently to select options or open applications.

CHAPTER 1: Smartphone Basics

9. Contacts



Save phone numbers with names so you can find contacts easily.



Add a photo to a contact to recognise who is calling you.

CHAPTER 1: Smartphone Basics

10. Safety and care



Dial to contact emergency services if you need urgent help.



Protect your phone from drops, water and extreme temperatures.

CHAPTER 2: WhatsApp, Video Calls and E-mails

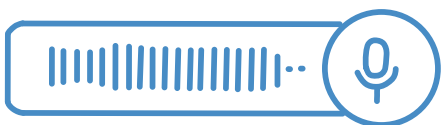
1. WhatsApp



Use the keyboard in WhatsApp to write a message and press send to communicate with your contacts.



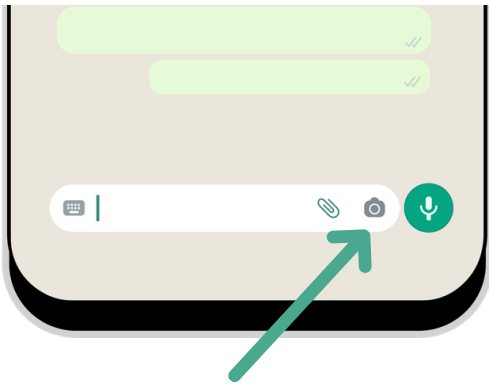
Read received messages carefully before replying to avoid mistakes.



Send a voice message by holding the microphone button if typing is difficult.

CHAPTER 2: WhatsApp, Video Calls and E-mails

1. WhatsApp



Take and send a photo directly from WhatsApp to share moments instantly.



In Settings, change your WhatsApp status to share a short message, image or update with your contacts.



Use WhatsApp settings to silence or block contacts if you feel uncomfortable.

CHAPTER 2: WhatsApp, Video Calls and E-mails

2. Video Calls



Start a video call to see and speak with family or friends in real time.



Place your phone on a stable surface so the image stays clear during the call.



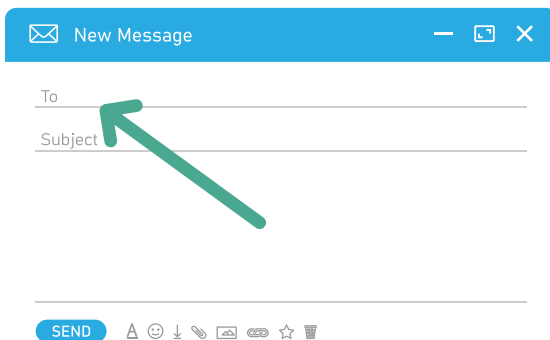
End the video call by tapping the red button on the screen.

CHAPTER 2: WhatsApp, Video Calls and E-mails

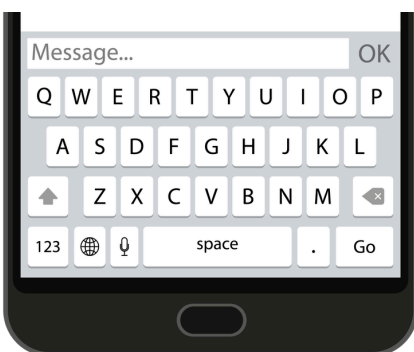
3. E-mails



Open your e-mail app to read messages sent to your address.



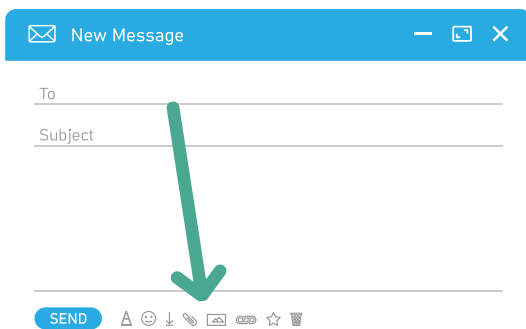
Write a new e-mail by entering the recipient's address, subject and message.



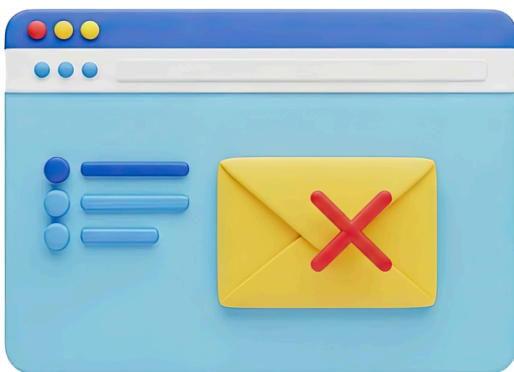
Use the keyboard to type your message clearly and calmly.

CHAPTER 2: WhatsApp, Video Calls and E-mails

3. E-mails



Attach a file or photo to an e-mail when you need to send documents or images.



Check the sender's address carefully before opening links or attachments.



Delete unwanted or suspicious e-mails to keep your inbox organised and safe.

CHAPTER 3: Social media – Facebook, YouTube, online communities.

1. FaceBook



Facebook is a social network that allows you to stay connected with family, friends and groups.



Use Facebook to read posts, see photos and follow updates shared by people you know.

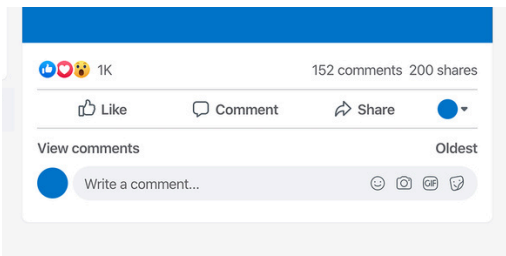


Write a simple post to share a message, photo or thought on your profile.

CHAPTER 3: Social media – Facebook, YouTube, online communities.

1. FaceBook

Interact with other people's posts by using the Like button or writing a short comment.



Use privacy settings to control who can see your personal information and posts.



Join Facebook groups to interact with people who share similar interests or hobbies.

CHAPTER 3: Social media – Facebook, YouTube, online communities.

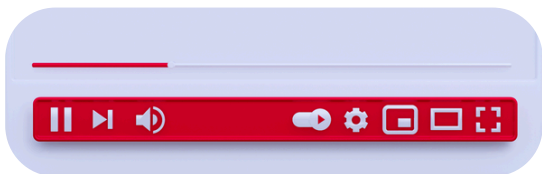
2. YouTube



YouTube is a video platform where you can watch and learn from videos created by others.



Use the search bar or voice search to find videos about topics you are interested in.



Interact with videos by playing, pausing or adjusting the volume and screen size.

CHAPTER 3: Social media – Facebook, YouTube, online communities.

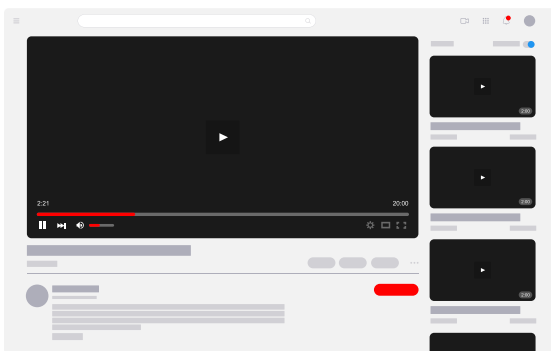
2. YouTube



Subscribe to channels you like so you can easily find their new videos later.



Use the Like button to show appreciation for videos you enjoy.



Avoid interacting with misleading content or clicking on suspicious links in videos.

CHAPTER 3: Social media – Facebook, YouTube, online communities.

3. Online Communities



Online communities are digital spaces where people share information and experiences around a common topic.



Write polite and respectful messages when interacting with other members.



Protect your personal information. Avoid unknown users.

CHAPTER 3: Social media – Facebook, YouTube, online communities.

3. Online Communities



Ask questions or share experiences to take part actively in the community.



Protect your personal information when interacting with people online.



Leave or mute communities that make you feel uncomfortable or unsafe.

CHAPTER 4: Online Banking & Cybersecurity

1. Mobile Banking



Only download banking apps from the official Google Play Store or Apple App Store



Check your account balance regularly to notice any unauthorized transactions.



Always log out of the application when you are finished

CHAPTER 4: Online Banking & Cybersecurity

2. Password Safety



Create strong passwords using a mix of letters, numbers, and symbols.



Never share your PIN or banking passwords with anyone, even bank staff



Change your passwords regularly to keep your accounts safe

CHAPTER 4: Online Banking & Cybersecurity

3. Recognizing and Avoiding Scams



Banks will never ask for your password via SMS or e-mail



Do not click on suspicious links sent by unknown numbers



If you are unsure about a message, call your bank directly using their official number

CHAPTER 5: E-Health & E-Government

1. E-Health Services



Use official health apps to book doctor appointments



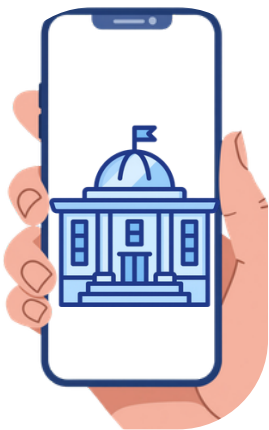
View your prescriptions and laboratory results online without visiting the hospital



Keep your health information private and only share it with medical professionals

CHAPTER 5: E-Health & E-Government

2. E-Government Access



Ensure you are on the official government website before entering personal details



Access public services securely using your digital ID credentials



Print official documents or check your social security status from your phone

CHAPTER 5: E-Health & E-Government

3. Privacy & Safety



Always log out if you use a public computer or a shared device, even if it belongs to someone you trust



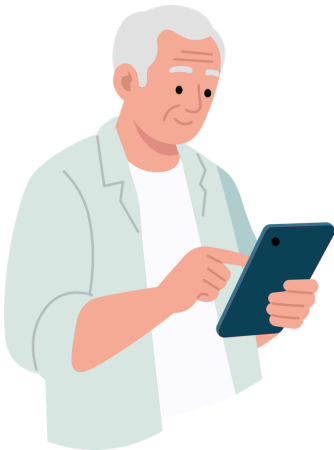
Do not leave your screen open with sensitive information visible to others



Keep your identity number and login details confidential

CHAPTER 6: Recap & Troubleshooting

1. Recap



Practice:

Use your smartphone daily to build confidence



Safety:

Always stop and think before clicking a link or sharing info



Connection:

Stay connected with family using WhatsApp or video calls

CHAPTER 6: Recap & Troubleshooting

2. Troubleshooting Table

Common Problems	Possible Solution
Screen is dark / won't turn on	Check if the battery is charged. Press and hold the power button
No Internet connection	Check if Wi-Fi or Mobile Data is turned on in Settings
Forgot password	Use the "Forgot Password" option or ask a trusted family member for help
App is stuck or frozen	Close the app completely and open it again, or restart your phone
Cannot hear calls	Check the volume buttons on the side of your phone

ABOUT THE PROJECT

Overview

The Digital Generations project was created to support older adults in using digital tools with greater confidence and security. Today, many everyday activities — such as communicating with family, accessing information or managing basic services — are increasingly carried out online. This rapid digitalisation can sometimes feel confusing or overwhelming.

This project aims to guide participants step by step in learning essential digital skills in a clear, practical and accessible way. Special attention is given to the use of smartphones, communication applications and safe access to online services. The overall goal is to promote independence, social participation and well-being, helping older adults feel more comfortable and included in the digital world.



ABOUT THE PROJECT

Partnership

Partner 1

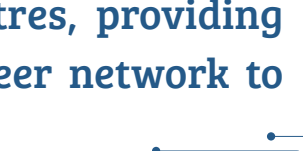
TWTrends is the coordinating organisation of the project. It is responsible for the overall management, quality assurance and development of the Digital Generations Toolkit. Its expertise in educational content creation and digital training ensures that learning materials are accessible, practical and adaptable to the needs of senior learners.

Partner 2

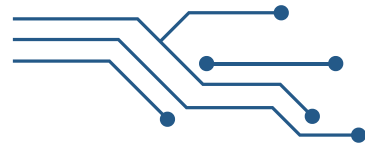
Ilksenol brings expertise in youth engagement, intergenerational education and digital safety. The organisation supports the training of young volunteers as digital mentors and integrates cybersecurity awareness into the learning process, ensuring seniors develop safe and responsible digital habits.

Partner 3

Hospital San Juan de Dios Sevilla contributes extensive experience in elderly care and social inclusion. The organisation leads the implementation of the workshops in its elder care centres, providing direct access to seniors and mobilising its youth volunteer network to support intergenerational learning.



PROJECT OBJECTIVES & TARGET GROUPS



The main objective of Digital Generations is to strengthen the digital competences of older adults, enabling them to use digital tools autonomously, safely and confidently in everyday life. The project seeks to bridge the digital divide by focusing on practical skills directly linked to communication, access to services and social participation.

A key objective is also to enhance social inclusion by reducing isolation and encouraging seniors to remain active members of their communities. Through intergenerational workshops, the project promotes solidarity, mutual understanding and the transmission of European values such as democracy, inclusion and civic engagement.

The primary target group is seniors with limited digital skills, particularly those at risk of social exclusion. Secondary target groups include educators and youth volunteers, who act as facilitators and digital mentors. Families, caregivers and community organisations also benefit indirectly from improved digital autonomy among seniors.





HOW TO USE THIS TOOLKIT

This manual is a practical guide to support learning during and after the workshops. Seniors can follow the content step by step, practise at their own pace and revisit the information whenever needed to strengthen their confidence and autonomy in using digital tools.



For Seniors



For Educators

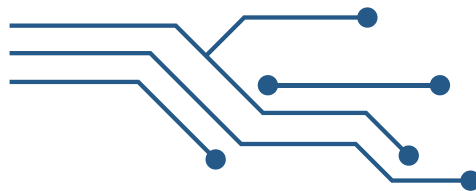
For educators, the manual provides a clear structure for planning and delivering the workshops. It supports a progressive learning approach, helps adapt explanations to different learning speeds and ensures consistency in the training sessions.

For volunteers, the manual serves as a support tool during practical activities. It helps them guide seniors through digital tasks, offer personalised assistance and reinforce intergenerational learning in a supportive and respectful way.



For Volunteers

LEARNING METHODOLOGY



The learning methodology of Digital Generations is based on a practical, learner-centred and intergenerational approach. Learning takes place through direct interaction with digital devices, prioritising real-life tasks over theoretical explanations.

Workshops follow a progressive model, where each session builds on previously acquired skills. Educators and volunteers act as facilitators, offering personalised guidance and encouraging peer support. The methodology values patience, repetition and learning through experience, creating a safe environment where seniors can learn without fear of making mistakes.

Intergenerational learning is a core element, allowing seniors and young volunteers to exchange knowledge, experiences and perspectives, reinforcing both digital competence and social cohesion.

ACKNOWLEDGEMENTS

This toolkit is a key result of the "Digital Generations: Connecting Generations" project, co-funded by the Erasmus+ Programme of the European Union. Its development would not have been possible without the dedication, expertise, and collaborative spirit of all project partners.

We would like to extend our sincere gratitude to:

The teams at Hospital San Juan de Dios Sevilla (Spain) , for providing invaluable insights into the needs of older adults and for granting us access to their care centers, ensuring our workshops and materials are grounded in real-world contexts.

The members of Ilksenol (Türkiye) , for their crucial contribution in integrating cybersecurity awareness and for mobilizing the enthusiastic youth volunteers whose energy and patience are the heart of the intergenerational learning model.

The staff at TWTrends (Spain) , for their expertise in educational content creation, pedagogical innovation, and for leading the design and production of this practical and accessible guide.

We are also deeply grateful to the seniors and youth volunteers who participated in the pilot workshops. Their feedback, questions, and shared experiences were essential in shaping this toolkit into a useful and friendly resource for learners and facilitators alike.

Finally, we thank the European Commission and the Spanish National Agency (SEPIE) for their support, which has made it possible to turn this idea into a tangible contribution to digital inclusion across Europe.



DISCLAIMER

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