MYELOMA CANADA
MAKING MYELOMA MATTER

Connected Canadians



Digital Literacy Program

Myeloma Canada is proud to partner with Connected Canadians, also a non-profit organization, whose mandate is to foster digital literacy skills amongst Canadian adults. People should be empowered to use technology safely and effectively, to engage with loved ones and enhance quality of life.

Discover below a handful of tips from our latest workshops!

GETTING HELP WITH TECHNOLOGY

Understanding all the different digital tools, whether it is a computer, tablet or phone can be overwhelming. Technology keeps changing and we sometimes need help to see it clear.

Where can you get help?

- Experiment on your own
- Ask a friend, neighbour or family member
- Online search using a search engine such as Google, Safari, Siri, Alexa, etc.
- Professional services like Connected Canadians, Apple Store, Geek Squad at Best Buy, internet provider

Troubleshooting prerequisites

To accelerate and facilitate your request to professional services, it's helpful to already have in hand the specifications of your own device (i.e. device type, operating system, version, serial number). This information can be found in the search bar of the Start Menu by typing "Control Panel" and clicking on "System" for Windows 10 or 11 devices or under "About this MAC" for Apple devices. Having your passwords handy is also important when you navigate through your emails, device login or Apple Store.

Searching for help

- Try search engines, Siri, Alexa, or Google Home
- Always include your device information in your search
- Start simple, then add descriptive words
- Surround your search queries with quotation marks and other modifiers (and, or, -, _+) for more precision (e.g.: Android Keyboard -Samsung tablet)

Important keywords

The first words that come to mind to execute a task might not always perfectly match the technical terminology. When struggling with a new word on your screen, do not hesitate to use your search engine to find a more common term. Here are a few examples:

- Deleting data:
  - delete/refresh cache
  - format
  - delete web history
- Installing newer software versions:
  - upgrade (to get the latest software)
  - patch (to get updates that search for threats)
  - hotfix (to address a specific problem or "bug")

Using professional services

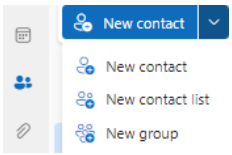
Amongst other resources, Connected Canadians is also there to help, offering one-on-one support sessions and workshops. For more information, please call **(Ottawa) 613-699-7896, toll-free (Canada) 1-877-304-5813** or contact **info@connectedcanadians.ca**.

MYELOMA CANADA
MAKING MYELOMA MATTER

Connected Canadians

EMAILS

People tab (people icon)



Contacts are the basis of emails. Creating a mailing list from your contacts could certainly serve for your personal, professional or volunteer activities. In sequential order, contacts should be created prior to establishing a mailing list. To create a new contact, you must click on the People tab (shown as two people silhouettes), then select "New Contact" in the drop-down menu to enter the name and email of the person, at a minimum.

To create a new mailing list, use the same tool:

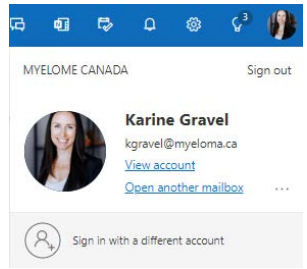
- Select "New Contact list" in the drop-down menu.
- Choose a name for the mailing list and/or enter the email addresses you wish to include (they will pull from your contacts automatically).

It is also possible to Import or Export contacts using the "Manage" drop-down menu of the "All Contact lists" tab (again, the people icon).

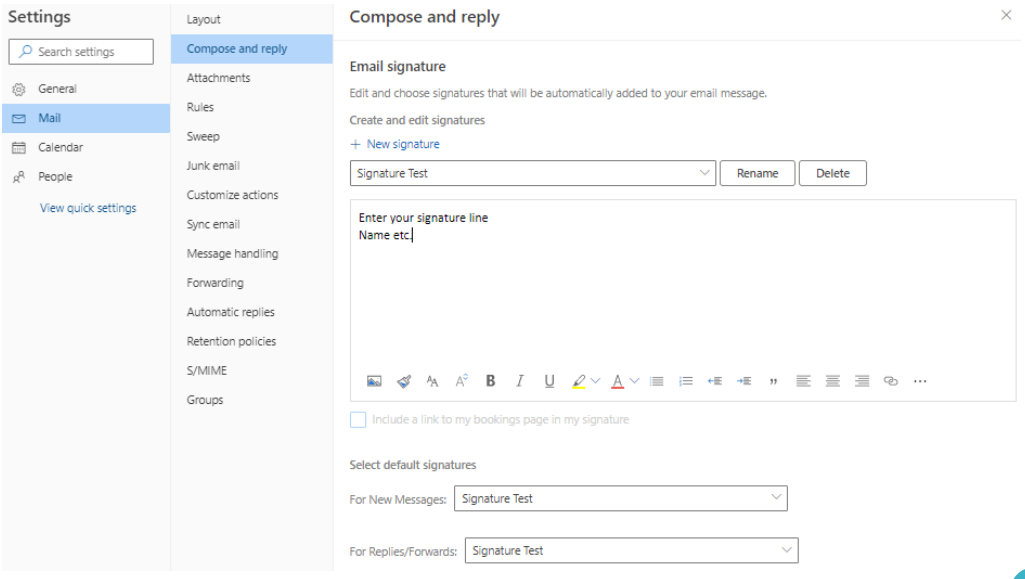
You are ready to write a new email!

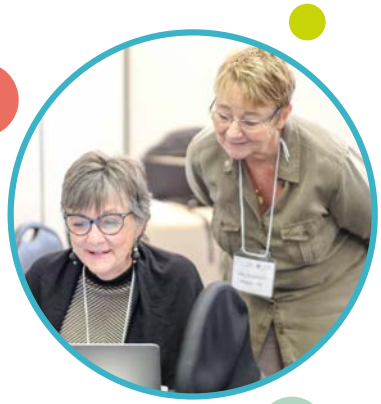
When "Sending to" in a new message, the new mailing list will become available. Selecting the plus button located in front of the mailing list name will allow you to expand and see all the names. Careful, people entered in "Sending to" and in the Cc (carbon copy) sections get to see each other's email addresses. Be mindful of your contacts' privacy and protect their personal information by entering the email addresses or mailing lists in the Bcc (blind carbon copy) section to blind the recipients.

Tip: Outlook allows you to go back and forth from personal and professional accounts. Locate your profile picture at the top right of your screen in order to sign in and out.



Professional signatures are also available if you would like to save some time drafting emails! In the Settings menu (yes, the gear icon), click "View all outlook setting" at the bottom of the screen and select the Mail tab to access the signature option. The example below shows the Web Outlook version. Depending on which version you use, the signature option might also be available in the Menu bar at the top of a new email.





See more myeloma resources at www.myeloma.ca