

## Be Connected – Digital Devices Grant Program at U3A Frankston

12 September 2020

Some comments from users at the end of the three-month loan of HP laptops with Optus Mobile Broadband data package.

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*"My wife and I Have found it very instructive to have a laptop on loan from U3A. Having it at home has enabled us to carry on with our "Be Connected" studies and we have made considerable improvement in our use of Email and Zoom. This has helped us with communicating with family and friends in Australia and overseas during our current COVID 19 lockdown period."*

*Dave L  
2 September 2020, Frankston*

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*"I have found the Be Connected programs most interesting and Informative. There are so many useful topics that I hardly know where to start. I have started from a basis of absolutely no knowledge about computers. My understanding has increased so much that I feel overloaded with new facts which I will be able to use and negotiate my way through in the future. It is almost too much to take in at the moment. I have found the step by step instructions excellent Information to do with mobile phone capabilities was of use to me. I also have a plan of attack to engage in mobile banking on my phone in the near future. I'm not brimming with confidence but have the tools to proceed. To date there were only two programs I found difficulty with. I returned to the email section often but remained confused about some aspects. Fifty % of the problem could be linked to my lack of dexterity controlling the mouse. Ever so grateful for your help Dennis and the opportunity to engage in this program while in locked down. I've had time to practise regularly and give it my best shot."*

*Cheers Val  
6 September 2020, Frankston*

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*"Dear Dennis*

*Thanks for the loan of a U3A Frankston laptop and Be Connected program after my disconnection experience.*

*The Be Connected course was more comprehensive than I expected, nicely structured so topics could be selected in order of interest. Lots for white space in the program guide, and easy to absorb information accessible by just clicking and scrolling down.*

*The Device Usage Guidelines provided by U3A Frankston were more than adequate, with large photos supporting the text. Backup support available over the phone was reassuring.*

*Information I found helpful included program and file management, paying safely online, security measures, video calling family and friends and managing data.*

*I'm interested in more skilful use of the technology, and avoiding stress, distraction and information overload. The Be Connected course will help with some meaningful changes.*

*With good wishes"*

*Linden  
2 September 2020, Frankston*