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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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