

# Need tech help?

Book a one-on-one appointment with library staff

## We can help you with:

- Library eBooks
  - for iOS devices, Android devices, e-readers, Windows and MacOS laptops
- Library e-resources (Hoopla, Pressreader, other library databases)
- Starting out with:
  - Android devices (phones/tablets)
  - iOS devices (iPhone/iPad)
  - Laptop computers
  - Email
  - Facebook
  - The Internet
  - Microsoft Word
  - Twitter

Our staff know the basics of all these technologies and you can learn more about these topics in a scheduled one-on-one appointment.

To be available for everyone who needs help, please limit your appointments to one a month.

## We may be able help you with:

- Other Microsoft software like Excel and PowerPoint
- Creating and using social media accounts
- Using communication software like Zoom or FaceTime or WhatsApp
- Managing your digital photos
- Filling in online forms
- Researching software for specific uses
- Finding consumer information on technology purchases
- Data transfer (time permitting)

Our appointments can only last an hour, so we are unable to help with processes that will take a very long time (eg. updating some devices) and we cannot keep your devices while you leave the library.

## We are unable help you with:

- Hardware repairs (but we can help find information a technician might ask for)
- Removing viruses or malware (but we can help research cyber security methods)
- Online banking (but we can direct you to the appropriate entity)
- Setting up your home network (but we can help you with the language technicians might use with you)
- Assistance with any software you do not have a valid end user license to
- Illegally downloading copyright material such as movies or music

**By booking an appointment with us, you agree to the terms and conditions that have been set by the Fort Saskatchewan Public Library**

