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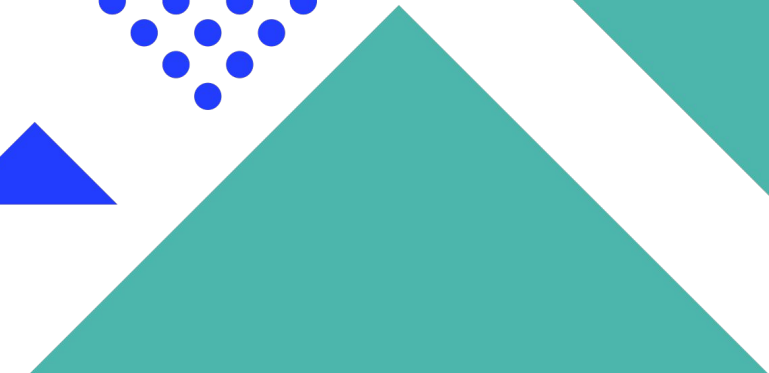
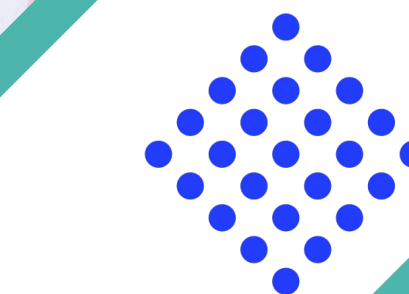


THE GENERATION INFINITY PROJECT

Enhancing digital skills, competencies &
safety in European older adults & seniors!

**Module 7: Digital services and tools in
the workplace for older adults**

Gotse Delchev municipality



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Learning objectives for Module 7

Purpose:

Define the knowledge, skills, and attitudes required by trainers who support older adults (50+) in adopting digital tools, services, and workplace technologies effectively and confidently.

Trainers will be able to:

- ✓ Select and explain workplace digital tools in clear, accessible language
- ✓ Train older adults in online collaboration and cloud-based work
- ✓ Design step-by-step learning activities tailored to adult learners
- ✓ Address resistance, anxiety, and confidence barriers
- ✓ Present to adults the principles of working with collaboration technologies and tools (at a basic level)
- ✓ Present to adults the principles of working with cloud technologies
- ✓ Analyze and choose the most suitable cloud technologies for online collaboration and routine tasks with appropriate collaboration tools and technologies
- ✓ Determine the functionalities and choose the most suitable technologies for collaboration and cooperation for adults in the workplace



E-SERVICE BENEFITS FOR SENIORS

Digital services that empower, connect and improve quality of life



1. INCREASED DIGITAL INCLUSION
E-services help seniors gain access to technology and stay connected in a digital world.



2. LONGER WORKFORCE PARTICIPATION
Digital tools and training enable seniors to remain productive and contribute to the workplace.



3. IMPROVED CONFIDENCE USING TECHNOLOGY
User-friendly e-services and training build skills and confidence in using digital tools.



4. BETTER COMMUNICATION
E-services make it easier to communicate with colleagues, employers, family and friends.



5. FLEXIBLE AND REMOTE WORK OPPORTUNITIES
Online services support remote work, flexible schedules and a better work-life balance.



6. BETTER HEALTH AND WELL-BEING
E-health and wellness services provide easy access to medical care, health information and wellness programs.



7. REDUCED SOCIAL ISOLATION
Digital services help seniors stay connected, participate in communities and feel less lonely.

KEY FEATURES OF SENIOR-FRIENDLY E-SERVICES



Large fonts and clear display



Voice assistance



Step-by-step navigation



Accessibility support



Digital training and coaching



Secure and easy communication



STAYING ACTIVE. STAYING CONNECTED. STAYING EMPOWERED.
E-services help seniors live independently, learn continuously and enjoy a better quality of life.





New concepts

Concept	Description
Cloud technologies for collaboration	Internet technologies that allow collaborative work on shared documents in real time.

To learn:

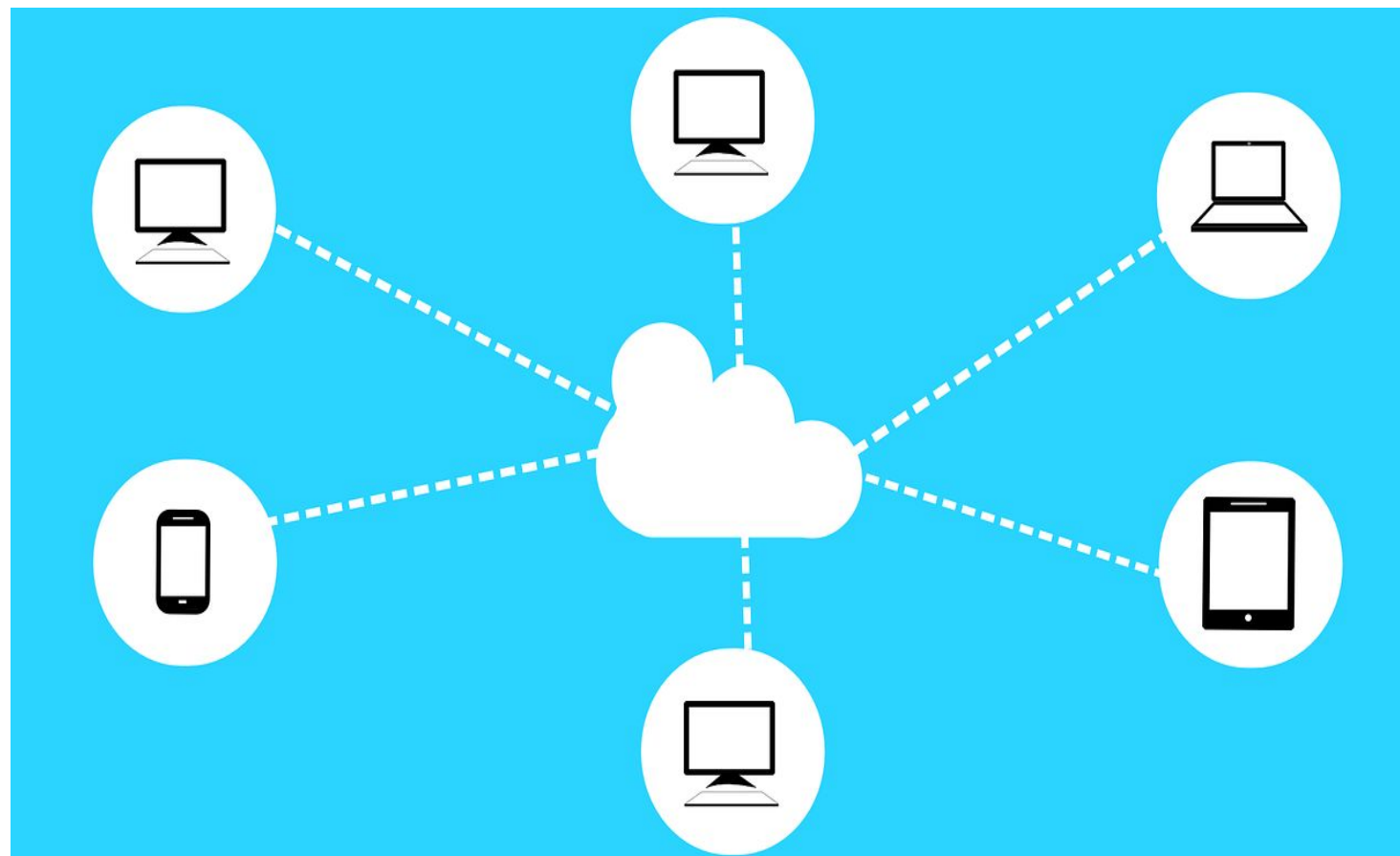
- What are the principles of working with cloud technologies and collaboration technologies (at a basic level)
- How to use collaboration and collaboration technologies (creating shared documents, commenting and editing shared documents in real time).

Cloud technologies for collaboration

Cloud collaboration in the workplace allows

- online collaboration
- multiple users to work together on documents and other types of data.

For example, employees in companies use digital tools/cloud collaboration platforms to share, edit, and work together and simultaneously on projects .



How cloud collaboration technologies work



It starts with one user **creating a file or document** and giving **access** to others.

Other users can **edit and change the document** at any time, including when other team members are working on it.

Changes are **saved and synchronized**, so all users see **the same version of the document**.



More features

Additional options:

- See who else is viewing the document and communicate with other team members while working with comments or a chat feature.
- With specific settings, they can receive email alerts when a file changes



Higher efficiency and productivity



Working on a shared document with Google Docs

- ✓ An office package has at least a Word , a spreadsheet, and a presentation program.
- ✓ Google Docs is an online word processor included as part of the free web-based Google Docs Editors.
- ✓ also includes: Google Sheets, Google Slides, Google Drawings, Google Forms, Google Sites, and Google Keep .
- ✓ Google Docs is accessible through an internet browser as a web-based application or as a mobile app for Android and iOS phones.





What can be done with Google Docs

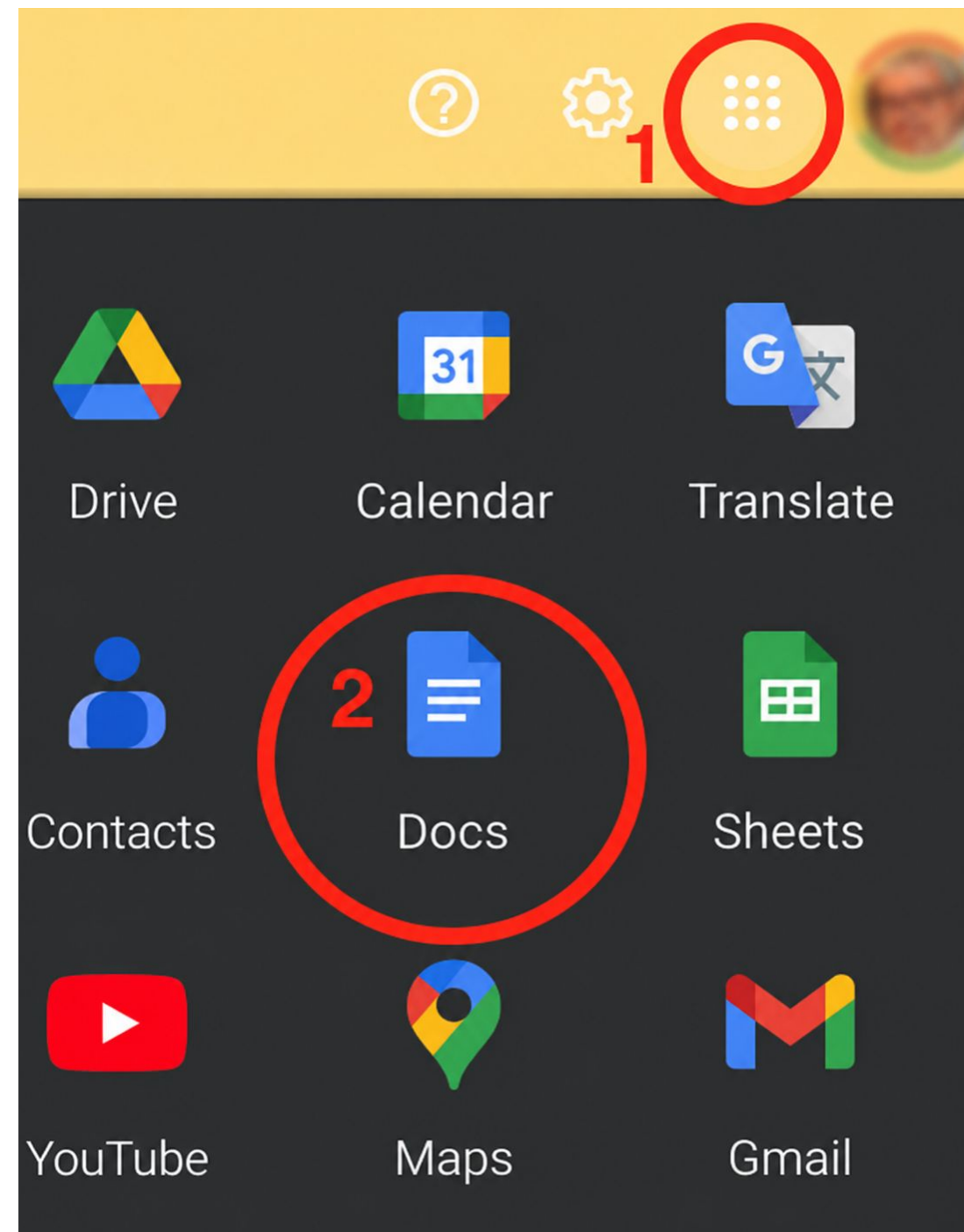
- With Google Docs documents are created and edited online together with other users in real time.
- It has a history of edits, tracks changes.
- The editor has a specific color and cursor, and a permissions system regulates what users can do.
- New updates include features such as search results based on document content and the ability to assign tasks to other users.



Working on a shared document in cloud environment with Google Docs

- ❖ To create a Google account , you don't necessarily need to have a Google email address (@gmail.com), but if you do, you're already registered for other services offered by the company, such as Google Docs .
- ❖ For personal use, Google Docs is free with a basic 1.5 GB of file storage . If you need more space, you can purchase an annual subscription .

Create a document in Google Docs

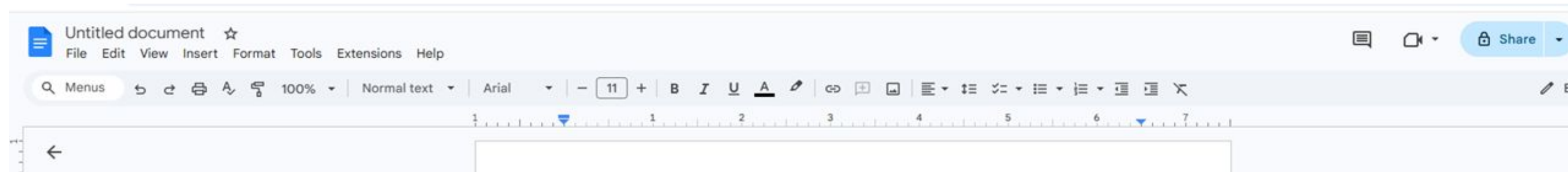


- You can start working in Google Docs at the following address: <https://docs.google.com>.
- Access is also possible through your Gmail inbox - via the nine-dot button in the upper right corner and selecting the *Documents icon*.

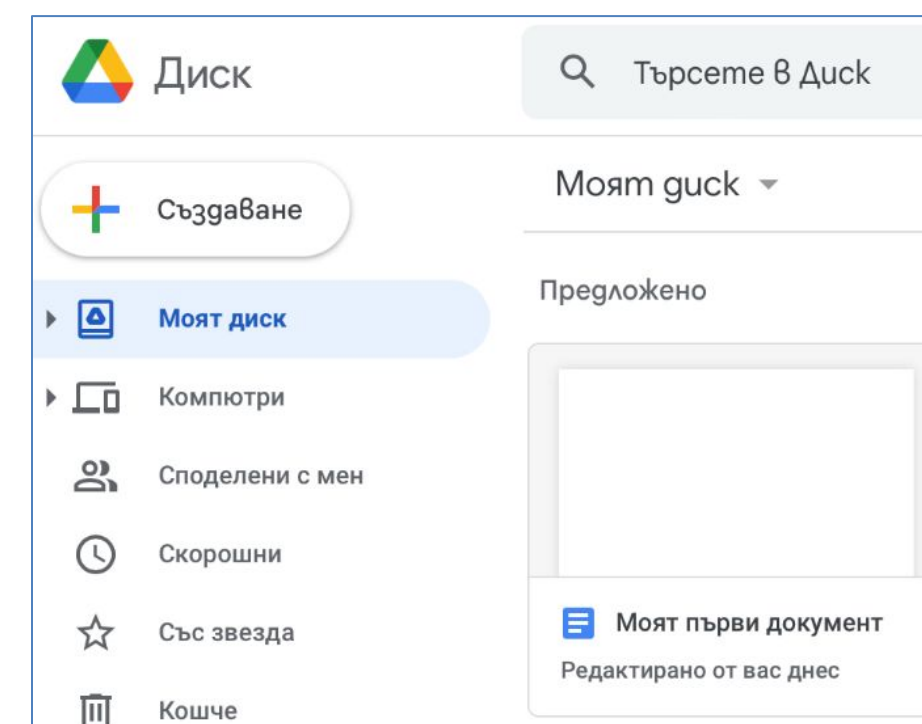
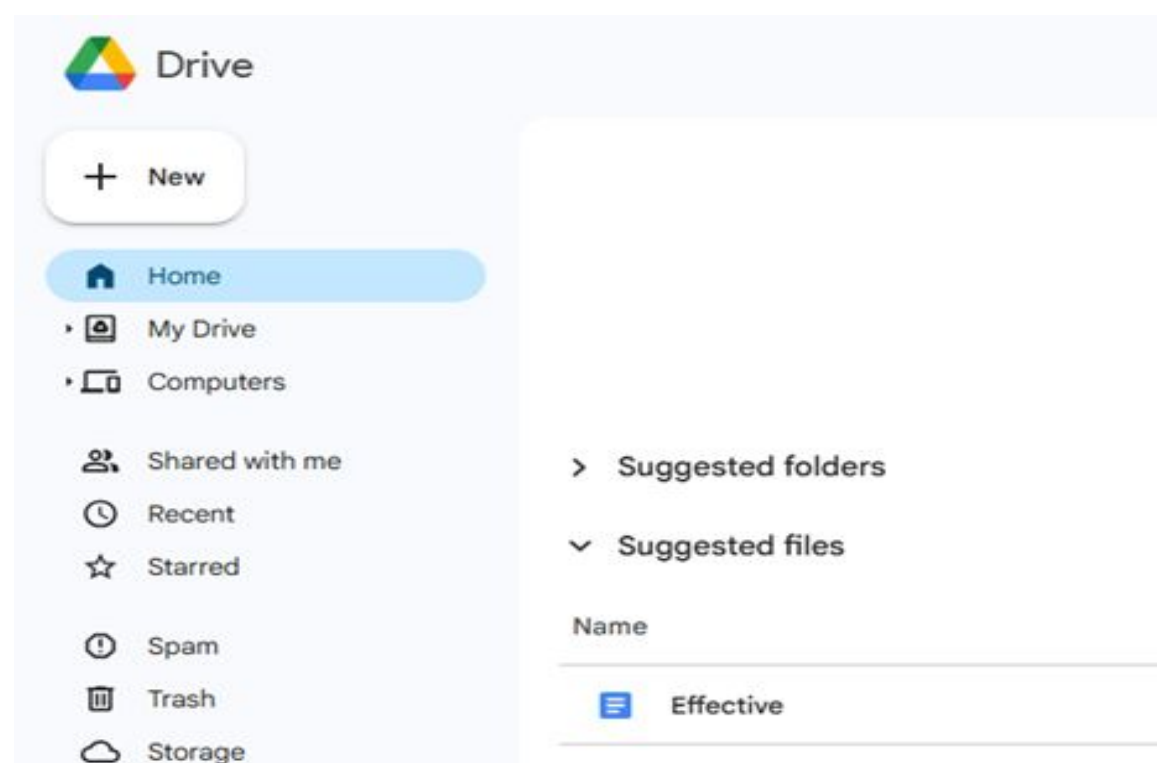


Create a document in Google Docs

- Give the document you're working on a name. Click in the top left box *Untitled Document* , enter the name *My First Document* and confirm with the **Enter** from the keyboard or simply click outside the field.



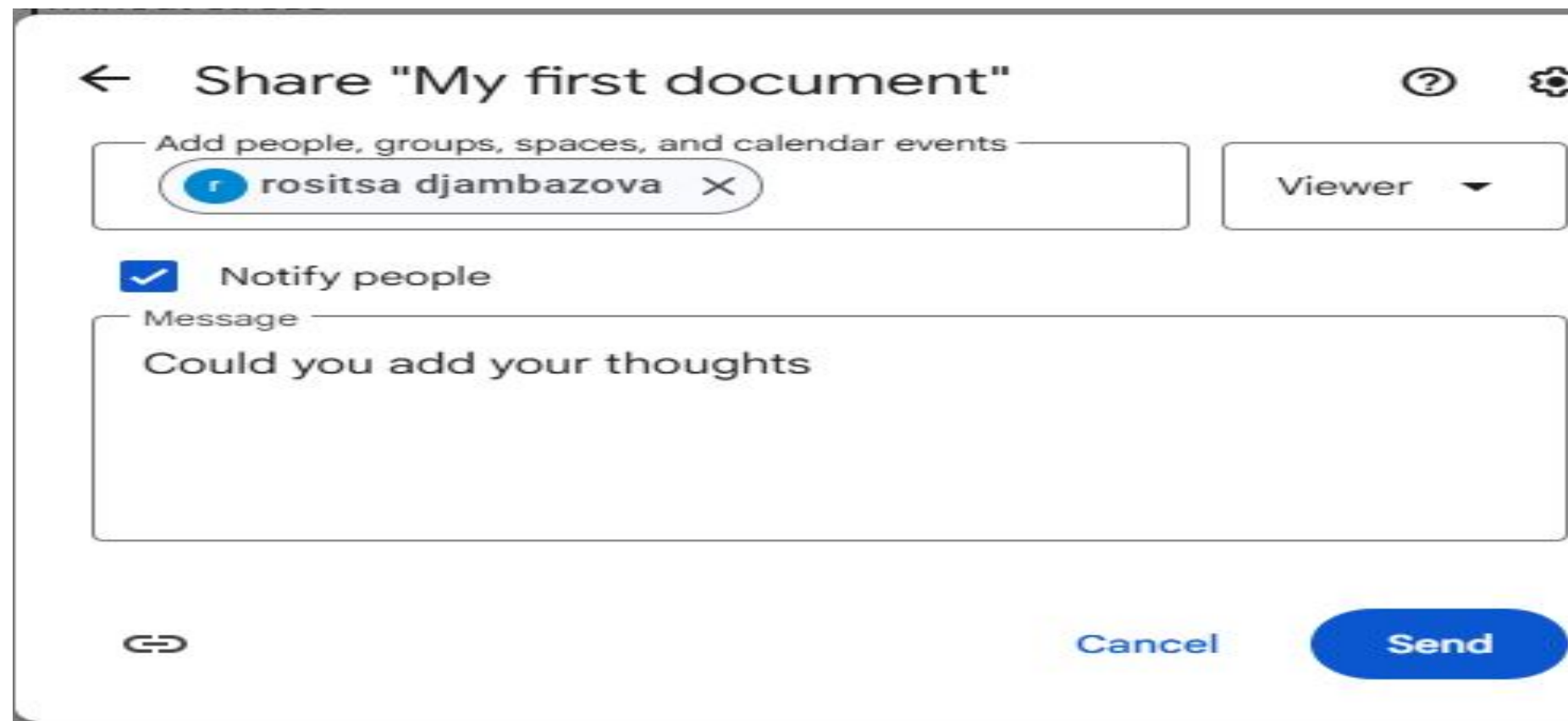
- The document is automatically saved in an up-to-date version in your Google Drive.





Share a document in Google Docs

- Sharing a document with other users is done:
from the document itself with the *Share button* in the upper right corner
, or from Google Drive by right-clicking the file and selecting *Share*.
- A window will appear where you can enter the Gmail email of the user
you want to share the document with.



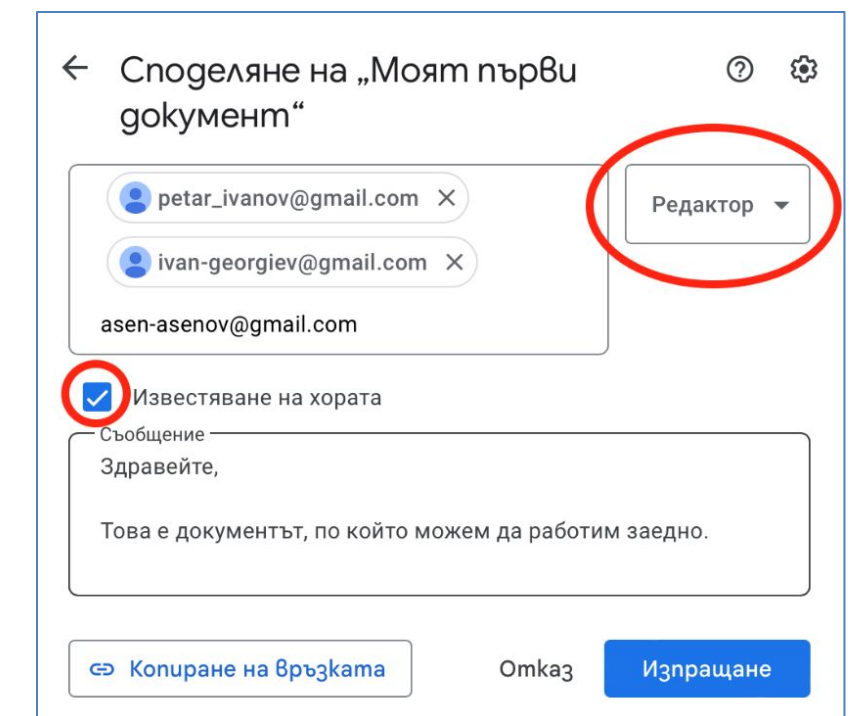
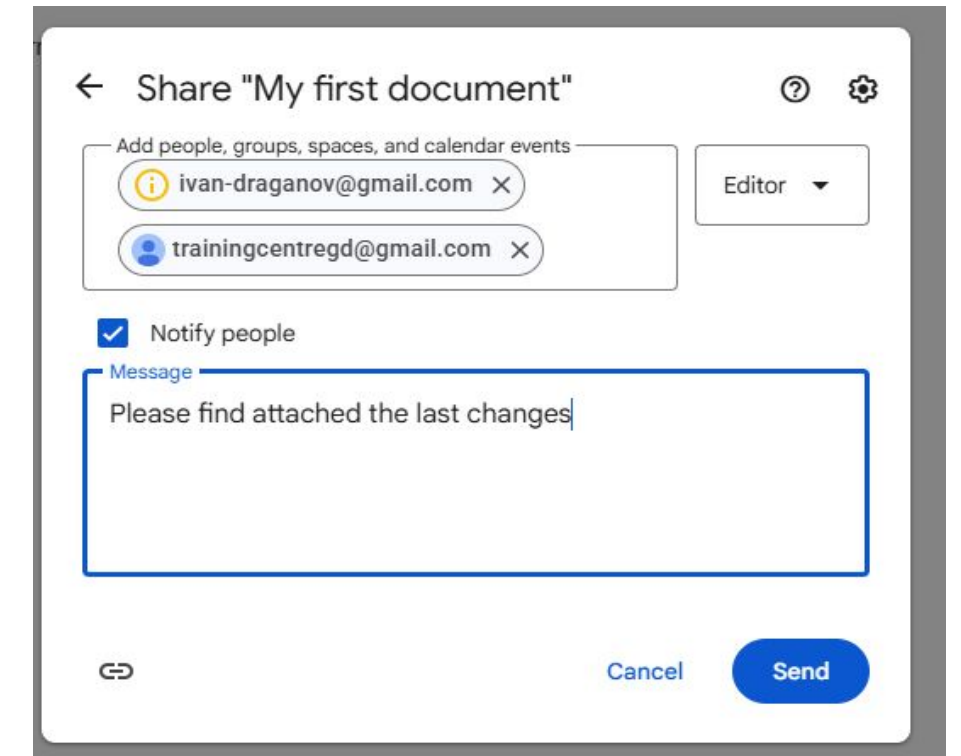
The screenshot shows the 'Share' dialog box for a document titled "My first document". At the top, there is a back arrow, the title, a help icon, and a settings icon. Below this is a text input field with the placeholder "Add people, groups, spaces, and calendar events". Inside this field, a user named "rositsa djambazova" is added, represented by a blue circle with a white 'r' and a close button 'X'. To the right of this field is a dropdown menu currently set to "Viewer". Below the input field is a checked checkbox labeled "Notify people". Underneath is a "Message" section with a text area containing the text "Could you add your thoughts". At the bottom left is a link icon, and at the bottom right are "Cancel" and "Send" buttons.

	Preview
	Open with
	Share
	Get link
	Show file location
	Add shortcut to Drive
	Move to
	Add to "Starred"
	Rename
	Make a copy
	Download
	Remove
	This suggestion is not helpful



Share a document in Google Docs

- To collaborate on a document, you need to enter **Gmail** the user, not another email.
- To share a document with more than one user, list their email addresses, separated by commas. It's important that ***the Editor option is selected on the right*** . If it isn't, you can't collaborate on the document.
- To notify other users that you are sharing a document with them, select the Notify check box *and* type a short notification message in the text box.
- Once shared, the document is available for collaboration: to edit it at any time, and edits will be saved.





Working on a shared document with Microsoft 365

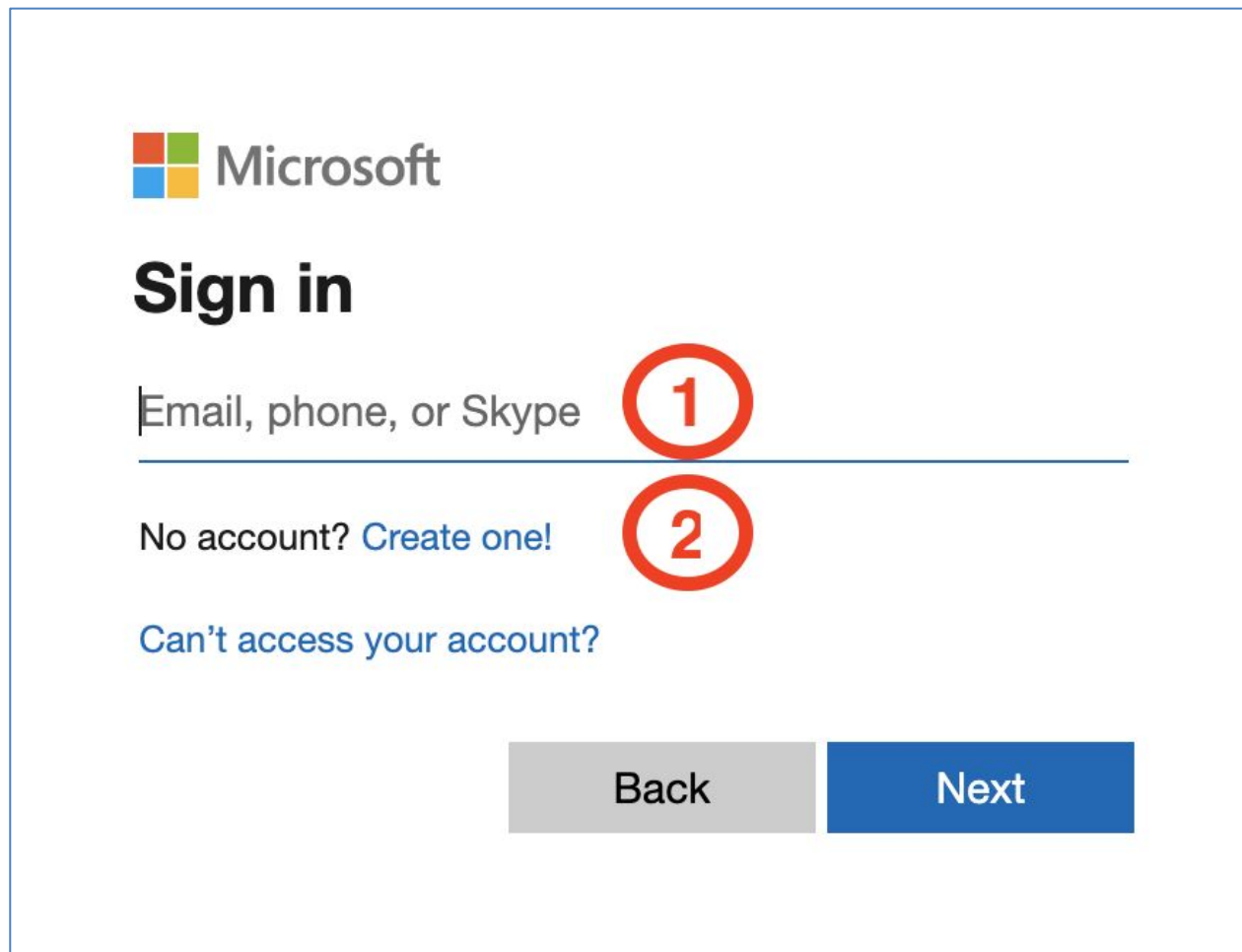
- Includes online services such as Outlook.com, OneDrive, Microsoft Teams, programs formerly known as Microsoft Office (including applications such as Word, Excel, PowerPoint, and Outlook for various operating systems, mobile devices, and the web), enterprise products, and services.
- There are also paid subscriptions with advanced services, such as email services and more storage space.





Microsoft 365

- To use Microsoft 365, you must register at the following address: <https://www.office.com/> or enter your Microsoft account details using the *Sign in button*.



Microsoft

Sign in

Email, phone, or Skype **1**

No account? [Create one!](#) **2**

[Can't access your account?](#)

[Back](#) [Next](#)

- If you have already registered, you can enter them here (1), and if you don't have a Microsoft account yet, you can create one here (2) by clicking *Create One!*

Sign in

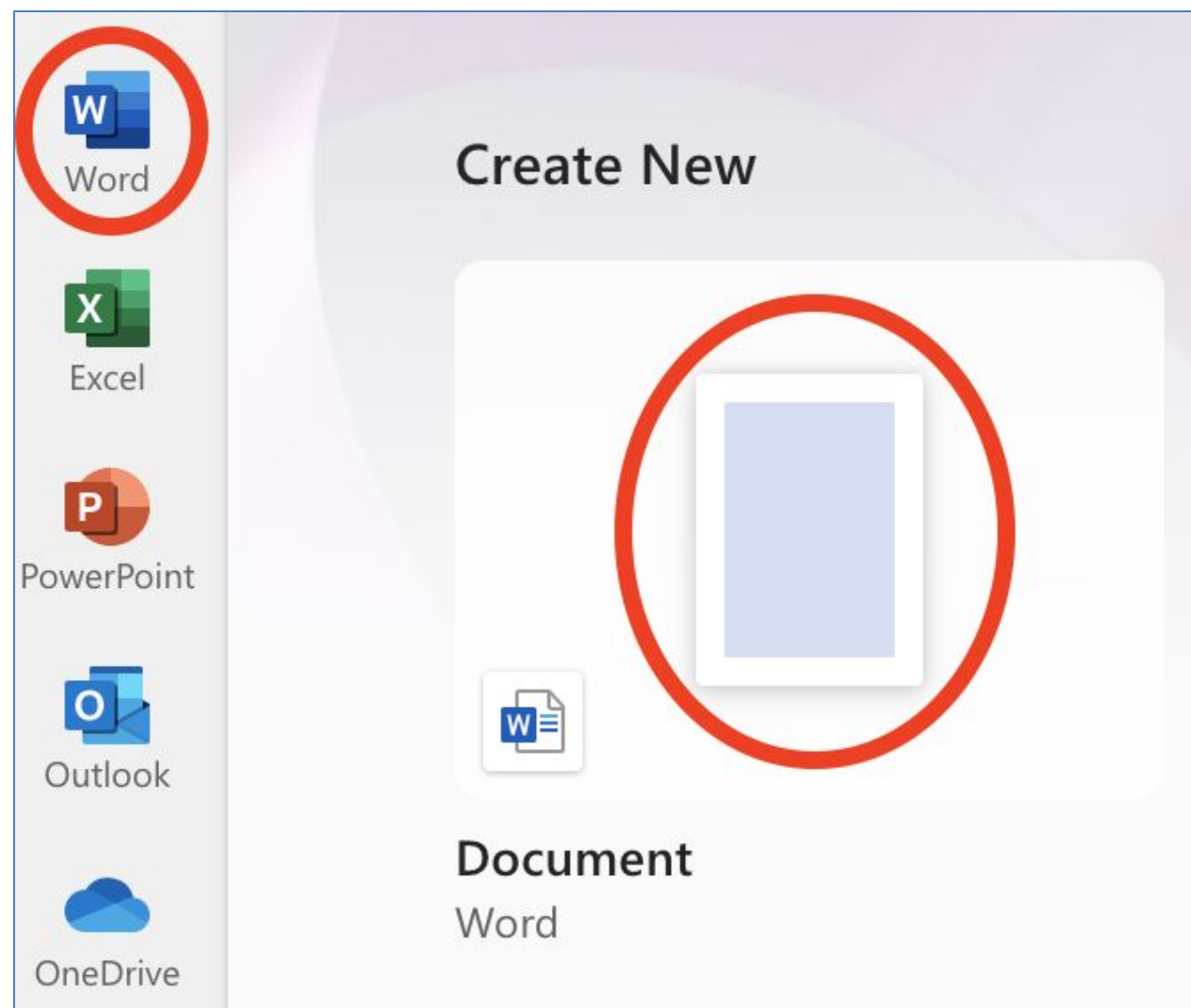


Microsoft 365

- If you select the *Stay signed in* option , you will not you have to sign in to your Microsoft account again every time. If you are working on a personal device, select this option by clicking *Yes* . If you are working on a public computer or a friend's computer, select *No* .
- In the next step, download the Microsoft 365 app on your smartphone. Select *Get it now* to activate this feature immediately, or *No thanks* to cancel (you can always do it later directly from your phone).
- For personal use, Microsoft 365 is free with a basic 5 GB of file storage . For more space, you can subscribe to one of Microsoft 365's paid plans.



Create a document in Microsoft 365

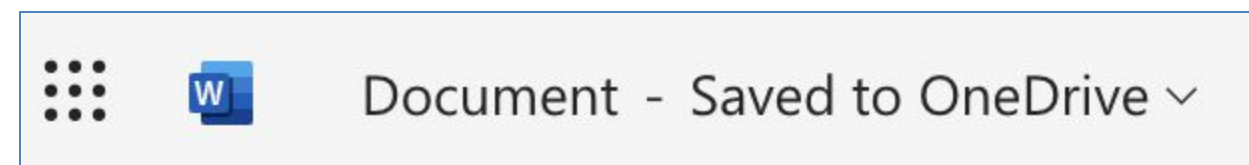


To create a new text document in the Microsoft 365 platform , select the Word icon from the left panel and then *New blank document*. or directly click on the blank sheet icon under the *Create New caption* .



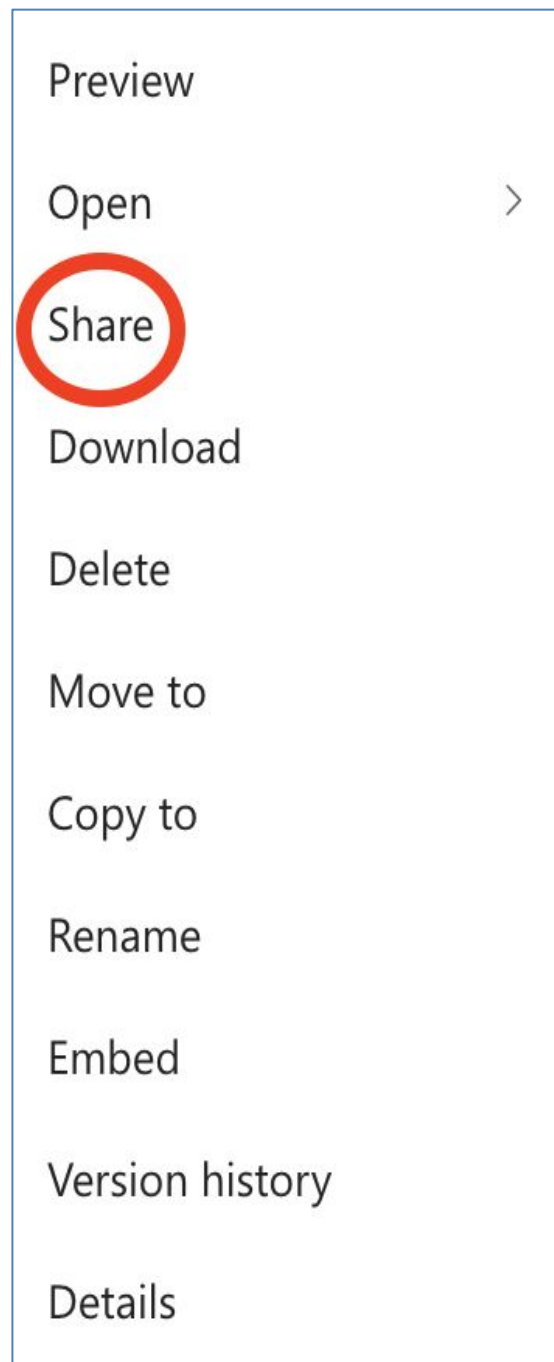
Create a document in Microsoft 365

- Once created, the document is automatically saved to your personal file space on the platform, similar to Google Drive, which is here called OneDrive.
- Click at the top right, on the inscription *Document – Saved to OneDrive* , to change the file name.

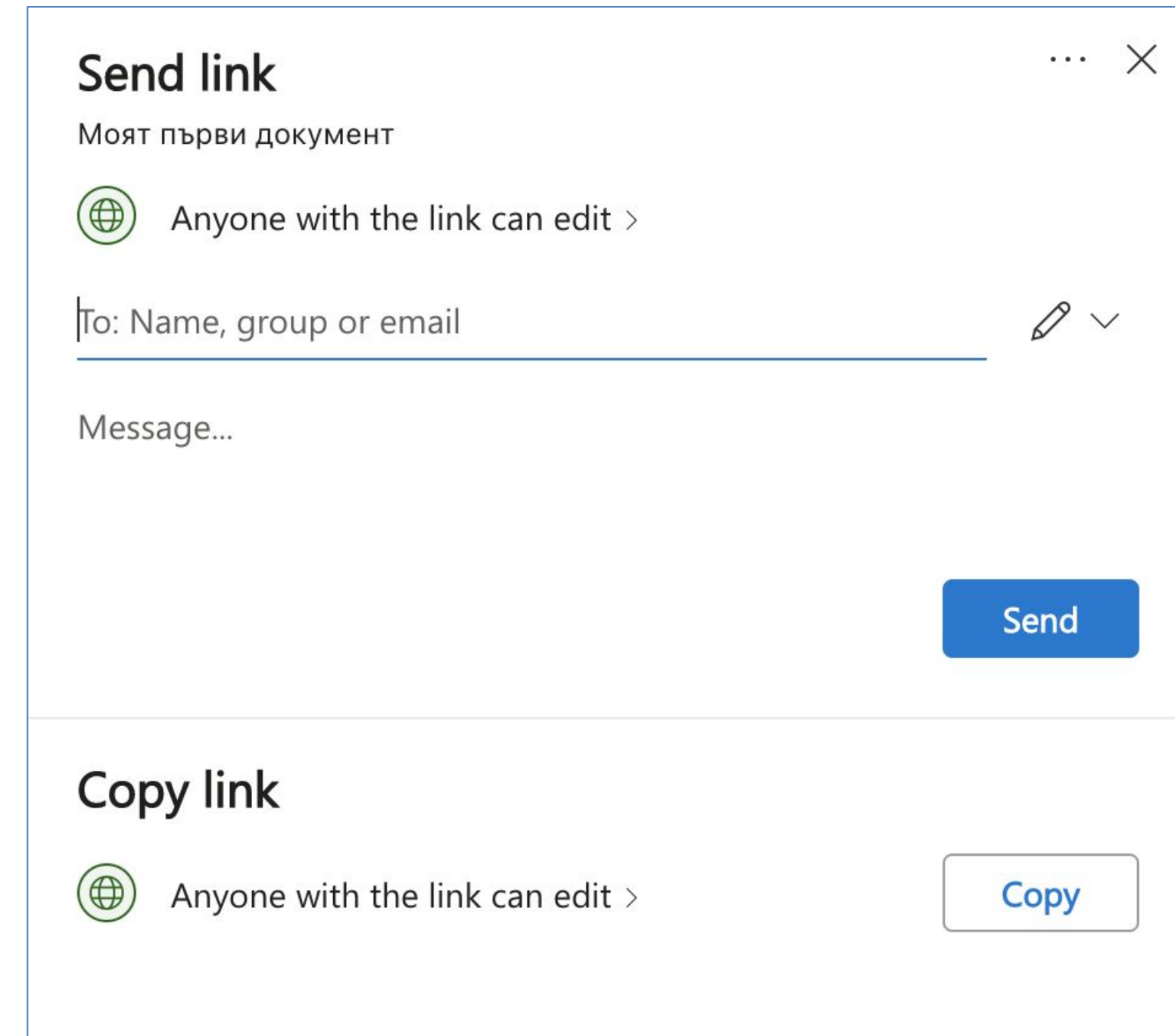




Share a document in Microsoft 365



- Share a document with other users: from the document itself with the *Share button* in the upper right corner, or from OneDrive by right-clicking the file and selecting *Share*.
- will appear in which you can enter the email address of the user with whom you will share the document.
- For more than one user, list their emails, separating them with commas. You can write a short notification message in *the Message ...* text box. Send using the *Send button*.





Editing a shared document in Microsoft 365

- Once shared, the document is available for collaboration.
- Any of the users it is shared with can edit it at any time, and any edits will be saved in a timely manner.



Comment on a shared document in Microsoft 365

- Similar to Google Docs, here, in addition to editing, individual users can also place comments in the shared document. Different parts of the text can be commented on - an entire line, several words, a single word. Highlight the part of the text you would like to comment on and click on the newly appeared icon on the right to write a comment.

Това е примерен текст.



- Each comment, like edits, is automatically saved. To delete a comment, click the three dots at the right end of it and select *Delete thread* or *Edit comment* to change it.



Benefits of collaboration through cloud technologies

Cloud collaboration tools can have a positive effect on group communication and teamwork. The benefits of cloud collaboration include:

- **Efficiency** . Cloud collaboration enables asynchronous communication and editing. Users don't have to wait for a teammate to finish working on a document, but can contribute at any time. Work gets done faster because users have access to documents when they're ready to contribute.
- **Flexibility** . The cloud allows team members to work from anywhere and across time zones. All they need is an internet connection and access to the right documents.
- **Real-time collaboration** . Team members collaborate in real time. As soon as a change is made to a document, other team members see the change. They know who made the change and when.



Benefits of collaboration through cloud technologies

- ❑ **Access control** . Cloud computing and cloud collaboration tools help project managers and team members to control permission levels, access to information who can make changes.
This optimizes processes, determines the volume of information that each team member sees. Ensures privacy and data security, as only authenticated users have access to specific documents.
- ❑ **Inclusivity** . Collaboration tools allow many team members to contribute to a project if broad participation is needed.
- ❑ **Version control** . Team members can view the history of a document to streamline workflow and roll back if necessary.



Digital service - e-learning platform

Benefits of e-services for seniors:

- Easier access to public services
- Greater independence
- Reduced travel and waiting time
- Better communication and social inclusion
- Improved digital skills and confidence
- Digital learning platforms for reskilling and upskilling
- Simplified workplace communication apps