

Hello (Learners First name)

This is (your name), a volunteer Tech Tutor with (Organization name). I have been informed that you'd like assistance using your device to access virtual programs offered by (organization). My goal is to get you using Zoom on your device by the end of our time together. Zoom is the program that (organization name) uses for their virtual programs. Then in the future, you can join (organizations name) virtual programs by following the same process. However, the first-time using Zoom will take a little longer because it needs to be set up on your device. Therefore, we may not be able to get you using Zoom today, and that's okay. For this call, we will spend no more than 1-hour attempting to get on Zoom. Of course, we can always connect again at another time that works for us, but I will address that if needed near the end of today's conversation.

Because we may be talking for some time on the phone, it would be best to sit somewhere comfortably, with your device in front of you. Perhaps have a notepad/pen handy, should you need to write anything down. If you are currently talking to me on a phone with speakerphone capabilities, feel free to use that, so you have both hands free.

To start, I will be asking you a few questions that an (Organization Name) staff member may have already asked you. I apologize for this repetition; however, I want to ensure I am starting at the right point with you. As you may know, there are many different technology devices out there, and setting up and using Zoom is different for each of them.

Are you in a comfortable spot and can hear me okay?

Let's begin!