Technology Assist Naperville

What we do

We help seniors use technology to help with their daily living activities and to stay connected to their families and friends. Our services include:

- Setting up your new computer, tablet or smartphone.
- Setting up your home Wi-Fi network.
- Solving your problems:
  - I can't connect to the internet.
  - My printer won't print.
  - I can't get my emails.
  - My emails aren't sending.
  - I can't find my photos.
  - People can't see or hear me on Zoom.
- Teaching you how to do things:
  - Find things on the internet.
  - Make a video call using FaceTime.
  - Participate in a videoconference using Zoom.
  - Watch movies on your computer, tablet or smartphone.
  - Order groceries online.
  - Pay bills online.
  - Refill prescriptions online.
  - Buy almost anything on Amazon or eBay.
  - Take and share photos.
  - Use Facebook, Instagram, Twitter and other social media.
  - Solve crossword puzzles and jigsaw puzzles online.
  - Play scrabble and other word games online.
  - Find exercise videos on YouTube.
  - Read books on your computer, tablet or smartphone.

How it works

There is no charge for our service. Contact us at seniortaskforce@naperville.il.us or call us at 630-640-0804. Give us a brief description of what help you need, and we'll assign a volunteer to get in touch with you. The volunteer will schedule a time to meet with you via telephone or videoconference. You and the volunteer will then discuss your needs and agree on the best course of action. We are mindful of the need for social distancing, and whenever possible we will strive to help you in a "contactless" manner. If we can't meet your needs via phone or videoconference, we can use software that allows the volunteer to access your computer remotely. Or, you and the volunteer can agree to meet at a mutually convenient public location, such as the Naperville Public Library. As a last resort, if you both agree to follow CDC guidelines such as wearing gloves and face masks, the volunteer can come to your home.

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About our volunteers

All of our volunteers are Naperville residents, with a variety of backgrounds. Some are high school students, some are working adults, some are retired seniors. They all enjoy using technology and they love helping people. All of them have been screened and trained by the Senior Task Force. The City of Naperville conducts a criminal background check on all of our volunteers. Sometimes it may be necessary for the volunteer to ask you for private information such as id's and passwords for your email, a credit card number, a bank account number or your social security number. The volunteer will explain why they need this information, and you should only provide it if you are comfortable doing so and you understand fully why the information is needed and how it will be used. Please be assured that our volunteers are committed to safeguarding your private information and will not share it with anyone.