

TECH SAVVY SENIORS

INTRODUCTION TO NSW SENIORS CARD WEBSITE

INTERMEDIATE GUIDE



IT'S HOW
WE CONNECT



TOPIC	INTRODUCTION TO NSW SENIORS CARD WEBSITE
<p>OVERVIEW</p>	<p>If you're a NSW resident over the age of 60, you may already be well aware of the benefits of the Seniors Card. Having a Seniors Card gives you access to major discounts with thousands of stores and government services, from transport, to insurance, to groceries, to plumbing and other services.</p> <p>What you may not be aware of – and we hope to change that with this workshop – is that there's a website for the Seniors Card that makes getting and using the card much easier. Not only can you apply for a Seniors Card on the website, you can also apply for a replacement for a lost card, find out who is offering discounts in your local area, and even sign up for an email newsletter that provides the latest news and offers for holders of the Seniors Card.</p> <p>Throughout this workshop, we'll walk through how you can access and use this website to make the most of your Seniors Card.</p>
<p>WHO IS THIS WORKSHOP FOR?</p>	<p>Any Australian citizen residing in NSW who is 60 years or over and who works an average of 20 hours a week or less over a 12-month period is eligible for a Seniors Card, even those still partially employed.</p> <p>If this description fits you, then this workshop is for you. All Seniors Card holders and people eligible for a Seniors Card can find the website useful.</p> <p>In this workshop we will assume that you've used the internet at least a little bit – enough to visit a website, click on a link and fill in an online form. You don't have to be any kind of expert – even a very basic knowledge of the internet will get you through!</p> <div data-bbox="443 1514 1158 1951" data-label="Image"> </div>

WHAT YOU'LL NEED

In order to complete this workshop, you will need a computer or tablet with an internet connection and a web browser such as Microsoft Edge, Google Chrome or Apple Safari.

Throughout the guide we will assume you're using Microsoft Edge, which is the browser that comes pre-installed on Windows Computers. Other browsers might be slightly different (for example, the wording on the prompts might vary, or the Favourites/Bookmarks button may be in a slightly different place), but in general the browsers all operate very similarly and you shouldn't have any problems.

WHAT YOU'LL LEARN

This workshop is designed to help you make the most of the Seniors Card website.

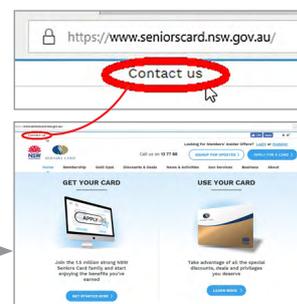
We'll start with a walkthrough of some of the basic tasks you might want to accomplish using the website, such as applying for the Seniors Card, getting a replacement card or changing some of the site settings.

We'll then look into features you're probably most interested in, such as how to search for discounts. We'll cover both the process of using the website's search function as well as downloading a local directory for your area. We'll also cover signing up for the newsletter.

CONTACTING SENIORS CARD

There are a number of ways to get in contact with Seniors Card:

- ▶ You can use the website at www.seniorscard.nsw.gov.au. Click on the **Contact us** link right at the top left of the page, which will take you to a form where you can type in your name, email address and query.
- ▶ You can call 13 77 88.
- ▶ You can attend a NSW Service Centre. You can find your local NSW Service Centre by visiting www.service.nsw.gov.au/service-centre and typing in your postcode.
- ▶ You can also **Like** the Seniors Card Facebook page, where you can get in touch as well as stay up to date with news, events and stories.



On the website, the 'Contact us' link is at the top of the page



The 'Like' button helps you stay in touch with news, events and stories from the Seniors Card Facebook page

TIMETABLE

This workshop is broken down into nine sections, with a break in the middle. Feel free to ask questions and seek assistance with menus on the site.

SUBJECT	DURATION
What is the Seniors Card website and what can it do?	5 minutes
Applying for a Seniors Card	5 minutes
Getting a replacement card	5 minutes
Website accessibility	5 minutes
Discounts	10 minutes
Break	5 minutes
Downloading and reading your local Discount Directory	5 minutes
Members Insiders offers	10 minutes
Signing up for the EXTRA! Newsletter	5 minutes
Using the NSW Seniors Card app	5 minutes
Recap	5 minutes
TOTAL	65 minutes

NSW SENIORS CARD APP

Many of the services on the NSW Seniors Card website can also be accessed from the free NSW Seniors Card app. Easier to use on the small screens of mobile devices than a website, the app lets you check out NSW Seniors Card services and discounts on a smartphone or tablet while you're on the move. See page 23 for more about NSW Seniors Card app.

SUBJECT:	WHAT IS THE SENIORS CARD WEBSITE AND WHAT CAN IT DO?
TIME: 	5 minutes
OVERVIEW 	<p>What is a Seniors Card and what does it offer?</p> <p>For people unfamiliar with the Seniors Card, it's a service offered to NSW residents over the age of 60 that provides access to discounts and offers at more than 5700 businesses and government services state-wide. Thanks to reciprocal agreements with other states, you can also receive discounts Australia-wide, though not all discounts may be available outside NSW.</p> <p>What is the purpose of the Seniors Card website?</p> <p>The Seniors Card website is your main port of call for Seniors Card services on the internet. It's where you can go if you want to find out more about the card, if you want to search for discounts or if you have queries or comments about the Seniors Card.</p> <p>What you can do on the website</p> <p>There are quite a few things you can do on the Seniors Card website, including:</p> <ul style="list-style-type: none"> Applying for Seniors Cards and Gold Opal cards Replacing a lost or stolen card Updating the details on your card Searching for discounts and offers Signing up for the email newsletter Contacting Service NSW <p>We'll cover these features one by one in the following sections.</p>
HOW YOU GET TO THE WEBSITE 	<p>This one's easy! Just open your web browser and type the following address into the browser address bar:</p> <p>www.seniorcard.nsw.gov.au</p>

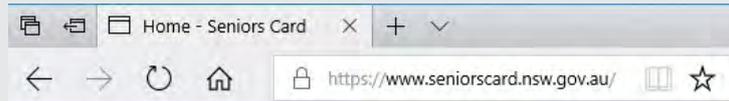
VISITING AND BOOKMARKING THE SENIORS CARD WEBSITE



Let's start by opening the Seniors Card website and storing it in a browser as a Favourite. Just follow these steps:

1. Start up your web browser of choice by clicking or tapping on its icon.
2. Click in the address bar at the top of the browser. Type in the address:

www.seniorscard.nsw.gov.au



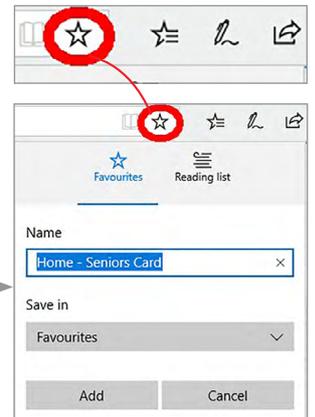
3. Next, press **Enter**. The page should open.
4. Because this is a website you'll probably want to come back to again and again, it will be handy to make it a **Favourite**, or to **Bookmark**, it.

Next to the web address is a little star icon. Click on it to add the website to your Favourites, then choose the Favourites folder you want to save it to.

5. In the future, you can quickly go to the Seniors Card website by clicking on the Favourites button then selecting it from your list of favourite sites.



Start your browser



Click on the star icon to bookmark the website

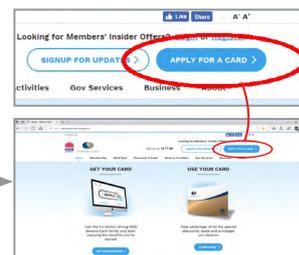
SUBJECT:	APPLYING FOR A SENIORS CARD
TIME: 	5 minutes
OVERVIEW 	<p>Unless you have a Seniors Card already, the first thing you'll probably do on the website is apply for a Seniors Card. You can do this entirely on the website itself – you don't need to speak to anyone or call anybody. You just fill out the form on the site and a Seniors Card will be mailed to you.</p> <p>Who is eligible?</p> <p>To be eligible for a Seniors Card, you need to meet these three criteria:</p> <ol style="list-style-type: none">1. You need to be a permanent resident of NSW.2. You need to be 60 years old or over.3. You need to work no more than 20 hours per week, averaged over the course of a year. <p>What you need to apply</p> <p>In order to apply for the Seniors Card on the website, you'll need to provide the following:</p> <ul style="list-style-type: none"> Your postal address Your date of birth Your telephone number Your Medicare Card number <p>You can also give Seniors Card your email address, which can be used to email you new offers and newsletters.</p> <p>How long does it take?</p> <p>Filling out the application on the website should only take you about ten minutes.</p> <p>The application itself can take up to 21 days to process, after which a Seniors Card will be mailed to you.</p>

APPLYING FOR A CARD



The application process is very simple. Just follow these steps:

1. Go to www.seniorcard.nsw.gov.au in your web browser.
2. Click on the **Apply for a card** button. This will take you to the Service NSW website which will provide you with some basic details about the application process.
3. When you're ready to start the actual form, click on the **Apply online** button. This will open up the application form.
4. Fill in the fields on the form.



Find the 'Apply for a card' button at the top right of the web page

Home > Apply for a NSW Seniors Card

Apply for a NSW Seniors Card

Please ensure you have checked eligibility requirements under [Who's eligible](#) and read our [privacy statement](#) to understand how Service NSW manages your information.

* Indicates a required field.

XXXX XXXXX X — Medicare number

1 JOHN H SMITH — Medicare name

2 MARY J SMITH — Medicare name

VALID TO 08/2020 — Medicare expiry

Medicare Number *

This is the 10 digit number on top of your card, please do not enter spaces

Medicare Reference Number *

This is the 1 digit number before your name

5. Once you've done everything, click **Submit** and you'll be taken to a confirmation page. Your application is underway!

SUBJECT:

GETTING A REPLACEMENT CARD

TIME: 

5 minutes

OVERVIEW



Sometimes cards become lost or damaged. Not to worry! You can apply for a replacement online.

Why you might need a replacement card

There are a number of common reasons why you might need a replacement card. If the original is lost, damaged, stolen or destroyed you can apply for a replacement card online.

What you need to get a replacement card

You will need to provide your personal details – name, address and date of birth to get a replacement card. Having your Seniors Card number is helpful, but it's not essential.

How long does it take?

Filling out the online form should only take a minute or two. It takes up to 21 days for the application to be processed.

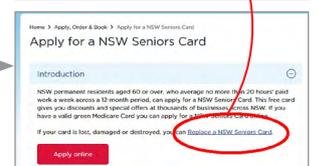
How you apply for a replacement

Complete the replacement card application form on the website to receive a new Seniors Card. Just follow these steps:

1. Go to **www.seniorscard.nsw.gov.au** in a web browser.
2. Click on the **Membership Tab**.
3. Scroll to the bottom of the membership page and click on the **Get a replacement card** link. You will then be directed to the Service NSW website to complete the card replacement application process.
4. This will take you to an information page on getting a replacement card. When you're ready to apply, click on the **Replace online** button.
5. Fill out the form.
6. Click **Submit** when you're done. You should get a confirmation page that your application for a replacement is being processed.

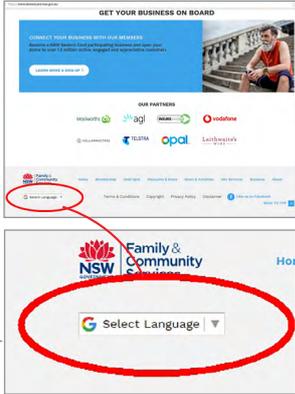
The quick link

You can actually go directly to the Replace a NSW Seniors Card form as well, without navigating through the website. You'll need to type this address into your web browser: **www.service.nsw.gov.au/form/replace-nsw-seniors-card**



Click here

SUBJECT:	WEBSITE ACCESSIBILITY
TIME: 	5 minutes
OVERVIEW 	<p>If you're having trouble reading the website, or if it's not in your preferred language, there are some simple tools to help correct that.</p> <p>Changing the site language</p> <p>The Seniors Card website can be translated into a number of different languages using Google Translate. In the Edge browser, there's a link at the bottom of the page to make that happen.</p> <p>To change the language, scroll down to the bottom of the website. On the bottom left there is a Google (G) icon and the option to Select language. Click on it, and choose the language you'd like the site to appear in.</p> <p>Increasing the size of the text</p> <p>If the text appears too small onscreen for you to comfortably read, you can increase its size to make reading easier.</p> <p>On the top right of the main page, you'll see A- A+. Clicking on the A+ it will increase the size of the text on the site.</p>



You'll find the translate button on the bottom left



The text size increase/decrease button

LET'S MAKE THE SITE APPEAR IN CHINESE

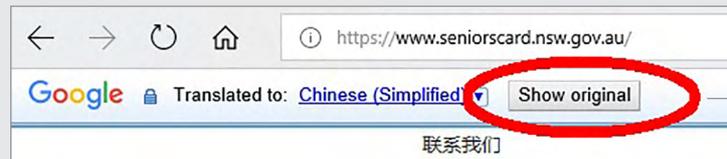


Let's say Mandarin is your preferred language, and you'd like the site to appear in Simplified Chinese. To do that, just follow these steps:

1. Go down to the **Select language** button on the bottom left. Click on it.
2. We want Simplified Chinese, so you should select **Chinese (simplified)** from the list.
3. The site will be translated into Chinese for you.
4. You'll also see a new bar at the top of the page, noting that the site has been translated into Chinese. To go back to the default English, just click on the **Show original** button.



You'll see a list of all the languages available



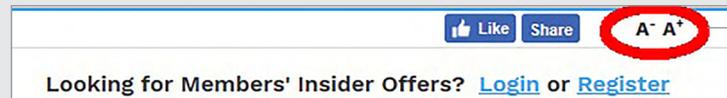
You can change the language or revert back to the original English in the top bar

MAKING THE TEXT BIGGER



You're finding the website hard on your eyes, and you'd like to make reading it a little easier. Let's look at how to make the text bigger.

1. Go to the top right of the page and find the text size button. It's the one with the **A- A+**.



The text size increase/decrease button

2. Click on the **A+**, which will make the text bigger.
3. It's still not big enough for your liking? Click on the **A+** button again. The text will become even larger. You can keep on doing this until it reaches a size you're comfortable with.
4. If you've made the text too large and it looks weird on your computer screen, you can easily reduce it. Click on the **A-** button, and the size will go down a step. You can use these two buttons to increase and decrease the size of the text to find just the right size for you.

SUBJECT:

DISCOUNTS

TIME: 

10 minutes

OVERVIEW



One of the main benefits of the Seniors Card site is the wide range of great discounts available to members. Greater than 5700 businesses and organisations (and counting!) are currently offering discounts, finding ones that are local and useful to you might be a challenge. This is where the Seniors Card online discount directory really helps.

What is the Discount Directory and what can it do?

The Seniors Card website doesn't just provide a list of discounts. It provides an electronically searchable directory, where you can view results by location and by business type.

This means that you can:

- ▶ Search for discounts in a local area. For example, you could ask it 'What discounts are available in Hunters Hill?'
- ▶ Search for discounts by type of business, such as plumber or pharmacy.
- ▶ Combine the two, so you could search for a plumber in Hunters Hill, for example.
- ▶ Find out if a specific business offers discounts.

The website also has featured discounts, which are current discounts that are especially large or notable. You'll see these on the main discounts page.

How to get to the Discount Directory page

There are two ways to get to the Discounts page.

- ▶ From anywhere on the site, you can click on the **Discounts & Deals** button at the top of the page.
- ▶ You can alternatively go straight to the Discounts page by typing this address into your browser's address bar:

www.seniorcard.nsw.gov.au/discounts

Looking at Featured Discounts

Near the top of the Discounts page are **Partner offers** and **Featured discounts and offers**. These are special offers that may only be available for a period of time or offer more than a typical discount.

To see more about the Featured or Partner Offer just click on the **View more>** link just below the offer. This



The Discounts & Deals button

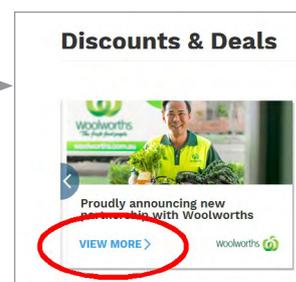
will take you to a page showing the offer's full details and how to take advantage of it.

How you can search for discounts in your area

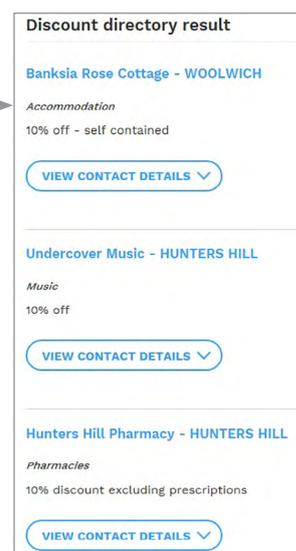
Just below the **Featured offers** you'll find the offer search bar. This is where we can look for offers by specific area or by type of service.

To start with, you can look for offers by area. To do that, type in your postcode into the Postcode field, then click on **Find my discounts**.

This will show you a list of discounts available in the postcode as well as in nearby suburbs or towns. Clicking on **View contact details** below a business name will also provide an address, phone number, Google map location and website for that business.



Click on the link to see the offer's full details



A results page

ACTIVITY



Let's see what's available in Hunters Hill

Joan Fittle lives in Hunters Hill and she'd like to know what's available in her local area. Let's perform a local search for discounts on her behalf.

1. First, we go to the Discounts page by clicking on the **Discounts & Deals** button at the top of the web page.
2. Now, we scroll down to find the **Find the discounts near you** search bar.
3. The postcode for Hunters Hill is 2110, so we'll type that into the Postcode field.
4. We just want a list of all local businesses with discounts, so we'll skip the **Business type** field and leave it as **Any business type**.
5. We click on **Find my discounts** to get the results, and the result page should show up with all the local businesses with discounts.
6. Joan is particularly interested in one of the results, so we'll click on **View contact details** under the name of one of the businesses. This shows the address, website, phone and a map of the location of the business.
7. To go back to the search page, we can just click on the back button on the web browser.

SEARCH BY BUSINESS TYPE

You can also refine your search by using the drop-down **Business Type** box. This can help you find a business in a specific category in your postcode.

SUBJECT:

DOWNLOADING AND READING YOUR LOCAL DISCOUNT DIRECTORY

TIME: 

5 minutes

OVERVIEW



In addition to using the search function on the Seniors Card website, there's another way to find out about the offers available in your area. From the site, you can download a copy of the Discount Directory which provides a list of the best discounts and special offers in your region. You can keep it on your computer to reference at any time, and you can even print it out if you like.

What is the Discount Directory?

The directory is a downloadable file, called a **PDF** file that you can save to your computer. The Discount Directory is your guide to the best discounts and special offers from thousands of participating businesses around the state.

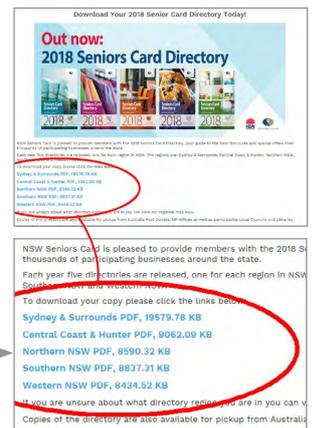
How to find and download the directory for your area

Before you can open the Discount Directory, of course, you have to download it.

To get the directory for your area, just follow these steps:

1. Click on the **Discounts & Deals** link at the top of the page.
2. Scroll down to where it says **Want to browse the discount directory?** and click on **Get yours here.** (There is a direct link to the download from the home page of the website as well).
3. On the download page there will be links for the different regions of NSW: Sydney & Surrounds, Central Coast & Hunter, Northern NSW, Southern NSW and Western NSW. Click on the one that matches where you live.
4. What happens now depends a little on how your computer is set up. The Discount Directory might open in a tab in your web browser, where it can be viewed like a web page. Or you might see the download dialogue box and be asked where you would like to save the file on your hard drive.

If your computer opens the Discount Directory as a tab in your browser but you want to save the file to your hard drive, that's easy to do. Go back to the download page (see Step 3), but instead of left-



Click on the one that matches your region

clicking on the link for your region, right-click on the link and select **Save target as** from the menu. This will display the Save dialogue box, and you can then choose which folder to save the Discount Directory to (commonly you'll choose **Downloads** or **Documents** on a Windows computer). Click on **Save** to save the file.

5. Once you've chosen a place to save the Discount Directory on your hard drive, the file will download. How long it takes will depend on the speed of your internet connection, but typically it won't take long.

How to open it on your computer

Now that you've saved the directory on your hard drive, you can open it at any time.

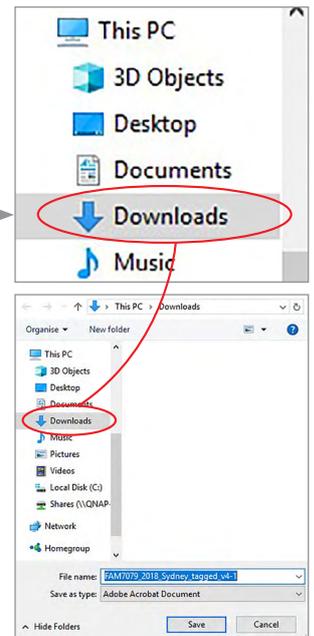
In your file browser (**File Explorer** on Windows computers; **Finder** on Apple computers) navigate to where you saved the file. For example, if you saved it in **Downloads**, open the **Downloads** folder in File Explorer. You should see the file name.

Double-click on the file name to open it. If you have a PDF reader such as Acrobat Reader installed on your computer, it should open, and you can view the entire directory of discounts for your region.

A quick link

Instead of navigating through the Seniors Card website, you can go straight to the Discount Directory download page by typing the below address into your web browser. You might even want to make this address a Favourite – just follow the steps on page 6.

www.seniorscard.nsw.gov.au/discounts/discount-directory



Choose which folder to save the file in on your computer – and remember where you put it!

DOWNLOADING THE DIRECTORY FOR THE CENTRAL COAST



Let's say Joe lives on the Central Coast, so he'd like to download the directory for that region to his hard drive. Let's walk through that process.

1. First, we go to:

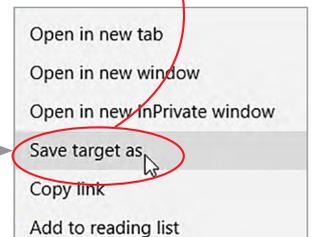
www.seniorcard.nsw.gov.au/discounts/discount-directory

You can type the address in the browser directly, or you can click through the links on the site to take you to the download page.

2. Then we look at the list of links for the different regions. The Central Coast is the second one down, and that's the one we want. But we don't want the file to open in the web browser; we want to save it to the hard disk. So instead of left-clicking on it, we right-click on it. This brings up a menu of options: we select **Save target as**.

(If we left-clicked on the link, it might have just opened in the web browser. That is actually fine for viewing it once, but it won't save it to your hard drive. If you want to view it again later, you'd have to go back to the Seniors Card website to repeat the process.)

3. We'll be asked where to save it on the computer; by default, it will save to the **Downloads** folder and we'll use that. Click on **Save** to start the download.
4. The web browser will download it to your computer, which may take a few seconds or even a few minutes, depending on the speed of the internet connection.
5. When it's complete, it will ask if you want to open the file or open the folder. Click on **Open**.
6. If you have a PDF reader application installed, that application should now launch, and the directory will be opened in it. Take a few moments to navigate around and see what the directory looks like!



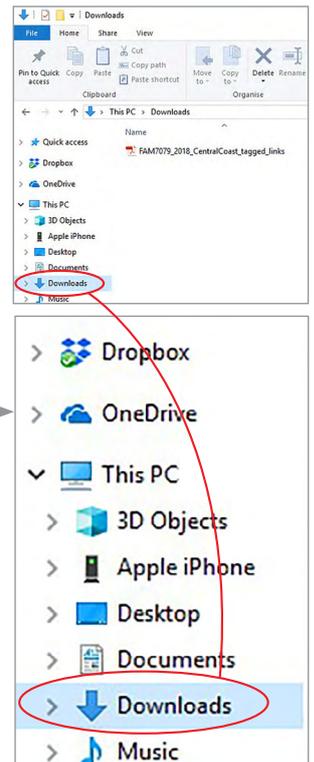
We can use the right click menu to save the file to the hard drive

OPENING THE CENTRAL COAST DIRECTORY ON A WINDOWS COMPUTER



In the previous activity, we looked at the process for downloading the file to the computer. Let's now try to open the file that we've downloaded. We'll assume you're using a Windows computer.

1. In Windows, launch File Explorer by clicking on the **File Explorer** icon in the taskbar or **Start menu**. It looks like a folder.
2. Navigate to the folder when you saved the directory. If you recall, we saved it in **Downloads**. You should see the file there.
3. Double-click on the file name. That should launch the PDF reader application to view the file. Congratulations! You can now view the directory any time you want.



The file we downloaded earlier is in the Downloads folder

WHAT IS A PDF FILE AND HOW DO I VIEW IT?

A PDF file is a type of digital document commonly used by government departments and businesses. You can download the PDF and save it on the hard drive of your computer, so that you can view it at any time.

To read a PDF file you need a PDF reader application. Some computers and tablets come with a PDF reader already installed, but if you don't have one you can download Adobe Acrobat Reader for free from this website:

get.adobe.com/reader/

If you go to that address in your web browser, you can click on **Install now** and it will walk you through the process of installing Acrobat Reader on your computer.

Be sure to read the page carefully before clicking on Install Now, however. The site may try to install additional apps that you might not want, and you should uncheck any boxes for apps and add-ons that you don't want.

Once you've installed Acrobat Reader, you can open a PDF file just by double-clicking on it in your computer's file viewer. For example, on a Windows computer you could open up File Explorer, find the PDF file you've saved and double-click on it to open it.

SUBJECT:	MEMBERS INSIDERS OFFERS
TIME: 	10 minutes
OVERVIEW 	<p>What is Members Insiders?</p> <p>The Seniors Card Members Insiders club offers extra special discounts for Seniors Card holders who register on the website. These discounts are in addition to the main discounts listed on the site and can change over time. Here's how you can join the Members Insiders club.</p>
SIGNING UP FOR MEMBERS INSIDERS 	<p>Signing up for Members Insiders is easy. All you'll need is your Seniors Card number.</p> <ol style="list-style-type: none"> 1. At the top of the main page you'll see links to Login or Register to Members Insiders. To start with, click on Register.  <ol style="list-style-type: none"> 2. You'll be asked to enter your name, then click Next. 3. Then you'll be asked for your Seniors Card number and date of birth, then click Next. 4. Finally, you'll be asked to enter an email address and phone number, and to create a password. Make a note of the password, then click Submit. A confirmation email will be emailed to you, and you will have created your account for Members Insiders.

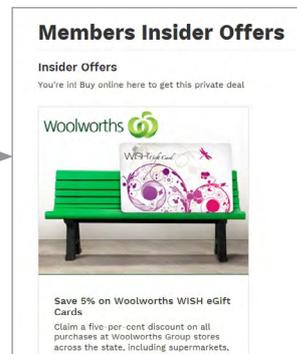
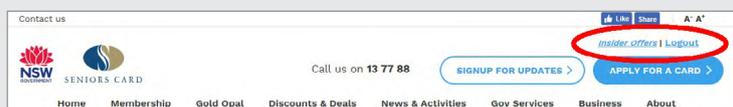
The button is at the top right of the Seniors Insiders home page

LOGGING INTO MEMBERS INSIDERS



Once you've created an account with Members Insiders, it's easy to go back to it any time in the future.

1. Click on the **Login** link at the top of the Seniors Card home page.
2. You'll be asked to enter your Seniors Card number or email address, as well as your password to login to the site.
3. Once you've done that, you'll be taken to the Members Insiders page, which details the current special offers.
4. You can return to this page at any time. You'll notice at the top of the website that the usual Register/Login buttons have changed to **Insider offers/Logout**. Clicking on **Insider offers** will take you back to the offers page.



The 'Insider Offers' page

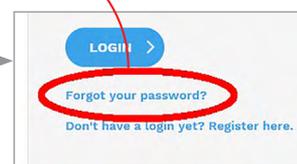
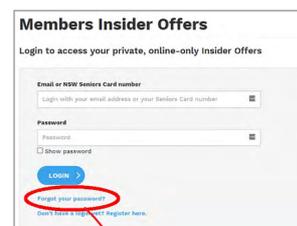
WHAT TO DO IF YOU FORGET YOUR PASSWORD



Sometimes passwords get lost. It's no problem – Seniors Insiders can just send you a replacement password at any time.

If you've forgotten your Members Insider password just click on **Login** as normal. Just below the fields where you'd normally type in your password, there's a link: **Forgot your password?** Click on it.

You'll be asked to type in your email address, the one you used when you registered. Do that, and a new password will be emailed to you.



The 'Forgot your password?' link

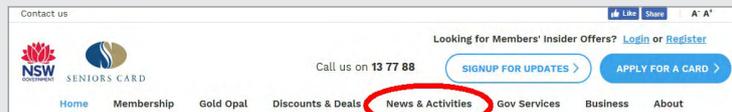
SUBJECT:	SIGNING UP FOR THE EXTRA! NEWSLETTER
TIME: 	5 minutes
OVERVIEW 	<p>In addition to its other services, the Seniors Card website also provides a monthly email newsletter named EXTRA! The newsletter is completely free, and you can have it automatically emailed to you on the day it comes out every month.</p> <p>What's in the newsletter?</p> <p>EXTRA! has a host of content designed specifically for seniors. It includes:</p> <ul style="list-style-type: none"> The latest offers Travel tips Competitions and quizzes Handy guides to technology for Seniors Recipes Gardening tips and information Book reviews and guides Entertainment guides, as well as NSW event calendars And much more!

SIGNING UP FOR EXTRA!



Signing up for EXTRA! is very easy – all you need is an email address and a Seniors Card number.

1. At the top of the Seniors Card website, click on the header that says **News & Activities**.
2. You will be asked to enter your last name and



Seniors Card number. Once you do that and click **Submit**, the EXTRA! newsletter will be emailed monthly to the email address you provided when you signed up for your Seniors Card.

How to unsubscribe

If you no longer want to receive copies of EXTRA! in your inbox, all you have to do is scroll down to the end of the last email you received from EXTRA!

Click on the **Unsubscribe** link in that email, and you will no longer receive the newsletter.

Getting back-issues

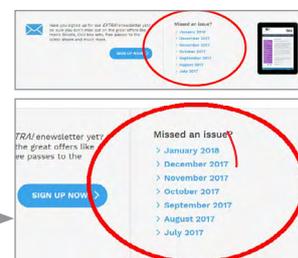
If you've missed out on previous issues of EXTRA! and you'd like to catch up, the Seniors Card website actually contains an archive of EXTRA! issues. These back-issues are available to anyone at any time.

To see the back-issues, go to **News & Activities** on the Seniors Card website.

Scroll down to the bottom of the page. Under **Missed an issue?** you'll see a list of the most recent issues of EXTRA! Click on an issue to see it.

The issue will open up in your browser, and you can use links or just scroll down to read it all.

Enter your Seniors Card number and last name to subscribe



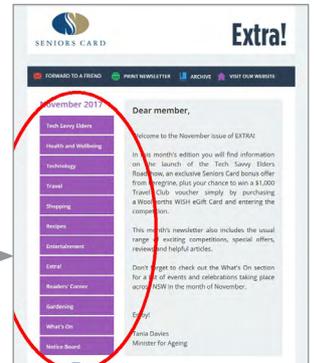
You can find them at the bottom of the News & Activities page

LET'S READ AN OLD ISSUE ONLINE



Oops! Joan has missed some past copies of EXTRA! and she'd like to catch up. Let's go online and see if we can find those issues.

1. Head to the **News & Activities** page and scroll down to the bottom to find the back issues of EXTRA!
2. Pick one that you'd like to view. Click on the link to it.
3. Take a look through it. Note how you can see the issue by scrolling down. You'll also see that there are links at the top of the page that will quickly take you to different sections of the newsletter, such as **Gardening** or **What's on**.
4. Individual stories might have a **Read more** link on them. Click on one of them to see what happens. You'll see that the story expands, so that you get the full report.



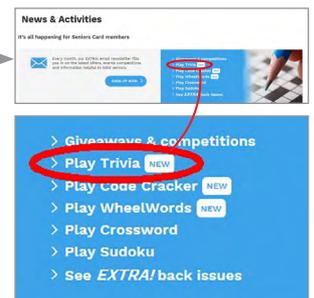
Links to different sections of the newsletter

LET'S HAVE SOME FUN



Okay, it's time to decompress. The Seniors Card website hosts a variety of puzzles and games that you can play online. Let's try some trivia.

1. Head to **News & Activities** page. At the top, you'll see a link to **Play trivia**. Click on it.
2. Have a play around. Pick a category, then try and answer the questions as a group or individually. You'll be given multiple choices for each question, and all you have to do is click on your chosen answer. You'll be scored by how many you got right.



Try some trivia to start

SUBJECT:

USING THE NSW SENIORS CARD APP

TIME: 

5 minutes

OVERVIEW



In the previous activities, you've learned how to access NSW Seniors Card services from its website. You can get to the website from computers and mobile devices, but sometimes websites can be difficult to use on tablets and smartphones. The free NSW Seniors Card app is designed especially for the small screens of mobile devices and makes it easy to access NSW Service Card services while you're out and about.

To download the NSW Seniors Card app to your smartphone or tablet you need to have an account with the iTunes App Store (for iOS devices such as the iPad and iPhone) or Google Play (for Android devices).

To create an account, you need:

-  An email address
-  A password

Once you've installed an app on your device, pay attention to its icon and look for it on your phone straight away so that you know where it is. A new app can be hard to find if you already have a lot of other apps on your smartphone.

The first time you use the NSW Seniors Card app, your device will ask for permission to know your location. If you agree, the app will show you information about discounts and services close to where you are.



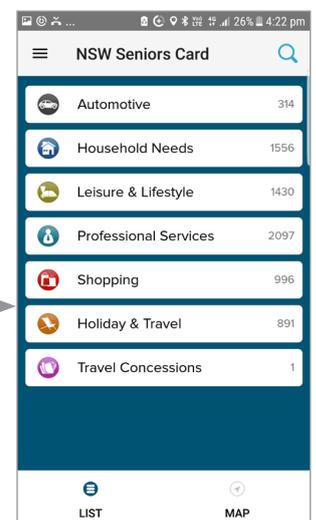
The icon for the NSW Seniors Card app

FINDING DISCOUNTS USING THE APP



Finding discounts using the NSW Seniors Card app is similar to finding discounts on the website. In this example, Simon is looking for a business that will offer discount car rental for his trip from Sydney to the Central Coast. On your own device, follow the steps Simon takes to see how the app can help you find a deal.

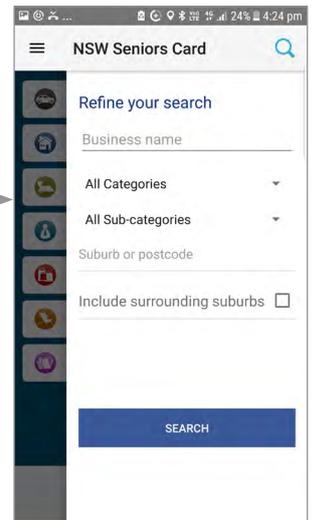
1. From the home screen of his device, Simon taps on the NSW Seniors Card app to open it.
2. The app opens, and a list of categories is displayed. Simon taps on **Holiday & Travel** to refine his search. This displays all holiday and travel businesses offering discounts to Seniors Card holders, including hotels, tour companies and serviced apartments.



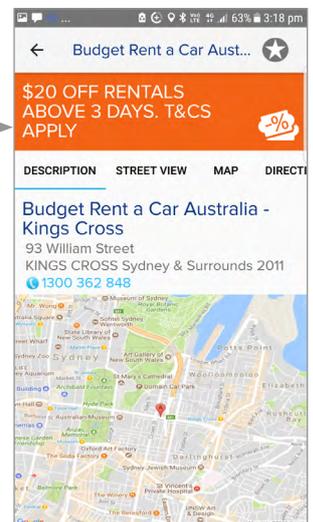
The main screen displays a list of categories

3. To further narrow his options, Simon taps the **Search** icon at the top right of the screen. It looks like a magnifying glass. A list of options appears, allowing him to refine his search by **Business name**, **Category**, **Suburb** or **postcode**.
4. Simon taps on **All Sub-categories** and a drop-down list of options appears. Simon taps **Car Rental & Hire**, then taps the blue **Search** bar.
5. A list of car hire companies offering discounts is displayed. Because Simon has allowed the app to know his location, the list shows how far away each business is.
6. He chooses an option that's close-by and taps on it to see the offer.
7. Simon can call the number on the offer page for more information or tap **Street View** to see a photo of the business's location. Tapping on **Directions** provides instructions on how to get to the location from Simon's current location.
8. To see more deals, Simon can tap the back button on his device to return to the main list, or tap the back arrow at the top left-hand corner of the screen.

To access NSW Seniors Card services other than discounts, tap on the three horizontal lines at the top left of the screen. This will display a menu of options, including how to Contact NSW Seniors Card.



Options for refining your Search



The discount offer. Phone for more information or get directions

SUMMARY

After this workshop you will have learnt how the NSW Seniors Card website lets you make the most of your Seniors Card, helping you to access discounts, information and services relevant to you and where you live.

TIME: 

5 minutes

RECAP



Congratulations, you've completed the *Introduction to the Seniors Card Website* workshop. You should now have a pretty good grasp on:

- ▶ How you can sign up for a Seniors Card on the site
- ▶ How you can apply for a replacement card
- ▶ How to use the site's search function to find discounts in your area or for particular kinds of services
- ▶ How to sign up for the special offers of Members Insider
- ▶ How to subscribe to the EXTRA! newsletter

If there's anything you're still unclear on, you can always go back and review the relevant section. With luck, you should now be well prepared to make the very most of the Seniors Card website.

GLOSSARY



TERM	EXPLANATION
Address Bar	The field at the top of the web browser that shows the address of the current website. You can type the address of a site you want to visit.
Adobe Acrobat	An app that's designed specifically for reading PDF files.
APP (or Application)	A program on a computer or mobile device that does a specific task. For example, an app may be designed specifically for reading a PDF file.
Bookmark/ Favourite	A quick way to return to a website you've visited previously.
Download	Grabbing something from the internet and saving it on your computer.
Email	An electronic message that is sent over the internet or a private computer network.
EXTRA!	A newsletter created by Seniors Card with articles specifically designed for seniors.
Field	A box on a web page where you can click on it and type in information to send to the website.
PDF	A type of electronic document commonly used by government and businesses. You need a PDF reader app to view it.
Web Browser	A computer program (or app) for viewing websites. Microsoft Edge, Google Chrome and Apple Safari are all examples of web browsers.
Windows (Operating System)	Software that runs a computer. A 'Windows computer' is a computer that uses Microsoft Windows.