Technology Resource Guide

For Cleveland Older Adults
This guide was created by the Cleveland Department of Aging in February 2020 to provide information for older adults in Cleveland seeking technology resources.

Information in this guide is accurate as of February 2020 but is subject to change.

If information is omitted or is incorrect, please contact the Cleveland Department of Aging at 216-664-2833 or at aging@city.cleveland.oh.us
Cleveland Technology Resource Guide

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## What you need to get online:

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<thead>
<tr>
<th>Device</th>
<th>Desktop, Laptop, Tablet, or Smartphone</th>
</tr>
</thead>
<tbody>
<tr>
<td>Internet Access</td>
<td>Router and/or Modem OR Hotspot device</td>
</tr>
<tr>
<td>Skills</td>
<td>Basic computer skills How to get online</td>
</tr>
</tbody>
</table>
TERMS AND DEFINITIONS USED IN GUIDE:

- **Desktop computer**—a computer designed for use in a single location. Includes a keyboard, display, mouse, and system unit.

- **Hotspot**—a portable device that uses a low-cost cellphone account to allow wireless devices to connect to the Internet.

- **Internet Service Provider**—a company or organization that provides you with an Internet connection.

- **Laptop**—a portable computer that connects to the Internet through Wi-Fi.

- **Mbps**—Megabits per second. A measure of the speed of data transfer.

- **Modem**—a device that brings Internet into your home. It can be used alone with a desktop computer or in conjunction with a router for wireless devices.

- **Router**—connects wireless devices to the Internet.
<table>
<thead>
<tr>
<th>NAME</th>
<th>FEATURES</th>
<th>COST (As of 02/2020, Prices may change)</th>
<th>LOCATION AND CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashbury Senior Center</td>
<td>Two mobile hotspot options</td>
<td>CoolPad: $223.16 first year and $134.16 annually afterwards</td>
<td>(216) 421-2305</td>
</tr>
</tbody>
</table>
| Hot Spot and Low Cost Internet Service | CoolPad  
MiFi8000  
Includes modem | MiFi 8000: $347.16 first year and $134.16 annually afterwards | 11011 Ashbury Ave.  
Cleveland, OH 44106  
https://www.asc3.org/internet-service.html  
info@asc3.org |
| Cleveland Public Library    | 21-day checkout  
Must be 18 years or older  
Must have a Cleveland Public Library or CLEVNET library card in good standing  
No renewals or hold  
Only 1 hotspot checkout per person | No cost  
$0.10 late fee per day | Any Cleveland Public Library branch  
(216) 623-2980  
https://cpl.org/mobile-hotspot-checkout/ |
| Digital C                   | Up to 50 mbps  
No contract and installation fees  
Expanding to neighborhoods around Cleveland. Call to see if you neighborhood participates. | $18 per month (plus taxes and fees)  
(216) 777-3859  
6815 Euclid Ave.  
Cleveland, OH 44103  
www.empowercle.org  
info@empowercle.org |
| Empower CLE+                | Mobile hotspot  
4G LTE Service  
Also offer wireless modem service  
Must be below 200% poverty level or enrolled in an income-based assistance program to qualify | $15 per month  
(216) 930-5741  
3126 St. Clair Ave.  
Cleveland, OH 44114  
https://www.pcsforpeople.org/low-cost-internet/  
cleveland@pcsforpeople.org |
<p>| PCs for People              | Low-cost internet                                                        |                                                            |                                                   |</p>
<table>
<thead>
<tr>
<th>PROGRAM NAME</th>
<th>TO QUALIFY</th>
<th>COST (As of 02/2020. Prices may change)</th>
<th>FEATURES</th>
<th>WEBSITE AND TELEPHONE NUMBER</th>
</tr>
</thead>
</table>
| AT&T Access             | 1. At least one resident who participates in Supplemental Nutrition Assistance Program also known as SNAP  
2. No outstanding debt for AT&T within 6 months | $5-10 per month                        | Up to 10 Mbps  
No deposit or installation fee  
No contracts  
Free modem | https://m.att.com/shopmobile/internet/access/  
(855) 220-5211 |
| Spectrum Internet Assist| 1. A member of the household must receive:  
A. National School Lunch Program  
B. Supplemental Security Income | $14.99 per month                      | Up to 30 Mbps  
No contract  
Free modem | https://www.spectrum.com/browse/content/spectrum-internet-assist.html  
(844) 525-1574 |
<table>
<thead>
<tr>
<th>PROGRAM NAME</th>
<th>CLASSES OFFERED</th>
<th>HOURS (As of 02/2020. Subject to change)</th>
<th>LOCATION AND CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ashbury Senior Center</td>
<td>Basic computer training, Emailing, Job skills and Employer based training, Online banking, Health literacy, Social Media</td>
<td>Mondays-Saturdays Times vary</td>
<td>11011 Ashbury Rd. Cleveland, OH 44106</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(216) 421-2305</td>
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<td></td>
<td></td>
<td></td>
<td><a href="mailto:info@asc3.org">info@asc3.org</a></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="https://www.asc3.org/classes.html">https://www.asc3.org/classes.html</a></td>
</tr>
<tr>
<td>Bellaire Puritas Development Corporation Technology and Learning Lab</td>
<td>Basic computer literacy, GED instruction</td>
<td>Monday– Friday 10 am-2pm</td>
<td>17800 Parkmount Ave. Cleveland, OH 44135</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>(216) 671-2710</td>
</tr>
<tr>
<td></td>
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<td></td>
<td><a href="http://www.bpdc.org">www.bpdc.org</a></td>
</tr>
<tr>
<td>Catholic Charities</td>
<td>Basic computer training: Keyboard proficiency, Windows, Microsoft Office (Word), Email and Internet</td>
<td>Fatima Family Center: Saturday morning and some weekday evenings. St. Phillip Neri Family Center: Tuesdays 12pm-2pm Wednesdays 9am-12pm</td>
<td>Fatima Family Center 6600 Lexington Ave. Cleveland, OH 44103</td>
</tr>
<tr>
<td>Fatima Center</td>
<td></td>
<td></td>
<td>(216) 391-0505</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="https://ccdocle.org/program/computer-lab">https://ccdocle.org/program/computer-lab</a></td>
</tr>
<tr>
<td>St. Phillip Neri Family Center</td>
<td></td>
<td></td>
<td>St. Phillip Neri Family Center 799 E. 82nd St. Cleveland, OH 44103</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>(216) 426-9870 x24</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="https://ccdocle.org/program/basic-computer-training">https://ccdocle.org/program/basic-computer-training</a></td>
</tr>
<tr>
<td>Cleveland Public Library</td>
<td>Basic computer training, Email, Microsoft Office</td>
<td>Mondays-Saturdays Times vary</td>
<td>Any Cleveland Public Library branch</td>
</tr>
<tr>
<td>All branches</td>
<td></td>
<td></td>
<td>(216) 623-2980</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="https://cpl.org/eventsclasses/computerclassesassistance/">https://cpl.org/eventsclasses/computerclassesassistance/</a></td>
</tr>
</tbody>
</table>
## WHERE TO GET TECH CLASSES

<table>
<thead>
<tr>
<th>PROGRAM NAME</th>
<th>CLASSES OFFERED</th>
<th>HOURS (As of 02/2020. Subject to change)</th>
<th>LOCATION AND CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Detroit Shoreway Community Development Corporation</td>
<td>Basic computer training</td>
<td>Thursdays 4:00-5:00 pm</td>
<td>6516 Detroit Ave.</td>
</tr>
<tr>
<td>Gordon Square Arcade Computer Lab</td>
<td>Social media</td>
<td></td>
<td>Cleveland, OH 44102</td>
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<tr>
<td></td>
<td>Google applied digital skills</td>
<td></td>
<td>(216) 961-4242</td>
</tr>
<tr>
<td></td>
<td>Social Media</td>
<td></td>
<td><a href="mailto:info@digitalc.org">info@digitalc.org</a></td>
</tr>
<tr>
<td></td>
<td>Smart phones and tablets</td>
<td></td>
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</tr>
<tr>
<td></td>
<td>Health &amp; wellness</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Digital C Internet Skills for Life</td>
<td>Basic computer training</td>
<td>Monday-Friday</td>
<td>Midtown Tech Hive</td>
</tr>
<tr>
<td></td>
<td>Google applied digital skills</td>
<td>Times vary</td>
<td>6815 Euclid Ave.</td>
</tr>
<tr>
<td></td>
<td>Social Media</td>
<td></td>
<td>Cleveland, OH 44103</td>
</tr>
<tr>
<td></td>
<td>Smart phones and tablets</td>
<td></td>
<td>(216) 923-2240</td>
</tr>
<tr>
<td></td>
<td>Health &amp; wellness</td>
<td></td>
<td><a href="mailto:info@digitalc.org">info@digitalc.org</a></td>
</tr>
<tr>
<td>Fairfax Connection (PNC)</td>
<td>Basic computer training</td>
<td>Days and times vary</td>
<td>8220 Carnegie Ave.</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Cleveland, OH 44103</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>(216) 391-4677</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="http://www.pncfairfaxconnection.com/">http://www.pncfairfaxconnection.com/</a></td>
</tr>
<tr>
<td>Fairfax Renaissance Development Corporation</td>
<td>Basic computer training</td>
<td>Monday: 10:00 am-11:30 am</td>
<td>8111 Quincy Ave.</td>
</tr>
<tr>
<td>Neighborhood Technology Center</td>
<td>Email</td>
<td>Tuesday and Thursday: 10:00 am-12:00 pm</td>
<td>Suite 100</td>
</tr>
<tr>
<td></td>
<td>Social Media</td>
<td>2:00 pm-4:00 pm</td>
<td>Cleveland, OH 44104</td>
</tr>
<tr>
<td></td>
<td>Microsoft Word</td>
<td></td>
<td>(216) 361-8400</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="https://fairfaxrenaissance.org/meetings-classes-and-events/">https://fairfaxrenaissance.org/meetings-classes-and-events/</a></td>
</tr>
<tr>
<td>PROGRAM NAME</td>
<td>CLASSES OFFERED</td>
<td>HOURS (As of 02/2020. Subject to change)</td>
<td>LOCATION AND CONTACT INFORMATION</td>
</tr>
<tr>
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<td>--------------------------------------------</td>
</tr>
<tr>
<td>Harvard Square Center</td>
<td>Basic computer training</td>
<td>Times and days vary</td>
<td>13510 Harvard Ave.</td>
</tr>
<tr>
<td></td>
<td>Microsoft Office</td>
<td></td>
<td>Cleveland, OH 44105</td>
</tr>
<tr>
<td></td>
<td>8 week program</td>
<td></td>
<td>(216) 438-0893</td>
</tr>
<tr>
<td></td>
<td>$10.00 fee</td>
<td></td>
<td><a href="mailto:theharvardsquarecenter@gmail.com">theharvardsquarecenter@gmail.com</a></td>
</tr>
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<td></td>
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<td></td>
<td><a href="http://www.theharvardsquarecenter.com">www.theharvardsquarecenter.com</a></td>
</tr>
<tr>
<td>Salvation Army</td>
<td>Basic computer training</td>
<td>Monday-Saturday</td>
<td>17625 Grovewood Ave.</td>
</tr>
<tr>
<td>Temple Corps Computer Center</td>
<td></td>
<td>Times vary</td>
<td>Cleveland, OH 44119</td>
</tr>
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<td></td>
<td></td>
<td></td>
<td>(216) 692-1388 x 18</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="https://neo.salvationarmy.org/northeastohio/TemplePS">https://neo.salvationarmy.org/northeastohio/TemplePS</a></td>
</tr>
<tr>
<td>Thea Bowman Center</td>
<td>Basic computer training</td>
<td>Times and days vary</td>
<td>11901 Oakfield Ave.</td>
</tr>
<tr>
<td>Adult Computer Training</td>
<td>Microsoft Office</td>
<td></td>
<td>Cleveland, OH 44105</td>
</tr>
<tr>
<td></td>
<td>1:1 tutoring</td>
<td></td>
<td>(216) 491-0699</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td><a href="https://theabowmancenter.org/adult-computer-training/">https://theabowmancenter.org/adult-computer-training/</a></td>
</tr>
<tr>
<td>University Settlement</td>
<td>Basic computer training</td>
<td>Times and days vary</td>
<td>4800 Broadway Ave.</td>
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<tr>
<td>Magic Johnson Community Empowerment Center</td>
<td>inke</td>
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<td>Cleveland, OH 44127</td>
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<td>(216) 641-8948</td>
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<td><a href="https://www.universitysettlement.net/community-programs">https://www.universitysettlement.net/community-programs</a></td>
</tr>
<tr>
<td>PROGRAM NAME</td>
<td>EQUIPMENT OFFERED</td>
<td>COST (As of 02/2020. Prices may change)</td>
<td>FEATURES</td>
</tr>
<tr>
<td>--------------</td>
<td>-------------------------------------------------------</td>
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<td>--------------------------------------------------------------------------</td>
</tr>
</tbody>
</table>
| PCs for People | Desktops  
Laptops  
Monitors                             | Products range from $50-$300             | Must be below 200% poverty level to qualify  
Can buy online or in store  
Free shopping  
30-day return policy  
1 year warranty | 3126 St. Clair Ave.  
Cleveland, OH 44114  
(216) 930-5741  
cleveland@pcsforpeople.org  
https://pcsrefurbished.com/sales/salesHome.aspx |
| RET 3        | Laptops  
Desktops  
Monitors  
Accessories  
Software upgrades | Products range in price                  | Lifetime warranty  
Free installation of Windows 10 Pro  
Free installation of Microsoft Office 2019  
**Must request products online or over the phone.** | 1814 E. 40th St.  
Cleveland, OH 44103  
(216) 361-9991  
info@RET3.org  
http://ret3.org/request-equipment/ |
<table>
<thead>
<tr>
<th>PROGRAM NAME</th>
<th>PROGRAMS OFFERED</th>
<th>COST (As of 02/2020. Prices may change)</th>
<th>FEATURES</th>
<th>LOCATION AND CONTACT INFORMATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>iConnect</td>
<td>Bible study and worship, Bedtime stories, Bingo, Exercise classes, Healthy eating classes, Movies, Music programs, Recipe Re-Mix Ohio</td>
<td>Free to low cost</td>
<td>Social experiences over the internet, by phone, or in-person for adults ages 55+</td>
<td>Greater Cleveland Neighborhood Centers Association Wakefield Lofts 1814 E. 40th St. Suite 4D Cleveland, OH 44103 (216) 298-4440 x 23</td>
</tr>
<tr>
<td>Cleveland State University</td>
<td>Diverse range of academic programs offered</td>
<td>Fees apply for textbooks, lab fees, etc. Extra fees apply for online courses ($75-$100)</td>
<td>Free/low cost audit courses for Ohio residents 60 and older.</td>
<td>(216) 687-5411 <a href="https://www.csuohio.edu/project60/project60">https://www.csuohio.edu/project60/project60</a></td>
</tr>
<tr>
<td>Cuyahoga Community College</td>
<td>Diverse range of academic programs offered</td>
<td>Fees apply for textbooks, lab fees, etc.</td>
<td>Free/low cost courses for Ohio residents 60 and older</td>
<td>(216) 987-3075 <a href="https://www.tri-c.edu/program-60/index.html">https://www.tri-c.edu/program-60/index.html</a></td>
</tr>
</tbody>
</table>
For more information, please contact
Cleveland Department of Aging:

Email: aging@clevelandohio.gov
(216) 664-2833
75 Erieview Plaza, Suite 201
Cleveland, OH 44114
www.city.cleveland.oh.us/aging