

## Help someone learn one phone task

A short session for a family member, librarian or volunteer. Choose one familiar task and move at the phone owner's pace. Stop or take a break whenever they want.

**Before you begin.** Have the phone charged, the matching practice card ready and enough time to finish calmly. If helping from a distance, agree on another way to reconnect before changing call settings. The person keeps their phone, passwords and login codes under their control.

### 01 Choose the task together

**Helper:** Ask what the person wants to do more easily. Agree on one small task, such as reading a message.

**Phone owner:** Choose the task and say whether you want spoken directions, a demonstration or a break.

### 02 Find the starting point

**Helper:** Check the device notes on the card. Ask permission before touching the phone. Note the setting's original position on paper.

**Phone owner:** Open the familiar screen. Say what is difficult and what you want to keep as it is.

### 03 Try one change

**Helper:** Give one instruction, then wait. Demonstrate only with permission. Use a harmless example with no private messages or codes.

**Phone owner:** Make the change yourself when comfortable. Ask to repeat a step whenever needed.

### 04 Repeat the real task

**Helper:** Let the person try without prompting first. Offer a cue if requested. Check the whole task, including getting back to the start.

**Phone owner:** Read the message or make the agreed call. Decide whether it is easier for you.

### 05 Practice going back

**Helper:** Show where the original setting can be restored. Do not reset the whole phone. If the new setting gets in the way, restore the recorded choice.

**Phone owner:** Find the back control and the setting again. Choose whether to keep the change or undo it.

### 06 Leave a useful reminder

**Helper:** Write only the task, setting changed, undo instruction and next practice time. Leave the card where the person wants it.

**Phone owner:** Choose whether to practice again and who to contact if the steps differ. Keep the reminder somewhere private.

LEAVE A REMINDER · KEEP IT PRIVATE

## One task to try again

Write only what helps you repeat or undo the task. Do not write passwords, PINs, login codes or private account details.

### Task I chose

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### Setting changed and original position

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### How to undo it

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### What I want to try again

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**When to pause.** If the menu differs, the task becomes frustrating or an account asks for a private login, pause. Use the full guide or official support for that device. End both screen sharing and remote control before a private sign-in.

### Choose a practice card

[Easier phone reading](#)

[Family calls that ring through](#)

[Remote help with permission](#)

This session outline is a Haven & Signal planning aid. It is not a tested training programme. Device instructions and their sources are in the linked practice cards and full guides.

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