



Patient Resources for Navigating Technology

The Digital Access Resource guide is a reference to assist the CHW Digital Navigator and CHW team connect patients to digital resources. Aside from using the Social Care Network – [FindHelp](#) – for referrals, these resources may help to enable the delivery of telehealth services. This guide gives options for free digital literacy training and tech support along with discounted cable and internet services, phone landlines, mobile devices, and data plans for those who qualify. (The information is subject to change and will be verified periodically due to the services being federal funded and a part of national and state companies.)

Tech Support

- PCs for People call center representatives can answer questions about how to use a computer or the internet, and much more.
 - Link to Digital Education Call Center: [Learning Center - PCs for People](#)
 - DIGITAL EDUCATION CALL CENTER HOURS: Monday – Friday: 8 a.m.–6 p.m. MST (10 a.m. – 8 p.m. EST) Saturday: 10 a.m. – 1 p.m. MST (12 – 3 p.m. EST)
- Springfield library branches offer drop in tech help. Members bring their own devices and technology. Availability varies.
 - Link to view Tech Help calendar: <https://www.springfieldlibrary.org/library/drop-in-tech-help/>

Free Computer classes

- In-person computer classes for beginners at several Springfield library branches.
 - Link to view computer class calendar: <https://www.springfieldlibrary.org/library/free-computer-classes-for-adults/>
- Tech Goes Home Distance Learning
 - A non-profit that addresses the digital divide through free interactive digital literacy training programs, devices, and, if needed, 12 months of internet [Our Programs | Tech Goes Home](#)
- Cyber-Seniors
 - Cyber-Seniors provides free technology support and training for senior citizens [Cyber-Seniors](#)
- Digital Access Program for seniors - Bridging the Digital Divide
 - Program Manager Nandi Munson 978-946-1380 <https://haverhillpl.org/bridge-the-digital-divide/>
- DigitalLearn.org offers free self-paced videos in English and Spanish. Covers topics such as Finding Health Information online, How to Use a Mobile Device, How to Use the Internet etc.
 - Video lesson for new email users (15 minutes total): <https://www.digitallearn.org/courses/intro-to-email-new/lessons/what-is-email>
 - Link to sign up for Gmail email: [google.com sign up](#)
 - Link to sign up for Outlook email: [outlook.com email sign up](#)

Subsidized Broadband and Devices

- Lifeline Federal Government Discount Program
 - Link to Lifeline: <https://www.checklifeline.org/lifeline> or 1-800-234-9473
 - Benefits



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- \$5.25 credit for voice on a home phone or cell phone
- \$9.25 for broadband internet service or a free cell phone with unlimited talk and text
- human-i-t
 - Provides access to low-cost devices, including tablets, with affordable internet service, free digital skills training and tech support.
 - [Get Connected - Human-I-T](#)
- PCs for People
 - Offers low-cost Wi-Fi hotspots, computers and laptops to qualifying households; accept Pell Grant documentation for eligibility for those college students affected by closures and virtual learning.
 - [PCs for People](#)
- iCanConnect
 - Providing free equipment and training for people with hearing and vision loss, and who are living within 400% of the FPL
 - <https://www.icanconnect.org/>
- allconnect
 - Research company who experts compare internet and TV services for homes
 - (877)-253-4916
 - [Allconnect.com](#)
- Community Phone
 - Community Phone for senior discount approximately \$37.05 plus tax monthly \$418.00 yearly
 - <https://www.communityphone.org/landline>
 - Offers wireless plans from 1G to 5G approximately cell towers used, AT& T and T-Mobile
 - Unlimited talk, text 1G \$29, 2G \$35, 3G \$39, 5G \$49 plus tax
 - Purchase sim card \$3 plus tax
 - Sales Rep @ Community Phone-Sonia 617-674-1438

National Carriers

- Home, cable, and Internet
 1. AT&T
 - <https://www.att.com/internet/access/>
 2. Assurance
 - https://www.assurancewireless.com/partner/psearch?gclid=EAIaIQobChMIItbLB6KCj9gIVPObjBx1y0AubEAAYAAEgKN4PD_BwE&gclsrc=aw.ds
 3. Astound Broadband
 - <https://www.internetfirst.com/>
 4. Comcast Internet Essentials
 - https://www.internetessentials.com/?utm_source=Google&utm_campaign=IEHSI&utm_medium=Search&utm_content=IEHSI&gclid=EAIaIQobChMI0KCnsb6T9gIVTWpvBB2KgQtKEAAYASAAEgLkOPD_BwE&gclsrc=aw.ds
 5. Consumer Cellular
 - https://www.consumercellular.com/3486?&bidkw=consumer%20cellular&dvc=c&h=https://clickserve.dartsearch.net/link/click?lid=43700014641468305&ds_s_kwgid=5870000189747



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[5676&gclid=EAlaIqObChMI5MaekJ-i9gIVFqbICh3PVAGXEAAAYASAAEgJGafD_BwE&gclsrc=aw.ds](https://www.caringhealthcenter.org/5676&gclid=EAlaIqObChMI5MaekJ-i9gIVFqbICh3PVAGXEAAAYASAAEgJGafD_BwE&gclsrc=aw.ds)

6. Excess Telecom
 - <https://www.excesstelecom.com/>
7. Google Fi
 - <https://fi.google.com/about/plans/>
8. Mint Mobile
 - <https://www.mintmobile.com/plans/>
 - <https://www.mintmobile.com/plans/cell-phone-plan-for-seniors/>
9. PCs for People
 - <https://www.pcsforpeople.org/internet/>
10. Pure Talk
 - <https://www.puretalkusa.com>
11. QLINK Wireless
 - https://enroll.qlinkwireless.com/signup/i-12-2021?A=359&B=359&SubAffiliateID=15000943111&ag=129032058655&ne=g&de=c&dm=&cr=554342430136&tid=kwd-300235177831&kw=qlink%20wireless&ma=p&pl=&lo=9001771&v1=&v2=&gclid=EAlaIqObChMI8o-L8N3i9gIV8xplCh0QJAAGEAAAYASAAEgLEZvD_BwE#RegularBanner
 - <https://qlinkwireless.com/#sign-up-form>
12. Verizon FIOS
 - <https://www.verizon.com/info/low-income-internet/>
13. Verizon Visible (55 years and older)
 - [Buy Smartphones & Cell Phones | Visible](#)

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