

# 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](mailto:aging@city.cleveland.oh.us)

# Cleveland Technology Resource Guide

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## What you need to get online:

<b>Device</b>	Desktop, Laptop, Tablet, or Smartphone
<b>Internet Access</b>	Router and/or Modem OR Hotspot device
<b>Skills</b>	Basic computer skills How to get online

## 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 allows wireless devices to be connected to a Wi-Fi network.
- **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.
- **Smartphone**—a mobile phone that performs many functions of a computer, including Internet access.
- **Tablet**—a portable computer that uses a touch screen and connects to a Wi-Fi network. Often smaller and lighter than a laptop. iPad is an example.
- **Wi-Fi**—a wireless network that allows devices to connect to the Internet without direct cable connections.

**ACCESS: WHERE TO GET AFFORDABLE WIFI****LOCAL INTERNET SERVICE PROVIDERS**

<b><u>NAME</u></b>	<b><u>FEATURES</u></b>	<b><u>COST (As of 02/2020. Prices may change)</u></b>	<b><u>LOCATION AND CONTACT INFORMATION</u></b>
<b>Ashbury Senior Center</b> Hot Spot and Low Cost Internet Service	Two mobile hotspot options CoolPad MiFi8000 Includes modem	CoolPad: \$223.16 first year and \$134.16 annually afterwards  MiFi 8000: \$347.16 first year and \$134.16 annually after- wards	(216) 421-2305  11011 Ashbury Ave. Cleveland, OH 44106  <a href="https://www.asc3.org/internet-service.html">https://www.asc3.org/internet-service.html</a>  info@asc3.org
<b>Cleveland Public Library</b> Mobile Hotspot Checkout	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  <a href="https://cpl.org/mobile-hotspot-checkout/">https://cpl.org/mobile-hotspot-checkout/</a>
<b>Digital C</b> Empower CLE+	Up to 50 mpbs 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 <a href="http://www.empowercle.org">www.empowercle.org</a>  info@empowercle.org
<b>PCs for People</b> Low-cost internet	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 <a href="https://www.pcsforpeople.org/low-cost-internet/">https://www.pcsforpeople.org/low-cost-internet/</a> cleveland@pcsforpeople.org

**ACCESS: WHERE TO GET AFFORDABLE WIFI****PRIVATE INTERNET SERVICE PROVIDERS**

<b><u>PROGRAM NAME</u></b>	<b><u>TO QUALIFY</u></b>	<b><u>COST (As of 02/2020. Prices may change)</u></b>	<b><u>FEATURES</u></b>	<b><u>WEBSITE AND TELEPHONE NUMBER</u></b>
<b>AT&amp;T Access</b>	At least one resident who participates in Supplemental Nutrition Assistance Program also known as SNAP 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	<a href="https://m.att.com/shopmobile/internet/access/">https://m.att.com/shopmobile/internet/access/</a>  (855) 220-5211
<b>Cox Connect2Compete</b>	1. One K-12 student living in the household who participates in one of the following: A. National School Lunch Program B. Supplemental Nutrition Assistance Program C. Temporary Assistance for Needy Families	\$9.95 per month	Up to 15 Mbps No deposits or contracts Free modem	<a href="https://www.cox.com/residential/internet/connect2compete.html">https://www.cox.com/residential/internet/connect2compete.html</a>  (855) 222-3252
<b>Mediacom Connect2Compete</b>	One K-12 student living in the household who participates in the National School Lunch Program Not a current Mediacom customer No outstanding bill or unreturned equipment	\$9.95 per month	Up to 10 Mbps No deposits or contracts No installation fees No equipment fees Free modem	<a href="https://mediacomc2c.com/">https://mediacomc2c.com/</a>  (855) 904-2225
<b>Spectrum Internet Assist</b>	A member of the household must receive: National School Lunch Program Supplemental Security Income	\$14.99 per month	Up to 30 Mbps No contract Free modem	<a href="https://www.spectrum.com/browse/content/spectrum-internet-assist.html">https://www.spectrum.com/browse/content/spectrum-internet-assist.html</a>  (844) 525-1574
<b>Xfinity Internet Essentials</b>	One K-12 student living in the household who participates in the National School Lunch Program You receive HUD housing assistance You are a low-income verified veteran or senior	\$9.95 per month	Up to 15 Mbps No contract or installation fee	<a href="https://www.internetessentials.com/">https://www.internetessentials.com/</a>  (855) 846-8376

**SKILLS****WHERE TO GET TECH CLASSES**

<b><u>PROGRAM NAME</u></b>	<b><u>CLASSES OFFERED</u></b>	<b><u>HOURS (As of 02/2020. Subject to change)</u></b>	<b><u>LOCATION AND CONTACT INFORMATION</u></b>
<b>Ashbury Senior Center</b>	Basic computer training Emailing Job skills and Employer based training Online banking Health literacy Social Media	Mondays-Saturdays Times vary	11011 Ashbury Rd. Cleveland, OH 44106  (216) 421-2305  info@asc3.org https://www.asc3.org/classes.html
<b>Bellaire Puritas Development Corporation</b> Technology and Learning Lab	Basic computer literacy GED instruction	Monday– Friday 10 am-2pm	17800 Parkmount Ave. Cleveland, OH 44135  (216) 671-2710  www.bpdc.org
<b>Catholic Charities</b> Fatima Center St. Phillip Neri Family Center	Basic computer training: Keyboard proficiency Windows Microsoft Office (Word) Email and Internet	Fatima Family Center: Saturday morning and some weekday evenings.  St. Phillip Neri Family Center: Tuesdays 12pm-2pm Wednesdays 9am-12pm	Fatima Family Center 6600 Lexington Ave. Cleveland, OH 44103 (216) 391-0505 https://ccdocle.org/program/computer-lab  St. Phillip Neri Family Center 799 E. 82nd St. Cleveland, OH 44103 (216) 426-9870 x24 https://ccdocle.org/program/basic-computer-training
<b>Cleveland Public Library</b> All branches	Basic computer training Email Microsoft Office	Mondays-Saturdays Times vary	Any Cleveland Public Library branch  (216) 623-2980 https://cpl.org/eventsclasses/computerclassesassistance/



**SKILLS****WHERE TO GET TECH CLASSES**

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<b>Detroit Shoreway Community Development Corporation</b> Gordon Square Arcade Computer Lab	Basic computer training Social media	Thursdays 4:00-5:00 pm	6516 Detroit Ave. Cleveland, OH 44102  (216) 961-4242  <a href="https://www.dscdo.org/">https://www.dscdo.org/</a>
<b>Digital C</b> Internet Skills for Life	Basic computer training Google applied digital skills Social Media Smart phones and tablets Health & wellness	Monday-Friday Times vary	Midtown Tech Hive 6815 Euclid Ave. Cleveland, OH 44103  (216) 923-2240  <a href="mailto:info@digitalc.org">info@digitalc.org</a>
<b>Fairfax Connection (PNC)</b>	Basic computer training	Days and times vary	8220 Carnegie Ave. Cleveland, OH 44103  (216) 391-4677  <a href="http://www.pncfairfaxconnection.com/">http://www.pncfairfaxconnection.com/</a>
<b>Fairfax Renaissance Development Corporation</b> Neighborhood Technology Center	Basic computer training Email Social Media Microsoft Word	Monday: 10:00 am-11:30 am Tuesday and Thursday: 10:00 am-12:00 pm 2:00 pm-4:00 pm	8111 Quincy Ave. Suite 100 Cleveland, OH 44104  (216) 361-8400  <a href="https://fairfaxrenaissance.org/meetings-classes-and-events/">https://fairfaxrenaissance.org/meetings-classes-and-events/</a>

**SKILLS****WHERE TO GET TECH CLASSES**

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<b>Harvard Square Center</b>	Basic computer training Microsoft Office 8 week program \$10.00 fee	Times and days vary	13510 Harvard Ave. Cleveland, OH 44105 (216) 438-0893  theharvardsquarecenter@gmail.com www.theharvardsquarecenter.com
<b>Salvation Army</b> Temple Corps Computer Center	Basic computer training	Monday-Saturday Times vary	17625 Grovewood Ave. Cleveland, OH 44119 (216) 692-1388 x 18 <a href="https://neo.salvationarmy.org/northeastohio/TemplePS">https://neo.salvationarmy.org/northeastohio/TemplePS</a>
<b>Thea Bowman Center</b> Adult Computer Training	Basic computer training Microsoft Office 1:1 tutoring	Times and days vary	11901 Oakfield Ave. Cleveland, OH 44105  (216) 491-0699  <a href="https://theabowmancenter.org/adult-computer-training/">https://theabowmancenter.org/adult-computer-training/</a>
<b>University Settlement</b> Magic Johnson Community Empowerment Center	Basic computer training	Times and days vary	4800 Broadway Ave. Cleveland, OH 44127  (216) 641-8948 <a href="https://www.universitysettlement.net/community-programs">https://www.universitysettlement.net/community-programs</a>

**DEVICES**

**WHERE TO GET AFFORDABLE HARDWARE**

<b><u>PROGRAM NAME</u></b>	<b><u>EQUIPMENT OFFERED</u></b>	<b><u>COST</u></b> (As of 02/2020. Prices may change)	<b><u>FEATURES</u></b>	<b><u>LOCATION AND CONTACT INFORMATION</u></b>
<b>PCs for People</b>	Desktops Laptops Monitors	Products range from \$50-\$300	Must be below 200% poverty level to qualify Can buy online or in store Free shipping 30-day return policy 1 year warranty	3126 St. Clair Ave. Cleveland, OH 44114  (216) 930-5741  cleveland@pcsforpeople.org  <a href="https://pcsfurbished.com/sales/salesHome.aspx">https://pcsfurbished.com/sales/salesHome.aspx</a>
<b>RET 3</b>	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  <a href="http://ret3.org/request-equipment/">http://ret3.org/request-equipment/</a>

**GET ENGAGED****TO CONNECT SOCIALLY ONLINE**

<b><u>PROGRAM NAME</u></b>	<b><u>PROGRAMS OFFERED</u></b>	<b><u>COST</u></b> (As of 02/2020. Prices may change)	<b><u>FEATURES</u></b>	<b><u>LOCATION AND CONTACT INFORMATION</u></b>
<b>iConnect</b> Greater Cleveland Neighborhood Center Association	Bible study and worship Bedtime stories Bingo Exercise classes Healthy eating classes Movies Music programs Recipe Re-Mix Ohio	Free to low cost	Social experiences over the internet, by phone, or in-person For adults ages 55+	Greater Cleveland Neighborhood Centers Association Wakefield Lofts 1814 E. 40th St. Suite 4D Cleveland, OH 44103  (216) 298-4440 x 23
<b>Cleveland State University</b> Project 60 program	Diverse range of academic programs offered	Fees apply for textbooks, lab fees, etc.  Extra fees apply for online courses (\$75-\$100)	Free/low cost audit courses for Ohio residents 60 and older.	(216) 687-5411  <a href="https://www.csuohio.edu/project60/project60">https://www.csuohio.edu/project60/project60</a>
<b>Cuyahoga Community College</b> Program 60	Diverse range of academic programs offered	Fees apply for textbooks, lab fees, etc.	Free/low cost courses for Ohio residents 60 and older	(216) 987-3075  <a href="https://www.tri-c.edu/program-60/index.html">https://www.tri-c.edu/program-60/index.html</a>

**For more information, please contact  
Cleveland Department of Aging:**

**Email: [aging@clevelandohio.gov](mailto:aging@clevelandohio.gov)**

**(216) 664-2833**

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