



(646)758-6606

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candootech.com

Candoo Tech Remote Support

Candoo Tech is here to help your clients and their families through this difficult crisis. Now, more than ever, technology can help older adults stay connected and engaged. We are offering online/remote tech support and lessons to help set-up, troubleshoot and teach people how to use their technology.

Call us at 646-758-6606 to learn more and discuss your specific needs.



Free How-To Guides

Download and print step-by-step instructions and watch videos on topics including:

- How to use Zoom
- How to use FaceTime
- How to order on Amazon
- How to order food delivery



Online Membership

Members have access to unlimited “Quick Support” (30 min or less) + 2 90 minute online support sessions per year (3 for couples). From quick “remind me how to get onto Zoom”, “I’ve forgotten my password” to longer “my email’s not working” or “I need to upgrade my software”, our Tech Concierges are there for members.



One-on-One Online Tech Lessons

Our Tech Concierges will do a one hour remote, online session to set up and show you how to do things like: use Zoom and FaceTime, watch movies online, order food and supplies, access online banking and doctors portals and more.



One-on-One Online Tech Support

Do you need help with your smart phones, tablets or computers? Your **personal tech concierge** will connect with you for a one hour online visit to fix what’s not working, setup email, recover passwords and answer specific tech questions.



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New Device Set-Up

If you'd like to provide your family member with a new device (phone, tablet, laptop, fall detection or video cameras), we can help! Our Tech Concierge will consult with you and your family about what device to purchase and what your goals are for using the technology. You can ship the new device to us, we will set it up and load the preferred software/apps on. We will ship it directly to your family member and help them begin using it remotely.

Who We Are

Candoo Tech provides tech support and training specifically designed to help older adults stay safe, independent and connected. Our Tech Concierges are specially trained to work with this population to address their specific needs.

Testimonials

"I can't thank you enough for your efficiency in solving my computer problems remotely and your friendly attitude and support while you were doing it."

—**GEOFFREY, NY**

"Candoo Tech showed someone is computer illiterate in 15 minutes how to use Zoom. I had a fun gathering with my family from around the country."

—**ARNOLD, FLA.**

"I just wanted to update you that my mom made it home on Friday from the hospital. The iPad arrived within a few hours of them settling into the apartment. We have all FaceTimed with mom and it has been absolutely fantastic. I cannot thank you enough for making this happen."

—**Mindy, PA.**