

npower community helpdesk

Baltimore Workshop Offerings

NPower's Community Help Desk offers impactful workshops to help small businesses, organizations, and residents navigate the digital divide, reaching those affected by digital inequities. By providing essential digital training, hands-on support, and skill-building programs, we aim to connect with and support underserved communities, fostering strong and meaningful relationships in the Baltimore community.

Q&As, Hands-on Support & Device Clinics

These varied offerings allow our skilled apprentices to lead as knowledge experts on various topics of your choosing. We delve into specific questions from the audience, offering personalized Q&A time. Benefit from hands-on device support, where you'll receive practical assistance and troubleshooting for your tech needs. Our device clinics also ensure you get the most out of your gadgets, enhancing your technical proficiency and confidence.

Current Educational Workshop Topics

Web Browsing Best Practices

In this workshop, learn essential skills for safe and efficient internet use, including tips on secure browsing, effective search techniques, and managing bookmarks and history. Discover how to protect your personal information and avoid common online threats. This session is perfect for anyone looking to navigate the web more confidently and securely.

Digital Parenting & Family Safety

Learn how to navigate the challenges of parenting in the digital age, including setting appropriate online boundaries, understanding social media trends, and ensuring online safety for children. Discover tools and strategies to foster healthy digital habits and protect your family's privacy. This session is a must for parents and guardians seeking to create a safe and positive digital environment for their families.

Basic Computer Skills 1

Learn the basics of using a computer, including using a mouse, the differences between software and hardware, and a tour of the desktop. Attendees will get hands-on experience. No computer experience is required.

Basic Computer Skill 2

Continue basic computer terminology and skills, learn how to create an email account, what you can do with it, account safety, and how to surf the internet.

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Getting to Know Your Chromebook

Learn how to get started on a Chromebook. In this class, we will go over how to create a Google account, do a basic internet search, manage settings on your Chromebook, and download and save files to a Google Drive or a USB flash drive. Bringing your Chromebook is encouraged but not required.

Intro to Google Sheets:

Learn to create and edit spreadsheets directly in your web browser with Google Sheets—no special software is required. Import data, organize, update, and modify spreadsheets, then share them online in real time. You will see people's changes as they make them; every change is saved automatically.

Intro to Google Docs

In this workshop, we will learn the basics of Google Docs. You will create a Google Doc and learn how to share it with others, insert images, and leave comments. Also, we will look at some of the premade templates available for free.

Intro to Google Drive & Calendar

Learn how to store and share files in Google Drive. Discover how Google Calendar can keep you on time and organized. In this introductory workshop, practice using your Drive, get helpful tips about how to keep Drive organized, add events and reminders to your calendar, and share them with others.

Google Meets

Explore the world of virtual meetings with our "Google Meets" workshop. Dive into practical aspects such as saving links, configuring audio/video settings, uploading profile pictures, and effectively using meeting controls. Experience hands-on training in launching meetings from various platforms, managing host controls, and presenting with confidence. This workshop is a comprehensive guide for mastering Google Meets, whether for professional or personal use.

Email Setup and Resume Building

In this workshop, you will have a chance to set up an email account and start working on a resume. You'll learn how to help your resume stand out and the best way to communicate your strengths.

Job Searching Tips

Learn how to search for jobs and use filters to narrow your results. Discover new job opportunities using web-based job boards and learn how to organize and enhance your job-hunting skills.

Smartphone Basics: Getting to Know Your Android

In this workshop, we will help you get started with your device by setting up a Google account. We will go over adding and removing apps, making calls, sending messages, the camera app, managing contacts, the Play Store, security and privacy, and managing notifications.

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Smartphone Basics: Getting to Know Your iPhone

In this workshop, we will show you how to get started with your iPhone. We will look at using the keyboard, and the phone app, adding and managing contacts, browsing with Safari, installing and managing apps, and General Settings.

Use Digital Skills for Everyday Tasks

Learn how to manage work and life tasks more effectively using Google tools. Whether you want to build a budget, create a meeting agenda, or organize your priorities, these best practices will boost your productivity.

Intro To Social Media

In this workshop, you will learn what social media is, how to set up an account, add content, some basic terminology, and social media safety.

Internet Safety and Online Shopping

In this workshop, we will look at internet safety and shopping online. Protect yourself and your personal information from online scammers. Get an understanding of the risks and learn how to avoid them. We will look at creating strong passwords, browser security features, avoiding spam, safe online shopping, and protecting your privacy.

Smartphone Photography Basics & Google Photos

This workshop teaches you how to take great pictures with your smartphone. We will review the camera settings, the flash option, selfie tips, basic editing, filters, and sharing options.

Backup & Clearing Devices

Join us for our "Backup & Clearing Devices" workshop, tailored for Android, Apple, and BlackBerry users. Learn secure data backup methods, clear unwanted files, and optimize device performance. Gain practical skills for maintaining digital health and security across various platforms. Enhance your device management expertise in this interactive, hands-on session.

Antivirus: Free vs. Paid

"Antivirus: Free vs. Paid" offers an in-depth comparison of features, effectiveness, and value, helping you make informed decisions for your digital security. Learn about the latest trends in cybersecurity and how different antivirus options can suit your needs. Perfect for both beginners and experienced users, this workshop is your guide to understanding and choosing the right antivirus protection.

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Hybrid Work

Explore the evolving world of work in our "Hybrid Work" workshop. Delve into the best practices for balancing in-office and remote work, learn about the latest tools and technologies that facilitate effective hybrid environments, and understand how to maintain productivity and team cohesion. Gain insights on navigating the challenges and opportunities of hybrid work models. This session is ideal for professionals adapting to the changing dynamics of the workplace.

What is AI?

Uncover the basics of AI, its various applications, and how it's transforming industries and everyday life. Gain insights into the ethical considerations and future potential of AI. This introductory session is ideal for anyone curious about the role and impact of AI in our modern world.

Scheduling

To schedule a workshop presentation for your organization, call the Baltimore Community Help Desk at **410-724-1101** or email at support@npowerchd.zendesk.com.

Interested in a workshop topic not listed here? Please reach out to our team with your request. We're always open to exploring new ideas and creating custom workshops that align with your specific needs and interests.