

Discussion 5

October is recognized as Cybersecurity Awareness Month, a month dedicated to emphasizing the need for both IT professionals and consumers to become well-versed in the fundamentals of cybersecurity. At Sentric, where I am employed, the company took proactive steps in October to enhance cybersecurity awareness by offering six comprehensive training modules covering important online safety topics. The trainings included the risks of public Wi-Fi, the importance of using VPNs, phishing protection, the use of anti-spam software, and the dangers of malware and viruses. Perhaps most notably, the training emphasized the importance of strong, unique passwords. As a cybersecurity student, I found these modules especially valuable. Although many of the topics were familiar, the engaging animations and interactive elements made the content both entertaining and educational, reinforcing key concepts in a memorable way.

In addition to employee training, my colleague Mandi and I orchestrated two resident training sessions during Cybersecurity Awareness Month. The first session focused on iOS devices, helping residents understand how to navigate their Apple products. Participants were encouraged to bring their devices as we walked them through features such as the lock/home screen, contacts, iMessage, phone calls, and photo albums. The response from participants was overwhelmingly positive, with many expressing appreciation for the hands-on, interactive approach. It was incredibly rewarding to see participants leave the session feeling more confident in navigating their devices and exploring features. Reflecting on these experiences, I realize how essential it is to empower our residents with the knowledge and tools needed to be self-sufficient.

In addition to the iOS device training, we also hosted a session to introduce new technology being implemented at Atlantic Shores. The site recently partnered with an app called *Icon*, which allows residents to easily access site-related information anytime, from anywhere. This app provides convenient access to view information such as dining menu options, site announcements, and details about both on-site and off-site events. One of the most exciting upcoming updates is the integration of *Icon* with Alexa, scheduled for November. This will allow residents to access app features via voice command, making it even more user-friendly and accessible. For me, this marks my first involvement in a technology rollout at the site, and I'm excited to see how it will enhance the residents' daily lives.

Educating the residents during these sessions was an incredibly rewarding experience. Watching their faces light up with understanding and enthusiasm was truly fulfilling. As they left the sessions, it was clear that their confidence and gratitude had grown, knowing they now had the tools to easily navigate and take full advantage of the app. This sense of empowerment is what made the training so special. It was not just about teaching technology, but about helping residents feel more connected and in control. Interestingly, these sessions also became valuable learning opportunities for me. As I guided others through the process, I deepened my own understanding of the technology, and I was reminded of the powerful impact that knowledge and support can have in fostering a sense of community.

Who is completing this card? Resident or Staff	Resident
Feedback Type (for reporting purposes)	Kudos/Praise
Department - Please select the department that the comment card is directed toward	Technology Services
Comment:	Your class on the iPhone was excellent! Topics were explained well and the handout is a good reference for future use. Could you have a similar class on the Apple Watch please?

Comment card submitted by a resident following the iOS device training.