



GHSP
TECHNOLOGY
GUIDE

This technology guide has been compiled with information from both Seed Global Health staff and former GHSP Volunteers based on their experience. In this guide you will find instruction and suggestions on the various hardware and software that have been found to be helpful for a successful year of service. The following pages contain information about assessing your computer skills, essential and non-essential devices, what should be purchased prior to departure and what can be purchased in country. You also find resources on where to access important software, links to tutorials, training guides, and troubleshooting.

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We understand that every volunteer has their own strengths and weaknesses when it comes to computer literacy. We want to make sure you are well prepared when you arrive at site. To do that, we have created a list of self-assessments to help you determine any areas where you might benefit from additional training prior to your departure. The first 2 assessments are yes/no questions or ratings that will help you identify areas where improvement may be needed. The last link is an actual quiz that tests specific knowledge and skills.

These assessments are not required, however we do recommend using one of these tools (or another you may prefer) to take stock of your strengths and weaknesses, as technology support in the field may be limited. If there are specific topics or programs that you would be interested in brushing up on before you depart or during your service, the Software section of this guide lists additional training resources for commonly used programs and software.

Microsoft Office Skills Assessment (Collin College):

- http://iws.collin.edu/cesyllabus/cesyl_ct/ComputerTechnology-89s.htm
- Basic, intermediate and advanced assessments of Microsoft Word, PowerPoint and Excel

Mobile MOUSE Corporate Training Specialists – Self Assessment for Training Courses

- <http://www.mobilemouse.com.au/training-assessment-perth.php>
- Yes/no questions about Microsoft products; you do not need to hit “submit” but can use the questions to help identify areas for additional training

Skills Assessment Online Training Needs Analysis

- <http://www.skills-assessment.net/>
- Quizzes on Microsoft Office products; different levels as well as different software versions

ITEMS TO PURCHASE IN THE US BEFORE YOU DEPART

The Essentials

The following items are highly recommended for all volunteers to bring to their site and should be purchased in the US **BEFORE** departure due to limited availability in country and/or quality concerns.

1. Reminder about voltage

All electronics you bring should be **dual voltage** (meaning 110-240V compatible). The charger of most devices will display information about voltage compatibility. Most current electronics are dual voltage compatible, but it is worth checking prior to departure. You will need a separate electrical converter for devices that are not dual voltage compatible in order to use them properly (see converter description below). This is often the case for small appliances like hairdryers that usually fail during the process of power conversion, especially in areas with unstable power supplies. We recommend leaving these types of devices at home or finding a replacement that is dual voltage compatible.



2. Voltage Converters

If you have an important electronic device that isn't dual voltage, you will need a voltage converter. This allows for conversion from 100-120V used in the US to the typical 220-240V used in GHSP countries. You will need to consider the amps needed for your device (most converters will either convert up to 50 watts or 50-1600 watts, so be sure to purchase the appropriate one for your item). Voltage converters are most often used for small appliances like hair dryers, irons, etc.



3. Plug Adaptors

Generally, the most common plugs you will find in GHSP countries are the flat, British 3-pronged style, however the round 2-pronged European outlets are also found in many homes. When looking for adaptors, try to find ones similar to those pictured here or get a universal adaptor/global multi-adaptor set. These allow you to plug in multiple types of plugs (American style or others) and can also plug into multiple outlets (see example). This is especially useful if you plan to travel during service. It is recommended to bring at least one or two from home. Additional adaptors may be purchased in country but may not be easy to find depending on your site.



British 3-pronged style



Universal adaptor



European 2-pronged style

4. Laptops

Do not get a brand new laptop RIGHT BEFORE you leave! It is important that you are very familiar with the laptop you bring because you will have very little technical support at your site and you will want to feel comfortable navigating the computer you have.



If you *must* get a new laptop or do not want to take any chances bringing your current laptop, be sure to take the time before you leave to familiarize yourself with the hardware and software. Also, there are multiple brands that produce cheaper laptops (such as Dell, Toshiba, Panasonic and Lenovo) that will be able to meet your needs but may be lower risk than more expensive laptops (like MacBooks) or personal laptops with files you do not want to risk losing (see page 21 for more information about backing up your data).

Having a laptop with a long battery life (or spare battery) is very useful during power outages. Both PCs and Macs function well in GHSP countries, as long as you have the cords/cables/adapters to go along with them (see VGA adaptor below).

Before you arrive at GHSP orientation, make sure you have the recommended software installed on your laptop (Microsoft Word, PowerPoint, Excel, Skype, DropBox, and a good, updated antivirus program - see the Software Primer for more info).



5. External Hard Drives

External hard drives are critical for volunteers during GHSP service. You should plan on having two, one to backup all your data before you leave (that stays in the US) and one to take with you to continuously backup your data during your service.

Previous GHSP volunteers have also found these helpful to store items such as books, movies, and music. Keeping these items on an external hard drive frees up space on your laptop and allows it to run more efficiently. External hard drives are relatively inexpensive. An external hard drive with 1 terabyte of storage can be purchased for around \$50.00.

6. USB Flash Drives

Many GHSP volunteers find it helpful to bring multiple flash drives (also known as jump drives and thumb drives) with adequate storage (at least 4GB) to help share resources, including your lectures, with your students and colleagues without needing the internet. However, flash drives are a very common method of transmitting computer viruses, so you will need a good antivirus program that scans flash drives.



7. VGA Adaptors



VGA outlet on a laptop

Compatibility with Video Graphics Array (VGA) cords will be **CRITICAL** for your lectures and presentations as a GHSP volunteer. Most projectors have a VGA cable that connects to a port like the one pictured on the left. Some laptops have a VGA port and can connect directly to the projector. However, many new and smaller laptops no longer have this port. Instead you will need to get a VGA adaptor to connect the cord to your laptop.

The type of VGA adaptor you need depends on the type of ports you have on your laptop. Most Mac users will need a Thunderbolt/Mini-Display Port to VGA adaptor (pictured here in white). If your laptop has an HDMI port, you can get an HDMI-VGA adaptor, pictured in black. **These need to be purchased in the US prior to your departure. They are not easy, nor cheap, to find in country!**



Non-Essential, But Helpful Items

This section discusses items that some volunteers found helpful, but are not essential to have. If you are concerned about how important these items will be at your specific site, you should discuss this with Seed, Peace Corps, or previous volunteers at your site.

8. Smartphone

If you already use a smartphone in the US, you will find having a smartphone abroad can be very useful. Data plans for smartphones can be purchased in all GHSP countries. Smartphones are helpful for accessing clinical references when you are on wards and in health centers, and to simply keep in touch with friends and family from home using internet based text messaging and calling apps. Most GHSP locations support 3G internet, so make sure your phone does too.



9. Using your US phone abroad

Most volunteers are able to use their US phone with the GHSP country mobile networks during service, as long as they are **GSM** and **unlocked**. (See below). If you do not have an unlocked, GSM networked phone, you can purchase unlocked phones from retailers such as Amazon and Best Buy, or you could purchase a phone once you arrive in country. Volunteers and staff at in-country orientation can give you information about where to buy them and how much they should cost.

GSM & CDMA phones: Phones in the US run on either the GSM or CDMA system and the type of network system you have typically depends on your carrier. While the technology behind the two systems varies, the important difference is that GSM phones use sim cards. Each sim card is unique to one phone number and stores information – so theoretically (see discussion below about unlocking phones), if you take a sim card out of a GSM phone and put it in another, that second phone is now using the phone number from the original phone. Most T-Mobile and AT&T phones are GSM based, although GSM phones from other carriers exist as well. You should contact your carrier for more information. CDMA phones do not use sim cards; instead they use a different technology that links the phone number to the actual phone, making it impossible for users to switch phone numbers or carriers on their own. For more information about GSM and CDMA networks, see <http://www.pcmag.com/article2/0,2817,2407896,00.asp>.



Unlocked phones: All US phones need to be unlocked so that you can use your phone with an outside carrier (other than the one you signed up with for your phone). It is best to unlock your phone **BEFORE** you leave the US, as this can often be a challenge once you arrive in country. Your

current cell phone provider can assist you in unlocking your phone. If you explain you are going abroad (and especially if you're not on contract anymore), they will usually unlock your phone without a problem. The ability and process for unlocking varies by phone and carrier, so contact your carrier for help navigating the steps. More information about unlocking your phone can be found here: <http://www.digitaltrends.com/mobile/phone-unlocking-guide-for-all-carriers/>

Note - new federal regulations went into effect in February 2015 requiring carriers to unlock phones in certain situations. Most major carriers follow this regulation. Visit <http://www.fcc.gov/encyclopedia/cell-phone-unlocking> for more information.

10. iPad/ Tablet

iPads and tablets are highly portable and many volunteers feel they are convenient resources, as data packages can be purchased to allow the devices to connect to the internet. If you have or are considering purchasing an iPad or tablet, speak with the store or your carrier to determine if the device is compatible with an international sim card.

It is important to note that these tablets should not be used in place of a laptop. Tablets do not have the same editing and creation capabilities as laptops. You will find that you will be limited in creating PowerPoint presentations and completing other teaching tasks on tablets. .



11. External Power Sources



You are likely to face power outages at your site and may not have reliable access to electricity when traveling. It's very useful to have a battery pack or solar charger for essentials like your phone and laptop. When looking for a power source, consider its portability, speed of charging, capacity (determined by the milliAmp hours, mAh), and number of USB ports (to charge multiple devices).

You can find more information about external battery packs here:

- <http://www.howtogeek.com/178374/the-htg-guide-to-external-battery-packs/>
- <http://www.digitaltrends.com/mobile/how-to-buy-a-portable-battery-charger/>
- <http://www.outdoorgearlab.com/Solar-Charger-Reviews/buying-advice>

12. Wireless Slide Advancer

Wireless slide advancers allow you to advance the slides in your presentation without using the navigational keys on your laptop, giving you the ability to move away from the laptop. Some slide advancers also include laser pointer functions and other advanced presentation options. They are usually simple to install, only requiring a remote sensor to be plugged into your laptop's USB port. Kensington is a brand recommended by GHSP volunteers.



13. Personal Projector

Although most institutions should have projectors for lectures, GHSP volunteers will tell you that they are sometimes hard to find, don't work, or are in use by other faculty. As a result, it can be helpful to have your own small personal projector. However, these projectors usually have less powerful bulbs (lower lumens) and require darker rooms for good projection, so they may not work in every setting. Brookstone and Pico are brands recommended by GHSP volunteers.



14. Mini-Speakers



Although not essential, mini-speakers can be great to use with multimedia (videos, sound recordings, etc.) during your presentations. Most speakers connect via the headphone jack or wirelessly via Bluetooth-compatible devices. They are also useful if you're watching movies or listening to music via your laptop at home. You can find a set for less than \$30.00 from sites such as Amazon and Overstock.

15. Kindle/ E-reader

E-readers are nice to have to stay grounded. If you have an active library card from home, you can borrow books online while you're away.



16. Laptop Lock

Laptop locks are useful to have if you plan on leaving your laptop in a shared space, or if you want it to be extra secure wherever you store it. The type of lock you can use depends on your laptop and what type of security port you have, and unfortunately, not all laptops have a security port. These are VERY expensive if you try to find them in GHSP countries and are thus better to bring them from home.



17. MP3 Player/ iPod






MP3 players are not critical for GHSP service, but are a nice item to have, especially if you want to save the battery power on your laptop and phone for more important uses. They are also great for long bus rides in country.



ITEMS TO PURCHASE ONCE YOU ARRIVE IN COUNTRY

18. Accessing the internet abroad

There are many different ways to access the internet abroad. It is recommended that you have at least one of the below mechanisms available because internet at your institution may not always be reliable and power outages can affect shared internet sources. It is important to find out which internet carrier works best at your site before investing in these devices, as they are almost always carrier-specific and require inserted carrier sim-cards to function. These devices are bought in country. The most common ways of accessing the internet are:

<p>USB Modem (Dongle)</p> 	<p>This is a device plugged into your computer's USB port to provide internet on-the-go. They are relatively inexpensive (around \$30 at most sites) and portable. Once plugged into your computer, it will download software to allow you to connect. You can also set-up your computer to share the network with other nearby devices (essentially making your computer a wi-fi hotspot)</p>
<p>Wireless Router</p> 	<p>This is a device that requires a power outlet (and power) to provide an internet connection. You can either connect to the router via an Ethernet cable or wirelessly. Routers generally can provide somewhat faster internet connections, although are less portable. They are also usually more expensive (\$50-100). They are carrier specific and use sim cards that can be loaded with data.</p>
<p>Mobile Internet (Mi-fi)</p> 	<p>This is a portable wireless router that will allow you to connect on-the-go and easily share your internet connection with others if you choose. It is powered via battery, but can also be plugged into your laptop to charge.</p>
<p>Smartphone Hotspot</p> 	<p>Most smartphones allow you to share your internet connection with other devices by turning on your phone's mobile hotspot. Although hotspot connections sometimes come with additional charges in the US, they are typically free to use abroad. This can be one of the easiest ways to connect, but will use up more of your phone's battery and data.</p>
<p>DSL Internet</p> 	<p>The most stationary option is to use wired internet via an Ethernet cable. This can increase your internet speeds, but you will only be able to access the internet from a fixed location.</p>

19. Voltage Protectors and Power Strips

Voltage protectors are used to protect your important electronics from inevitable power surges that happen frequently in GHSP countries. It is worth investing in 1-2 of these to protect your computer, phone, and other important electronics. These can be purchased in country. You can plug a power strip into the voltage protector to maximize the number of items protected. You do not need to bring power strips with you – they are in plentiful supply in all GHSP countries.



Based on feedback from volunteers, there are a few core software packages you should be proficient in before you reach your site – both for educational purposes, like creating presentations, and personal reasons, such as talking with friends and family back home. The following pages contain information to determine the kind of operating system you have, a short summary of the most important and common software you should have on your computer **BEFORE** you leave, and links to tutorials, training guides and resources if you need to brush up on your skills.

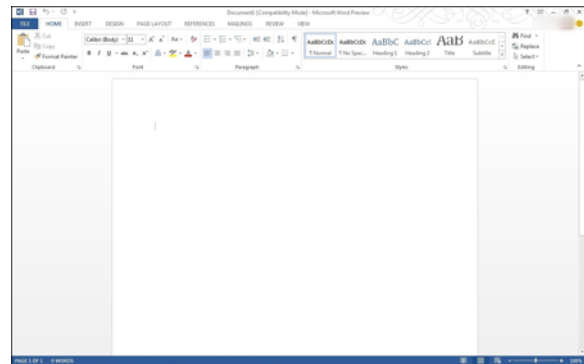
The best way to install, use and troubleshoot computer programs depends greatly on what operating system your laptop is using and what version of the software you have. The term “Operating system” refers to the software that your computer runs on. Apple computers use Mac OS X (most recent version 10.10) while PCs use Windows (most recent version is Windows 8)¹. Most programs will have a Mac OS or Windows-specific version. In addition, some programs, like Microsoft Office products, release new versions every few years. Different versions (for example Word 2003 and Word 2010) can look very different. Troubleshooting programs is easiest when you can identify which version you are using. Below are links to articles that can help you identify this information:

- To determine which version of Mac OS X you have - <http://support.apple.com/en-us/HT201260>
- To determine which version of Windows you have - <http://www.wikihow.com/Check-a-PC-Operating-System>

Professional and Educational Software

Microsoft Word

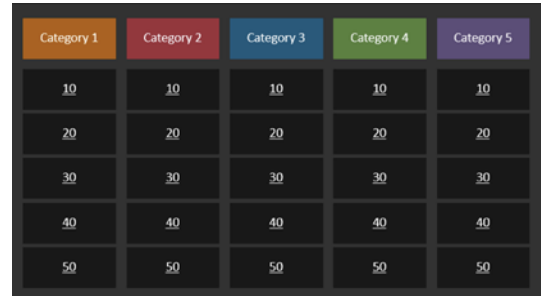
- **Get it :** Sold online at microsoft.com or at most stores that sell computers (also sold as Microsoft Office bundle); also available with student/faculty discounts if applicable: <https://products.office.com/en-US/>
- **Main uses:** Word processing
- **Summary:** Most people are familiar with Word and have very few challenges with this program in the field. You can also download templates from the Microsoft website (<https://templates.office.com/en-us/templates-for-Word>) to create custom documents, like calendars, course schedules, syllabus, lesson planners, etc.
- **Troubleshooting:** The Microsoft Support page is a good place to start <https://support.office.com/>
- **Tutorials:** The Microsoft website also has training resources for each version of Word (Mac and PC) - <https://support.office.com/en-us/article/Office-training-and-tutorials-b8f02f81-ec85-4493-a39b-4c48e6bc4bfb?ui=en-US&rs=en-US&ad=US>
 - There is also an in-depth YouTube video about Microsoft Office (including Word) that covers a lot of the basics <https://www.youtube.com/watch?v=yCVy5Kw0I8s>



¹ It is worth updating your operating system before you leave, since the update can often require a lot of data to download. Additionally, it will be easier to troubleshoot from home if any problems do occur after the update.

Microsoft PowerPoint

- **Get it:** Sold online at [microsoft.com](https://products.office.com/en-US/) or at most stores that sell computers (also sold as Microsoft Office bundle); also available with student/faculty discounts if applicable: <https://products.office.com/en-US/>
- **Main uses:** Lecture presentations
- **Summary:** Almost all volunteers will need to make at least one presentation during the year and PowerPoint is the most common presentation software used. (Note – if you are a Mac user and use the Keynote software to make presentations, you will need to convert it to a PowerPoint file to share with others or to present using a different computer, as Macs are rare and most people use PowerPoint.) While many people are familiar with the basics of PowerPoint, GHSP volunteers felt they struggled with making a *good* presentation (how to add photos and media, or how to get enough information on the slides but still make sure you can read it). PowerPoint templates (<https://templates.office.com>) may be helpful for you to use when creating effective presentations.



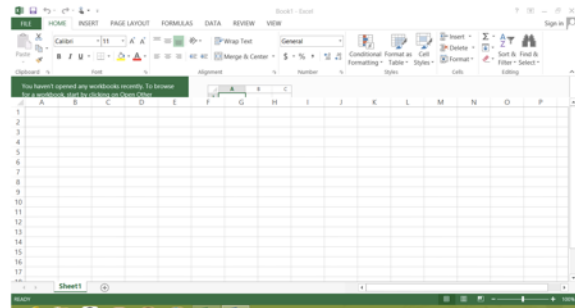
Category 1	Category 2	Category 3	Category 4	Category 5
10	10	10	10	10
20	20	20	20	20
30	30	30	30	30
40	40	40	40	40
50	50	50	50	50

PowerPoint Quiz Show

- **Troubleshooting:** The Microsoft Support page is a good place to start <https://support.office.com/>
- **Tutorials:**
 - The Microsoft website also has training resources for each version of PowerPoint (Mac and PC) - <https://support.office.com/en-us/article/Office-training-and-tutorials-b8f02f81-ec85-4493-a39b-4c48e6bc4bfb?ui=en-US&rs=en-US&ad=US>
 - There is also an in-depth YouTube video about Microsoft Office (including PowerPoint) that covers a lot of the basics <https://www.youtube.com/watch?v=yCVy5Kw0I8s>
 - There are also many suggestions on how to make a great PowerPoint.
 - Some websites concentrate on the basics (like <https://support.office.com/en-gb/article/Tips-for-creating-and-delivering-an-effective-presentation-f43156b0-20d2-4c51-8345-0c337cefb88b> and <http://www.garreynolds.com/presentation-tips/design/>).
 - Others get into more advanced topics, such as embedding media (<http://blog.hubspot.com/marketing/easy-powerpoint-design-tricks-ht>)

Microsoft Excel

- **Get it:** Sold online at microsoft.com or at most stores that sell computers (also sold as Microsoft Office bundle); also available with student/faculty discounts if applicable: <https://products.office.com/en-US/>
- **Main uses:** GHSP Volunteer Reporting Tool; creating databases
- **Summary:** The GHSP Volunteer Reporting Tool is submitted monthly by volunteers and tracks effort (hours), activities, and number of trainees. This report is in an Excel database and volunteers will be expected to manage basic data entry. Excel has also been used by volunteers to manage student grades and calculate averages. **Of all Microsoft programs used, many volunteers reported limited prior exposure to Excel and felt less confident with their Excel skills.**
- **Troubleshooting:** The Microsoft Support page (<https://support.office.com/>) can be used to troubleshoot software issues, or you can contact Libby Cunningham (Seed's Monitoring & Evaluation Program Manager, lcunningham@seedglobalhealth.org) for questions related to the GHSP Volunteer Reporting Tool.
- **Tutorials:**
 - The Microsoft website also has training resources for each version of Excel (Mac and PC) - <https://support.office.com/en-us/article/Office-training-and-tutorials-b8f02f81-ec85-4493-a39b-4c48e6bc4bfb?ui=en-US&rs=en-US&ad=US>
 - There is also an in-depth YouTube video about Microsoft Office (including Excel) that covers a lot of the basics <https://www.youtube.com/watch?v=yCVy5Kw0I8s>
 - GCFFreeLearning.Org offers tutorials for all versions of Microsoft Office with tutorials specific to each program, including Excel. The tutorial includes basic navigation of the program as well as more in-depth instruction on more difficult tasks. Just be sure to choose the correct version: <http://www.gcfflearnfree.org/office>



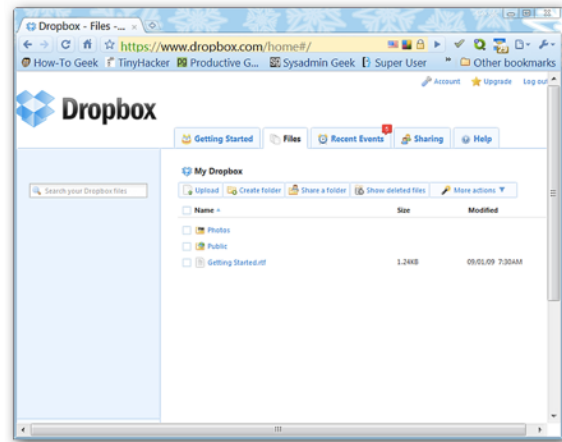
Skype

- **Get it:** Free download from <http://www.skype.com/en/download-skype/skype-for-computer/> (for multiple devices and operating systems)
- **Main uses:** Internet-based calls (voice and video); used for GHSP calls when internet is reliable
- **Summary:** Skype is one of the most common programs used for internet-based calls. You can make voice and video calls from your laptop, smartphone or tablet. If you call another Skype user, the call is free (but it does use your data). You can also call cell phones and landlines internationally for a fee. You can get a subscription for reduced rates if you plan to use Skype to call the US frequently (<http://www.skype.com/en/rates/>). However, you should ask previous volunteers about how well their connection worked. As an internet-based program, the quality of the call is directly related to the quality of your internet, which varies by site. Before you leave, you should also test out your camera and microphone on your laptop. If they do not work or you do not have a camera, you can purchase an external webcam that plugs in to your laptop. You may also want to purchase a headset that has headphones and a microphone. While not required, it can make it much easier for you to hear and be heard, especially if you are sharing an office or living space.



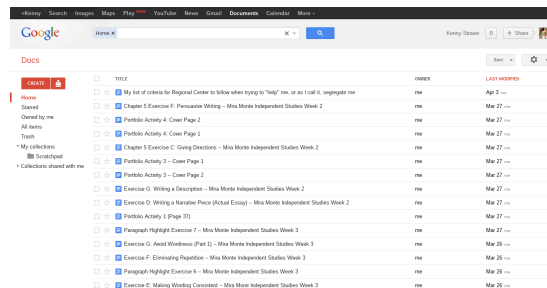
DropBox

- **Get it:** Free download at <https://www.dropbox.com/>; additional storage space can be purchased
- **Main uses:** File sharing and storage
- **Summary:** DropBox works just like a file on your Desktop, where you can store photos, docs, videos, and files. Anything you add to DropBox will automatically show up on all your computers, phones and even the DropBox website (when synced over the internet) so you can access your files from any device. You can also share your files with anyone by sending them a link to a specific file or folder.
- **Troubleshooting:** You can start at the DropBox Help Site <https://www.dropbox.com/help>
 - Two important issues with DropBox that volunteers frequently mention:
 - DropBox is automatically set up to auto-sync all files and all devices; which means that any large files uploaded to a folder (yours or shared) will be downloaded by every person and device that hosts that folder as well. Not everyone wants their internet data used up with these auto-updates, so it is recommended that you turn off auto-sync or use the selective sync function in the preferences to control which files update on each device.
 - If you delete a file from your DropBox file, it deletes that file from all devices and from any other users who may be sharing that folder. They can be restored using the DropBox website, but you need to be aware of who you are sharing your files with so you do not remove files other people may need.
- **Tutorials:**
 - 7 minute YouTube tutorial covering the basics of how to install and use DropBox – specific to Macs <https://www.youtube.com/watch?v=I6tkGSIFsH0>
 - 11 minute YouTube tutorial covering the basic of how to install and use DropBox – specific to Windows https://www.youtube.com/watch?v=gybe_YlpAe4



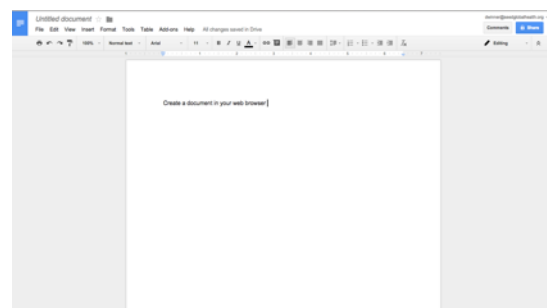
Google Drive

- **Get it :** Create a free Google Drive account at drive.google.com
- **Main uses:** File storage and sharing
- **Summary:** Google Drive is a file storage and synchronization service created and managed by Google. It allows users to store documents in the cloud, share files, and edit documents with collaborators. Google Drive encompasses Google Docs, Sheets and Slides, an office suite that permits collaborative editing of documents, spreadsheets, presentations, drawings, forms, and more. Google Drive enables access to files from any computer or device with an internet connection.
- **Troubleshooting:** Start at the Google Drive Help Center <https://support.google.com/drive/>
- **Tutorials:**
 - From GCFLearnFree.org, this tutorial provides instructions on setting up your Google Drive Account, how to upload and access files and how to create Google Docs, Sheets, etc. <http://www.gcflearnfree.org/googledriveanddocs>
 - 17 minute YouTube tutorial explaining how to set up a Google Drive Account and an overview of the most common tasks <https://www.youtube.com/watch?v=i125gM-UAoY>



Google Docs, Sheets & Slides

- **Get it at:** <http://www.google.com/docs/about/>
- **Main uses:** Document, spread sheet and presentation creation, editing, sharing and storing.
- **Summary:** Google Docs, Sheets, and Slides are free online applications that let you create different kinds of online documents, work on them in real time with other people, and store them in your Google Drive online. You can access the documents, spreadsheets, and presentations you create from any computer or any device with an internet connection. This can be an alternative to other Word Processing or Productivity programs such as Microsoft Word, Excel, and PowerPoint.
- **Troubleshooting:** Start at the Google Docs editors Help Center <https://support.google.com/docs/>
- **Tutorials:**
 - Start at the Using Google Docs Page from Google. This page has instructions on the basics of Google Docs, sharing and collaborating, and setting up Google Docs on other devices <http://learn.googleapps.com/docs>
 - From GCFLearnFree.org, this tutorial provides instructions on how to create Google Docs, Sheets and Slides as well as sharing and collaborating on documents <http://www.gcflearnfree.org/googledriveanddocs>



Additional Teaching Resources

Apache Open Office

- Open Office is a free productivity software suite (word processing, presentations and spreadsheets) that is an option if you do not have Microsoft Office. <https://www.openoffice.org/>
- Open Office should be downloaded BEFORE departure and you should familiarize yourself with its operation.
- Sharing files with others will require you to convert them into a Microsoft Office-compatible file.

Moodle

- Moodle is a learning platform designed to provide educators, administrators and learners with a system to create personalized learning educational websites.
- Some institutions may use Moodle, so you should check with current volunteers about its availability in your setting.

MGH Treadwell Library

- Massachusetts General Hospital has donated access to its online clinical resources to GHSP volunteers through the Treadwell Library <http://www2.massgeneral.org/library/default.asp>
- GHSP Volunteers will have access to this resource while they are serving abroad
- Seed Global Health will be sending you more information about this resource closer to orientation, as an MGH login and password are necessary to access articles.

UpToDate

- Global Health Delivery Online (GHDonline) has partnered with UpToDate to provide the “International Grant Subscription Program.” The grant program allows for UpToDate Subscription applications for both “individuals” and “institutions” working with underserved populations outside the US.
- All GHSP volunteers have the opportunity to apply for a one-year, complimentary subscription to UpToDate through this program. Seed Global Health will be sending you more information about this opportunity closer to orientation.

Presentation and Student Engagement Tools

- **Poll Everywhere:** An Audience Response System using mobile devices. <http://www.polleverywhere.com/>
- **Slide Rocket:** An online presentation platform to create, manage and share presentations. www.sliderocket.com
- **Microsoft Office Templates:** Templates for presentations, spreadsheets, documents, calendars, etc. www.templates.office.com
- **Morgue File:** Free high resolution reference images www.morguefile.com

Other Tutorial Resources

- **ALISON:** A online learning platform with free tutorials on computer basics, Microsoft Office, social media platforms, Skype, YouTube, etc. <http://alison.com/courses/ABC-IT/content>
- **Microsoft Digital Literacy Curriculum:** Tutorials on learning the fundamentals of computer technology, the internet, cloud services and productivity programs. <http://www.microsoft.com/about/corporatecitizenship/citizenship/giving/programs/up/digitalliteracy/eng/curriculum4.msp>

Software for Personal Use

In addition to programs that help with your role as educator, there are also programs that volunteers found useful for personal reasons, particularly related to communicating with friends and family back home.

Calling and messaging

- **FaceTime:** <https://www.apple.com/mac/facetime/>; free Internet-based video calls on Apple devices only
- **Viber:** <http://www.viber.com/en/>; free internet-based text messaging and calls to other Viber users; works on multiple devices and operating systems. You can set this up before you leave the US if you want it to be connected to your US number rather than your local number at site.
- **WhatsApp:** <https://www.whatsapp.com/>; free internet-based text messaging to other WhatsApp users; app available for iPhone and android smartphones. You can set this up before you leave the US if you want it to be connected to your US number, rather than your local number at site. You will find that many of the people you meet in-country communicate via WhatsApp (especially your students), so its good to be familiar with it beforehand.

Sharing photos and blogging

- **Instagram:** <http://instagram.com/>; free photo sharing app for iPhone and android that allows you to share photos on its own site as well as Facebook, Twitter and Tumblr.
- **Tumblr:** <https://www.tumblr.com/>; free blog site that you can use to share photos and blog; can be shared with others who do not have a Tumblr account.
- **WordPress:** <https://wordpress.com/>; another free blog site that lets you design your own blog, share pictures, and allow users to subscribe without signing up
- **Blogger:** <https://www.blogger.com/home>; Google's blogging site that is already linked to your existing Google/Gmail account.
- **Flickr:** www.flickr.com Free online photo and video hosting and management site

Other Useful Resources

Anti-virus software:

If you are operating a Windows-based laptop, it is **highly recommended** that you download anti-virus software prior to departure. Viruses are very common and easily transmitted through USB sticks. There are many options available and the best product depends on your device and operating system. Good software can be purchased for less than \$50 (here is an article of some of the best products in 2015 <http://www.pcmag.com/article2/0,2817,2372364,00.asp>). Free antivirus software is also available (<http://www.pcmag.com/article2/0,2817,2388652,00.asp>) but it may not protect against all viruses.

If you are operating a Mac, it is much less likely that you will get a virus, however it is not impossible. Anti-virus software is also available for Macs and it would not be a bad idea to download it just in case (<http://www.tomsguide.com/us/best-antivirus,review-2588-6.html>).

When you install your anti-virus software, make sure you chose automatic scans and updates so that your computer is regularly checked for viruses. Weekly checks are a safe option, if not more frequent.

Backing up your data:

Backing up your data can occur in two ways: saving your files to the cloud (DropBox, OneDrive, Google Drive, etc.) or saving them to an external hard drive. Cloud-based systems may be easier (nothing to carry around, nothing to steal) however reliable internet can be difficult to find and these programs often eat up a lot of data to sync. The cloud might be best for storage and sharing of specific documents (presentations, resources, photos, etc.) however backing up your laptop is best done on an external hard drive.

Both Windows and Apple operating systems offer built-in backup programs, however you can also purchase third party systems. This article lists options for both and provides step-by-step instructions (<http://www.pcworld.com/article/2065126/the-absurdly-simple-guide-to-backing-up-your-pc.html>).

To be extra-cautious, you can back up all your data on an external hard drive that you leave in the US before departure to site, and have an additional external hard drive for backing up while you are at site. External hard drives have been stolen from volunteers before, so it's nice to have an additional layer of security if you're not using the cloud for backup.

VPN/VPN by proxy

These programs are useful if you want to access sites that are only available in the US (Netflix, Hulu, Pandora, etc.) Also, sometimes you will not be allowed to pay for things online (such as airline tickets) when logging in from Africa. Using these programs "hides" your actual internet information and makes it seem like you are logging in from the US (or any country of your choice). It also allows you to access sites that your host country may censor.

Hola: https://hola.org/?utm_source=holaext

Additional programs listed in this article: <http://www.pcmag.com/article2/0,2817,2390381,00.asp>

Technology Check List

HARDWARE

PURCHASE PRIOR TO DEPARTURE

The Essentials

- Plug Adaptors
- Laptop
- External Hard Drive
- USB Flash Drive
- VGA Adaptors

Non-Essential but Helpful

- Smartphone
- iPad/ Tablet
- External Power Source
- Wireless Slide Advancer
- Personal Projector
- Mini-Speakers
- Kindle/E-Reader
- Laptop Lock
- MP3 Player/iPod

PURCHASE IN COUNTRY

- USB Modem (Dongle) and/or other internet connections
- Voltage Protectors
- Voltage Converters
- Power Strips

SOFTWARE

INSTALL PRIOR TO DEPARTURE

- Microsoft Word
- Microsoft PowerPoint
- Microsoft Excel
- Skype
- DropBox
- Google Drive
- Any personal communication programs
- Any programs to back up your laptop