



# Icon Booklet

*'Adapt Tech, Accessible Technology'*  
Research Project 2020-2021

## Project Overview

The covid 19 pandemic has meant many more people have become reliant on technology. This means that for many people technology is now the main form of communication using tools such as Zoom, Twitter, FaceTime, and WhatsApp messaging. However, not everyone has been able to, or wanted to, access and use these online communication and support tools.

This reliance on technology will certainly remain in the short-term but exclusion from online and digital content will continue to be problematic in the future as more essential services move online. It is now more important than ever to support people who want to go online to be able to do so independently, and with confidence. However, even among those with some digital skills, difficulties remain.

A recent study completed by some members of the research team found that even older people who owned smart devices and regularly used social media technology experienced barriers which had a negative impact on the way they used technology. So, it is essential to address the barriers to technology use to reduce this digital divide and increase the use of technology. One solution to address this is through design -and working with older people to co-design digital devices / social applications that meet their needs.

Smartphones and tablets provide an affordable, accessible entry route to the digital world. However, the interfaces are not always user friendly, and they can be off putting. Although there are apps which make the smartphone screen simpler (e.g. Grand Launcher), these have limited functions: e.g. SOS button, SMS text, and flashlight, and do not represent the needs of older people. The adjust tech project set out to design with older people an application that met their needs and which would help build confidence.

The idea for this booklet has come from, and been developed by, the older people we worked with who felt it was important to understand what the common icons on smart phones mean.

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### ***Purpose of this Booklet***

This booklet includes and presents some of the most commonly used 'Apps' and icons available to smartphone users.

Icon representation may differ slightly between different smartphone models. However, representation of icons in this booklet closely represent the icons that you will have access to.

### ***Icon Sections – Description***

There are many standard Icons/Apps that are available for download via the:



**Google Play Store**



**App Store**



Android Devices use  
Google Play Store.



Apple Devices use  
the App store.

In the following sections there are different Apps which are either installed automatically on your phone or are available for download from one of the 2 stores above.

## Section 1 Communication

All icons below represent different types of communication which can be found on your smartphone.



### Phone

Make a phone call.



### Messenger

Send a message via Facebook Messenger.



### WhatsApp

Make a telephone call, send a message or make a video call.



### Text Message

Send text messages (SMS).



### Email (Outlook)

Access your emails through your Hotmail account.



### Gmail (Google)

Access your emails through your Google account.

## Section 2 NHS / Covid App

All icons below represent the different NHS/Covid Apps which are available for download via the Google Play Store or Apple Store.



### NHS (Track & Trace)

Check current Covid restrictions Find out about testing Check into a venue Manage contact tracing.



### NHS

Check current Covid restrictions Find out about testing Check into a venue Manage contact tracing.

### Section 3 Social Media

The icons below represent different social media platforms, which you may have a profile on.



#### Facebook

Access your Facebook account.



#### Instagram

Share photos of your life via Instagram.



#### LinkedIn

Connect with Businesses and Researchers.



#### Twitter

Follow celebrities, Organisations and regular people.

### Section 4 Entertainment

The icons below represent different entertainment platforms that allow you to watch and listen to a wide range of content.



#### BBC iPlayer

Watch Live TV from BBC channels or catch up on programmes you've missed.



#### YouTube

Search and watch videos, music and live streams.



#### BBC Sounds

Listen to local and national BBC radio stations here.



#### Audible

Listen to audiobooks. (Subscription required.)



#### Fire TV

Allows you to use your phone or tablet as a remote control of Fire TV streaming media players.



#### Spotify

Listen to various music artists and Podcasts.

## Section 5 Travel

These icons represent different transport and travel apps which can be downloaded to your smartphone. These are just some examples, there are many more regional apps available.



### Taxi Service

You can book and track your taxi using this app. It is useful to see how far they are away from you.



### Trainline

Trainline can help you track your train (e.g., delays/ platform number).



### Metro

Metro rail service in Newcastle helps track local public transport.



### TFL (Transport For London)

Travelling in London – keep up to date with all services via the TFL app.



### Bus Service

Keep up to date with Bus Services in Cardiff.



### Taxi Service

Track taxis in Cardiff via the Premiere Taxi App.



### National Rail

This App can help you track your train (e.g., delays/ platform number).

## Section 6 News

You can get all the content you would find in your local and national newspapers on your phone through dedicated news apps.

### Guardian Newspaper

Access Global news.



### BBC News

Access Global news.



### Daily Mail Newspaper

Access Global news.



### Newcastle Chronicle Newspaper

Access local news from Newcastle & the North East.



## Section 7 General day-to-day activities

The icons below represent different functions/actions that you may wish to use.



### Camera

Take a photograph on your phone.



### Calculator



### Phone Settings

Settings for your phone. Change the ring/message tone, colour scheme and the size of text.



### Google

Search the internet.



### Google Play Store

Download a new App from the Google Play Store – if you have an Android phone.



### Google Photos (Android)

Google can store your photos so you can view them on any device you log in to - Phone, Tablet or computer.



### Apple Photos (iPhone/iPad)

Apple can store your photos so you can view them on any device you log in to - Phone, Tablet or computer.

## Section 7 General day-to-day activities (Continued)

### Clock

Set Alarms on your phone.



### Torch

Enables the flash on your camera to be used as a torch.



### Note Pad

Make notes/reminders on your phone with this App.



### Apple Store

iPhone users can download Apps from the Apple Store.



### DPD

Track your parcels dispatched by DPD and adjust or re-arrange your delivery time, date or address.



### Hermes

Track your parcels dispatched by Hermes.



## Section 8 Sport

If you are interested in sport you can keep up to date with your favourite football team.



### Cardiff City App

Keep up to date with news about Cardiff City FC.



### NUFC App

Keep up to date with news about Newcastle United via the Fan App.

## Section 9 Lifestyle

There are plenty of useful apps for when you're visiting a new city, or you just want to keep up to date with new activities and events.

### City of Newcastle

Lifestyle app for residents and visitors of Newcastle.



### National Lottery

Play the National Lottery and check your numbers.



## Section 10 *General Icons found on Smart phones*

Across all types of smart phones, there are general icons which can be found on your screen from time-to-time. Below is an overview of these icons.



### **Aeroplane/flight mode**

This suspends the devices radio frequency signal and disables all data & analog services.



### **Do Not Disturb**

Selecting this icon will mute your phone and stop all notifications until you turn the feature off again.



### **Mobile Data**

This icon indicates when your mobile data is turned on. Useful when WIFI is out of range.



### **Wifi**

This icon indicates you are connected to the Internet via the WiFi.



### **Bluetooth**

This icon indicates 'Bluetooth' is enabled. You'll need this turned on to connect to Bluetooth devices.

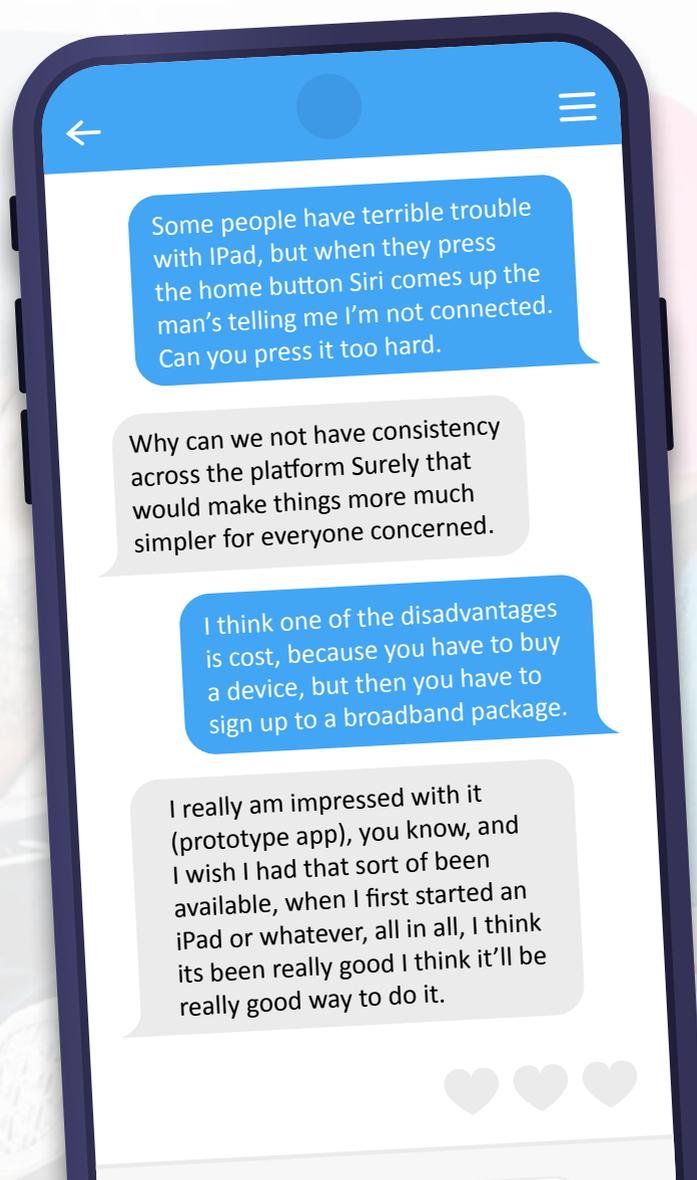


### **Orientation Lock**

When activated, your screen will not rotate between horizontal and portrait.

## End-user perspectives

The 'Adapt Tech, Accessible Technology' project included the voices and thoughts of end-users from across Newcastle and Wales. Hear what they have to say:



## Title Research Team perspectives

An interdisciplinary research team included experts and specialist from the fields of gerontology, gerontechnology, Loneliness, computer science, and Human Computer Interaction (HCI). Hear what they have to say:

### Research Team Member Computer Science

"As a heavily computer science team we have had the benefits of working with the social science team their research coming together and their existing relationships with the participants has allowed us to come into workshops and gain different perspectives."

### Research team member

"The end user, being the expert, I think that that, for me, has always been the key we have to learn from them or else nothing changes."

### Partner Organisation

It has just been interesting to find out really what it is that people struggle with, and I think that's given me a better understanding and that will improve the way that we support people I think in the long term.

### Research team member

I think one of the lessons that I've learned is about being accessible to the participants as much as you can, so I suppose that kind of the method of data collection.

The language that we are using and also the informality I think of the sessions, for me, I thought that was a real benefit because it felt like we were all one big team, and it wasn't us and them.



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HEALTH & WELLBEING  
RESEARCH



**Digital Voice**  
for communities

Cymunedau  
**Digidol**  
Cymru  
Hyder Digidol,  
Iechyd a Lles

**Digital**  
Communities  
**Wales**  
Digital Confidence,  
Health and Well-being

We would like to thank all stakeholders and participants who have co-designed and co-produced this booklet, and who have actively participated in the online workshops.

**Adapt Tech, Accessible  
Technology Research  
Project website:**



**[www.healthwellbeing.open.ac.uk](http://www.healthwellbeing.open.ac.uk)**  
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