

Supporting learners with file management

Learners who do not have access to a computer may need to access, download, edit, and create files on a smartphone or tablet. Although file management on a mobile device is not commonly focused on, it is important for learners who rely solely on a mobile device to understand where files are located, how to manage them, and how to delete them to clear storage space.

Common challenges for learners include:

- Downloading the same file multiple times
- Locating defaults where downloads are saved
- Cluttering with old files
- Using clear naming conventions (renaming files and folders)
- Creating folders and moving files into folders

Activities to build skills:

1. If the learner has the charging cord for their mobile device and there is access to a computer, it may be helpful to connect the phone. This allows the learner to see the folders within their phone clearly and provide parallels to file management on a computer. The learner could open some common folders (for example, documents, downloads, etc.) to see what is in each folder and how things are organized. The learner could take notes about where the files are stored for later review.
2. Send the learner a few different kinds of files by email. For example, a PDF and a photo. Then, have the learner follow the instructions to download and locate the files. The learner could also practice renaming and moving them.
3. Ask the learner to open up a folder with several downloads (for example, the downloads folder or photos). Then, ask the learner to create relevant folders. For example, folders for photos may include family, places, English class, etc.
 - **Note:** Prior to any support session, remind learners that they do not need to show you any private or personal information or images. Learners should choose what they are comfortable sharing and want to use. If learners do not have anything, you can send them files to use for the purpose of your support sessions.

When to meet in person

- Because individual brands and models of devices can vary, it is helpful to provide support in person for tech tasks on mobile devices. This provides more accurate troubleshooting opportunities.

Helpful reminders

- Mobile devices are not traditionally designed for a large volume of files. If the learner is close to their storage space limit, it may be helpful to introduce cloud storage options. These options are often connected for free with their email provider.
- Downloaded files often have long and sometimes unclear names by default. Encourage the learner to rename files they want to keep and use folders, when possible, to help manage the files better.