

# Internet News & Notes

## Seniors Get Help Exploring The Internet

(NAPS)—For those of us who still have trouble programming the VCR, surfing the Internet can seem as alien to daily life as space travel. And for all the technological innovations of today's personal computers, it's still difficult to find someone who can explain how to use them.

Gwen Weikal, a former computer help desk technician, is changing all that.

Weikal works from her home in Mt. Hope, Kansas. It's not exactly Silicon Valley, she admits, but Weikal has been able to help frustrated Web surfers all over the country since she started her business in early 2000. "It's easy to get online," Weikal says, "but many people have trouble finding what they want once they get there. I'm like an online travel guide—I help people navigate cyberspace."

Weikal runs her business through a company called Keen, which calls itself "Your Personal Advisor." Her clients, many of whom are seniors eager to explore new social and entertainment options online, reach her by visiting [www.keen.com](http://www.keen.com), or by simply calling 1-800-ASK-KEEN. On Keen, Weikal has a profile under the listing "Senior Computing Assistance." When clients want to contact Weikal, they click on the "Call Now" icon, and Keen automatically connects them for a live call.

Weikal charges a per-minute fee for each phone call, but because many of her clients are seniors, she tries to keep the calls brief. Often, she shows clients where to find online bridge partners, or information on tracing family trees. "If they can find me at Keen," Weikal laughs, "I can show them where to find just about anything else."



**Seniors who are eager to explore new social and entertainment options online are being helped at 1-800-ASK-KEEN or [www.keen.com](http://www.keen.com).**

Keen has thousands of listings in addition to Weikal's. Known as KeenSpeakers, they are listed under categories such as Money & Career, Health & Wellness, Psychics & Astrologers, and Weikal's specialty, Computing & Internet. Keen makes it possible for people who need advice or information to find qualified people who can provide it. Keen's publicly posted ratings, as well as a third-party credential-verification service, ensure the quality of each KeenSpeaker.

Weikal posts her office hours at Keen's Web site and on the toll-free 800-number. "For me, it's about helping people," Weikal says. "My father-in-law bought a computer and then returned it because he was so frustrated. When I heard that, I knew there were other people who needed my help."