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What is Candoo Tech?

[Candoo Tech](#) is the leading provider of tech support and training specifically designed for older adults to help them use technology to stay healthier, more independent and connected. Candoo is a member of AARP's AgeTech Collaborative™.

Who founded the company?

Candoo Tech was founded in 2019 by entrepreneur Liz Hamburg. The idea was sparked when her father (who had been an early tech adopter) left her a voicemail message saying, "Alexia (stet) has gone out of town. She won't answer. We tried her five times. What do we do?" Liz founded Candoo specifically to help the 73 million older adults like her parents feel empowered to use technology to stay safe, secure, engaged.

How does Candoo provide services?

Candoo Tech offers a combination of remote one-on-one training and support, online group lessons and library of on-demand how to guides and videos designed specifically to address the needs of older adults.

One-on-one sessions start with a phone call and a U.S. based Tech Concierge will get onto a shared screen with a client. The team are experienced help desk professionals and specifically trained by experts in aging including cognitive enrichment specialists, audiologist, vision impairment specialists and other geriatric experts to work with older adults, including those with disabilities. Services are available in English and Spanish. Candoo supports smart phones, tablets, computers, laptops, voice recognition devices and remote patient monitoring devices.

Who are Candoo Tech's clients?

Candoo Tech is available directly to consumers and through senior living communities, health plans, hospital systems and government & social service agencies.

The average age of a Candoo Tech client is mid-70s to mid-80s, but Candoo has clients in their 90s and at least one who's over 100! Clients are aging in place independently, with family members or in senior living communities; and their tech skills range from those who have no experience and are intimidated by tech to those who use tech devices regularly but need support occasionally. Some Candoo clients are challenged by diminished eyesight, hearing or mobility, conditions that the company's Tech Concierges are trained to address. Tech Concierges often recommend specific "tech-fixes" to improve a client's ability to use technology, which in turn, enhances their quality of life.

How has Candoo Tech been impacting the lives of older adults?

69% of Candoo customers felt more confident in their ability to use technology after a Candoo Tech session.

60% have accessed healthcare or researched medical information since using Candoo tech.

For more information about our impact, [see here](#).

How much does Candoo Tech cost?

Candoo offers services directly to consumers:

- A one-hour remote session: \$75
- An annual membership for \$19/month includes two 90-minute online sessions and unlimited quick support.

Services are also available to senior living communities, health plans, hospital systems and social service agencies. Those services are based on a per member per month fee and include one-on-one training and support, group lessons and a library of on-demand content.

How can I find out more and sign up with Candoo?

Go to www.candootech.com or phone them at (646) 758-660