

## Digital skills for everyone: Lithuanian Post introduced seniors to the possibilities of e-services

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How to use the LP EXPRESS online self-service to send a parcel? Is it possible to conveniently order a subscription without leaving home? And call a mobile postman? This year, Lietuvos Paštatas tried to provide the answers to these and similar questions as clearly as possible for seniors, contributing to the Communications Regulatory Authority's (RRT) initiative "No One is Forgotten".

The project aims to help older people feel more confident in the digital world – to use modern technologies more confidently, to find a place for them in everyday life. Lithuanian Post became an active partner of this initiative and during the first cycle organized five lectures, which were attended by from several dozen to even a thousand seniors.

They were intended to provide practical advice on how to use LP EXPRESS parcel machines, send parcels online, or use the services of a mobile postman. The seniors also got acquainted with the electronic philately store and learned how to order printed publications online with just a few clicks.

"We joined this initiative because we believe that social responsibility is not just words, but also concrete actions. Our lecturers taught seniors in digital workshops not only to use LP EXPRESS parcel machines, send

parcels online, or call a mobile postman. These lectures inspire seniors to be more self-confident and help them understand that digital services can be simple, useful, and make everyday life easier," says Neringa Å½ukauskaitÄ—, Head of the Communication and Marketing Department of Lithuanian Post.

"The contribution of Lithuanian Post to the project is exceptionally valuable. In digital workshops, their lecturers help people easily and quickly learn how to send parcels via LP EXPRESS, use parcel machines or mobile courier services. These topics are not just about services – they are about the opportunity to be closer to family, about time that no longer needs to be wasted in queues, about freedom of choice. We are proud to have such a partner as Lithuanian Post in the project – they not only share knowledge, but also create a connection. Thanks to them, this project sounds even richer – like a real jazz ensemble, in which

caring for people becomes the most important note," says Rita Karpuvienė—, RRT Communication Project Manager, Head of the "No One is Forgotten" project.

The next series of lectures for seniors under

the project "No One is Forgotten" is scheduled for September this year. Lithuanian Post will present new, relevant topics and continue to help older people strengthen their digital skills.

Source: [Lietuvos paštas](#)