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Purpose The need of seniors to adapt to ongoing changes in society is well acknowledged. Settings that are traditionally characterized by face-to-face interactions are increasingly mediated by technologies. Communication, cooperation, decision making, business transactions, leisure activities and many other things we do on a daily basis have changed into digital actions, involving the use of e-mail, internet, interactive applications, cloud storage and smart devices. This process cannot be reversed, consequently seniors are forced to adapt or be dependent on those who are capable of helping them in learning and using new technologies. This dependency on others can negatively influence social inclusion, self-management, age equality in employment, life-long learning, and seniors' confidence interacting with computers which has been found to play a role in stress during senior computer interaction¹. Society and ICT developers should respond and adapt to seniors needs and abilities, as abundant technological approaches are available that may turn the use of advanced ICT applications into an easy task for senior citizens in our society. Doing so would give seniors renewed access to the services they are accustomed to: advice or support concerning health and care, learning courses, financial services, job acquisition, (voluntary) work et cetera. The European PALETTEV2 service platform will be developed and evaluated in which solutions for these issues will be incorporated into a coherent set of services, including tools for communication, health support and care coordination, learning, job acquisition and entrepreneurship.

Method Iterative user-centered design will provide meaningful insights in end-users' specific needs and capabilities. The user needs and requirements will drive the functional definition as well as the design. Existing services, components, functionalities, and etcetera, for instance from other gerontechnology projects, will be reused as much as possible or be learned from. The aim is to design intuitive and user-friendly usability concepts considering user behavior and user scenarios. Design for all principles² are applied in ICT to set up useful interactive services, to empower senior citizens to use the ICT services at their own level and for their own purposes. Moreover, end-users can select from services and products what they like or need and preserve their preferred way of life. Experiences and actual impact measurements will be gathered to iteratively enhance the PALETTEV2 service platform. An expected total of 90 end-users will be involved in the test cases in four European countries (i.e. Netherlands, Switzerland, Romania and Poland).

Results & Discussion We will discuss what functionalities and content are found to be desired by seniors and what the conditions are for the services to be intuitive and user-friendly for different subgroups of end-users. Also, it will be discussed whether and how the PALETTEV2 Platform can operate as a community service access tool for seniors living independently or in a residential care facility. The comprehensive platform and social environment may promote inclusion and empowerment of senior citizens, but also facilitate rehabilitation services for senior patients, which potentially reduces the need to go to a hospital or rehabilitation centre.

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