Hospice Society
OF CAMROSE AND DISTRICT

iPAD MANUAL
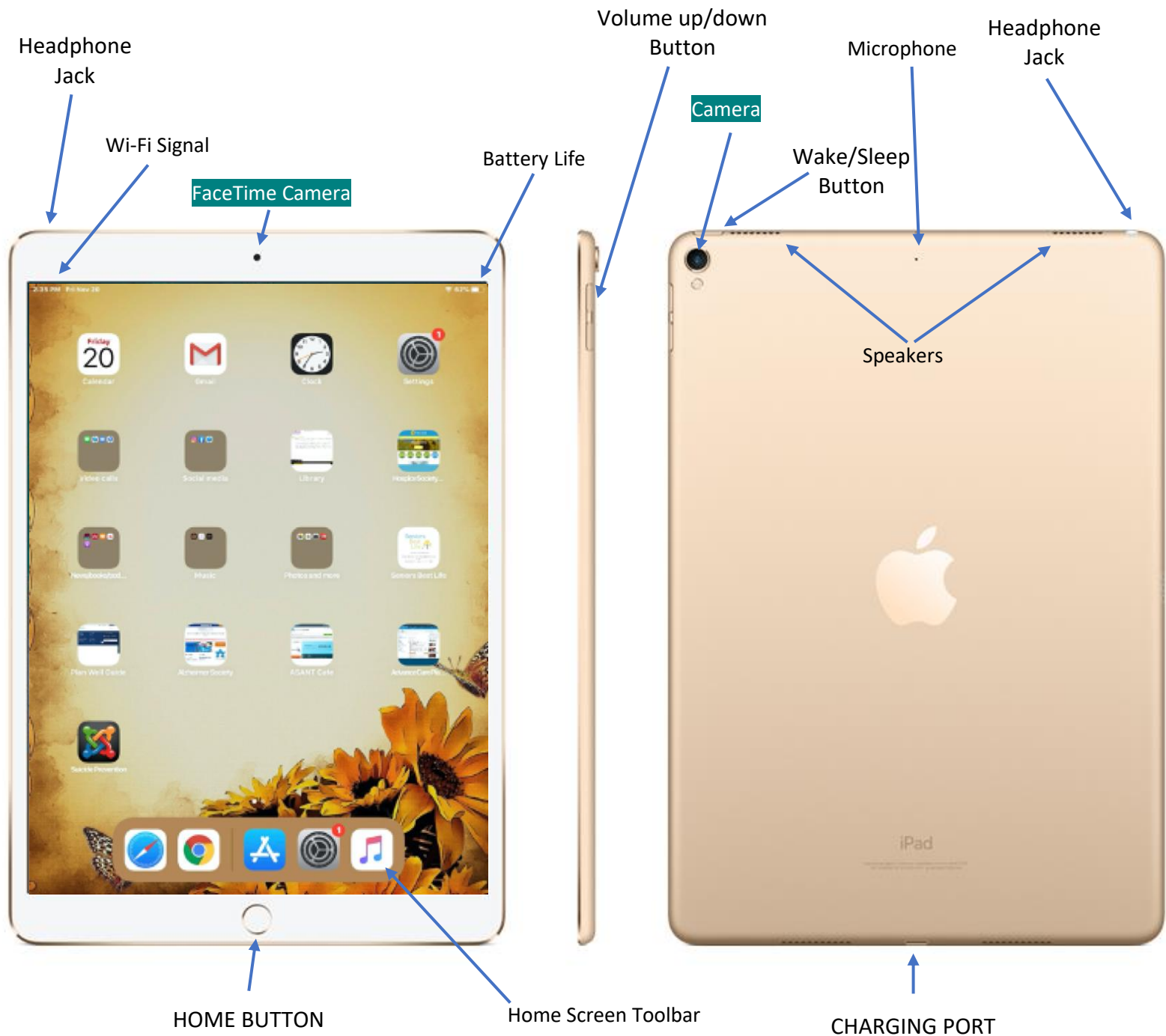## Step by Step Instructions to Navigate HSCD iPads

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Finding your way around an iPad – Front and Back

Headphone Jack

Wi-Fi Signal

FaceTime Camera

Battery Life

Volume up/down Button

Camera

Microphone

Headphone Jack

Wake/Sleep Button

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HOME BUTTON

Home Screen Toolbar

CHARGING PORT

Quick Start-up

Wake up device:

- Press home button to wake device up *(see diagram in previous page)*

- Press home button one more time to access the home screen

- **If** you are prompted for a passcode enter **2441**

Connect to Wi-Fi

- Touch the Settings App on Home Screen *(it looks like this)*

- The app will open another window. In the left column you will see "**Settings**" in bold.

- Partway down left column you will see a blue Wi-Fi icon, touch the icon and another window pop up in the right column. Wi-Fi will appear at the top of the column with a button to the right of the words. Swipe the button left to right to turn Wi-Fi on. Button will turn green.
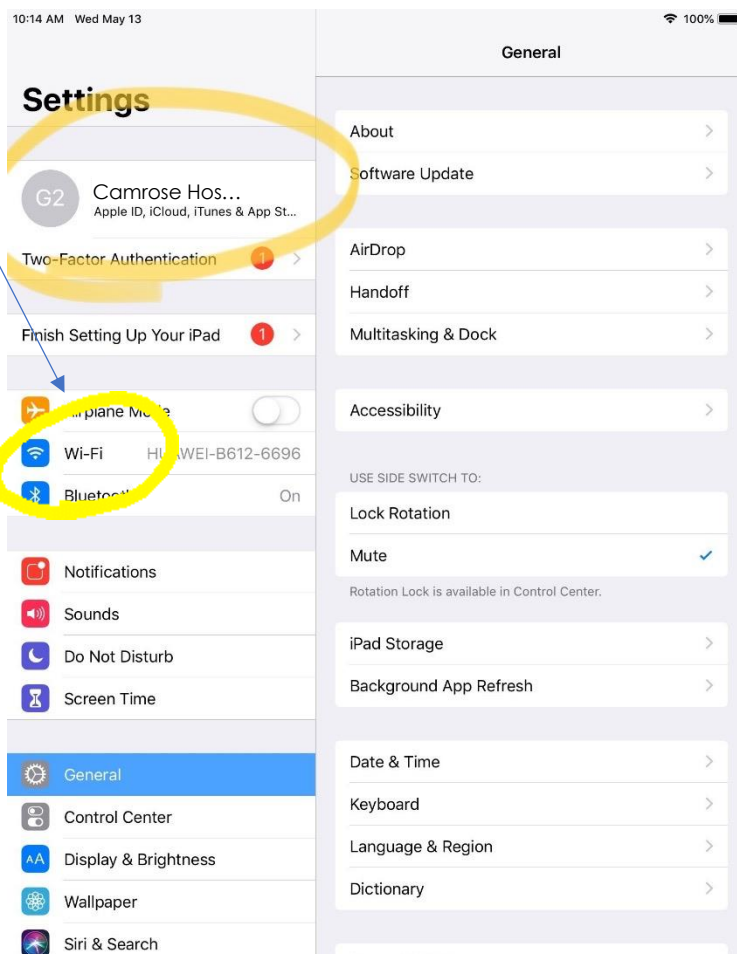
- You will see a list of nearby Wi-Fi Networks

- Touch the one in the list that you are going to connect to

- You will be prompted to enter the password for that Wi-Fi Network
  *Please note that we do not provide wi-fi. If you do not have access to it you will need to contact your local provider and purchase your own.

- Once you are connected to Wi-Fi your iPad will remember it each time you use that Wi-Fi

Finding the Name of this iPad:

- Each device has been given an ID Name. To find the ID Name of your device, go to the home screen and touch **Settings** App *(See picture of Settings in wi-fi setup instructions)*

  o To get to the home screen press the **Home Button**

- Another window will open and in the left column you will see the name of the device in large print next to a circle *(see diagram above-name of device is circled with highlighter)*

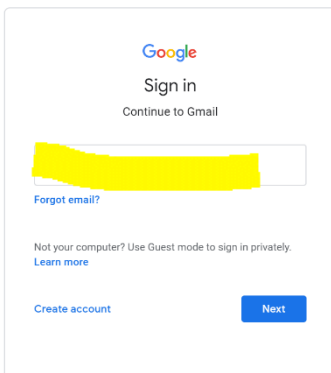- The **ID Name** will start with our acronym **HSCD** followed by **3 numbers**. (e.g. HSCD016)

What is important about the name of this iPad:

1) The name of this iPad is associated with its own Gmail account

    - If the iPad name is HSCD201 then the **Gmail account will be hscd016@gmail.com**

    - If the iPad name is HSCD354 then the Gmail account will be hscd354@gmail.com and so on

2) The Gmail account has been used to create the Apple ID for this iPad

3) The **Password** for the **Gmail account** Is **welcome2020** and for the **Apple ID** is **Welcome2020 (Note CAPITAL "W")**
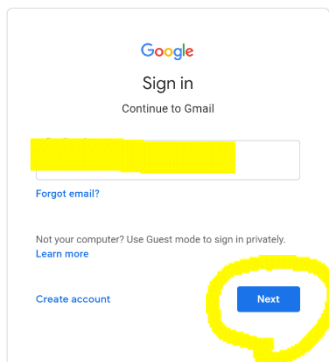
How to Set up Gmail Account

- Each iPad comes with its own Gmail Account for you to use

- The Gmail App icon looks like this and is located on the top line second from the left on the iPad Home Screen

- To use Gmail for the first time, click the Gmail App icon on the Home Screen and sign in when prompted

- The sign in will be the Gmail address provided by HSCD *(Refer to What is important about the name of this iPad **highlighted in blue**)*

- PLEASE see the following steps to follow:
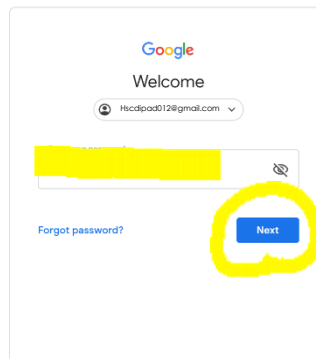
Prompt to enter email address	Enter email address and click Next	Enter password and click Next	Click Not now
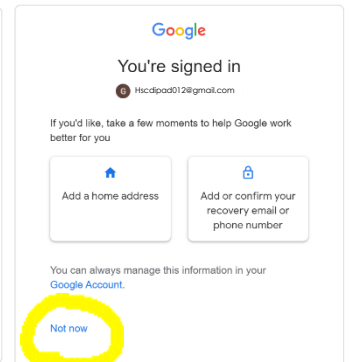
How to access/read email in Gmail account

- Press the Home Button to take you to the Home Screen

- Press the Gmail App icon

- The Gmail window will open

- On the left side you will see a column with a list of emails in it.

- On the right side you will see a window with a preview of the first email in the list

- If you click down emails on the left side the previews will change to whichever email you click

- If you would like to respond to an email, open chosen email and click, another window will pop up and you can compose your response. When you are ready to send click the **blue triangle** at top right of window
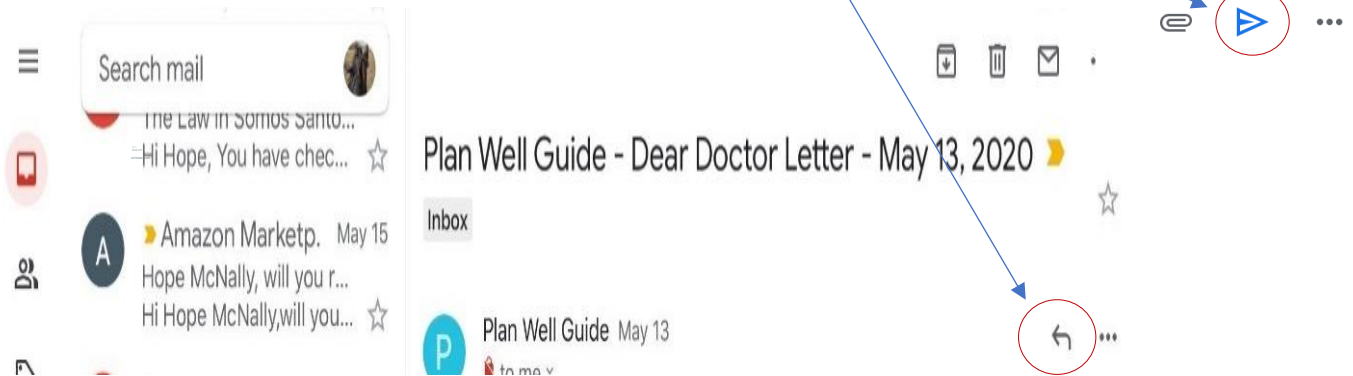
What you will find on this iPad:

Each iPad is preloaded with numerous **apps** and **shortcuts** to help connect residents, clients, families, volunteers and staff.

APPS:
Video Chat Options

FaceTime   *Google Duo*   *Zoom*   *Facebook Messenger*   and more…

*These accounts can be set up using the provided Gmail account and password or you can use your own email account if you already have one. (see article on setting up above apps to use)

Virtual Library Book Apps (Camrose Public Library has donated a library card account to each iPad)

Cloudlibrary   *RBdigital*   *Libby*

Offering virtual eBooks, audiobooks, eMagazines, audio magazines, and more…

Social Media Apps:

Facebook   *Instagram*   and so many more…

Music Apps:

Accuradio   *Apple Music*
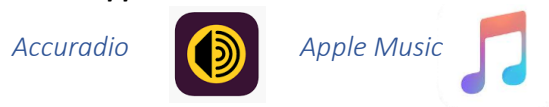
Email Connections:

Gmail   *Mail*

Additional Google Apps:

Google   *Google Drive*   *Google Photos*

Resource Shortcuts (Apps):

 HSCD **Website** – direct link to our website and resources

 Plan Well Guide – a series of videos to help planning for serious illness

 Advanced Care Planning – comprehensive website to help you navigate the steps of Advanced Care Planning

 Seniors Best Life - direct link to Therapeutic Companionship, Advocacy & Appointment Accompaniment

 Suicide Prevention – health and wellness resources

 Alzheimer's Society – direct link to our local Alzheimer's resources

 Alzheimer's ASANT Café & Dementia Talks – direct link to virtual learning and connection for Alzheimer's

 Library Apps – Each iPad has been given its own **Library Card courtesy of the Camrose Public Library**

 Camrose Public Library – *Access ebooks from the CPL collection; use **0636** for any Camrose Public Library password requests*

 RBDigital – *RBDigital provides access to the broadest array of digital content services, including audiobooks, eBooks, magazines, newspapers, comics, entertainment, education, health, wellness and much more.*

Charging the iPad

- Collect the items you will need: iPad, charging cable and charging block (these items came with the iPad when you received it)

- Plug one end of the charging cable into the charging block and attach to outlet

- Plug other end of charging cable into the bottom port on your iPad. It is located directly below the home button. (see diagram on page 4 highlighted in yellow)

Finding the volume controls

- The volume controls are located on the right side of the iPad near the top. There is 2 buttons-one to turn volume up and another below it to turn the volume down. (see diagram on page 4 highlighted in pink)

How to Wake your iPad up - turn the black screen to lock screen with HSCD logo

- Press button at the very top, right hand side of your iPad to "wake your iPad up" see diagram on page 4 highlighted in green)

How to Turn iPad on and off – this is not necessary unless advised to do so for trouble shooting

- Press and hold button at the very top, right hand side of your iPad (same button as wake button highlighted in green on page 4)

- The iPad screen will go black with a toggle on the screen prompting to swipe left to right to power off. iPad will then power off.

- To turn iPad on press and hold wake up button at the top right of the iPad until the apple icon appears. The iPad will now reboot.

Getting back to your Home Screen

- If you are in any application and would like to go back to your home screen, simply press the home button once

Closing out Background Apps

Sometimes when you close out of a video or song and it will remain to play in the background.

- Quickly "Double tap" the Home Button. Whatever is open in the background will appear

- Touch and swipe upward each open app to close.

- Once all boxes are gone, all background apps are closed.

- Press Home Button once to go back to home screen

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Why are all the Apps wiggling?

- The apps are in "dragging" or "deleting" mode. To stop this, press the Home Button once.

Where can I connect Headphones?

- The Headphone port can be located at the top left of the iPad (see diagram on page 4 highlighted in light blue)

Where are the cameras located – there are 2 on each device

- The forward-facing camera is the small dot at the top-center of the iPad. This camera is used for video calls and to take pictures of yourself. (see diagram on page 4 highlighted in teal)

- The second camera is located on the back side of the iPad. This camera is for taking pictures. (see diagram on page 4 highlighted in teal)

How to take pictures

- On the Home Screen press App that looks like a camera

- Hold iPad up facing what you would like to take a picture of

- When you are ready press the white button on the iPad screen to take picture

How to look at your photos

- On the Home Screen press the Photo App that looks like this

- The app will open up and you will see all the photos taken by this device. If you would like to look closer at a photo, touch it and it will zoom in.

- Swipe from side to side to scroll through photos

Delete Photos

- Choose the photo you would like to delete by touching it. The photo will zoom in and a tool bar will appear along the top of the photo. You will see an icon that looks like a "trash can"

- Touch the "trash can" icon to delete photo. Once photo is deleted it will automatically scroll to the next photo in camera roll

Send Photo

- Choose the photo you would like to send to someone. The photo will zoom in, a tool bar will appear along the top of the photo. You will see an icon that looks like a box with an arrow pointing upward. Press icon looking like box with arrow pointing upward

- Another window will open with a list of ways to send photo.
- You can send it as a message, in an email, and several other options.
- Click which way you want to send it and then press send

Now that you got the basics down let's move on to Video chatting with family, friends, your health care team or your very own Virtual Volunteer

FACETIME

How to use FaceTime (the email address provided by HSCD will be how others reach you)

- Press Home Button to take you to your Home Screen

- Press the Settings icon located on your Home Screen

- In the Settings window scroll down and tap "FaceTime"

- A side bar will open to the right

- Make sure FaceTime toggle is turned on and green.

- Press Home Button to take you to your Home Screen

- Press FaceTime icon to open FaceTime

- When asked for a password use "**Welcome2020**"

- You will see yourself with a toolbar on the left. Press the "+" at the top right of the toolbar to enter a contacts phone number or email address to "FaceTime" with (please note that you can only FaceTime with other Apple product users- iPhone or iPad); If they do not have an Apple device you will have to choose an alternate method to video chat (Zoom, Google Duo, Skype, etc)

- Once you entered the contacts phone number or email address, two icons will appear at the bottom of this column. You can choose an audio call or a video call

- When finished call click "end"
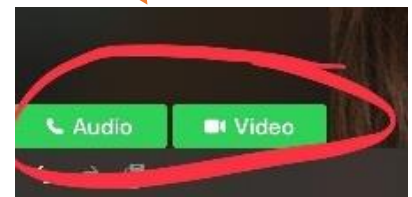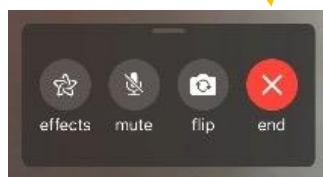
Zoom

How to use Zoom

- ZooPress Home Button to take you to your Home Screen

- Press the Zoom App icon

- You will be prompted to "Join a Meeting", "Sign up" or "Sign in"

- If this is your **first time** you will need to *sign up*.

To Sign up for Zoom

1. Click **"Sign up"**

2. Enter your birthdate and click confirm

3. Enter the email address provided to you by HSCD

4. Enter your first and last name

5. Click "Sigh up"

6. A confirmation email will be sent to the email address

7. Go to the Email App on your Home Screen

8. Click the email from Zoom and click the blue "Sign In" button in the email.

9. You will be prompted to enter the email address again and provide a password

10. This will take you to the zoom internet site and show you your profile

11. You can start a meeting here or you can close and go into your Zoom app which is much more user friendly

12. To close click the Home Button

To Sign in to Zoom

1. Press the Zoom App icon

2. This time click "Sign In"

3. Enter the HSCD email address

4. Enter the password you created

5. Click "Sign In"

To Schedule a Zoom Meeting

1. Press the Zoom App icon

2. Another window will open with 4 icons

3. To schedule a zoom call with someone, click "Schedule"

4. Another window will open. Choose a **start time** and click "**Done**"
   (give yourself and who you are calling time to prepare – min half hour for your first try)

5. Another window will open, scroll down to "invitees", click

6. Another window will open, enter email, or phone number of contact(s) you would like to join meeting. Click "**Done**"

7. Zoom will ask for access of your contacts-Click "**OK**"

8. Your contact(s) will be sent a notification to "**join meeting**"

   • You have now created your first "**Meeting**"
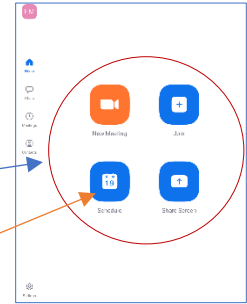
Starting Scheduled Zoom Meeting

1. Press the Zoom App icon

2. Press "Sign in" *(your info will already be there)*

3. On Zoom Home Screen (where the 4 icons are)

4. Click Meetings on side bar

5. Another window will open, and you can see the meetings you scheduled. To the right of each meeting you will see a "start" button.

6. When you are ready to join meeting click start.

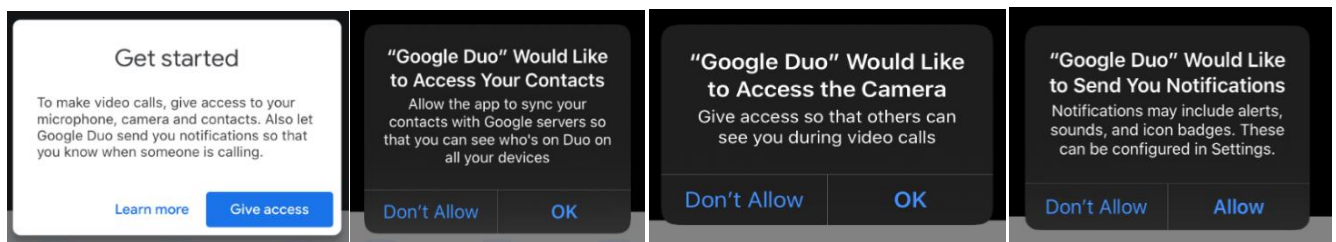7. Once you have finished your meeting click "Stop Meeting" or "End Meeting"
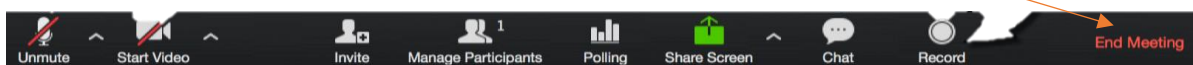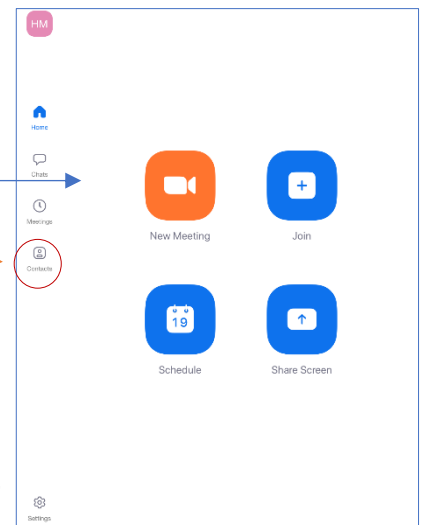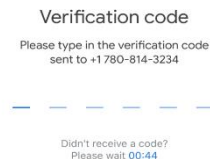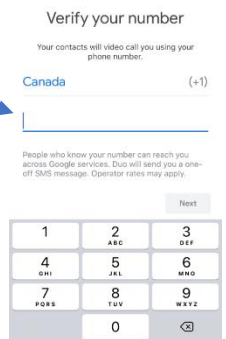
Google Duo

How to use Google Duo *(you are required to have a cell phone number to use Google Duo)*

To Sign up for or into Google Duo

1. Press Home Button to take you to your Home Screen

2. Press the Google Duo App icon

3. Follow the steps as it prompts you. (make sure you click "Give access" when prompted)


4. Once you have completed "Give Access" prompts and "Allow" access prompts you will be prompted to add your cell phone number.

5. Once you enter your cell phone number you will receive a verification code on your cell.

6. Enter the verification code you received on your cell

To us Google Duo

1. Once you entered the code you will see yourself on the iPad and a toolbar on the right

2. In the center of the toolbar you will see "Search or dial"

3. Click "Search or dial" to make a call

4. Enter the phone number of the person you are calling

5. If they are not a **Google Duo** user, they will be asked to download the app

6. As soon as they have downloaded the **Google Duo** app you can connect with them

7. You will be prompted to either make a voice call, video call or leave a message.

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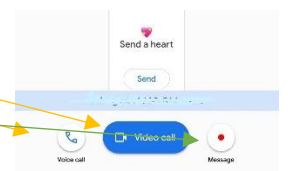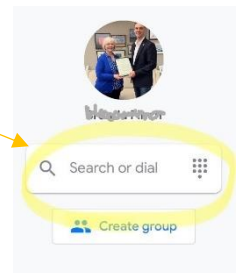
Skype

How to use Skype

To Sign up for or into Skype

1. Press Home Button to take you to your Home Screen

2. Press the Skype App icon

3. Another window will open welcoming you to Skype. Click "**Let's go**"

4. Another window will open "Let's get started". Click "**Sign in or create**"

5. The next window will prompt you to enter your Skype, phone or email address. Your first time you will click "**Create one!**"

6. The next window will prompt you to enter your phone number or email address *(we are going to use the email address provided by HSCD for this application)*

7. Click "**Use your email address instead**"

8. Enter the HSCD *email provided* and click "**Next**"

9. When prompted to enter password enter **"Welcome2020"**

10. You will be prompted to "Choose Your Theme" – pick one and click "**Continue**"

11. You will be prompted to "Find Contacts Easily" click "**Continue**"

12. You will be prompted "Skype Would like to Access your Contacts" click "**OK**"

13. You will be prompted to "Choose Your Profile Picture", you can add a picture, or you can click "**Continue**"

14. You will then be prompted "Almost there!", read the disclaimer and click "**Continue**"

15. You will be prompted "Skype Would Like to Access the Microphone" click "**OK**"

16. You will be prompted "Skype Would Like to Access the Camera" click "**OK**"

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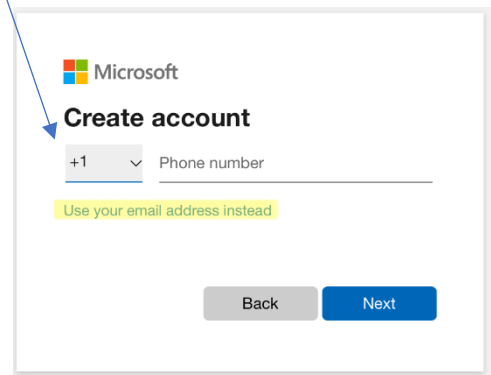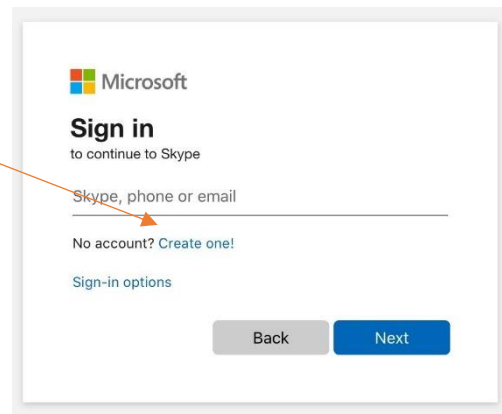
17. You will be prompted "Skype Would Like to Send You Notifications" click "**Allow**"
    (if you do not allow notifications you will not be able to receive Skype calls)

18. You are now Signed up and Signed into Skype.

To begin a Skype Conversation

- Press Home Button to take you to your Home Screen

- Press the Skype App icon

- Click the button "**Start a conversation**"

- Enter the ***phone number*** or ***email address*** of the person you wish to contact

- If they are not a member of Skype, click the button "**Invite to Skype**"

- Once they are a member you can start conversation with them via ***text message***, ***call*** or ***video call***

IF YOU NEED HELP WITH ANY ASPECTS OF THIS IPAD

PLEASE CONTACT: _____

PHONE:_____

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