

# iPad User Guide v.5

IT SERVICES



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# How Do I Start Using My iPad?

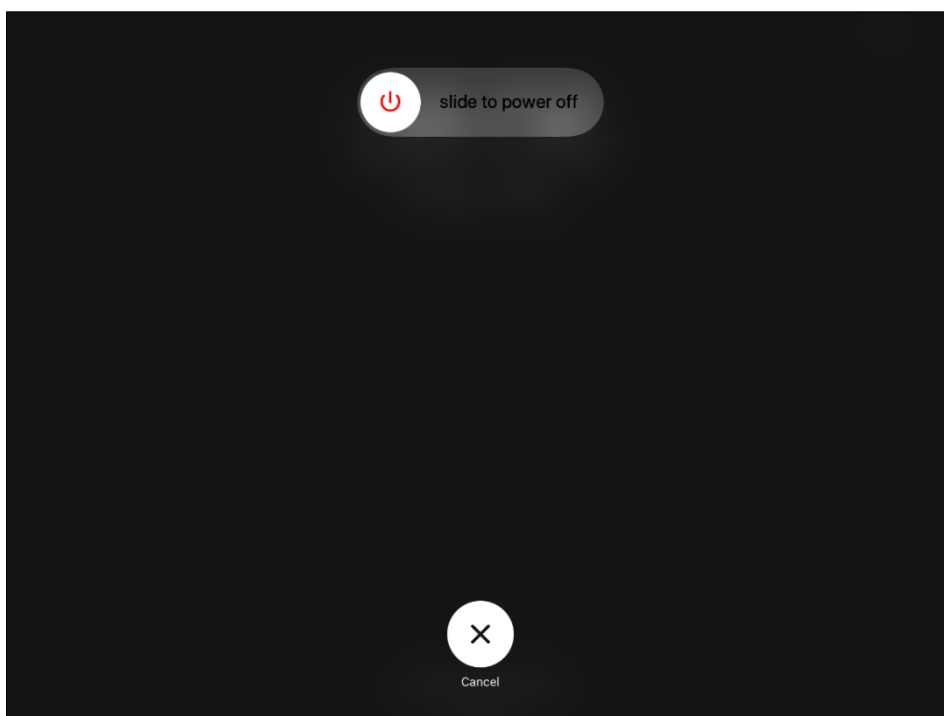
This 'How do I...' will cover the following:

- How to Switch the Device Off and On
- How to Update My Software
- How to Access the Hints and Tips App
- How to Access the Phone Book
- How to Access the Intranet
- How to Access the Flexi System

## How to Switch the Device Off and On

The first thing you are going to do is switch your iPad off, and then on. ***This is also known as a soft reset.***

Locate the push button on the side of your iPad, press and hold it until the following screen appears. Tap and slide the button to the right.



Leave it a few seconds, and then press and hold the same button. You should see the Apple icon appear and then the device will request your passcode (*for unlocking the device*).

Type in your **passcode** and then tap on the blue **Done** button.

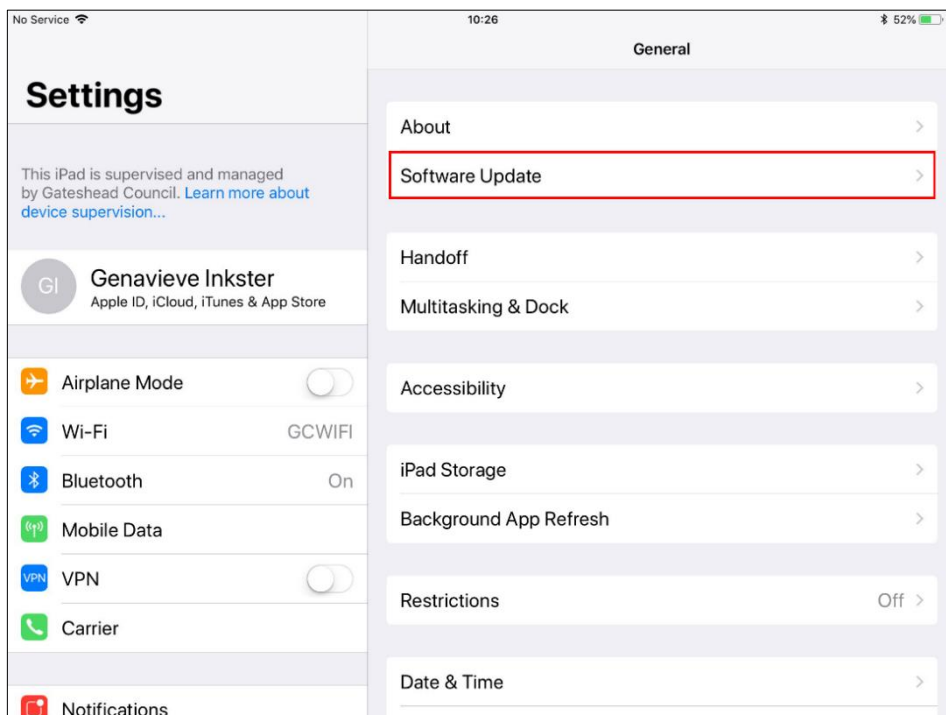
## How to Update My Software

You are now going to check if your software is up to date.

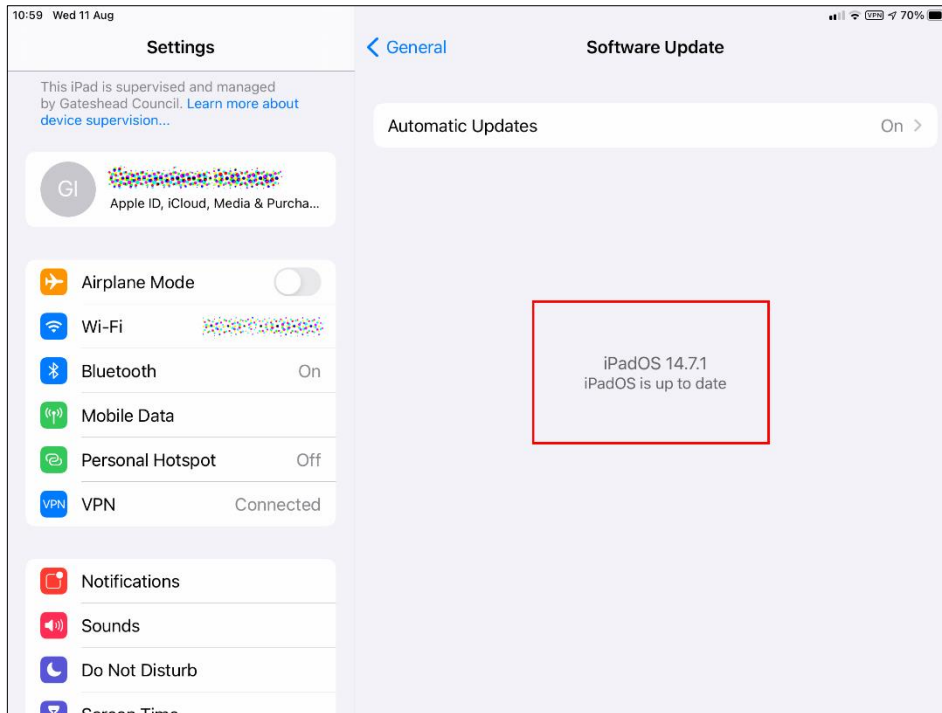
- Tap the **Settings** app, which looks like a cog.



- Tap **Software Update**.



If you see the message "**Your software is up to date**" (as shown below), you need take no further action.



If you see a message indicating that you need to update your software, please tap on the prompts as requested.

This may take several minutes, depending on the update. You may also be required to add your passcode to access the iPad again. It is suggested that you do this regularly.

## How Do I Check my iPad is in Compliance in the Company Portal?

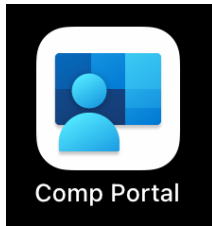
In order to ensure you get up to date features issued by our security team, and to ensure that your device meets our security standards you should regularly check that your iPad is in compliance in the Company Portal.

If your device is not in compliance, you can experience problems accessing Microsoft apps, and may get prompted to input a long PIN to access these (rather than fingerprint recognition).

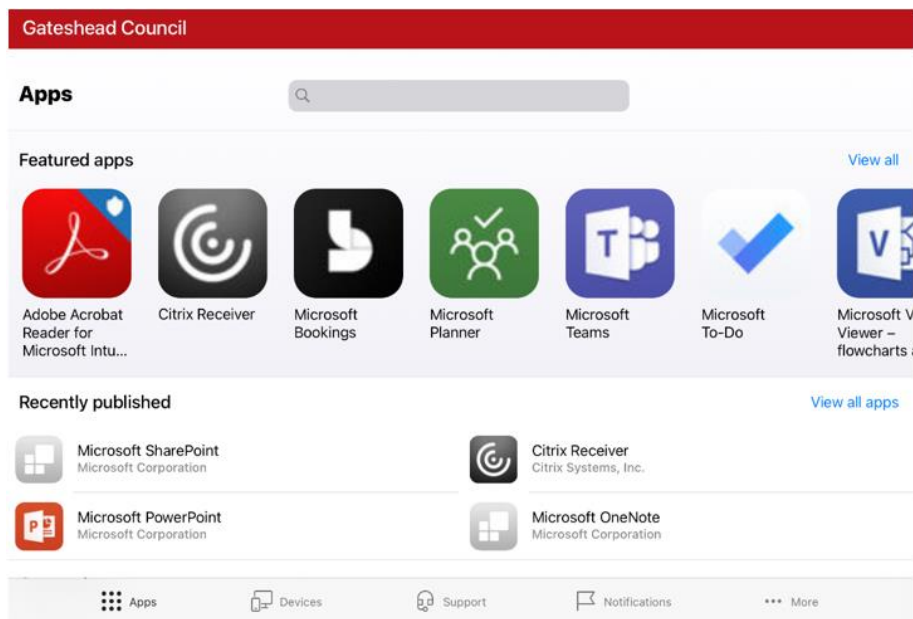
As good practice you should routinely check your device is in compliance.

To check this:

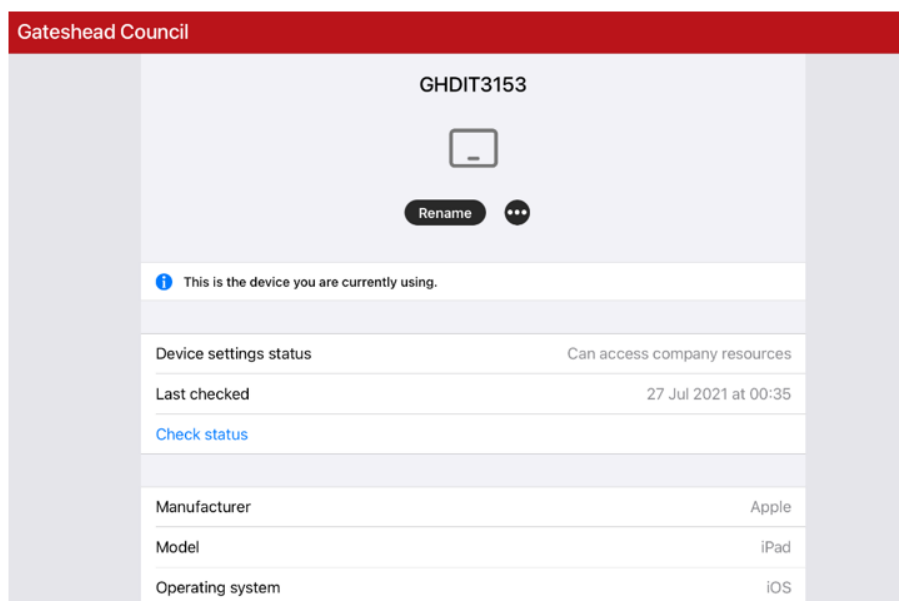
- Tap the **Comp Portal** app.



- Tap on sign in.
- Tap **Devices** from the menu bar at the bottom of the screen.



- Check the **Device settings status** – it should say **Can access company resources**.



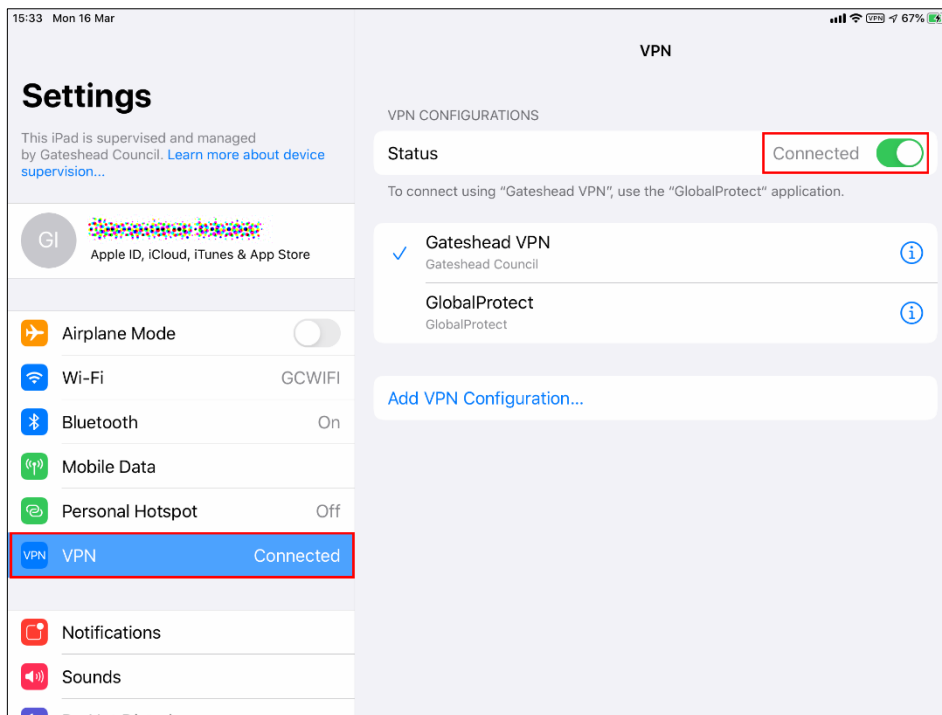
- If it doesn't then tap **Check Status**, once the check has been completed your device should now say **Can access company resources**.
- Your device is now in compliance.

## How to Access the Hints and Tips App

You are now going to access the **Hints and Tips** app.

You must switch your **Virtual Private Network (VPN)** on first. VPN is a technology that creates a safe and encrypted connection.

Go back to your **Settings** and tap on **VPN** and slide the status to the right to ensure your iPad is connected (it will turn to green).

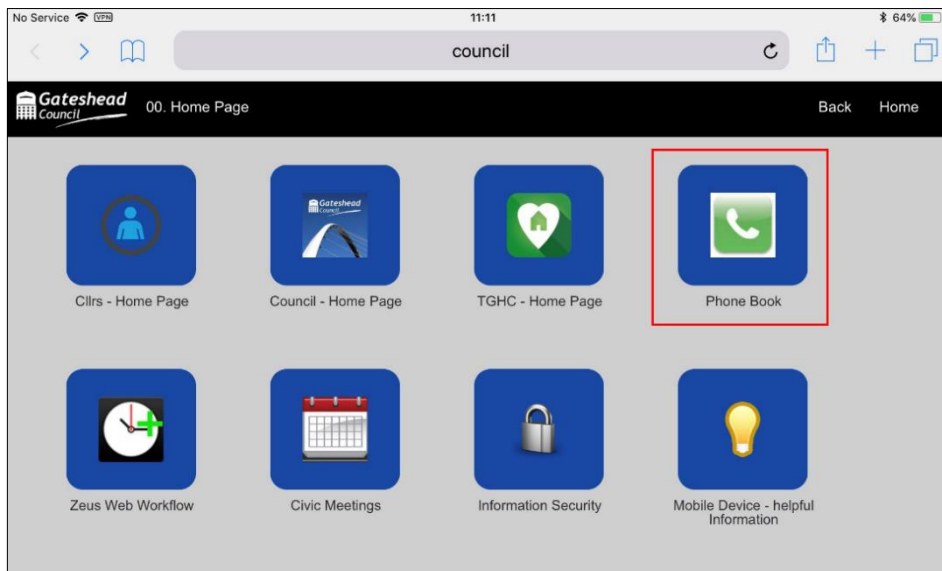


- Double click on your **Home** button (the large button on the front of your iPad), and swipe up to close **Settings**.
- Tap anywhere on your screen. Now tap on the **Hints and Tips** app.

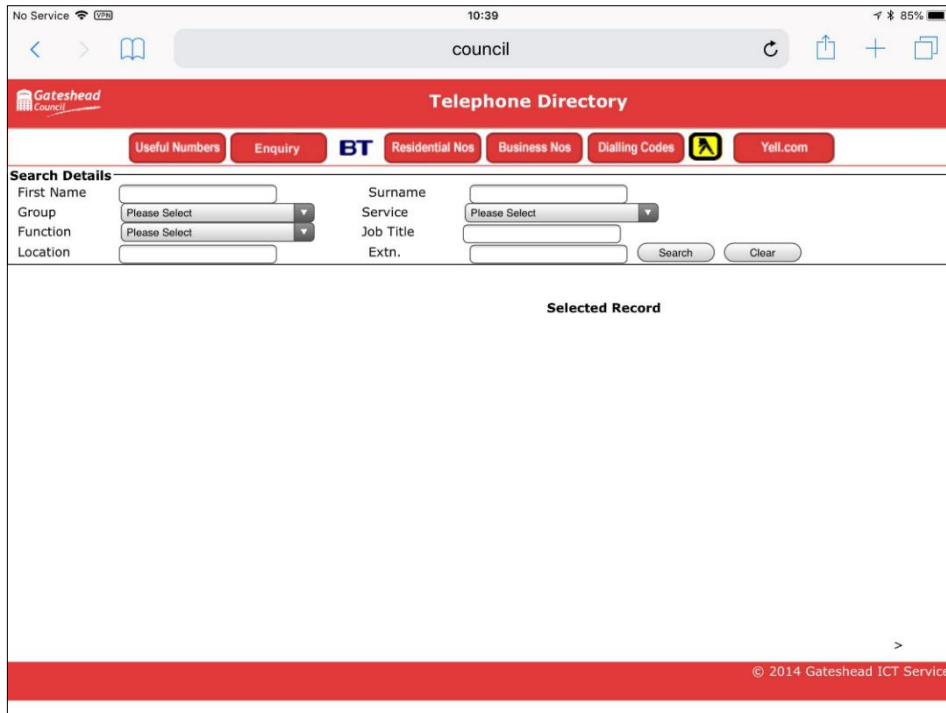


## How to Access the Phone Book

There are lots of useful pieces of information stored in the Hints and Tips app. One of them is the **Phone Book**. Tap on it to open.

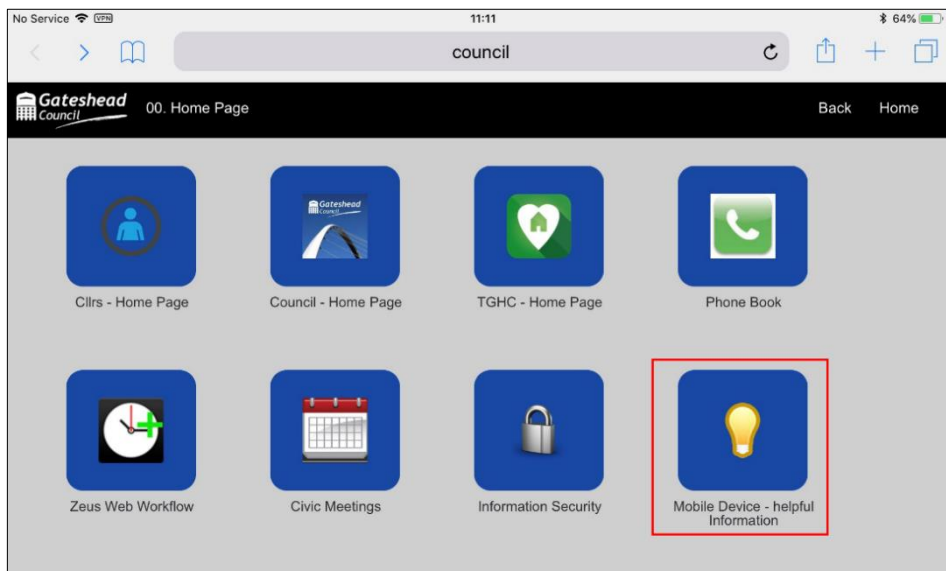


(You may need to enter your desktop login credentials on first use). If you tap on the **First Name** box and type in a name. Then tap in the **Surname** box and add their details. Then tap **Search**.

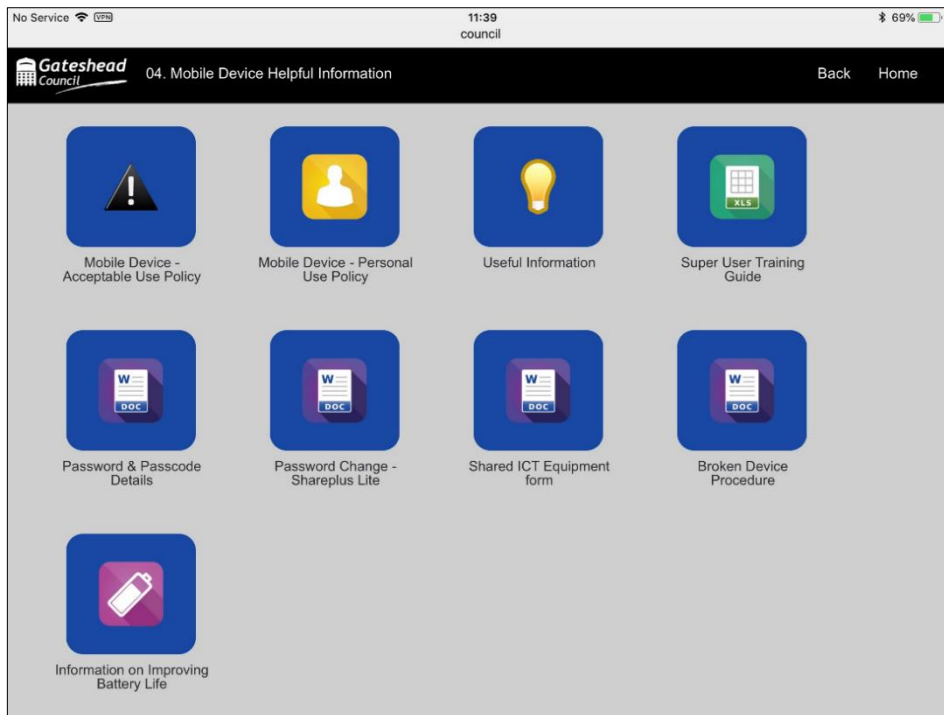


This is a useful tool if you work offsite on a regular basis.

- Tap on the < blue arrow in the top left of your screen to close the Phone Book.
- Tap on the **Mobile Device - helpful information** tile.



There is a host of information in here, which you may like to look at in your own time.



- Double click on your **Home** button and swipe up to close the browser.

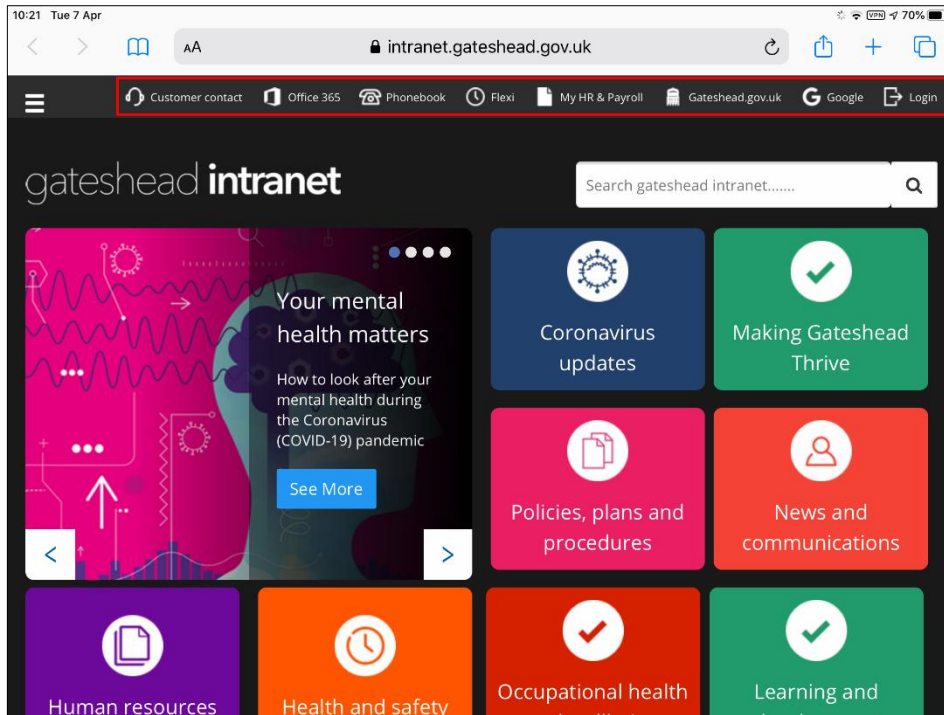
## How to Access the Council's Intranet

It is very easy to access the Gateshead Council intranet from your device.

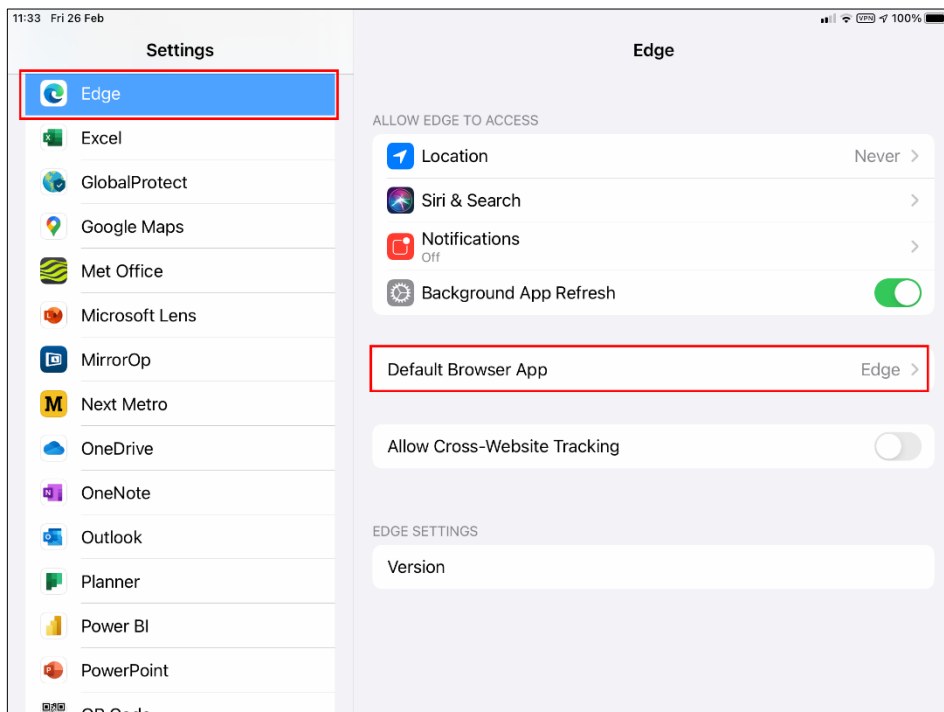
- Tap the **Gateshead Intranet** app.



This will open a mobile-friendly version of the intranet in the browser. *Please note that the default browser is Safari.*



If you wish to change the default browser go to Settings and scroll until **you** find the app you wish to change to. Tap the app, then tap **Default Browser App**. Select a web **browser** to **set** it as the **default**. A tick icon should appear next to the **browser** to confirm it's the **default**.



You can access a range of information, just like you can from your desktop.

For example:

- Office 365
- Phone Book
- Your Flexi
- My HR and Payroll
- The Gateshead Council website
- Google

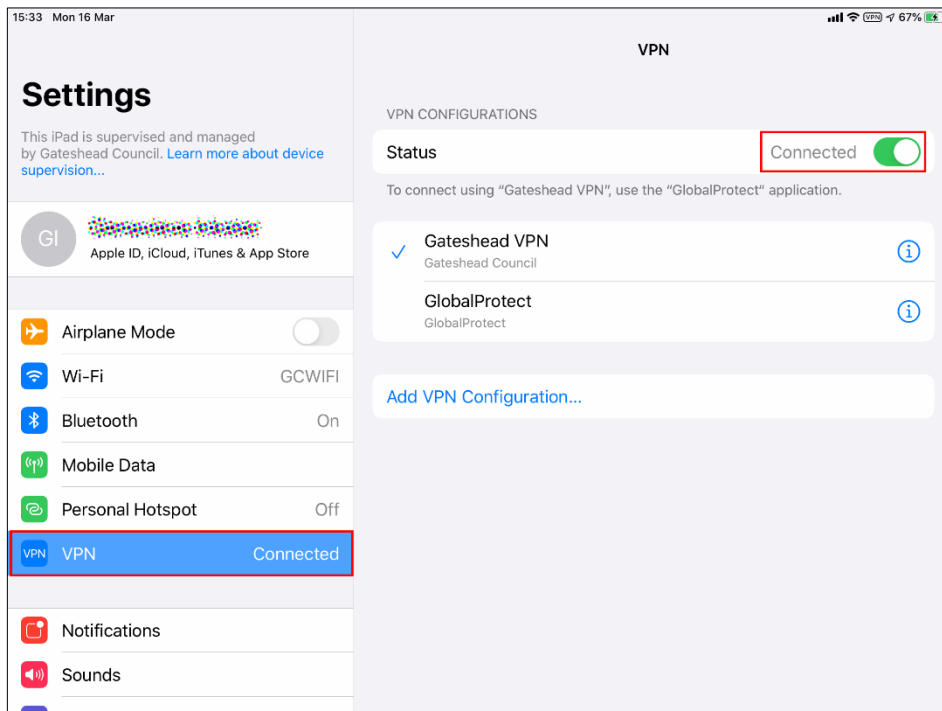
You can access the Phone book here too, but you will need to use your desktop log in credentials to access it.

## How to Access the Flexi System (Zeus)

- To clock in/out remotely on an iPad, tap **Settings**.



- Tap **VPN**, then move the status slider so that it turns to green and says **connected**.



- Close Settings.

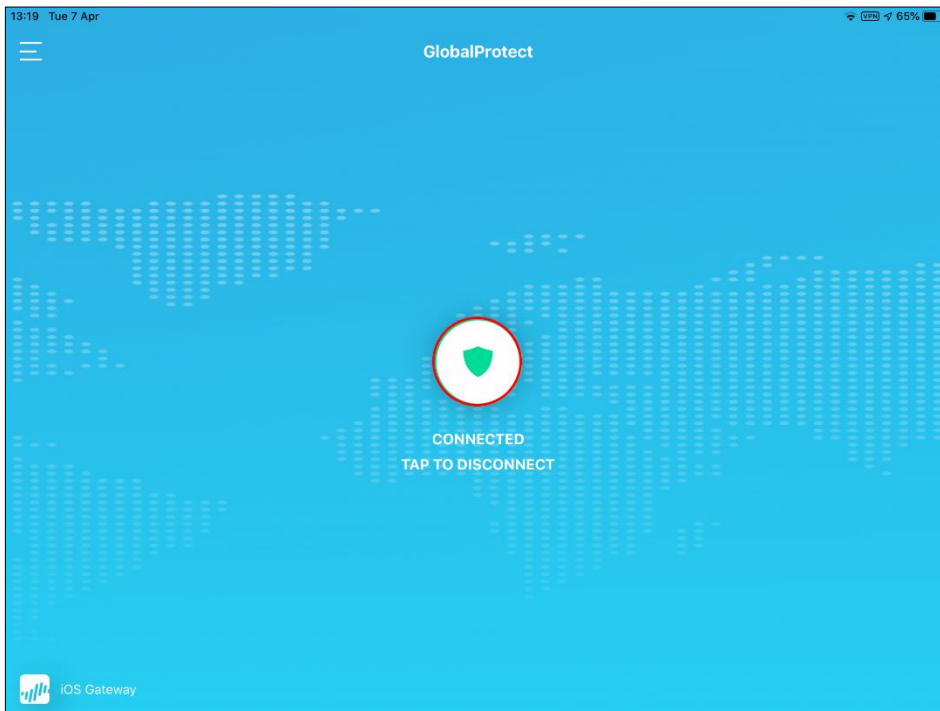
OR

- Tap **Global Protect**.



- Tap on the shield to connect.

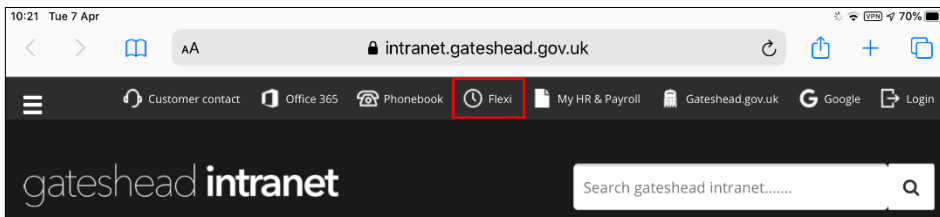
The screen will turn blue to confirm you are connected to the VPN. Close the app.



- Tap the **Gateshead Intranet** app.



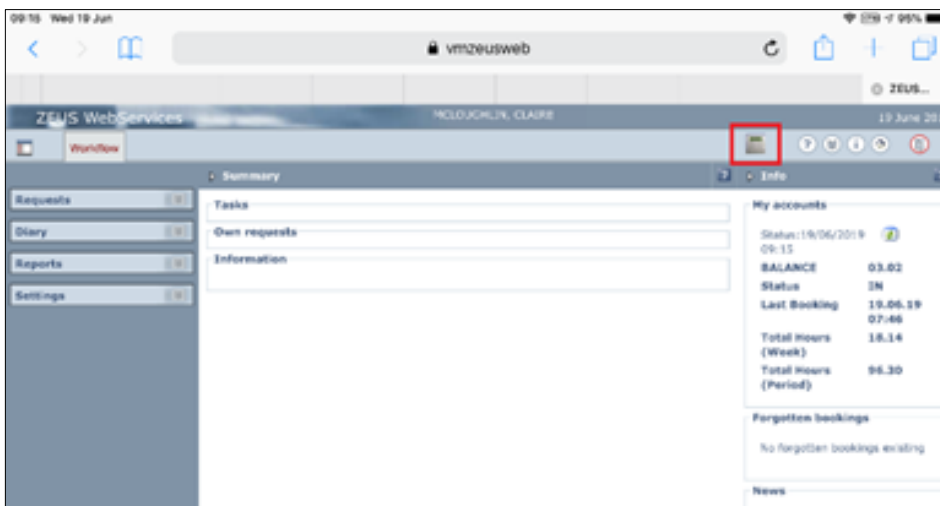
- Tap Flexi.



- Login to the system.



- Tap on the flexi machine at the top right.



- Tap on the flexi machine at the top right to clock in/out.

**Note:** It can take a few seconds to process so please be patient.



You will see confirmation that you have clocked in/out – your status will change at the top left of the screen.

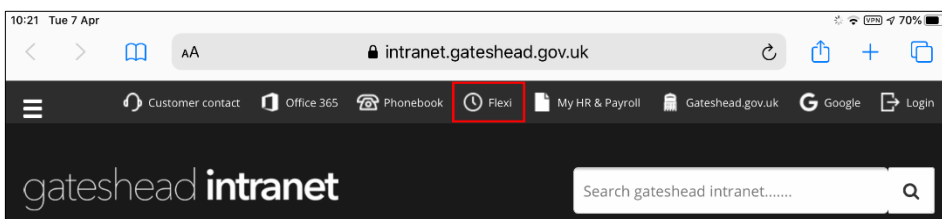


You can also clock in/out on the login screen though you will not see confirmation that you have done so.

- To clock in/out on the login screen, switch on your VPN as shown above.
- Tap the **Gateshead Intranet** app.



- Tap **Flexi**.



- Enter your login details but **DO NOT** tap on Login.



- Tap on the flexi machine to clock in/out.



The screen will flash once, and your username and password fields will go blank. You have been clocked in/out. There is no need to enter your details again.

# How Do I Change Passwords/Use Fingerprint Recognition on My iPad?

This 'How do I...' will cover the following:

- How to Change the Device Password (Passcode) on my iPad
- How to Change the Apple ID (Password) on my iPad
- How to Set-up Multiple Fingerprints to Access my iPad (Touch ID)
- How to Use the Find My App

You potentially have three password/passcodes for your iPad:

- **Device password** (called passcode), your
- **Apple ID** password, and
- **Touch ID** (if your device supports it - you can often use your fingerprint in conjunction with your passcode)

You may wish to read the FAQ on [What do I need to know about Gateshead Council's Password Procedures and Requirements?](#), which is available on AssystNet. This is an excerpt from it, which applies to iPad passwords:

- Must contain at least 8 characters
- Must contain at least 1 number
- Must contain at least 1 uppercase letter
- Must contain at least 1 lowercase letter

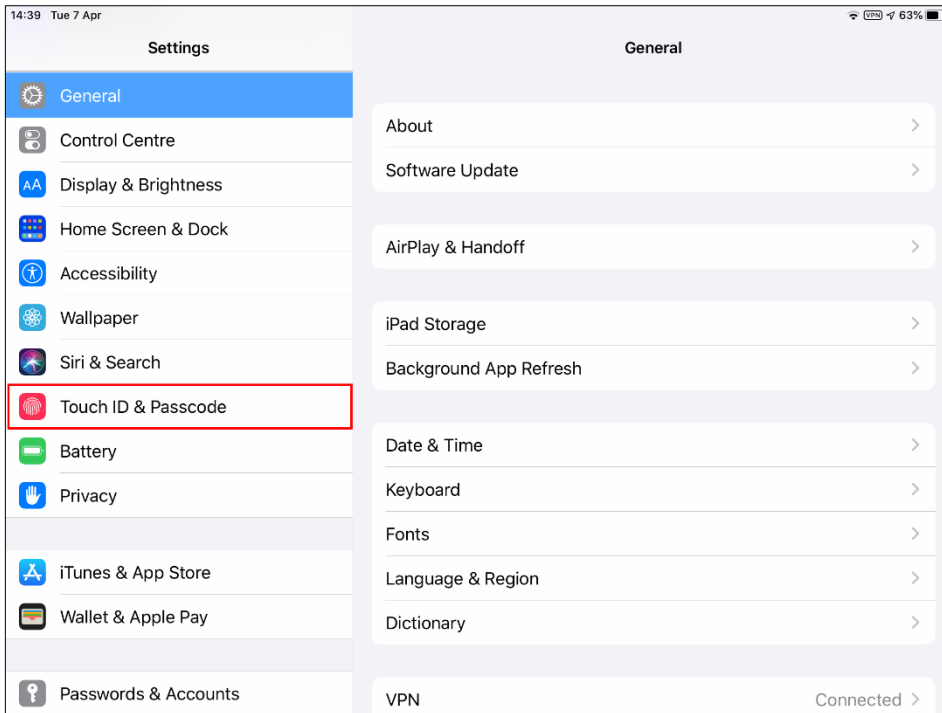
## How to Change the Device Password (Passcode) on my iPad

***Please note this exercise is for changing your device password - which is called passcode. This is used to unlock your device.***

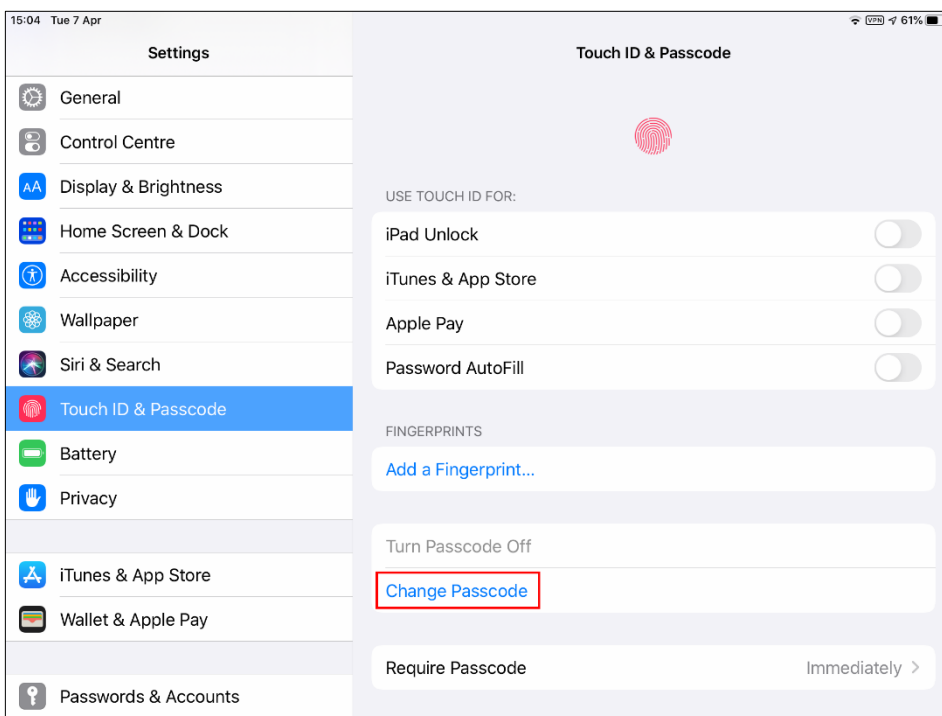
- Tap the **Settings** app.



- Scroll down the left-hand side and tap on **Touch ID & Passcode (simply called Passcode on older devices)**.



- You should enter your current Password (passcode) and then tap on **Change Passcode**.



Enter your new details as prompted.

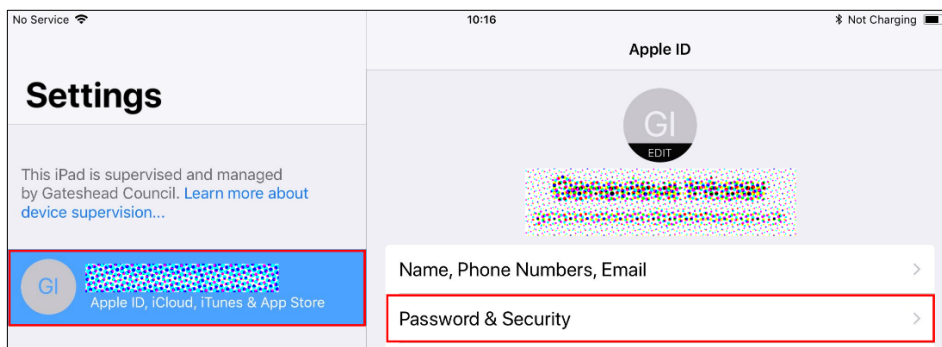
# How to Change the Apple ID (Password) on my iPad

*Please note this is for changing your Apple ID.*

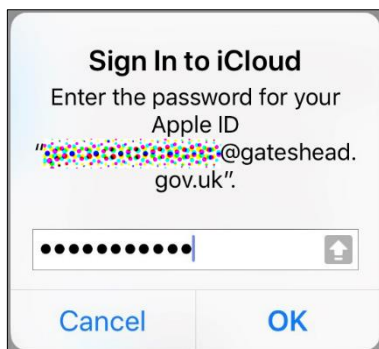
- Tap the **Settings** app.



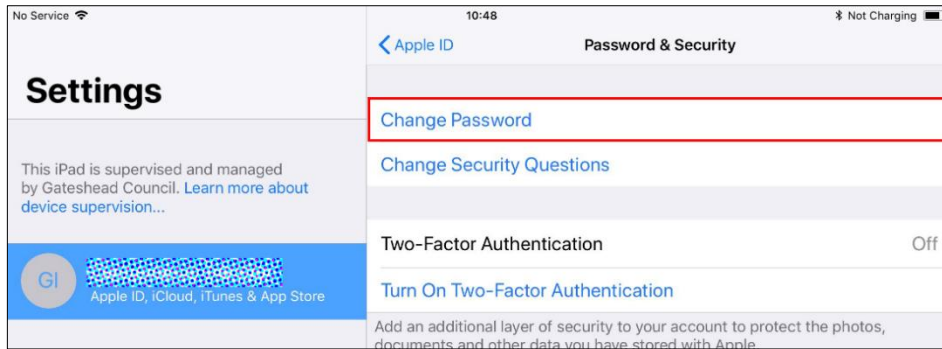
- Tap on your **name**, and then **Password & Security**.



- Please enter your **Apple ID**, which is linked to your Gateshead account and tap **OK**.



- From here you can **Change Security Questions**, and **Change Password**. Tap on the latter.

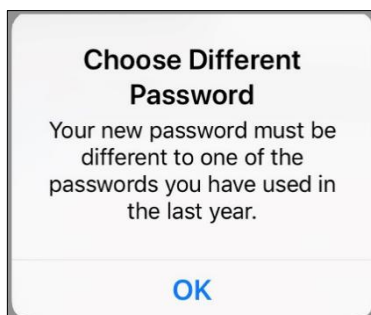


- You will be prompted to enter your current password, enter your **new one**, confirm your **new one**.

Once you have re-set your password, Apple will send you an email confirming you of the change of password.

- You should turn your device **off**, and then **on**, to activate this.
- This will prompt you to enter your password (to unlock the device), **not the Apple ID password you've just changed**.

If you try to enter a password that you have recently used, you will get the following message.



## How to Set-up Multiple Fingerprints to Access My iPad (Touch ID)

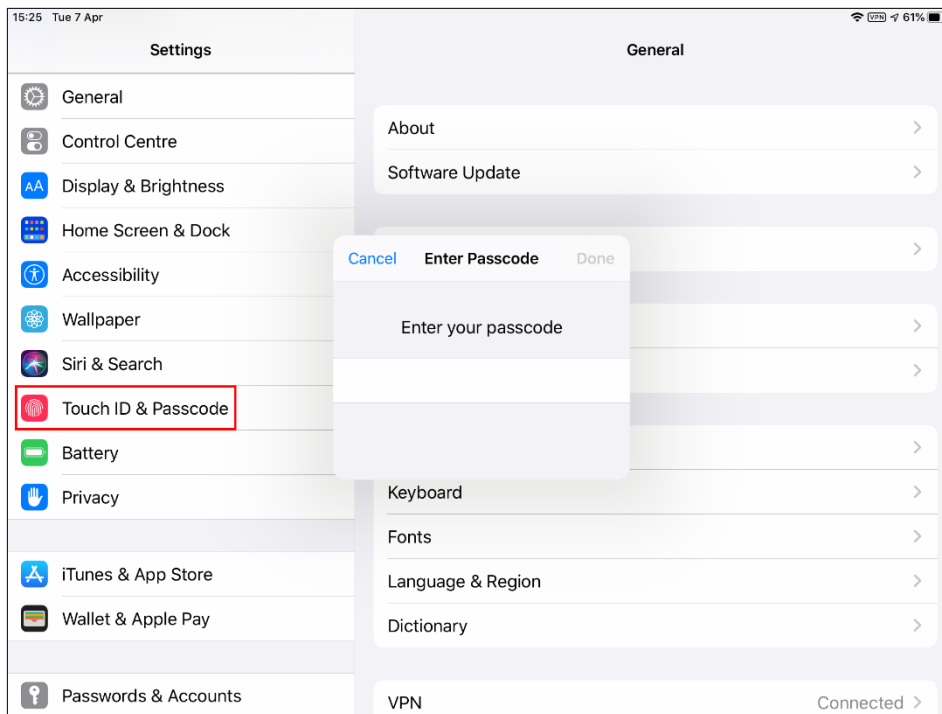
If your iPad supports fingerprint recognition (**Touch ID**), you will already have set this up when you received your device.

If you want to add more, please follow the instructions below.

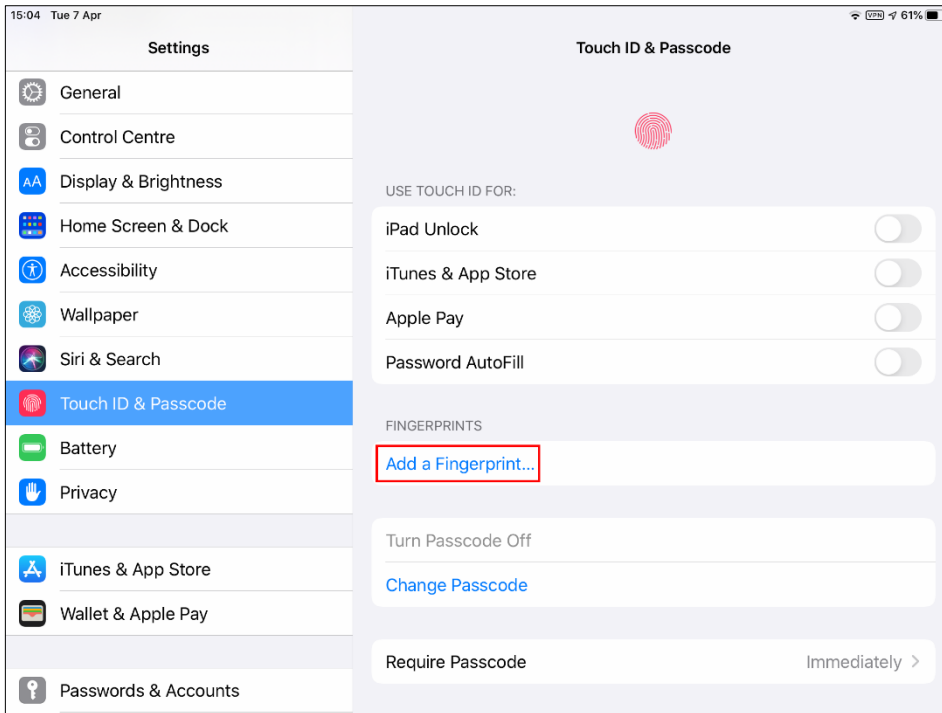
- Tap the **Settings** app.



- Scroll down on the left-hand side and then tap on **Touch ID & Passcode** (simply called Passcode on older devices), then enter your passcode and tap **Done**.



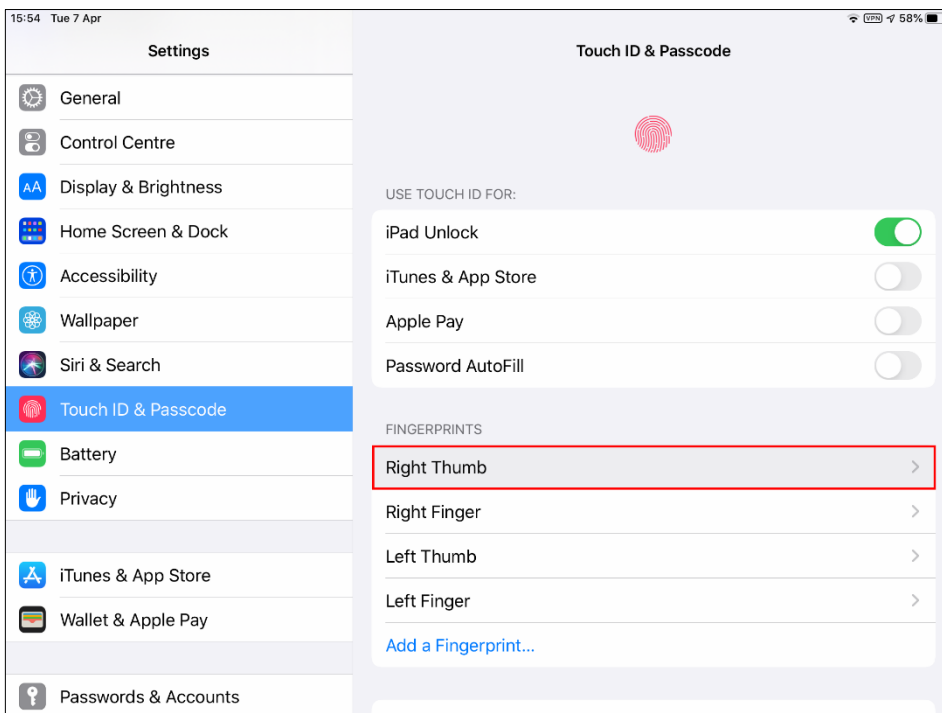
- Tap **Add a Fingerprint** and hold your device as you normally would when touching the Home button.
- Touch the **Home button** with your finger or thumb as instructed on the screen.



- Continue to lift and rest your finger slowly, making small adjustments to the position of your finger each time.

You can enrol up to **5 fingerprints** on your device.

If you tap on Finger 1 you can rename it as shown in this example.

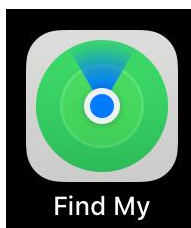


Once you've completed this, double click the **Home button** and swipe the **Settings** icon upwards. Closing the app like this helps preserve your battery life.

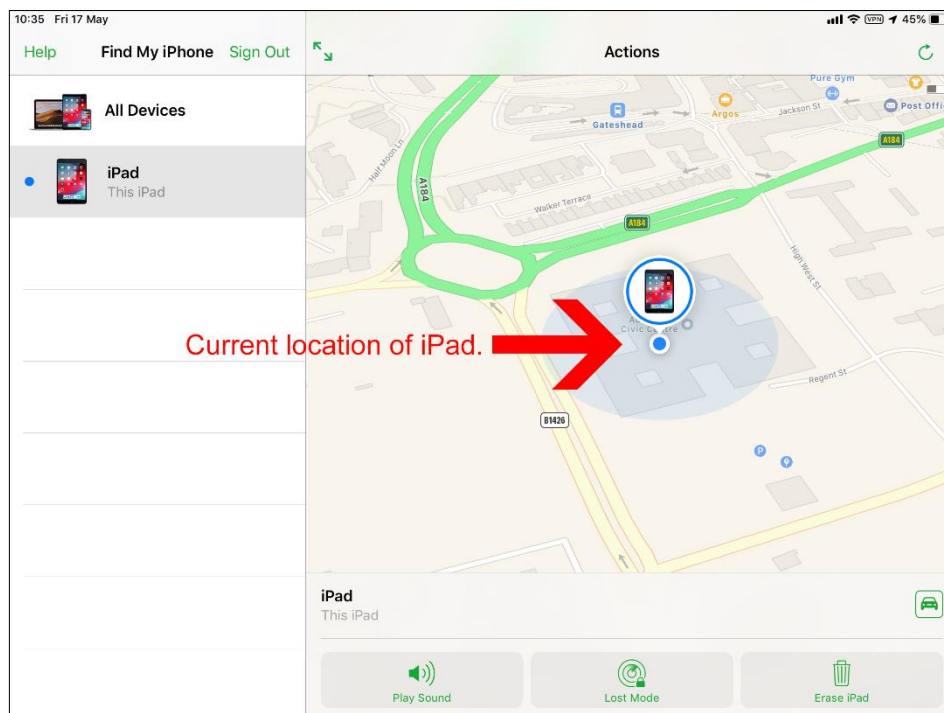
Now, with just a touch of your finger, the sensor quickly reads your fingerprint and automatically unlocks your device.

## How to Use the Find My App

- Tap the **Find My app**.



- Now, enter your **Apple ID**. After a few seconds, you should see where your device is currently located.



If your iPad is lost, or stolen, you should call the **IT Service Desk on X3771** and they should be able to remotely locate it.



# How Do I Install More Apps?

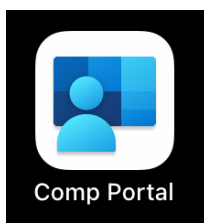
This 'How do I...' will cover the following:

- How to Access the Comp Portal to View My Pre-Approved Apps
- How to Download Additional Apps from Apple's App Store

## How to Access the Comp Portal to View My Pre-Approved Apps

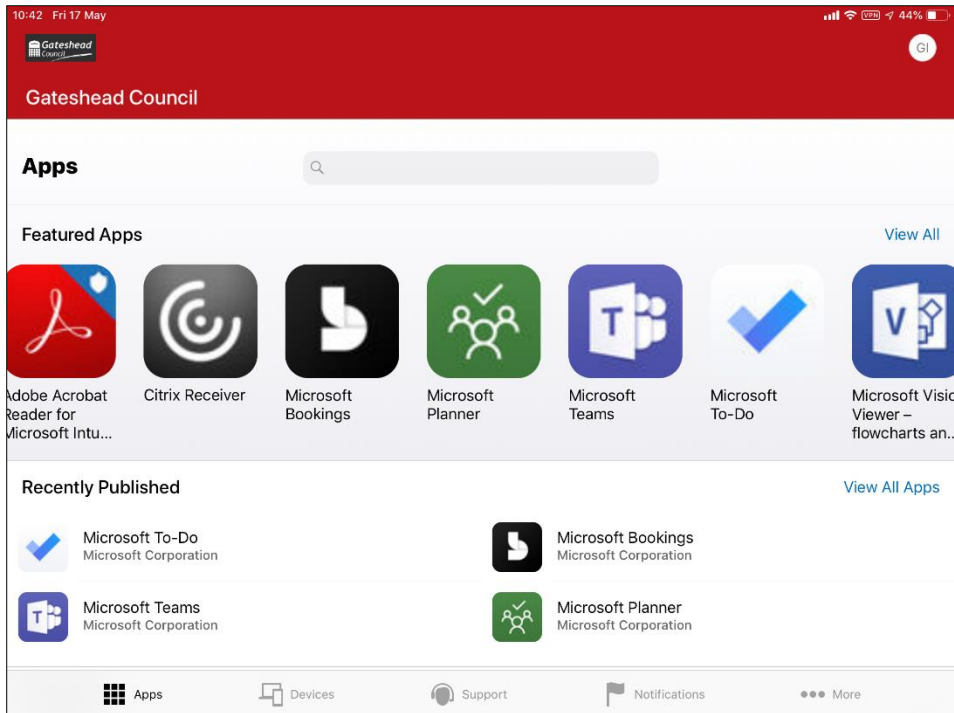
Your iPad will come with pre-installed apps, including some of the Office Online 365 apps.

- Tap the **Comp Portal** app.



This gives you access to apps provided by Gateshead Council.

Here you will see a list of apps that are either pre-installed on to your device, or ones which you can download. To install an app, simply tap on it and follow the prompts.



## How to Download Additional Apps from Apple's App Store

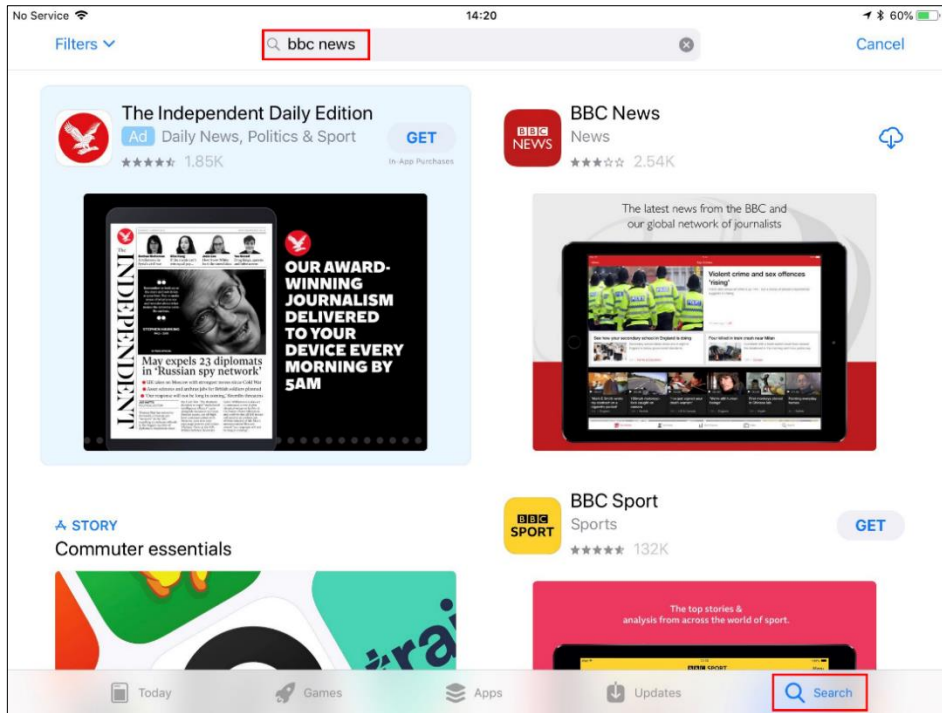
An alternative way to download an app is from Apple's App Store.

- Tap on the **App Store** app.



This is where you can browse, and download, millions of apps and games for your iPad. Some will come at a cost, but many are free.

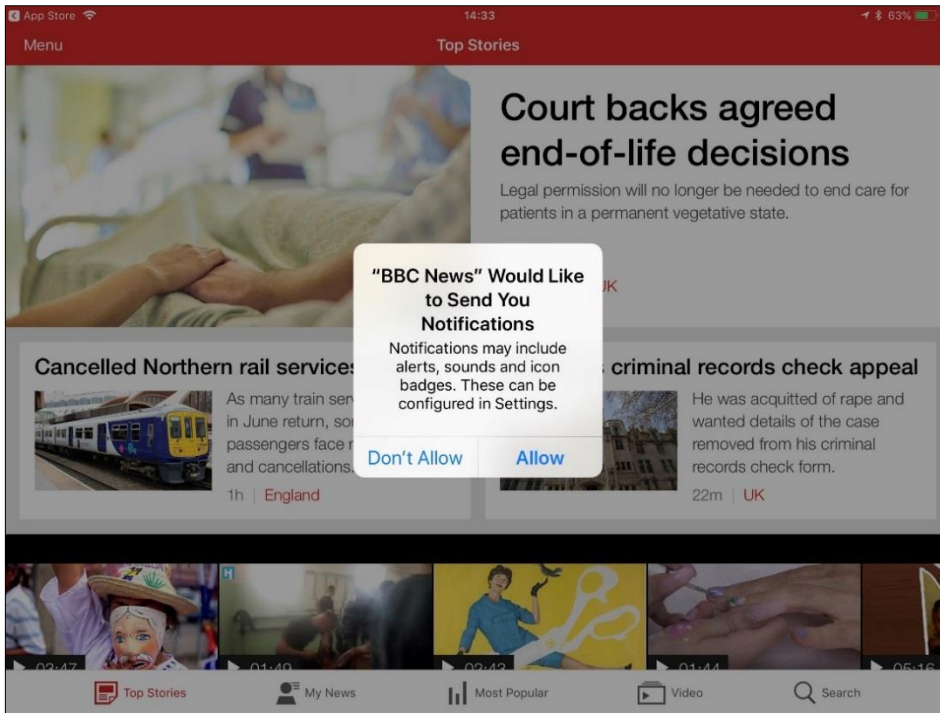
- Tap on the **Search** feature which is towards the bottom-right of your screen.
- Tap and type in **BBC News** in the search bar at the top.



- It will take a few seconds to download the app. Once it has been installed, tap on **Open**.

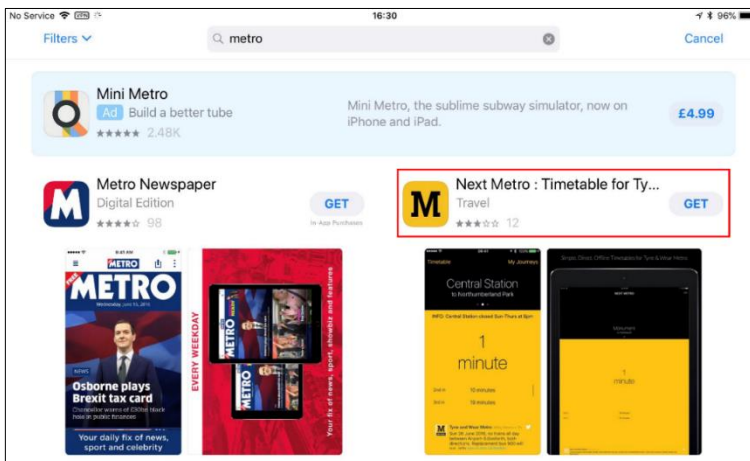


Some apps may wish to send you notifications e.g. when a dramatic story happens. You can tap on **Don't Allow**, or **Allow**, depending on your preferences.



You may wish to add other apps at this point. The following example uses the **Metro**.

- Tap on **Get** when you want to install it.



Once the app has had time to download, you can close Apple's App Store. To do this, double click the **Home button** and swipe the app upwards.

*Please note that any app which allows you to **stream content** e.g. a radio app such as Capital FM, or YouTube, will eat into your data allowance and should be used with caution.*

**Streaming content** means that you access an audio or video file on the Internet, which is partially downloaded, and then played as the remainder of the file is being downloaded.

# How Do I Organise Apps on My iPad?

This 'How do I...' will cover the following:

- How to Add My Most Frequently Used Apps to the Dock
- How to Group My Apps into a Folder
- How to Delete a Folder
- How to Delete an App
- How to Move an App
- How to Structure My Apps

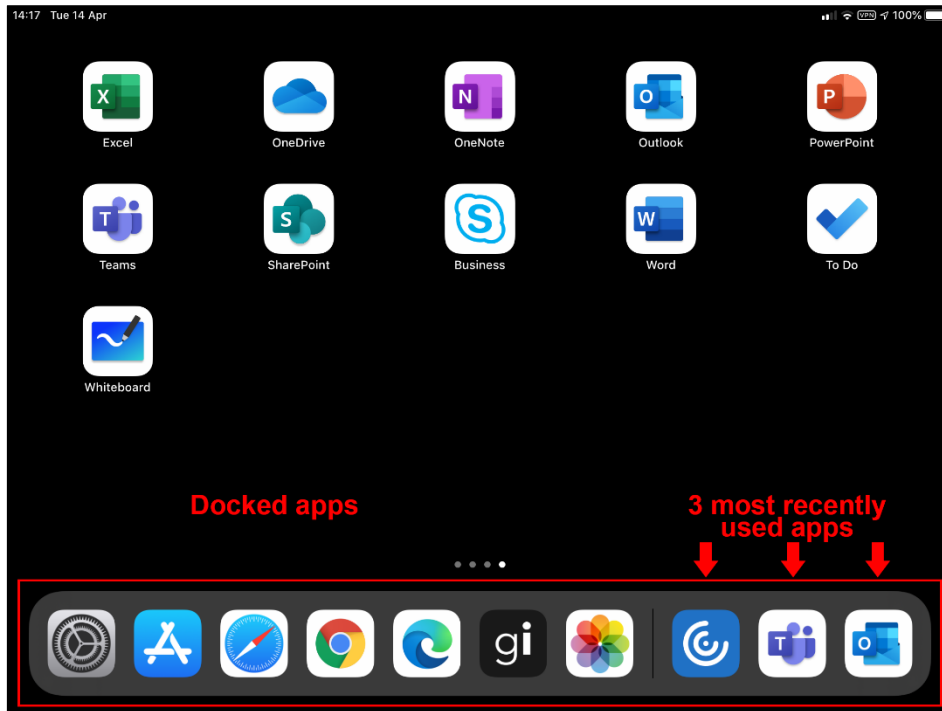
*There are several ways in which you can keep your iPad organised, and keep the apps you use most in one place.*

## How to Add My Most Frequently Used Apps to the Dock

The apps on the dock at the bottom of the screen stay the same no matter which Home screen you are currently on. You can store between 11 apps, on the iPad mini, up to 15 on the 12.9-inch iPad Pro.

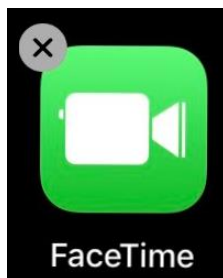
You can access your dock at any time by swiping upwards.

The dock displays the three most recently used apps automatically (on the right-hand side). Even if you don't have an app docked, it may be ready for you to launch from the dock, if you have opened it recently.



You can place an app on the dock the same way you would move it anywhere.

- **Tap and hold** on the app until it **jiggles** (you will see it move and a X next to the app).



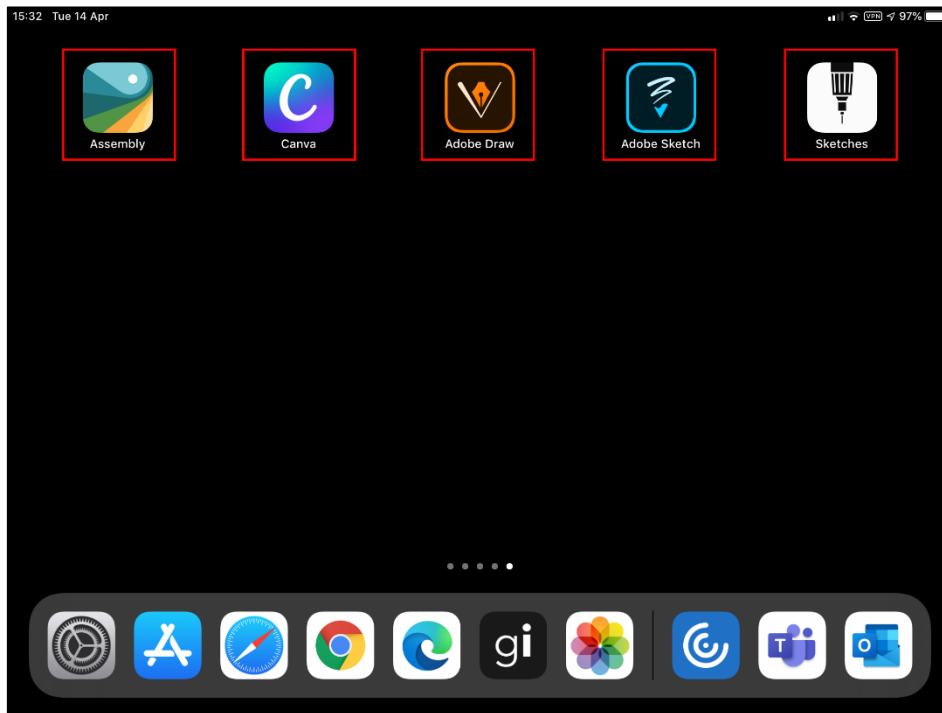
- Move your finger and the app to the dock and hold until the other apps on the dock move out of the way.
- **Release your finger.**

If your dock is full, or if you decide you need one of the default apps on the dock, move apps off the dock just as you would move them from anywhere. When you move the app off the dock, the other apps on the dock reposition themselves.

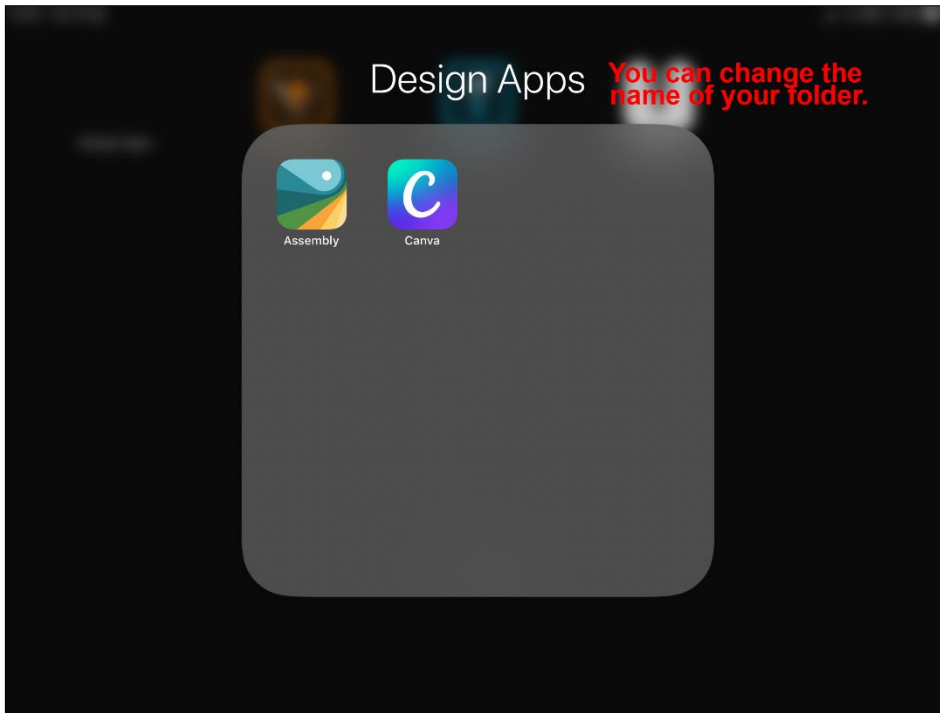
## How to Group My Apps into a Folder

You may find that there are several apps which you would like to keep in one place.

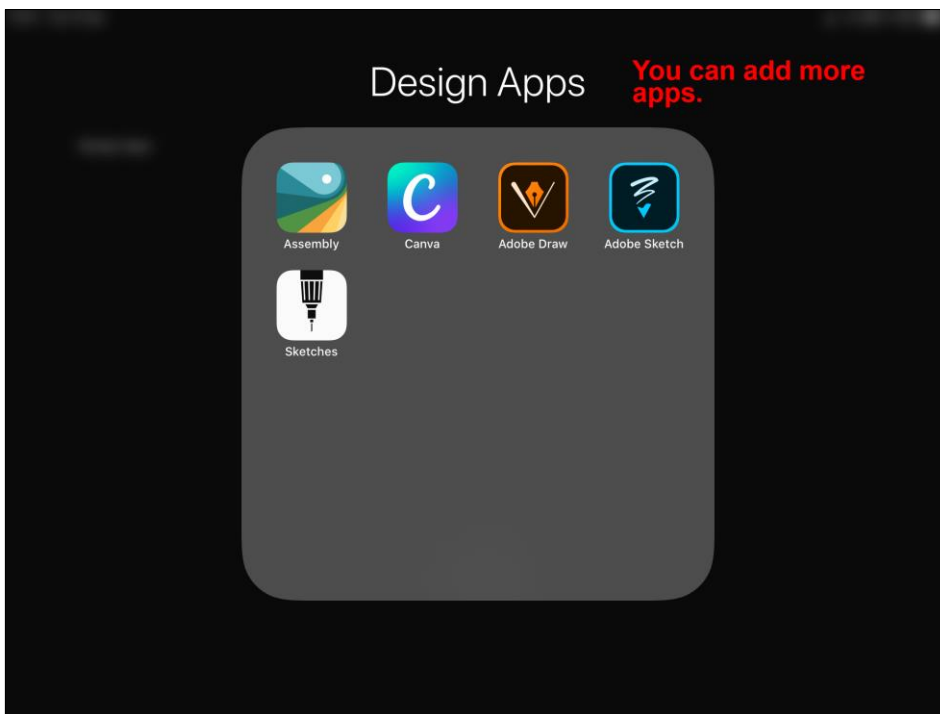
Your iPad will have different apps to the example shown below but here we find five apps, which would be better organised if they were in one folder.



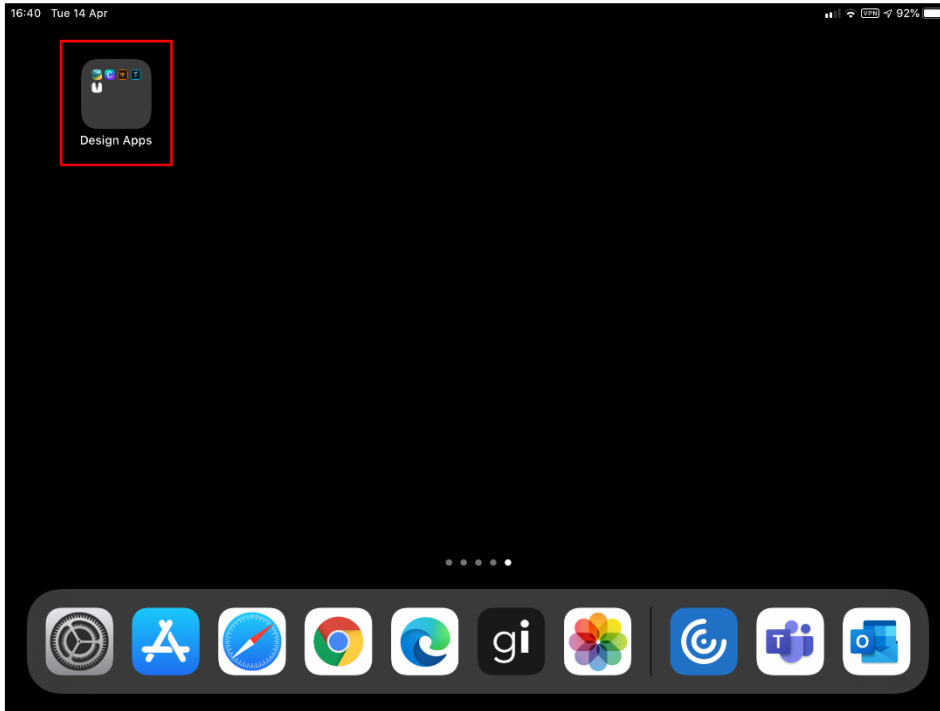
- **Tap and hold** on the first app you want to place in the folder. After it starts to jiggle, drag it across so that it is **on top of the second app** but ***don't release it***.
- As you continue to hold the app, you zoom into a folder view. **Release the app.**
- Add a name to the folder if the generic name the iPad chooses isn't the one you want to use by tapping in the name area.



- Tap away from your folder and back on to your **Home screen**. Now you can tap, hold, and drag additional apps into the folder.



- If you tap back on to your **Home screen**, you will see your folder and small icons, which symbolises that you have multiple apps in there.



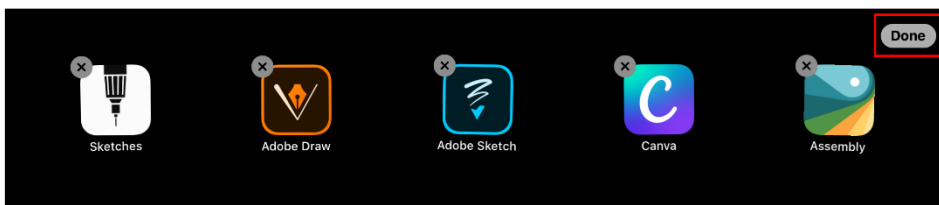
## How to Delete a Folder

If you find out later that you aren't using a folder:

- Tap on the folder.
- Tap, hold and drag your apps out of your folder to the **Home screen**.

You will notice that your folder disappears.

- Tap **Done** or click on your **Home button** to stop the apps from jiggling.



## How to Delete an App

- All you need to do to delete your app is tap and hold until you see it jiggle. Then, tap on the X in the corner of the app.



You can delete an app from the following:

- The Home screen
- The Dock
- Within a folder

## How to Move an App

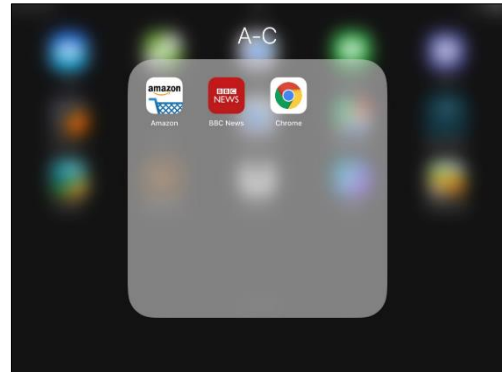
You may not like where your app sits on the screen. To move your app to another location please do the following:

- Tap and hold until you see it jiggle.
- Drag it to where you want it positioned.
- Release your finger.

## How to Structure My Apps

There are some other ways in which you can structure your apps. You may want to consider organising them:

- **Alphabetically.** You could create folders for your apps e.g. A-C, D-F etc.



- **By colour.**



- **By association.**



Alternatively, you can leave your apps just as they are.

## How Do I Use Google/Apple Maps on My iPad?

This 'How do I...' will cover the following:

- How to Download Google Maps on to My iPad
- How to Get Directions with Google Maps
- How to Check the Traffic in My Area
- How to Set My Home and Work Addresses
- How to Integrate Maps with My Outlook Calendar

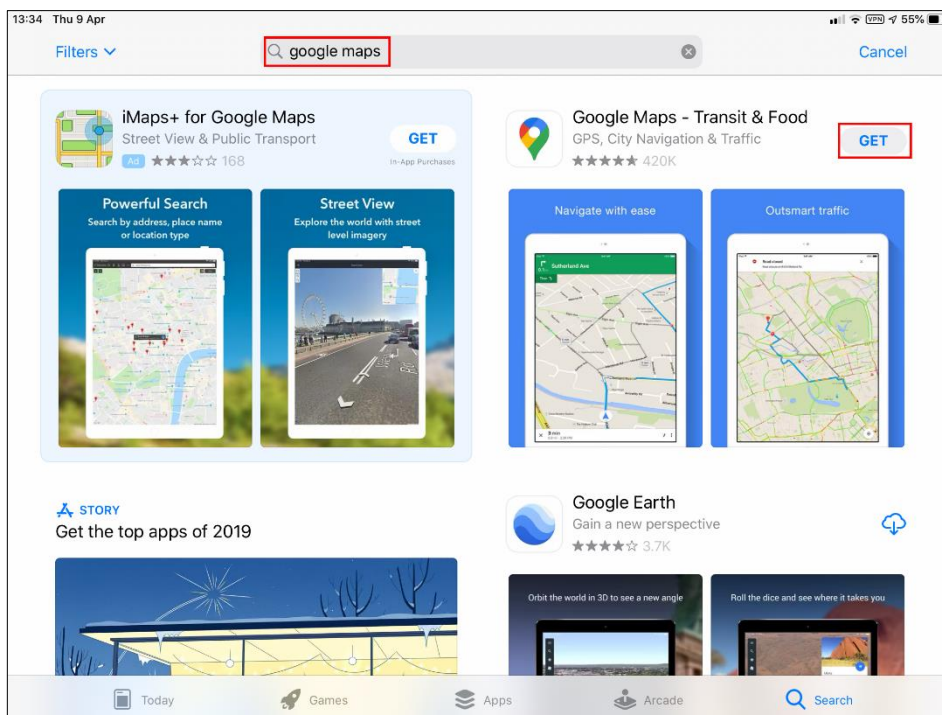
# How to Download Google Maps on to My iPad

You will need to go to the App Store to download Google Maps.

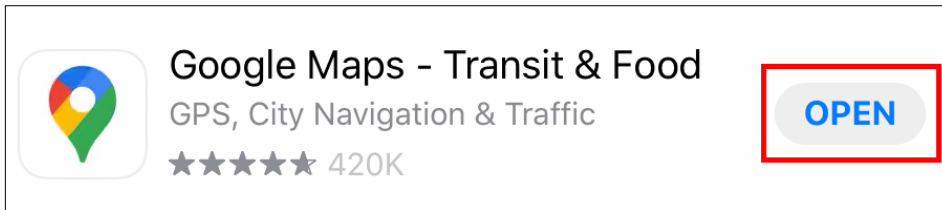
- Tap the **App Store** app.



- Tap on the **Search** feature which is towards the bottom-right of your screen.
- Type **Google Maps** into the search box at the top.
- Once the app appears, tap **Get**.



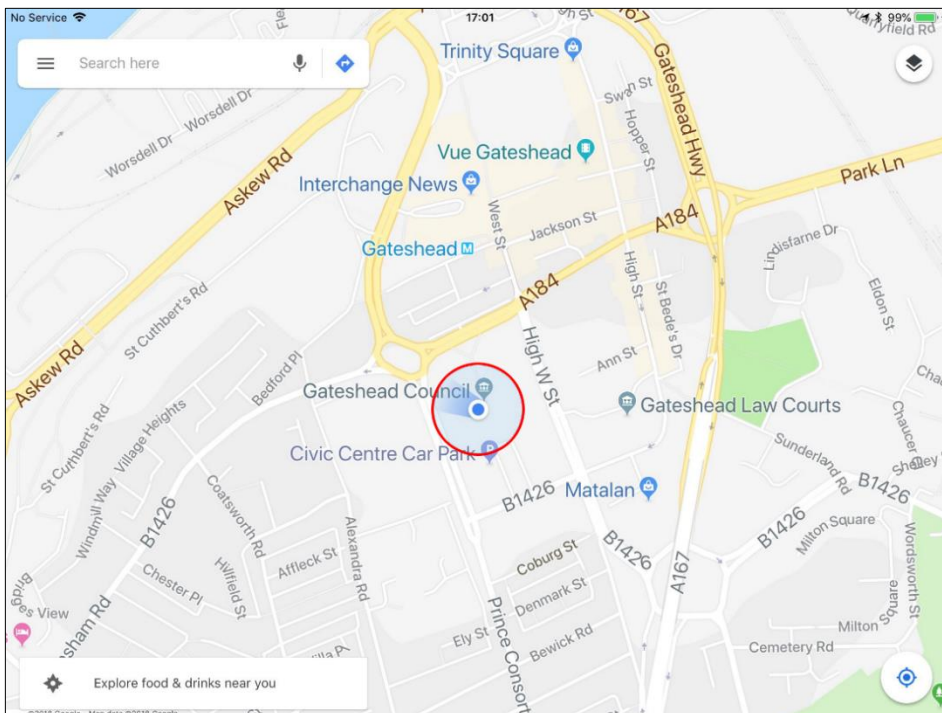
- It may take several seconds for the app to download. Once it has been installed, tap **Open**.



- You may be prompted by the following message. Please tap **Always Allow**.



After a few seconds your device will pinpoint where you are; this is symbolised by a blue flashing dot. Google Maps uses GPS to establish your location.



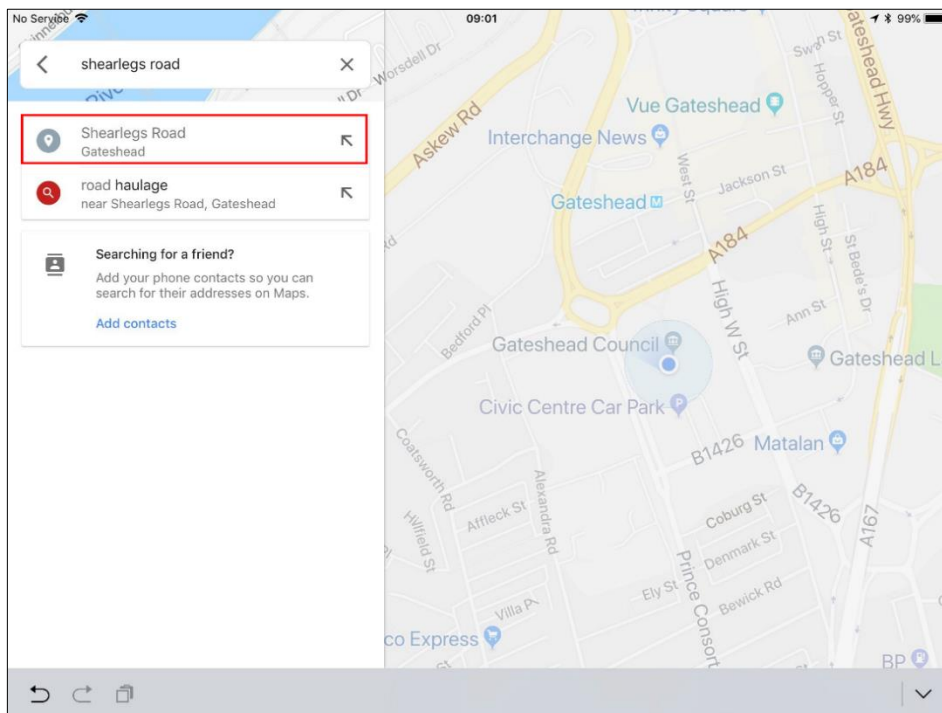
Google Maps provides the following:

- Satellite imagery,
- Street maps,
- 360° panoramic views of streets,

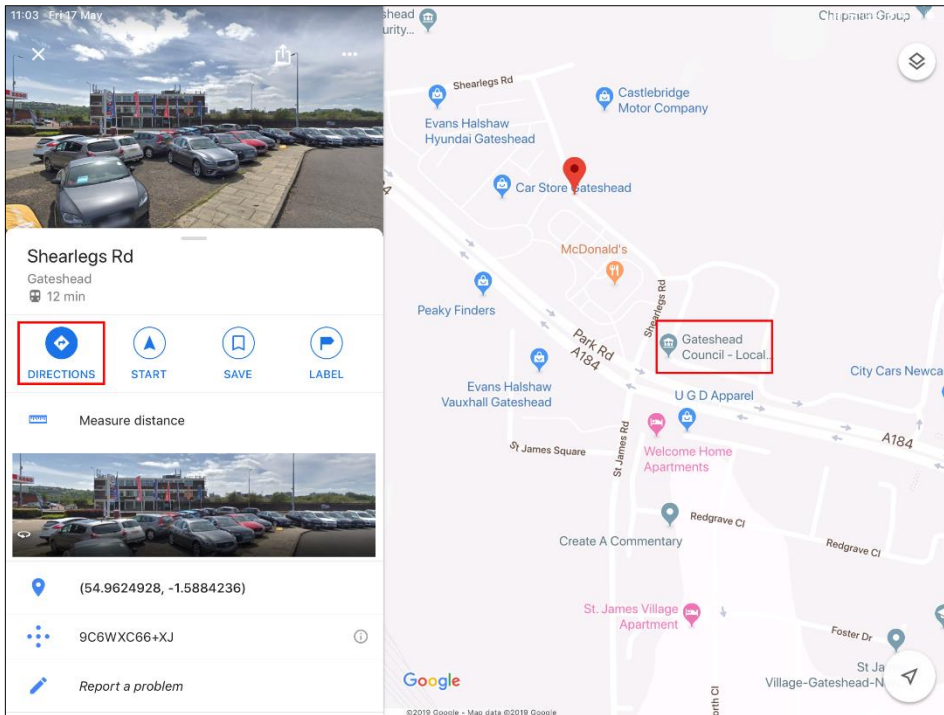
- Real-time traffic conditions, and
- Route planning for traveling by foot, car, bicycle, or public transport

## How to Get Directions with Google Maps

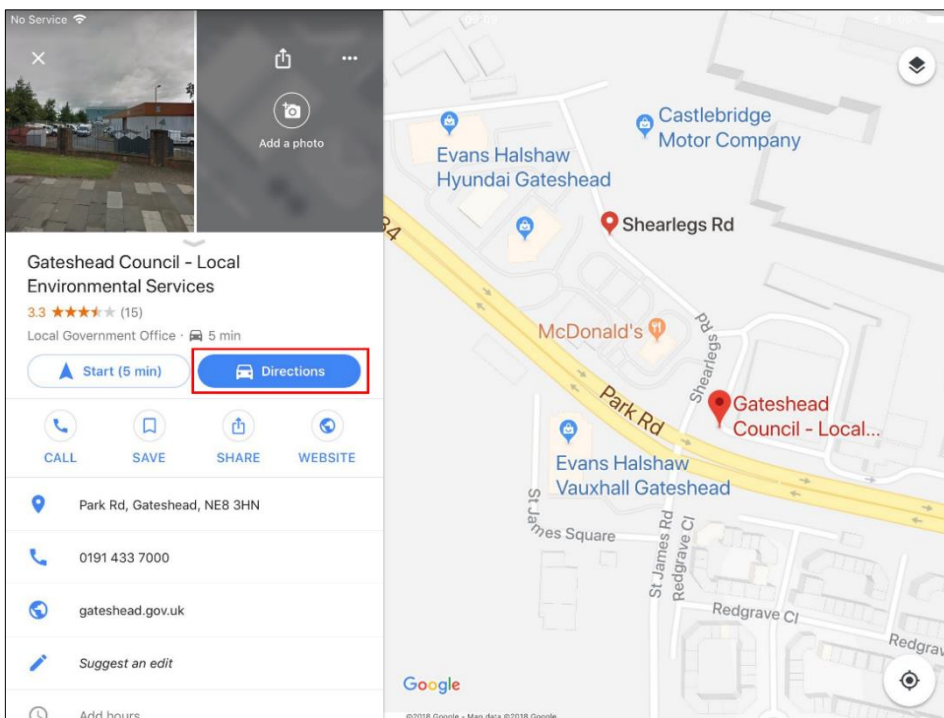
If you want to find directions, tap into the **Search Box** (top left). Start typing your destination, which should get pulled up. Tap on the destination below to select it.



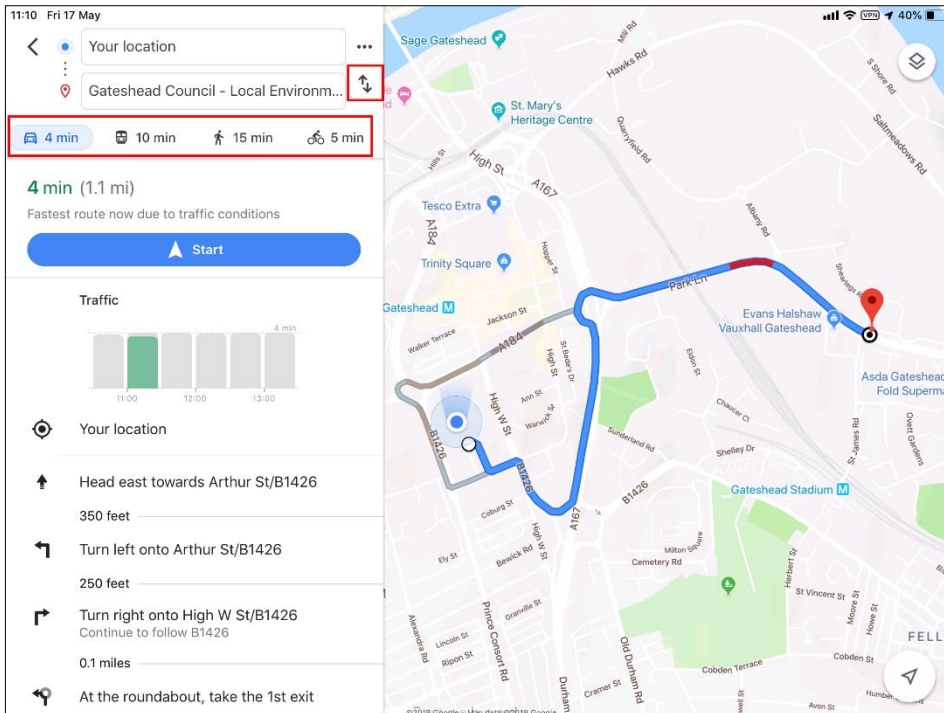
- You should see the name of the street you have entered. Tap on **Gateshead Council**.



- Tap on the blue button **Directions**.

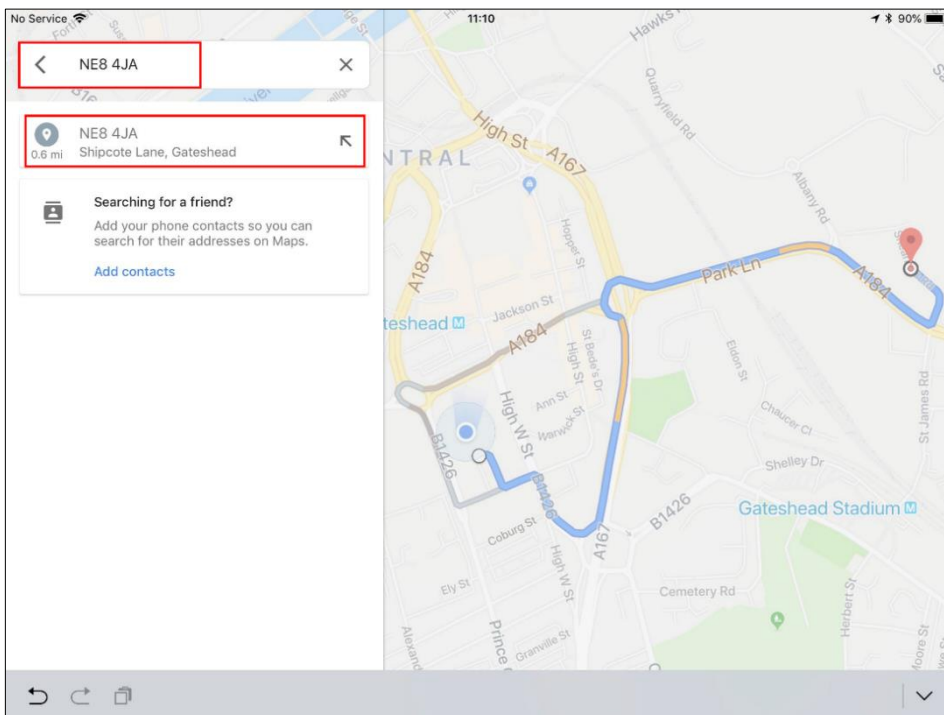


You can see the options for your journey and associated times. You can also reverse the location/destination by tapping on the double arrow.

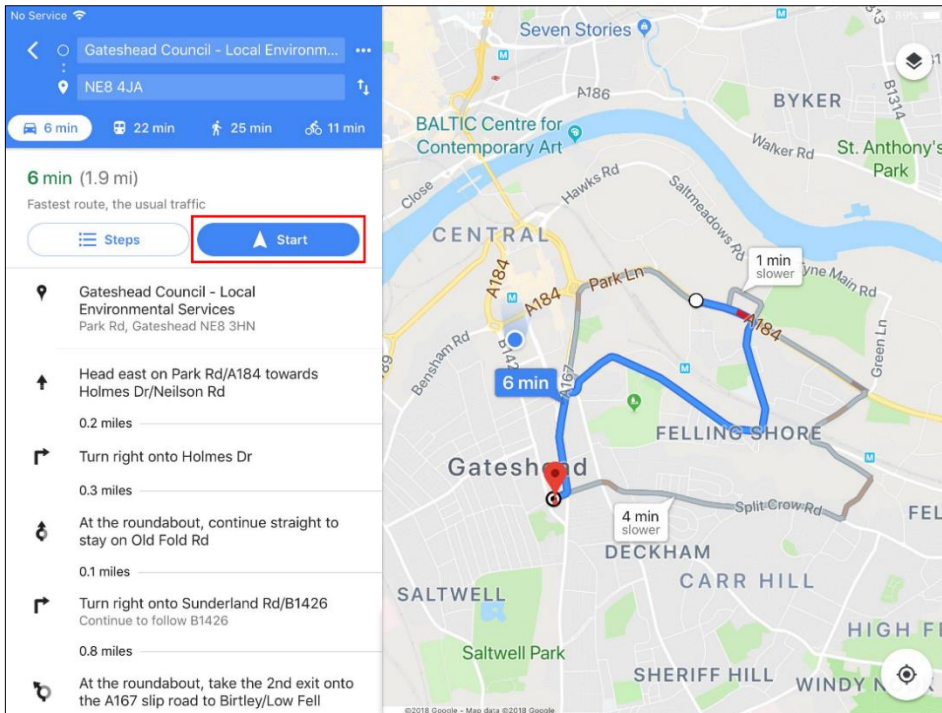


If you want to zoom in, touch the screen with two fingers and separate your fingers. Pinch your fingers together to zoom out.

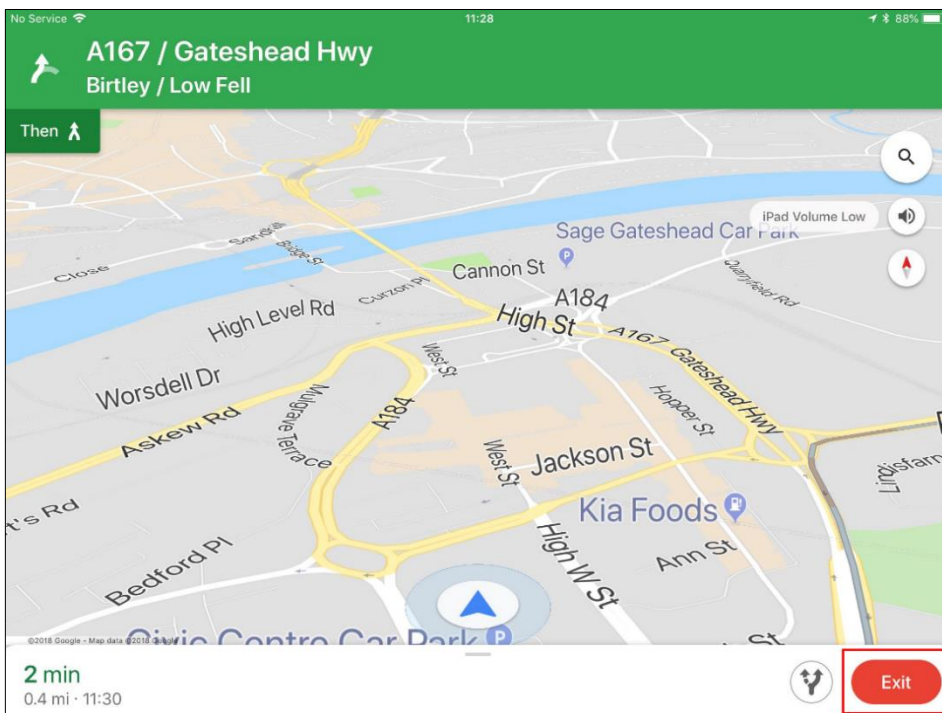
- You can also do a search by postcode. Tap into the **Search Box** (top left) and start typing in your postcode; then tap on the one beneath.



This will give you an indication on the time it will take to get from A to B.



- If you tap on the **Start** button it will talk you through how to get from A to B (you will need the volume on).

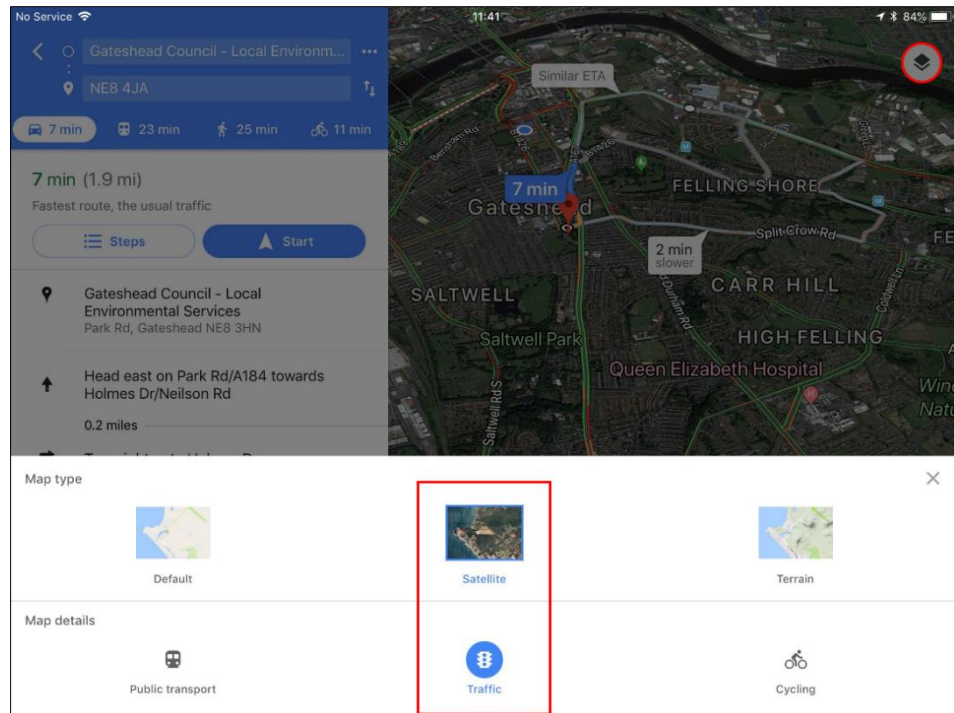


- Once you are finished, tap on **Exit**.

## How to Check the Traffic in My Area

- Tap on the **Layer** icon in the top-right of your screen.
- Tap on **Satellite** and **Traffic**. This gives a more realistic view of the area and gives a visual on how busy the traffic is.

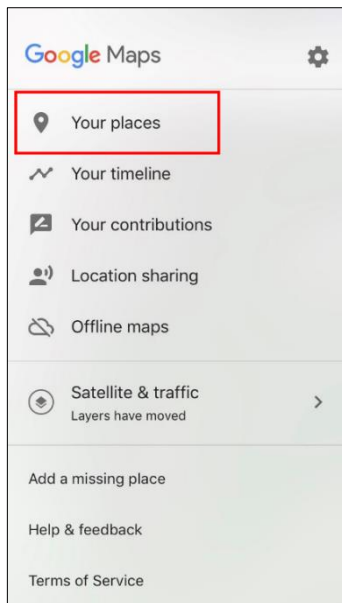
If you want to return to the normal view, tap on **Default**.



## How to Set My Home and Work Addresses

One of the first things you could do with **Google Maps** is save your home and work addresses.

- Tap the menu button, which is represented by the three vertical lines in the top-left corner. Tap **Your Places**.



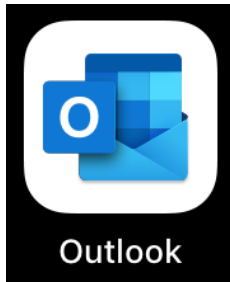
- You can **Home** and **Work** and enter the locations for both so that it is stored on the device.
- To close Google Maps, double click the **Home button** and swipe the app upwards.
- You should now see the **Google Maps** app appear on your device. To access the app in the future, simply tap on the app.



## How to Integrate Maps with My Outlook Calendar

The following steps adds a map to your Outlook meetings. However, please be aware that this isn't Google Maps, but **Apple Maps**.

- Tap the **Outlook app**.



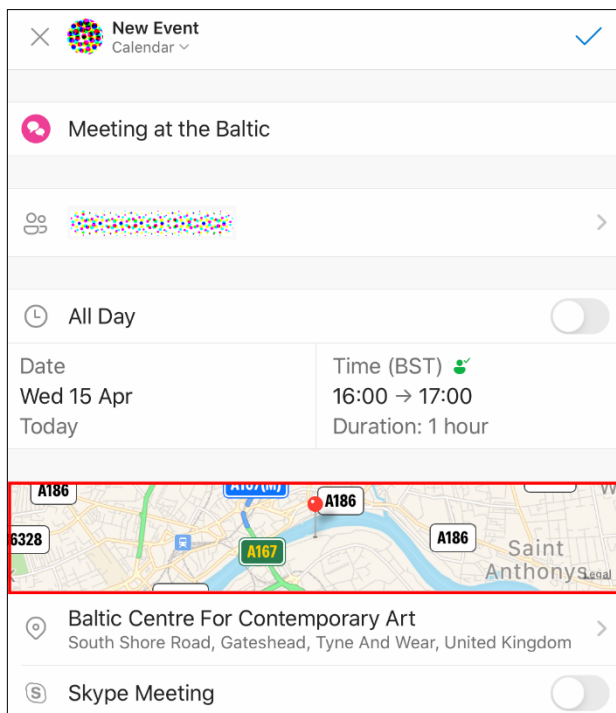
- Tap on the **Calendar** icon which is bottom-right.



- Tap on the **+** symbol in the top-right of the screen.

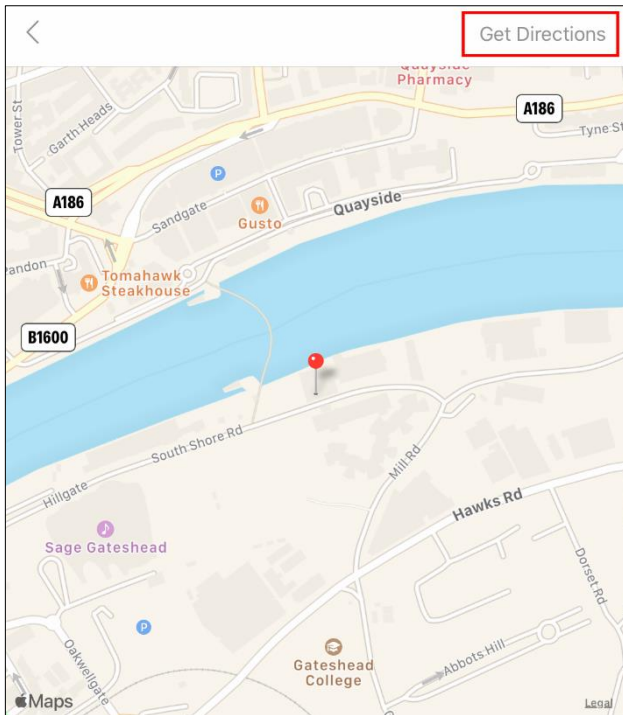
Enter the details of your meeting, such as name and time.

- Tap on **Location** and type in the name of your venue. This will interrogate **Apple Maps**. Tap on the suggested place.



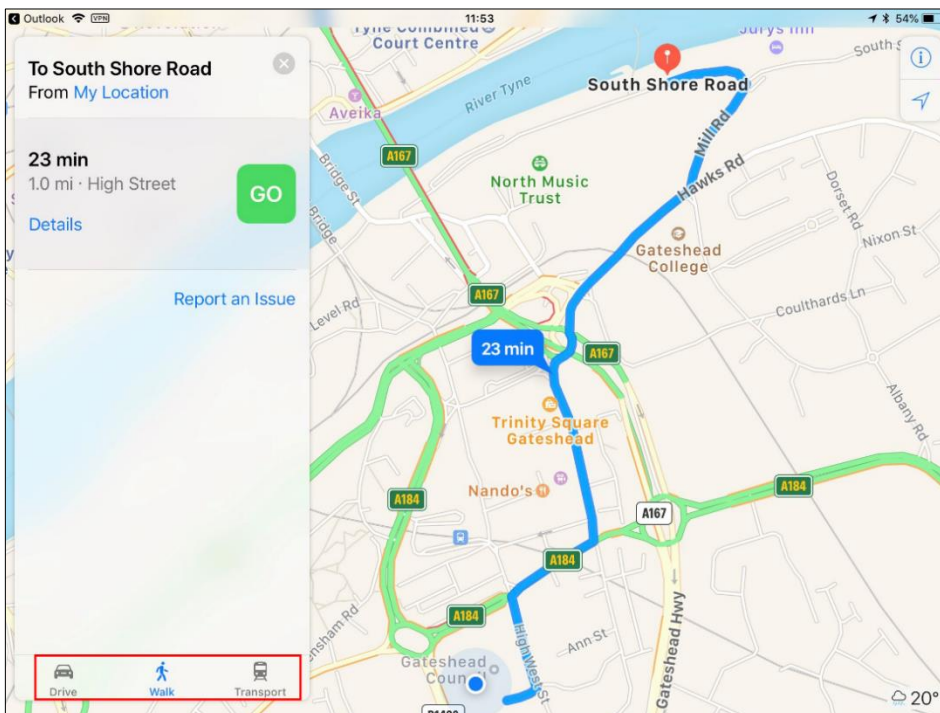
This should add a map and pin on to your desired location.

- Tap on the **tick** in the top-right of the New Event box. This will now add it to your Calendar.
- Tap the Calendar and then tap on the event you've just created.



If you tap on **Get Directions**, it will show you how to get there. You can choose between:

- Car
- Walk
- Public Transport



To close your Calendar, double click the **Home button** and swipe the app upwards.

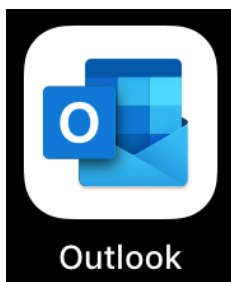
# How Do I Access and Manage Emails Using My iPad?

This 'How do I...' will cover the following:

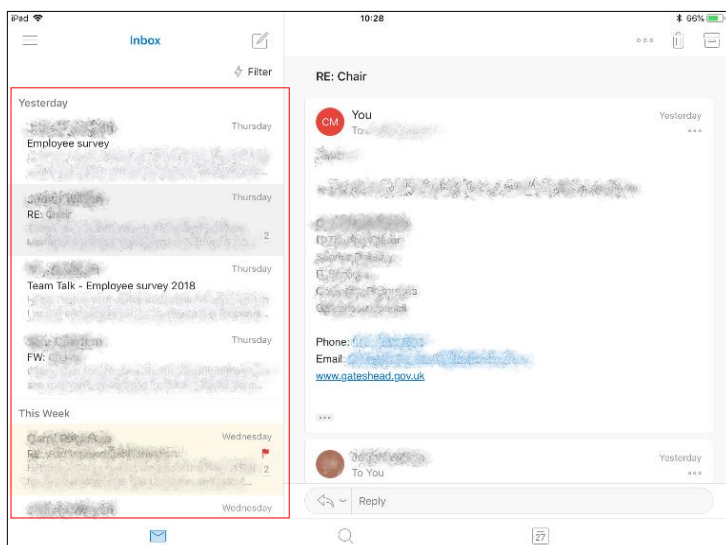
- How to Access Emails
- How to Reply To/Forward Emails and Include Attachments
- How to Delete Emails
- How to Move Emails
- How to Flag/Unflag Emails
- How to View Flagged Emails
- How to Archive Emails
- How to Schedule an Email as a Reminder
- How to Set up an Out of Office
- How to Add a Shared Mailbox

## How to Access Emails

- Tap the **Outlook app**.



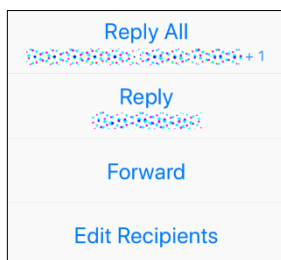
Your inbox is listed down the left-hand side.



- Tap any email on the left to view in the screen on the right.  
To access emails in other folders:
- Tap on your profile picture at the top left of the screen.
- Tap on the folder you require.

## How to Reply To/Forward Emails (and Include Attachments)

- Tap on an email to open it.
- Tap on the arrow to select those that you wish to reply to. You may reply all (everyone the email has been sent to), reply to just the sender, forward to someone else, or edit the recipient list.



- Tap in the **Reply** box at the bottom of the screen.



- Type your response. You can tap on the double arrow to open a larger screen for composing your email.



You can attach photographs by clicking on the paperclip but only one at a time (it's easier to share multiple photos using OneDrive).

- Tap the paperclip,
- Tap **Choose Photo from Library**.
- Select **All Photos** (Camera Roll).
- Select photograph.

- Tap right arrow to send email.



To forward an email:

- Tap back arrow and select **Forward**.



- Repeat steps above on how to reply to an email before you tap send.

## How to Delete Emails

- Tap on an email to open it.
- Tap on the rubbish bin at the top right of the screen.



- The email will be deleted straight-away. You will not be asked if you wish to confirm deletion but you can access it from your recycle bin and restore it if necessary.

## How to Move Emails to a Different Folder/Create a New Folder

- Tap on the email you wish to move.
- Tap the 3 circles at the top right of the screen.



- Tap **Move to Folder**.

At this point, you can create a new folder:

- Tap on the folder with a + at the top right of the screen.
- Enter a name for the folder
- Tap on **Create**.
- Tap on the folder you wish to move it to (or tap the X at the top left if you wish to exit).

The email will be moved straightaway. You will not be asked to confirm the move.

## How to Flag/Unflag an Email

- Tap on the email you wish to flag.
- Tap the 3 circles at the top right of the screen.



- Tap **Flag/Unflag**.

## How to View Flagged Emails (or emails with attachments)

- Tap **the three lines** at the top of your Inbox.



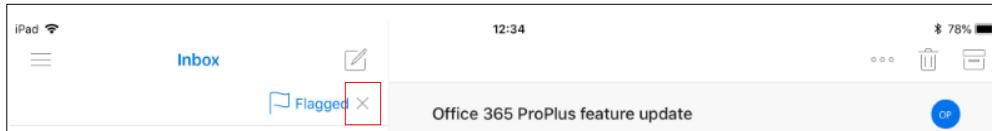
Select as appropriate:

- **Unread**
- **Flagged**

- **Attachments** or
- **@Mentions Me**

To remove filter:

- Tap **x** next to **Flagged**.



## How to Archive Emails

You can send emails to an **Archive** folder to empty your mailbox instead of moving them to different folders or deleting them. However, it could end up a dumping ground so you may wish to avoid using it:

- Tap on the email.
- Tap on archive box (top right of screen).

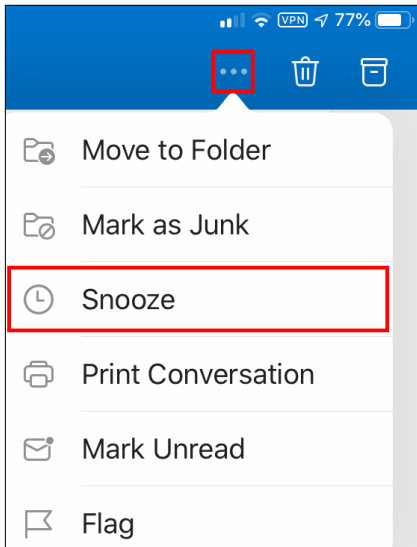


## How to Set the Snooze Feature

If you need to act on an email at a later stage, you can **snooze** it. The message **will** be hidden from your inbox until the time you specify, which effectively provides you with **Do Not Disturb** capabilities.

This allows you to keep very few messages in your inbox, so you can see what is important to work on right now.

- Tap on the email.
- Tap the 3 circles at the top right of the screen and then tap **Snooze**.



- Select prefixed day/time or tap **Choose a Time**.

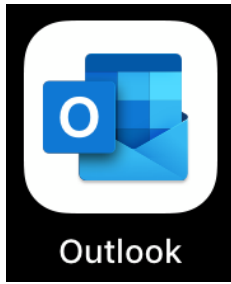
Snooze	
🕒 Later Today	14:00
🌙 This Evening	18:00
Tomorrow	Thu. 08:00
🏠 This Weekend	Sat. 10:00
Next Week	Mon. 08:00
Choose a Time	>

Choose a Time		
Sun 19 Apr	13	45
Mon 20 Apr	14	50
Yesterday	15	55
<b>Today</b>	<b>16</b>	<b>00</b>
Tomorrow	17	05
Fri 24 Apr	18	10

- The email will notify you at the date/time specified.

## How to Set up an Out of Office

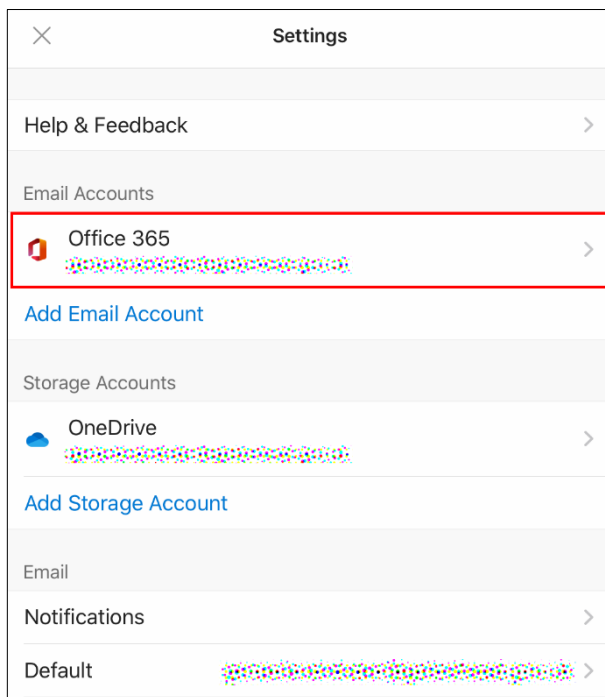
- Tap the **Outlook app**.



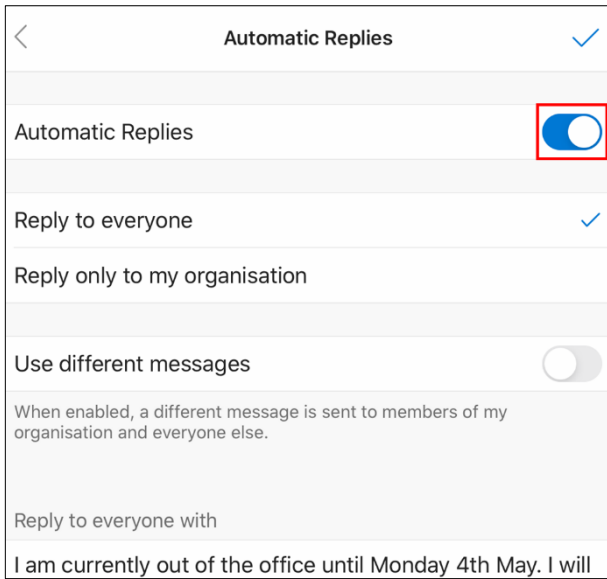
- Tap on your profile photo at the top left, then the **Settings** cog at the bottom.



- Tap on your Office 365 account.



- Tap on **Automatic Replies** and toggle the switch to **on**.



Select **Reply to everyone** and enter a message in the **Reply to everyone with section**, please see below for the standard format of this message.

You can toggle **Use different messages** to enter a different reply for external email messages.

- Tap on the tick at the top right.



- Tap on < arrow at the top left.
- Tap on the X at the top left.

Standard format of message:

I am out of the office until [day], [date]. In my absence, please contact [colleague or manager's name] at [their email address]@gateshead.gov.uk or by telephone on 0191 433 [ext].

If you are making a request for information under freedom of information or data protection legislation, please direct your request to InformationRights@gateshead.gov.uk.

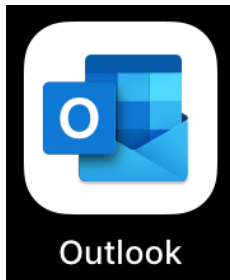
If it is not redirected, your message will be treated as being received on the date of my return.

Regards.

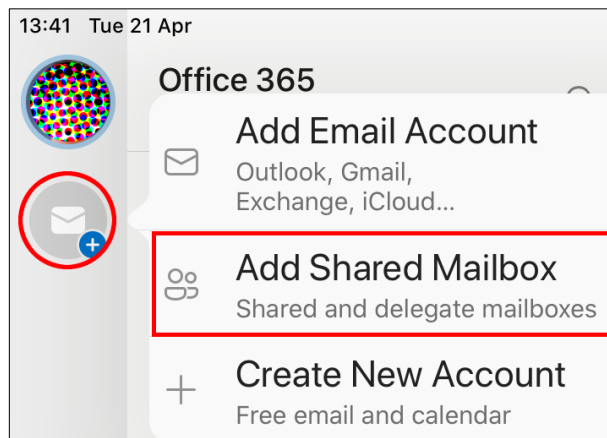
[Name] [Job Title]

## How to Add a Shared Mailbox

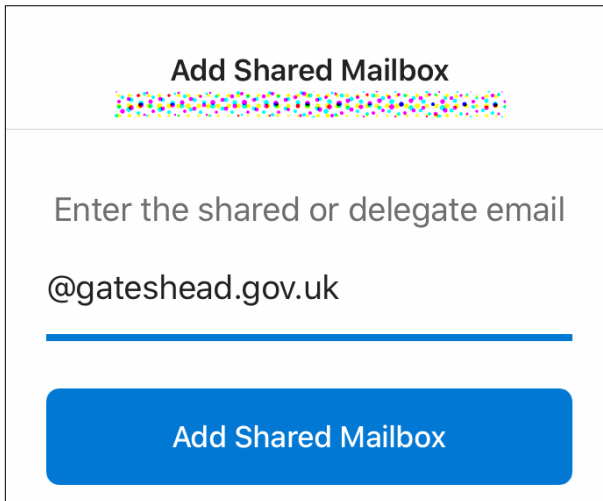
- Tap the **Outlook app**.



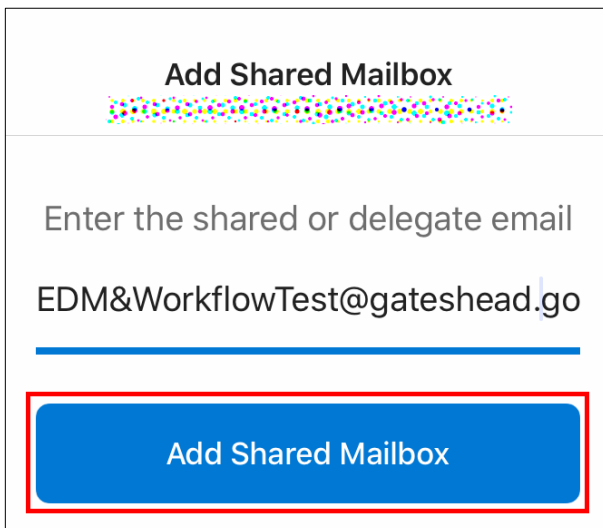
- Tap on your profile photo at the top left.
- Tap on the mailbox icon with the + sign and select **Add Shared Mailbox**.



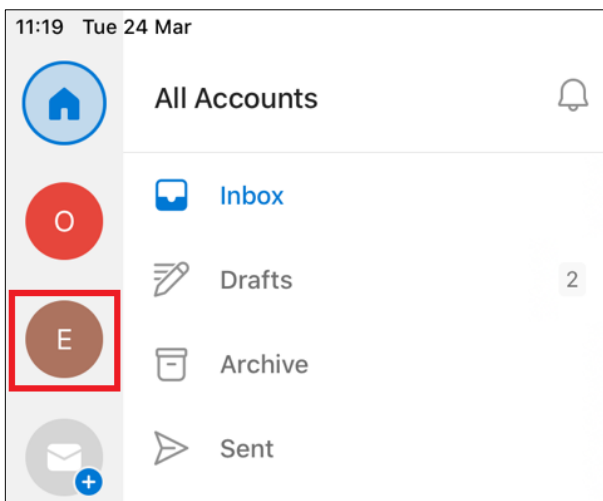
You will be presented with a screen like the following:



Enter the **EXACT** email address of the shared mailbox you wish to add and tap **Add Shared Mailbox**, e.g.



You will now see an extra symbol on the side panel with the mailbox's initial, in our example the initial 'E', by tapping on this you can view your shared mailbox.



# How Do I Use Outlook's Calendar On My iPad?

This 'How do I...' will cover the following:

- How to Access My Calendar on my iPad
- How to Change the View of the Calendar on my iPad
- How to Add an Appointment on my iPad
- How to Delete an Appointment on my iPad
- How to Quickly Return to Today on the Calendar
- How to Quickly go to a Specific Date/Month

The calendar on your iPad is in the Outlook app.

## How to Access Your Calendar on the iPad

- Tap the **Outlook app**.



- Tap on the calendar icon at the bottom right of the screen to access your calendar.



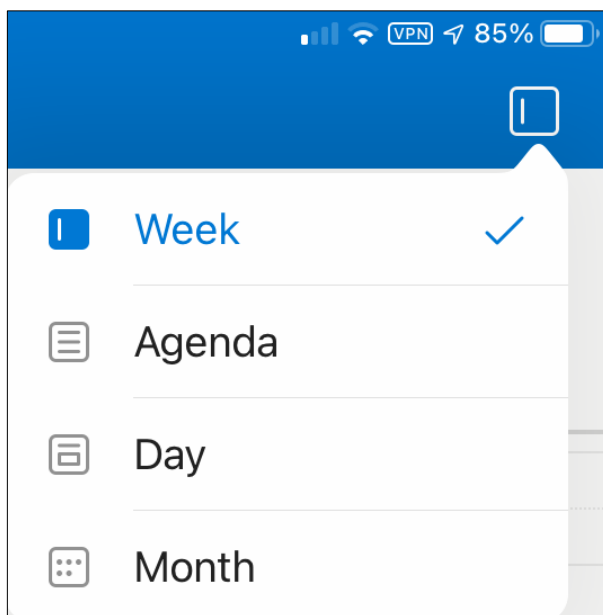
## Viewing Options

There are four different viewing modes:

- **Week** – see your appointments for the week.
- **Agenda** – see appointments as a list in date order.
- **Day** – see your appointments for the day.
- **Month** – see your appointments for the month.

## How to Change the View of Your Calendar

- Tap view icon at top right of screen. The icon displayed will depend upon the view you are currently in. Select required view:



## How to Add an Appointment, Meeting or Event

- Tap on the + at the bottom right of the screen.



Input details of your appointment, meeting or event:

The screenshot shows a 'New Event' form with the following sections:

- Title:** A text input field with a red dot icon.
- People:** A section with a group of people icon and a right-pointing arrow.
- All Day:** A section with a clock icon and a toggle switch.
- Date and Time:** A section with two columns:
 

Date	Time (GMT) 🌿
Mon 1 Mar	14:30 → 15:30
Today	Duration: 1 hour
- Time Zone:** A section with a globe icon and a right-pointing arrow.
- Location:** A section with a location pin icon and a right-pointing arrow.
- Teams Meeting:** A section with the Teams logo and a toggle switch.
- Description:** A section with a list icon and a right-pointing arrow.

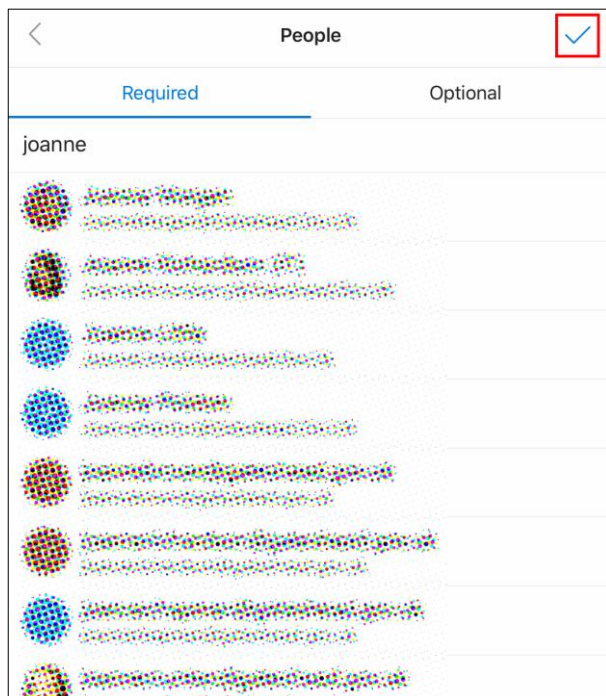
**Title of event:**

- Tap on **Title**.
- Enter title for appointment/meeting/event.

**People** – invite people to a meeting:

- Tap on **People** to add invitees.
- Start typing in names/email addresses.
- A list of names will appear.

**Required** is the default for invitees, but you may wish to add an **Optional** invite too.



- Tap on name(s) required.
- Tap on tick at top right to accept people.

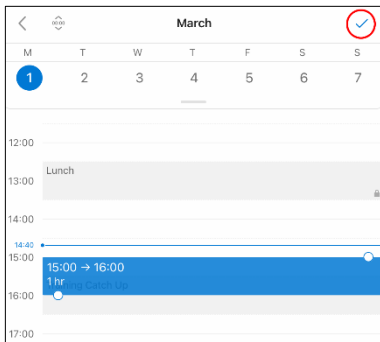
### All-day

- Tap to toggle on if your event lasts all day.

**Date/Time** – you can set/change date and time of meeting:

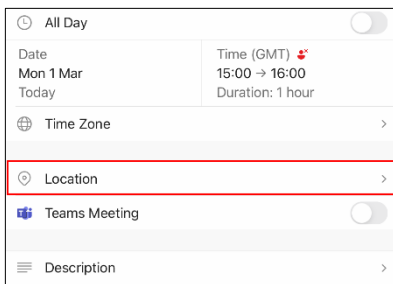
- Tap on **Date**.
- Tap on your required **Day** and then the tick.

- Tap on **Time** and set start and end times (drag the small white circles with a blue outline up or down). Then the tick to confirm the time.

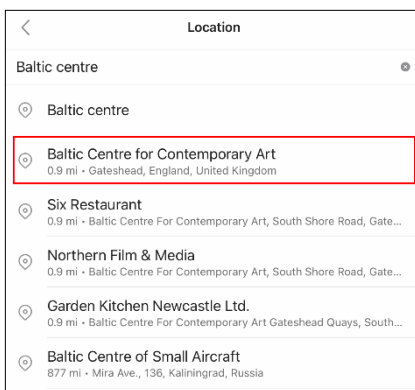


### Location (Links to Apple Maps).

- Tap on **Location** (alternatively, you can set this to a **Teams meeting**).



- Enter postcode or first line of address.
- Tap on the appropriate address.



### Description – you can enter a description of the meeting.

- Tap on **Description**.

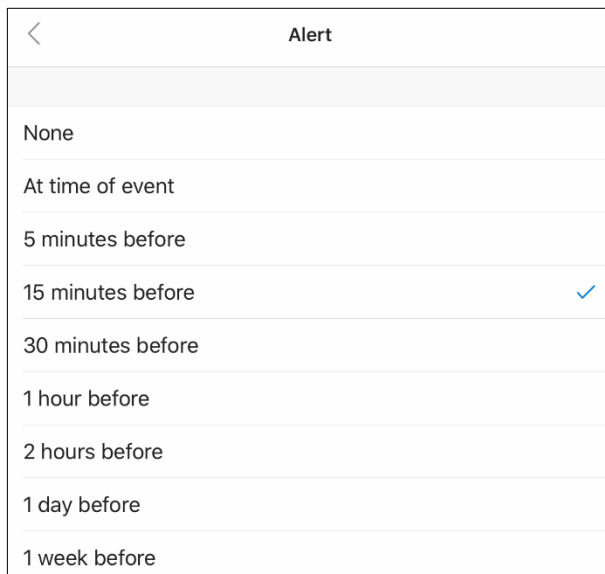
- Enter description.

**Repeat** – select if you wish event to be repeated. Options are:

- None
- Daily
- Weekly
- Monthly
- Yearly

**Alert** – set alert for set time if you want an alert reminding you of appointment.

- Tap on **Alert**.
- Tap on required alert time.



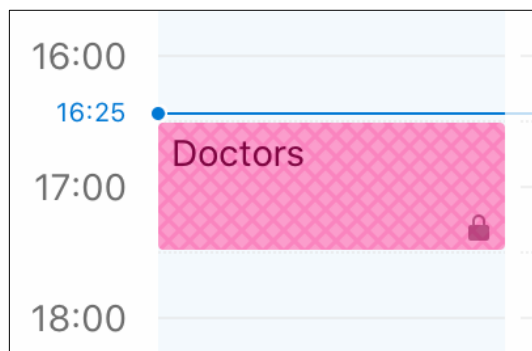
The screenshot shows a mobile application interface for setting an alert. At the top, there is a back arrow on the left and the title 'Alert' in the center. Below the title is a list of options: 'None', 'At time of event', '5 minutes before', '15 minutes before', '30 minutes before', '1 hour before', '2 hours before', '1 day before', and '1 week before'. A blue checkmark is visible to the right of the '15 minutes before' option, indicating it is the selected choice.

**Show As** – set your availability during the event for others to see:

- Busy
- Free
- Tentative
- Out of Office (details of your appointment will be shown in crosshatch).

**Private** – you will be shown as busy to others viewing your calendar, but details of your appointment **will not** be shown to them.

- Tap on toggle button to switch on/off.
- Coloured toggle on/white toggle off.
- Any appointments set to private will be shown on your calendar with a padlock at the bottom right of the appointment.



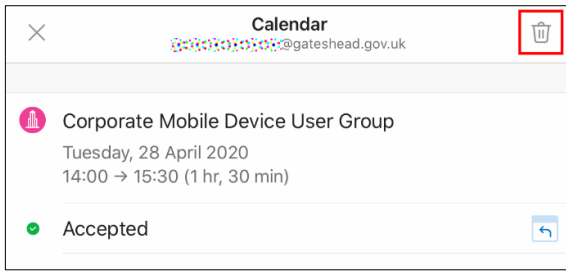
To complete setting up your meeting:

- Tap tick at top right to save the event.
- (Tap X at top left then **Discard event** to cancel the event).

## How to Delete an Appointment, Meeting or Event

For events other people have created:

- Tap the event you wish to delete.
- Tap the recycle bin at the top right to delete from your calendar.



For events you have created:

- For one-off events either tap **Delete Event** or **Edit** at the top right > **Delete Event**.
- For recurring events, tap:
  - **Delete Event** > **Delete this event** or **Delete all events in series** or,
  - **Edit** > **Edit this event only** or **Edit all events in series**, make your choice and then tap either, **Delete Event** > **Delete all events in series**.

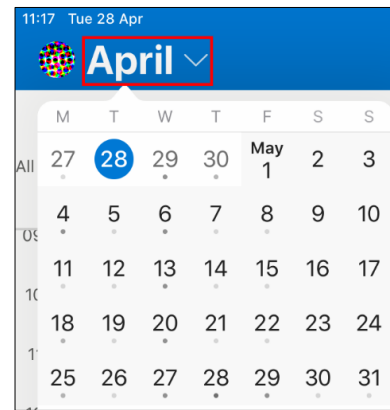
## How to Quickly Return to Today's Date

- Tap the calendar icon at the bottom right of the screen (the number on the calendar icon will usually show today's date so is likely to be different to the number shown below).



## How to Quickly Go to a Specific Date or Month

- Tap the month at the top left next to your profile picture.
- Scroll up/down through the calendar to find the date you want.
- Tap your required date or tap the month again to cancel.



# How Do I Access the Internet on My iPad?

There are three main browsers you can use to access the Internet: Chrome, Safari and Edge.

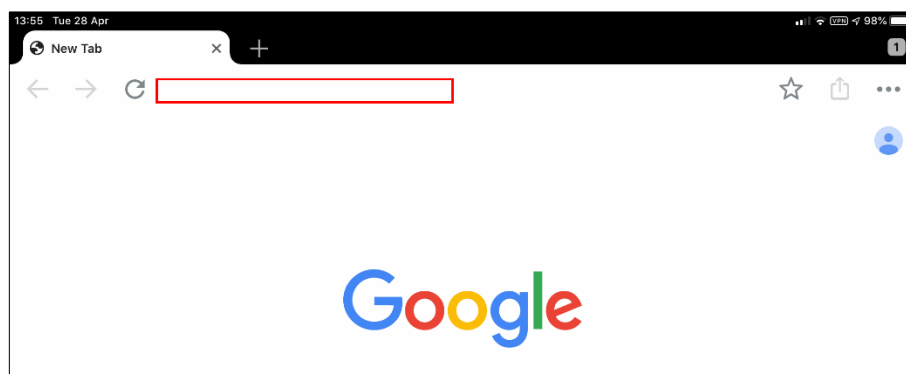
## Using the Chrome Browser

### How to Access the Internet using Chrome

- Tap on Chrome.



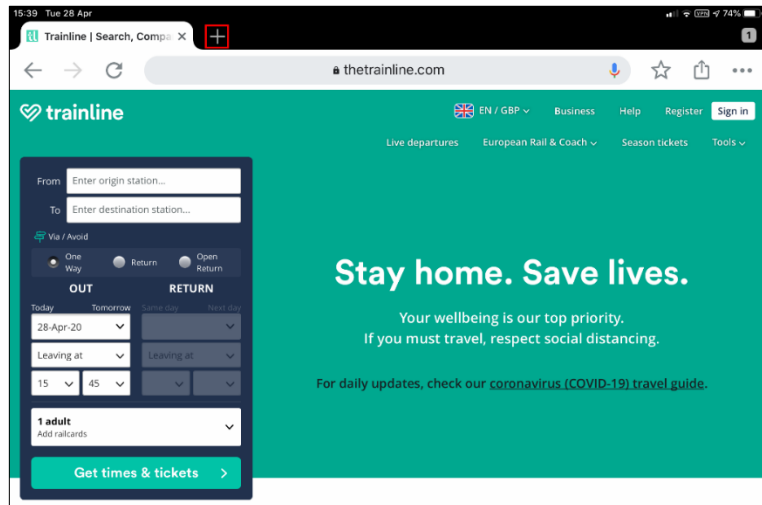
- Tap and type in the web address, or item you wish to search for in the address bar at the top.



- Press **<ENTER>** on your iPad.

## How to Open a Second Webpage (tab)

- Tap on the + to open a second webpage.



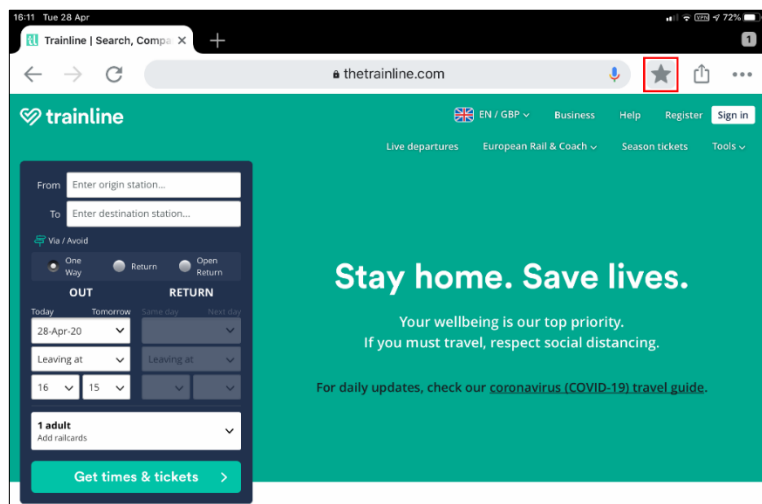
A second webpage will open.

- You can return to the first website by tapping on the tab at the top left of the screen.

## How to Create a Bookmark

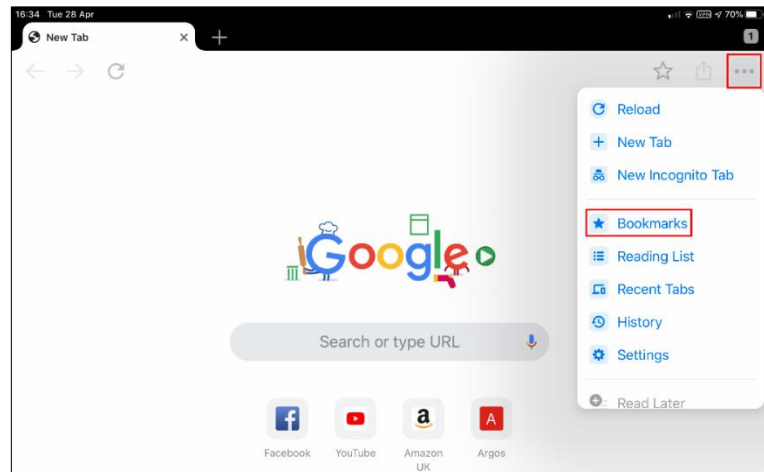
If you frequently use a website, you might wish to add a bookmark to access the website quickly.

- Go the website and tap on the star in address bar. It will turn dark grey.



## How to Access a Bookmark

- Tap on the 3 dots at the top right of the screen.
- Tap on **Bookmarks**.
- Tap on **Mobile Bookmarks**.
- Tap on any bookmark, or website you wish to visit.



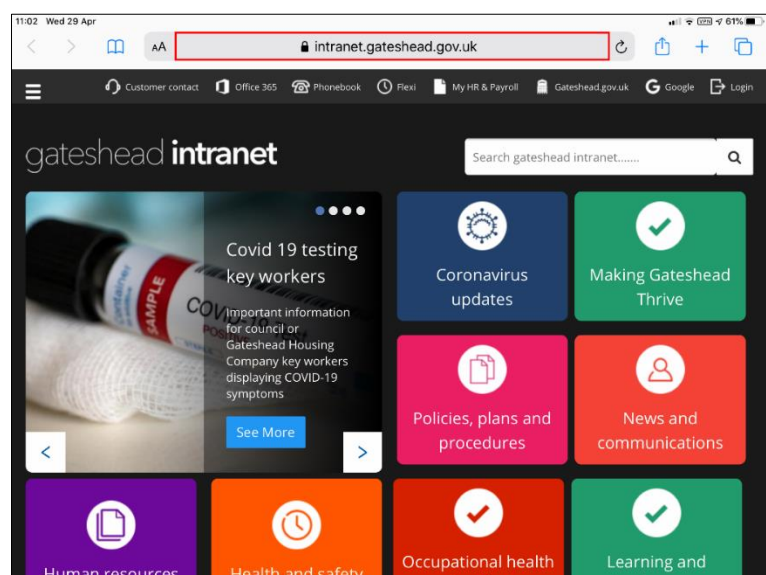
## Using the Safari Browser

### How to Access the Internet using Safari

- Tap on Safari.



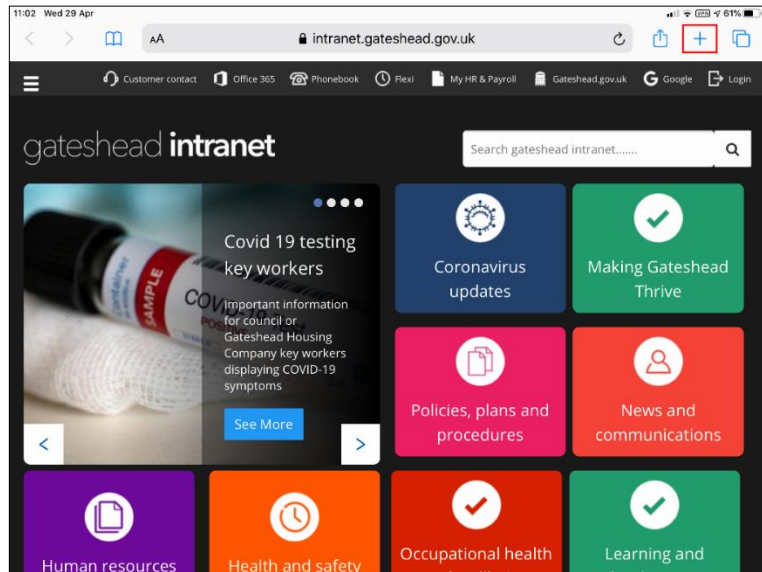
- Tap and type in the web address, or item you wish to search for in the address bar at the top. By default, this will open the Gateshead Intranet site.
- Tap and type in the web address, or item you wish to search for in the address bar at the top.



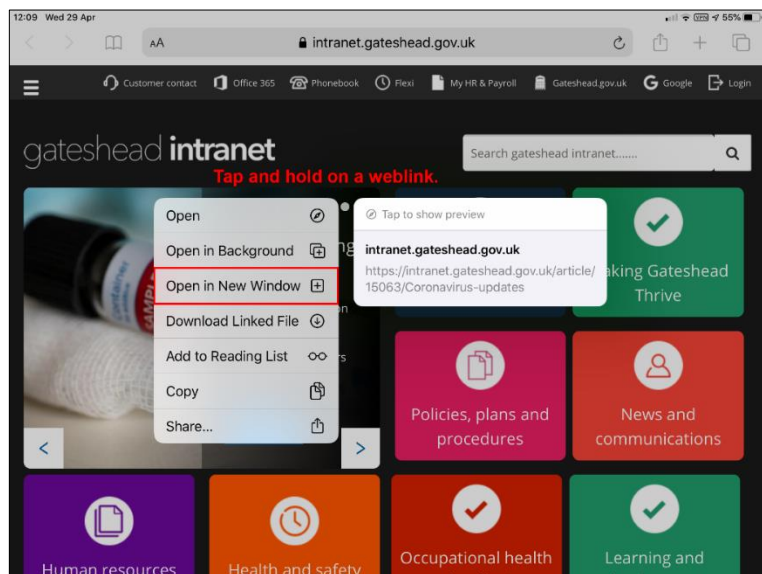
- Press <ENTER> on your iPad.

## How to Open a Second Webpage (tab)

- Tap on the + to open a second webpage.



- Or, tap and hold on a weblink and select **Open in a New Window.**

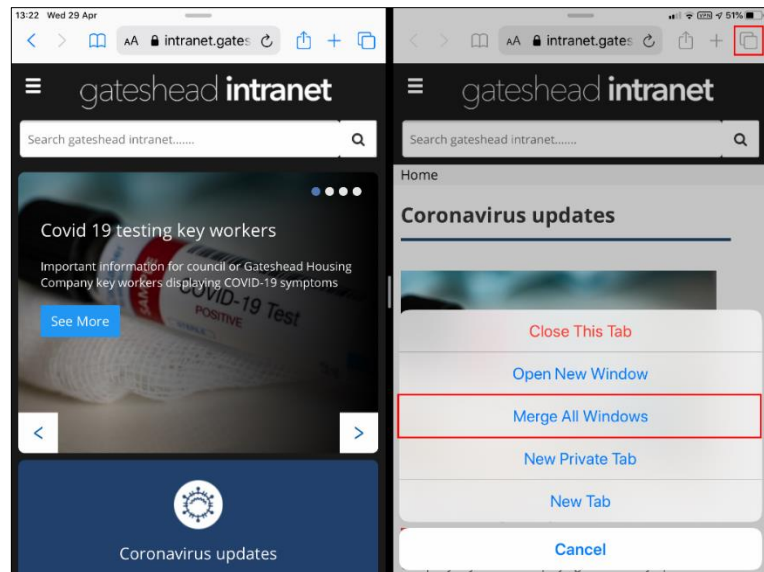


Please note that if you have one webpage open, and you open a second, Safari will give you a split screen view of both webpages.

## How to Disable Split Screen

You can get rid of the split screen if you:

- Tap and hold the double squares.
- Tap **Merge All Windows**, or
- Tap **Close All (number) of Tabs**.
- You can also tap **x** at the top left of the screen you wish to close and individual webpage.

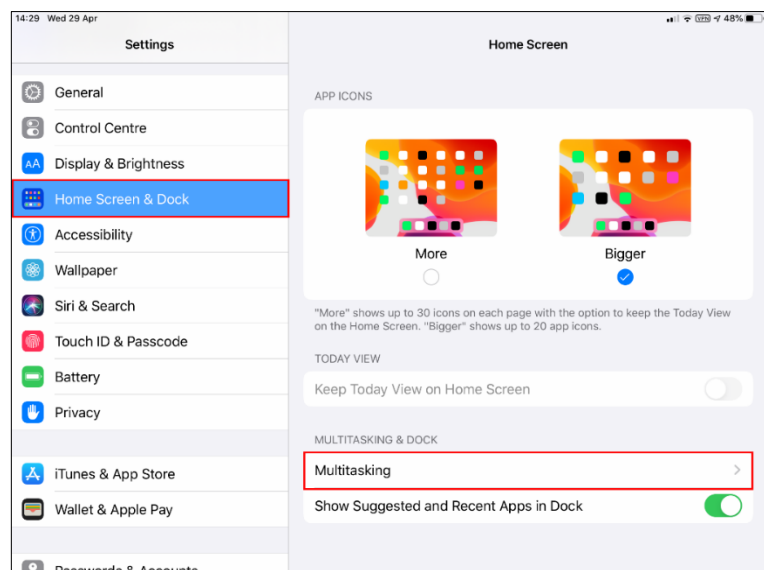


Alternatively, you can completely disable this feature if you:

- Tap on **Settings**.



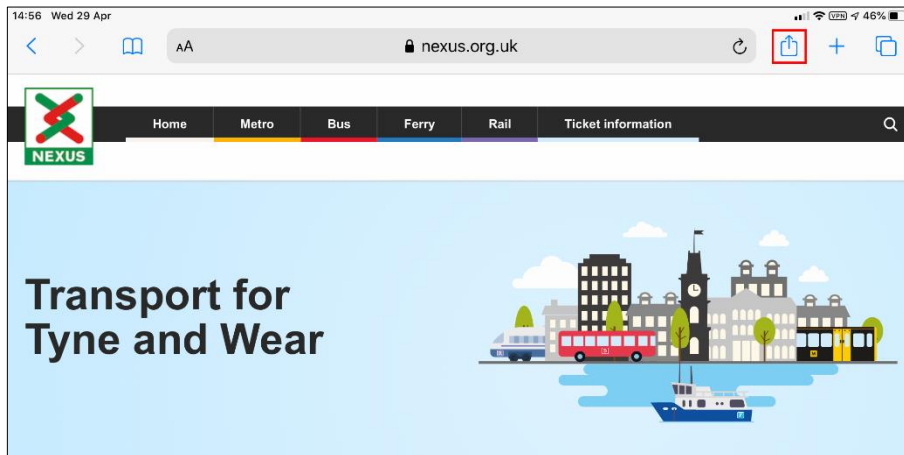
- Tap on **Home Screen and Dock**.
- Tap on **Multitasking** and toggle off **Allow Multiple Apps**.



## How to Create a Bookmark

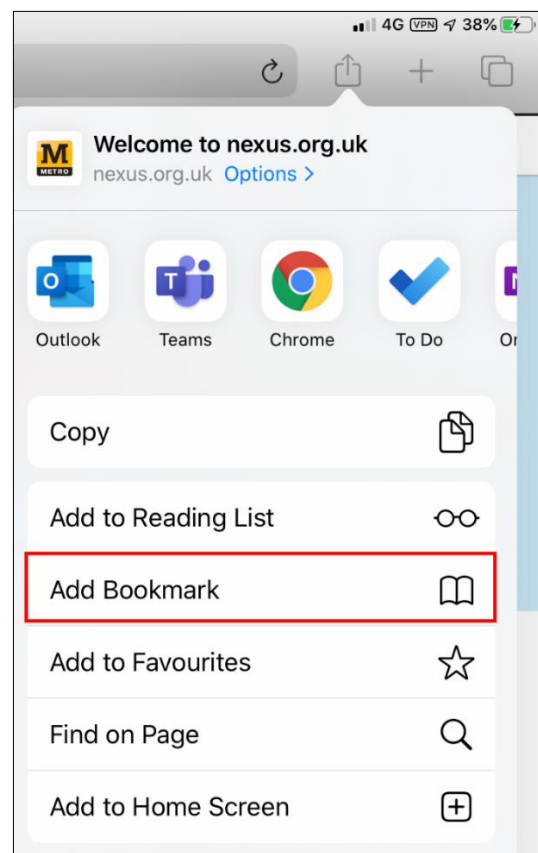
You can 'bookmark' commonly used websites to go to them more quickly, add them to a reading list, or add a link to them on your home screen.

- Enter the address for the website in the address bar and press **<ENTER>**.
- Tap on the rectangle with the up arrow (called Action Menu).



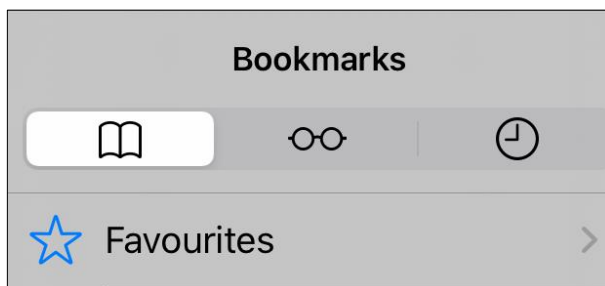
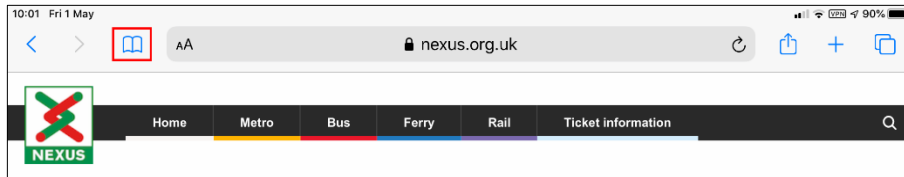
- Tap on **Add Bookmark**.
- **Add to Reading List > Save Automatically**
- **Add Bookmark > Save**
- **Add to Favourites > Save**
- **Add to Home Screen > Add**

There isn't much difference between favourites and bookmarks, except that favourites also appear in a list when you open a new webpage.



## How to Access a Bookmark

- Tap on the Bookmark button and then the option you require.



- **Book** – Bookmarked and Favourite websites.
- **Spectacles** – Reading List.
- **Clock** – recently visited websites.

## Using the Edge Browser

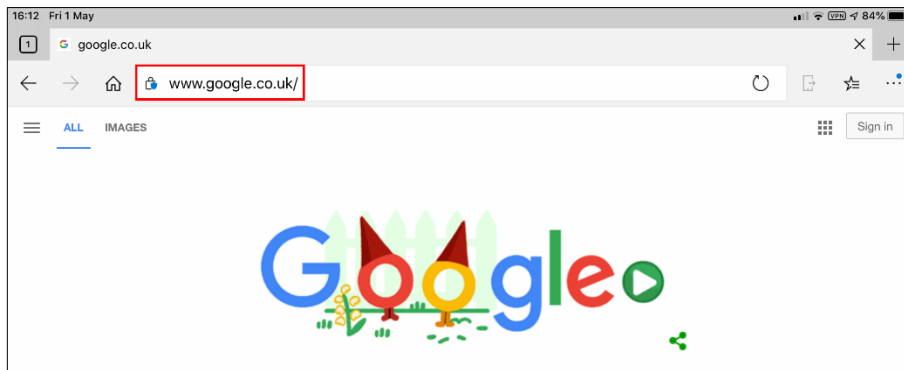
### How to Access the Internet using Edge

- Tap on **Edge**.





Tap and type in the web address, or item you wish to search for in the address bar at the top.



- Press **<ENTER>** on your iPad.

## How to Open a Second Webpage (tab)

- Tap on the **+** to open a second webpage.



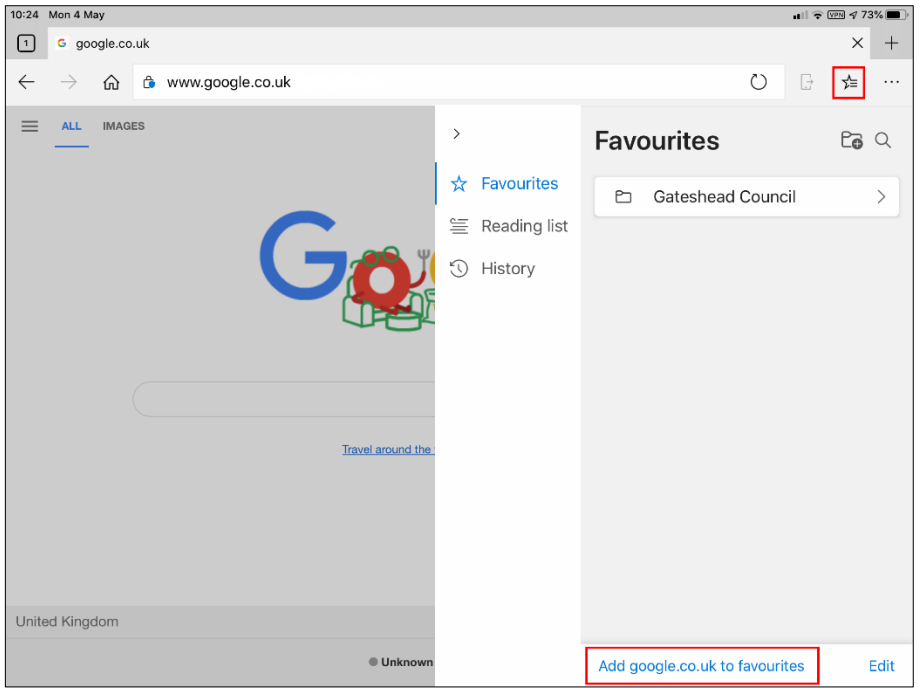
A second webpage will open.

You can return to the first website by tapping on the tab at the top left of the screen.

## How to Save a Bookmark

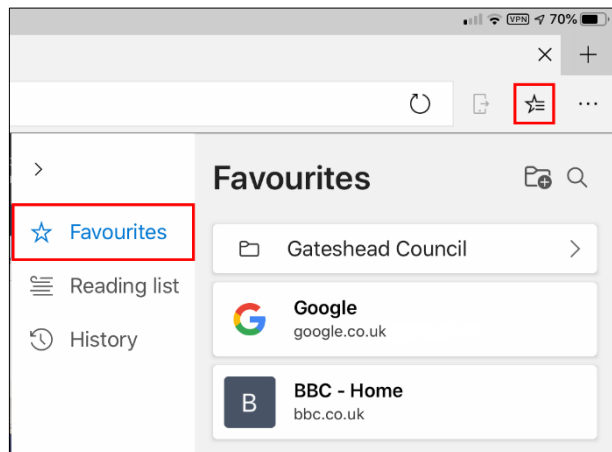
If you frequently use a website, you might wish to add a bookmark to access the website quickly.

- Go the website and tap on the star in the address bar.
- Tap on **Add [website] to favourites.**



## How to Access a Bookmark

- Tap on the star (Favourites) at the top right of the screen.
- Tap on **Favourites** (if it isn't already highlighted).



# How Do I Use Drop-Down Menus?

This 'How do I...' will cover the following:

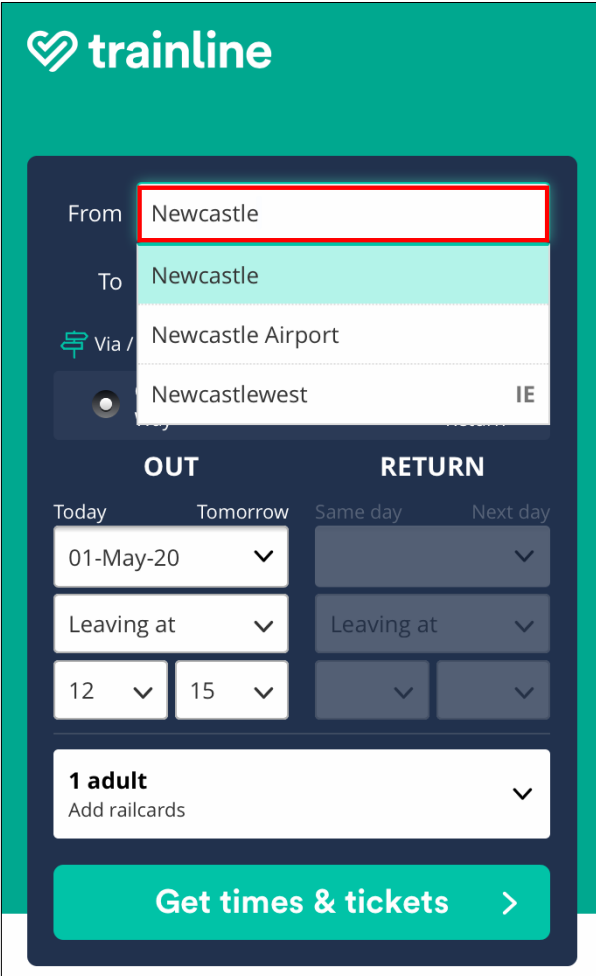
- How to Use Self-Populating Drop-Down Menu
- How to Use Option Buttons
- How to Use Drop-Down Calendar
- How to Use Multiple Drop-Down Menus

Drop-down menus are used on a variety of websites. We will explore the drop-down menus on the Trainline.

## How to Use Self-Populating Drop-Down Menus

Select from/to stations:

- Go to the website **trainline.com**
- Start typing **Newcastle** in the **From** box.
- A drop-down list will appear.
- Select **Newcastle** from the list.
- Start typing **Edinburgh** in the **To** box.
- A drop-down list will appear.
- Select **Edinburgh, City centre, Main** from the list.



The screenshot shows the Trainline website interface. At the top, the Trainline logo is visible. Below it, there is a search form with the following fields:

- From:** A text input field containing "Newcastle". A red box highlights this field, and a dropdown menu is open below it, showing "Newcastle" as the selected option.
- To:** A text input field containing "Newcastle". A dropdown menu is open below it, showing "Newcastle", "Newcastle Airport", and "Newcastlewest" as options.
- Via /** A text input field containing "Newcastlewest". A dropdown menu is open below it, showing "Newcastlewest" as the selected option.

Below the search fields, there are two columns for departure and return times:

- OUT:** Includes a date selector for "Today" (01-May-20) and a time selector for "Leaving at" (12).
- RETURN:** Includes a date selector for "Tomorrow" (15) and a time selector for "Leaving at" (15).

At the bottom of the form, there is a passenger selection field showing "1 adult" and a "Get times & tickets" button.

## How to Use Option Buttons

- Tap on the circle next to **Open Return** to select an open return ticket.
- To change your choice:  
Tap on **Return** to change the ticket type to a normal return ticket.

The screenshot shows a travel booking interface. At the top, 'From' is set to Newcastle and 'To' is set to Edinburgh. Below this, there are three radio button options: 'One Way', 'Return', and 'Open Return'. The 'Open Return' option is selected, indicated by a filled circle. A red box highlights these three options. Below the radio buttons, there are two columns: 'OUT' and 'RETURN'. Under 'OUT', there are three dropdown menus for 'Today' (01-May-20), 'Leaving at' (12), and another dropdown (15). Under 'RETURN', there are three dropdown menus for 'Today', 'Leaving at', and another dropdown.

## How to Use Drop-Down Calendar (Fixed Menu)

Select outward journey details:

- Tap in OUT date box.
- Tap on your preferred date.

This screenshot is similar to the previous one, but with a calendar overlay for the 'OUT' date selection. The calendar shows the month of May 2020. The date '1' (Friday) is highlighted in green, indicating it has been selected. The 'OUT' date dropdown now shows '01-May-20'. The 'RETURN' date dropdown is currently empty.

- Tap in OUTWARD time box.
- Swipe up/down to scroll through the times.
- Keep leave/arrive box at **Leaving at** as it is. Select 09 00.
- When you have selected the time, if you are using the Safari browser, you will need to tap outside of the box/menu to fix the time.
- Repeat for the RETURN journey, selecting Tuesday next week.
- Tap in **Leaving at** box and change to **Arriving by** (Safari users please remember to click outside of the menu to fix your selection).

This screenshot shows the time selection step. The 'OUT' date is now '08-May-20'. Below the date, there are two dropdown menus for 'Leaving at' and 'Arriving at'. The 'Leaving at' dropdown is set to '09' and '00'. Below this, there is a dropdown for '1 adult' with the option 'Add railcards'. At the bottom, there is a large green button labeled 'Get times & tickets' with a right-pointing arrow.

- Change time to 18 00 (click outside of menu to fix your selection if using Safari).

## How to Use Multiple Drop-Down Menus

To change the number of people:

- Tap on ticket type box containing **1 adult No railcards**.
- Leave Adults at 1.
- Select 2 children; one child aged 5-15 and one child aged 3-4.
- Tap **Done**.
- Tap **Get times & tickets** to view results.

The screenshot shows a ticket selection interface. At the top, a dropdown menu displays '1 adult and 2 children' with a downward arrow. Below this, the text 'Add railcards' is visible. The interface is divided into sections for 'Adults (16+)' and 'Child (0-15)'. The 'Adults (16+)' section has a dropdown menu set to '1'. The 'Child (0-15)' section has a dropdown menu set to '2'. To the right of the 'Child (0-15)' dropdown, there is a section for 'Age of children' with a radio button icon. Underneath, there are two dropdown menus: the first is set to '5-15' and the second is set to '3-4'. At the bottom left, there is a link that says 'Add railcard'. At the bottom right, there is a large teal button labeled 'Done' which is highlighted with a red rectangular border.

## How Do I Use and Install the Calculator App (iPad)?

This 'How do I...' will cover the following:

- How to Download the Calculator App
- How to Use the Basic Calculator
- How to Use the Memory Function
- How to Copy the Answer to Other Apps
- How to Calculate Percentages

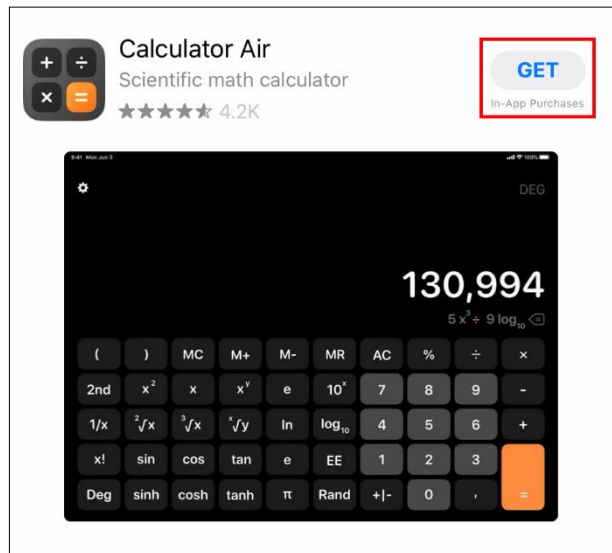
iPads do not come with a preinstalled calculator app. However, you can download one from the App Store.

## How to Download the Calculator App

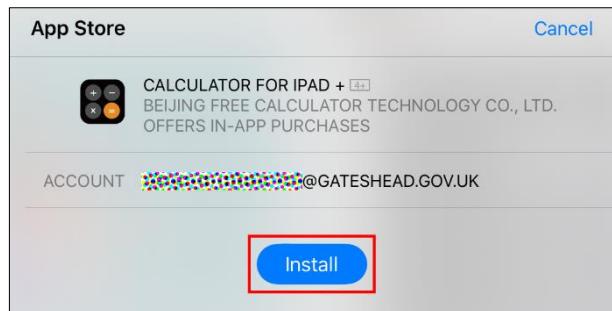
- Tap the **App Store**.



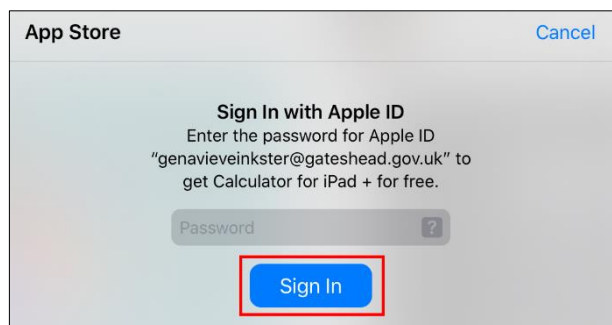
- Tap on **Search** at bottom right of screen.
- Tap in search box at top of screen.
- Type in **Calculator Air**.
- Press **<ENTER>**.
- A list of calculator apps will be shown.
- Tap **GET** on the app called **Calculator Air**.



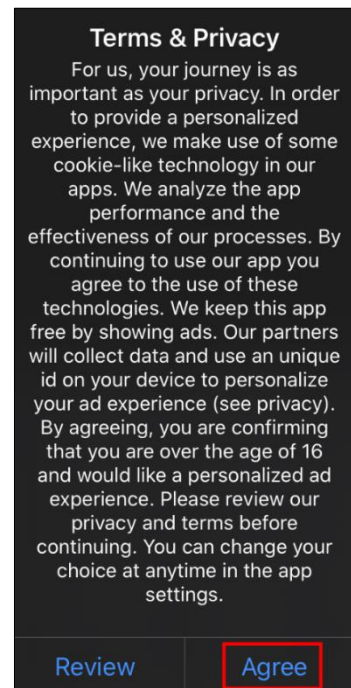
- You may be prompted to install the app. Tap on **Install**.



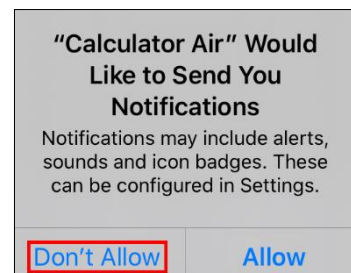
- You will be asked to enter your Apple ID (this is not the same as your Passcode, which unlocks your device).
- Tap **Sign In**.
- Tap **Open** once it has installed.



- Tap **Agree** if you are prompted to the terms and conditions.



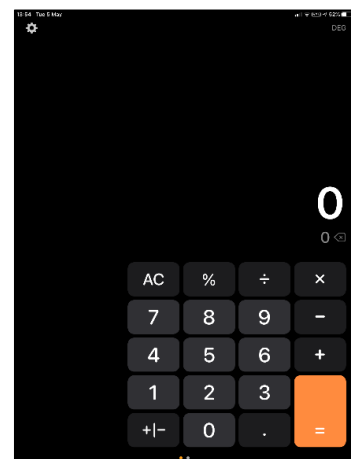
- Tap **Don't Allow** for the sending of notifications.



## How to Use the Calculator

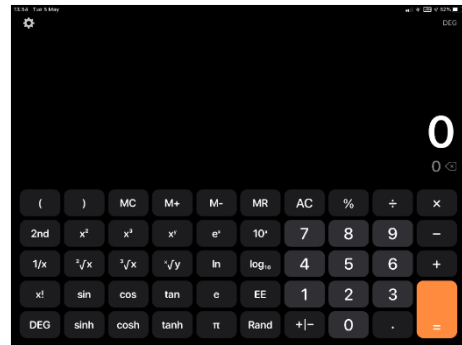
There are two types of calculator:

- **Standard**  
Hold your iPad in portrait to access the standard calculator.



- **Scientific**

Hold your iPad in landscape to access the scientific calculator.



Simply tap the numbers on the screen to use the calculator (the numbers on the keyboard do not work with the calculator).

## How to Use the Memory Function

The memory function is only available in the scientific calculator. Hold the iPad on its side to change to the scientific calculator. To use the memory function:

Check there is nothing stored in the memory:

- a. If there is a white box around **MR**, something is stored in the memory.
- b. Press **MC** to clear the memory.

Enter your calculation and press =

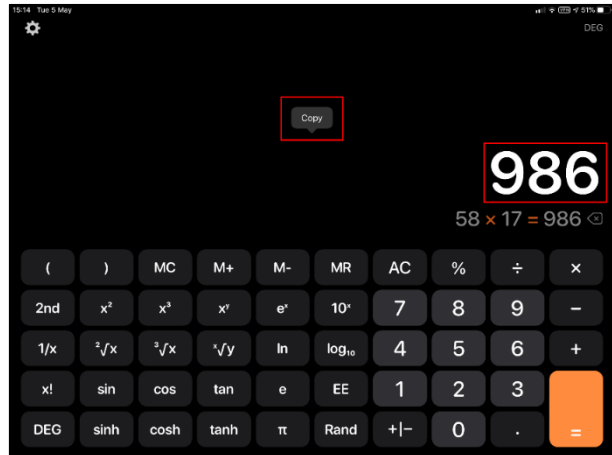
Press **M+** to add your result to the memory.

- c. You can keep a running total and add more numbers to the memory by pressing **M+** after each calculation.
- d. This will add your result to the number stored in the memory.
- e. Press **MR** at any time to recall the total.

Press **MR** to recall the number.

## How to Copy the Answer to Another App

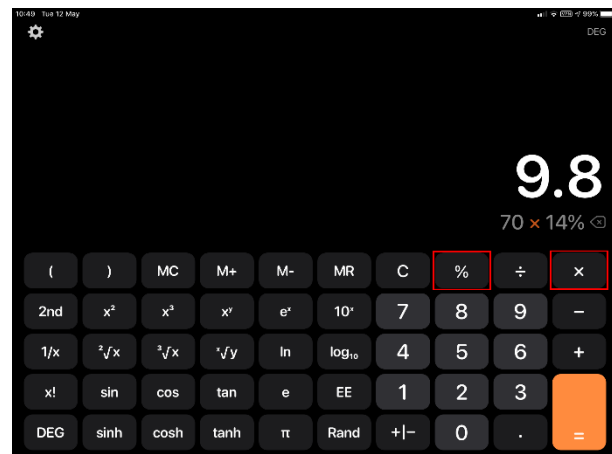
- Tap and hold the answer (at the top right).
- Then tap on **Copy** on the display screen.
- Open any app where you want to put the answer.
- Tap and hold where you want to the answer to go.
- Tap **Paste**.



## How to Calculate a Percentage of an Amount

For example, how do I calculate 14% of £70?

- Tap in the amount (e.g. 70).
- Tap on **X** (multiply button).
- Tap in the percentage value followed by the **%** key (e.g. 14%).
- Your answer will be displayed (no need to press =).



## How Do I Take Photographs?

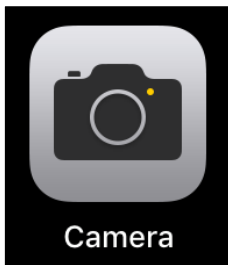
This 'How do I...' will cover the following:

- How to Access the Camera App
- How to Take a Photograph
- How to Zoom In/Out
- How to Switch Off Live Photos

- How to Set/Cancel HDR
- How to Use the Timer
- How to Use the Flash
- How to Take Selfies
- How to View Last Photograph Taken
- How to Use Different Photographic Modes

## How to Access the Camera App

- Tap the **Camera app**, or swipe left on lock screen to access the camera app.



## How to Take a Photograph

- Aim the iPad towards the item/view you wish to take a photograph.
- Move the iPad until you have the picture positioned where you want it.
- Tap on the white circle to take a photograph.

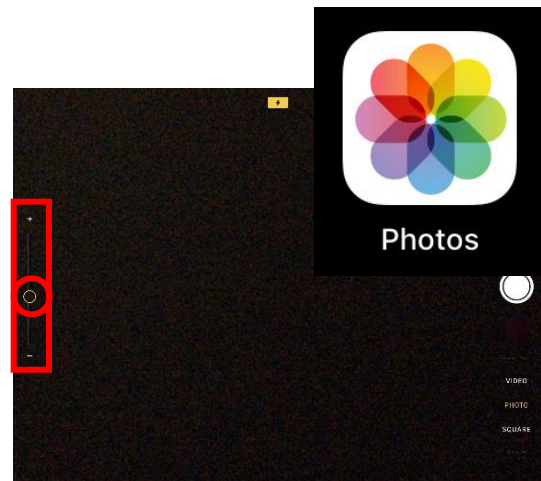


All photographs are saved in the Photos app.

## How to Zoom In/Out

Slide the circle on the left of the screen to zoom in/out.

- Slide up to zoom in.
- Slide down to zoom out.



## Other features

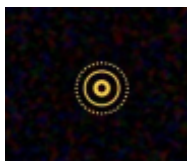
### Live Photos

The Live Photo tool takes additional photos just before and after you take the actual photo and records sound too. These can then be played back as a mini video. To preserve memory, this feature is best switched off.

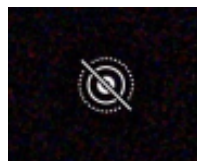
### How to Switch Off Live Photos

- Tap the Live button to turn it from yellow to white.

Live Photo On



Live Photo Off



- The feature should now be switched off.

## HDR (High Dynamic Range)

Three photographs are taken, and the camera blends the best parts of each to make one photograph. This is useful for taking images that have both very light and very dark areas (under/over exposed areas).

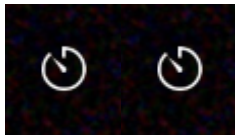
### How to Set/Cancel HDR

- Tap HDR.
- Tap to make selection:
- Auto.
- On.
- Off.

### How to Use the Timer

You can set the timer to 3 or 10 seconds. To set/cancel the timer:

- Tap the timer icon.

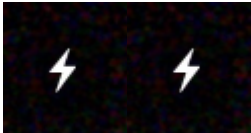


- Tap to select required option:
  - Off.
  - 3s.
  - 10s.
- Tap the white capture button to take a photograph.
- The iPad light will flash every second then more quickly in last 3 seconds before the photograph is taken.

## How to Use the Flash

Allows you to control the flash feature on the camera:

- Tap the flash icon.



- Tap to select required option:
  - Auto.
  - On.
  - Off.

## How to Take Selfies

Allows you to take selfies

- Tap on camera to change to selfie-mode.
- Take photograph as usual using the white capture button.
- Tap on camera again when you wish to return to normal mode.

## How to View Last Photograph Taken

- Tap on the thumbnail (mini photograph) under the white shutter button.

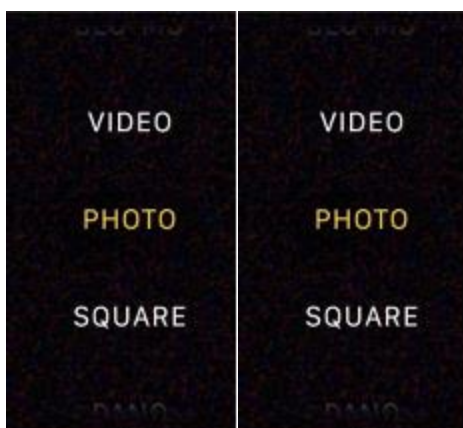


- Swipe left/right to scroll through the photographs.
- Tap back arrow at top left to return to photograph mode.

## How to Use Different photographic modes

To change mode:

- Current mode is yellow (PHOTO in picture below).
- Tap above or below current mode to scroll up or down through the modes.



- Tap repeatedly until you reach the mode you require.
- The selected mode will be in yellow print.

## **Time-lapse**

- Scroll through the different modes until you find time-lapse option (top option).
- Tap on the red capture button to start the time-lapse video.
- The markers will start moving round the capture button.
- Tap the red capture button to finish and save time-lapse video.

## **Slo-mo**

- Scroll through the different modes until you find the slo-mo option (second top option).
- Tap on the red capture button to start the slo-mo video.
- The red button changes to a square to show the video is recording.
- Tap the red capture button to finish and save the slo-mo video.

## **Video**

- Scroll through different modes until you find the video option.
- Tap on the red capture button to start the video.
- The red button changes to a square to show the video is recording.
- Tap the red capture button to finish and save the video.

## **Photo**

- On the white Scroll through the different modes until you find the photo option.
- Tap capture button to take a photograph.

## **Square**

Takes square photographs rather than standard rectangular shaped photographs.

- Scroll through the different modes until you find the square option.

- Tap on the white capture button to take a square photograph.

## **Pano**

Allows you to take panoramic photographs. The iPad needs to be held upright in portrait position to take a landscape panoramic photograph.

- Place the iPad in portrait position.
- Position the iPad so you are viewing the left edge of the view you wish to take.
- Press the white capture button to start the photograph.
- Move the iPad slowly in the direction of the arrow (right) to take the panoramic picture.
- Tap the white capture button to end the photograph.

# How Do I Annotate Photographs?

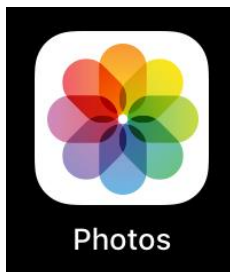
This 'How do I...' will cover the following:

- How to Access Photographs
- How to Annotate Photographs

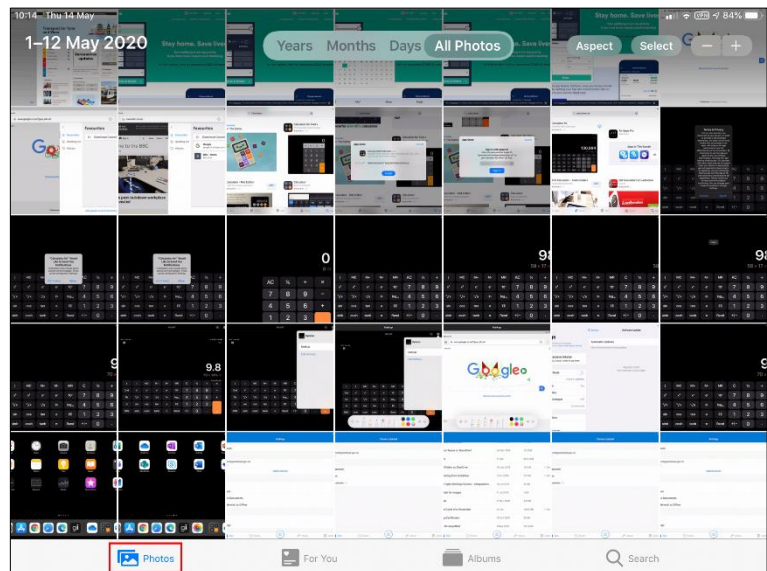
All photographs taken with an iPad are saved in the **Photos app**.

## How to Access My Photos

- Tap the **Photos app**.



- Photos is the default opening view.
- Scroll up/down through photographs to find the one you want.
- Tap on photograph to open it.
- Tap on < at top left to return to photographs.

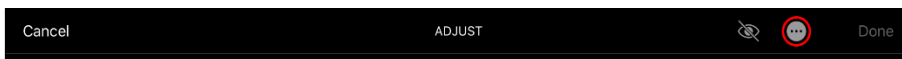


## How to Annotate My Photographs

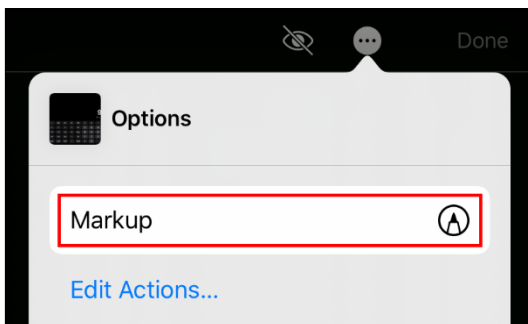
- Open your photograph (as detailed above).
- Tap on **Edit** (top right of screen) to bring up the editing toolbar.



- Tap on 3 dots at the top of the screen.



- Tap on **Markup**.



A variety of pens, tools and colours will appear at the bottom of the screen.



- Tap to select your drawing tool. There are five different types of drawing tools:

- **Felt-tip pen** – solid colour.



- **Highlighter pen** – translucent, can build up colour in layers.



- **Pencil** – semi-opaque, can build up colour in layers.



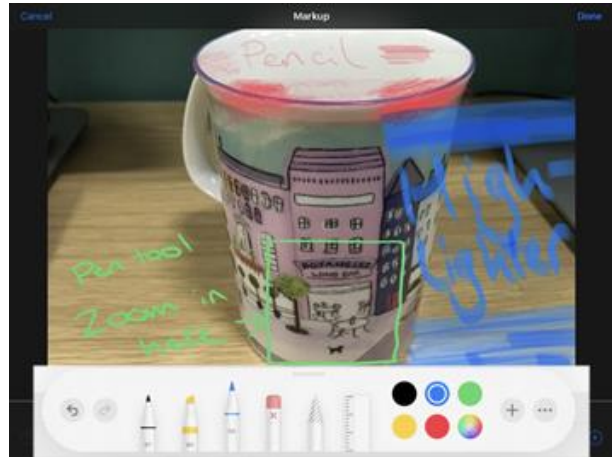
- **Eraser** – to rub out annotations made on picture.



- **Lasso** – to select annotations made on picture allowing you to move them.



- Tap on the colour swatches to select your colour. The selected colour has a ring around it. There are 6 colours to choose from.
- Tap and drag to draw on the picture.



- If you want to undo your annotations, tap on the undo button (bottom left of screen).



- When you have finished annotating your picture:
- Tap **Done**, at the top right, to save the picture **or**
- Tap **Cancel**, at the top left, to ignore the changes.

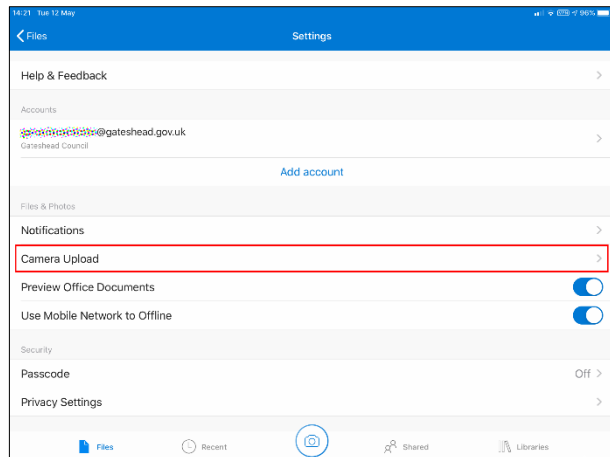
## How to Back Up Photos to OneDrive

When you take photos on your iPad they are automatically saved to the device. There are several ways to back up your images and videos. The following demonstrates the easiest way.

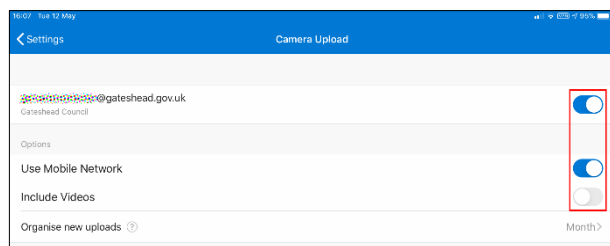
- Tap on OneDrive.



- Tap on your profile photo top left.
- Tap **Settings** then **Camera Upload**.

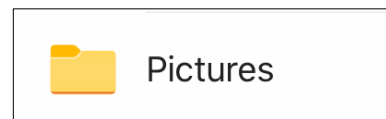


- **Push the sliders to the right** to automatically upload photos and videos to your OneDrive.



To make sure videos automatically **upload**, turn on **Include Videos**. Please be aware that this does take time and can be slow depending on your Wi-Fi speed.

- Tap on **<Settings**
- Tap on **<Files**
- Scroll through your OneDrive to see a new folder called **Pictures > Camera Roll > Year > Month**



The camera roll on your device only uploads to OneDrive - it does not sync photos both ways. That means you can delete uploaded photos and videos from your device, and the copies in OneDrive won't be affected.

# How to Use Keyboard Shortcuts

You can use keyboard shortcuts on the iPad just like you can on a desktop PC. However, these are limited and are often slightly different to the ones you use on a PC so you may have tried some common ones and found they didn't work. Instead of using the [CTRL] key, iPads use the [CMD] key.

There is a trick to easily identify shortcuts which use the command [CMD] key. Try this tip in any of your apps or on the home screen to view some of the shortcuts you can use in each app. You will notice different shortcuts are available in different apps (some apps don't display any shortcuts at all although this doesn't mean they don't have any).

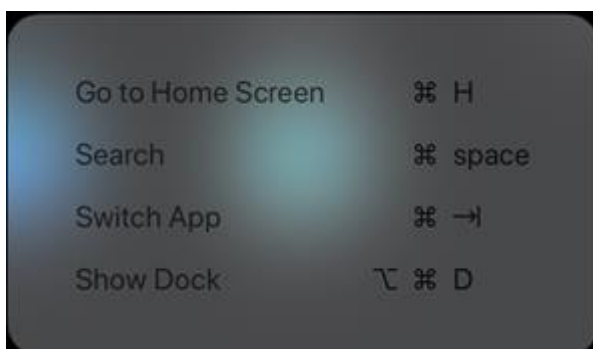
## [CMD] Shortcut Keys

To identify [CMD] shortcuts:

- Open your preferred app (or navigate to the home screen).
- Press and hold the [CMD] key on your keyboard:



- After a couple of seconds, a list of shortcuts will be displayed.



To use the shortcuts:

- Press and hold the [CMD] key:



Press the shortcut key.

## Other Shortcut Keys

In addition to the [CMD] shortcuts listed, there is a range of other shortcut keys that you can use on the iPad too. Here are some other examples:

Shortcut keys	Apps	Shortcut
[CMD] + [TAB]	All	Switch between open apps.
[SHIFT] + arrow keys	Spreadsheet or table in OneNote	Select cells.
[SHIFT] + arrow keys	Word, PowerPoint, OneNote	Select text.
[CTRL] + arrow keys	Word	Move to beginning/end of a line or top/bottom of a document in Word.
[CTRL] + arrow keys	PowerPoint	Move to top/bottom of a section in PowerPoint.
[ALT] + arrow keys	Word, OneNote	Move left/right one word or up/down on paragraph.
[CMD] + 2	Excel	Edit cell
[CMD] + arrow keys	Excel	Move to end/start of data/worksheet
[CMD] + r	Excel	Copy formatting of cell to left
[CMD] + t	Excel	Convert data to a table with option to use first row as headings
[CMD] + y	Excel	Convert data to a table using Column 1, Column 2, etc as headings
[CTRL] + i	Word	Indent first line of text
[CTRL] + k	Word	Delete current line of text

# How to Set Up a Bluetooth Mouse

To install a Bluetooth mouse, please follow the instructions below.

- Take your mouse out of the packaging.



- Flip over your mouse.



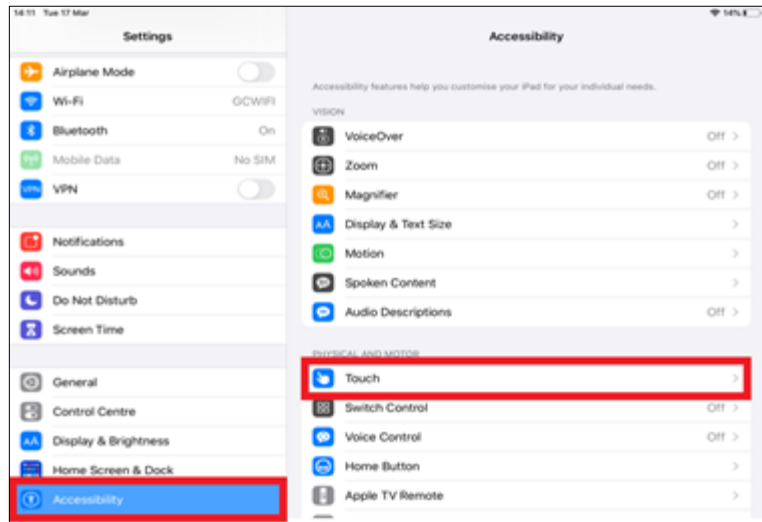
- Pull the clear plastic tag to remove the plastic battery protector.
- Press and hold the button until the red light starts flashing.



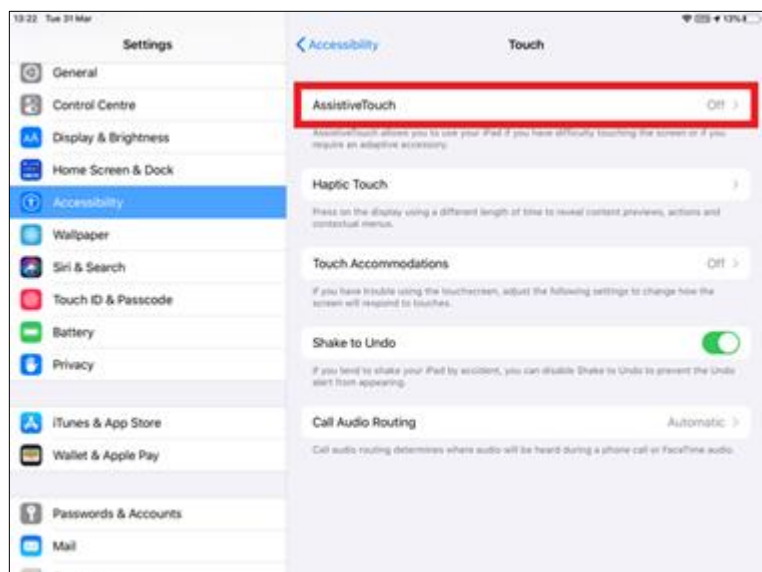
- Tap the **Settings** app.



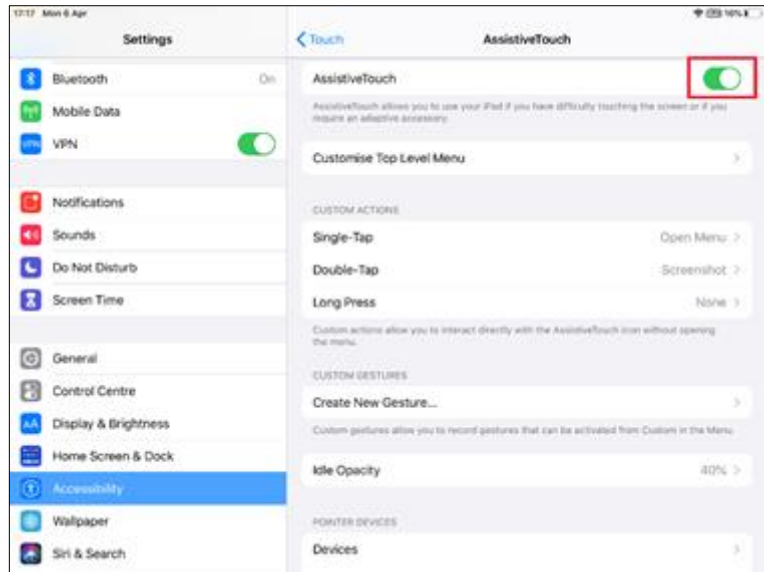
- Tap **Accessibility** then **Touch**.



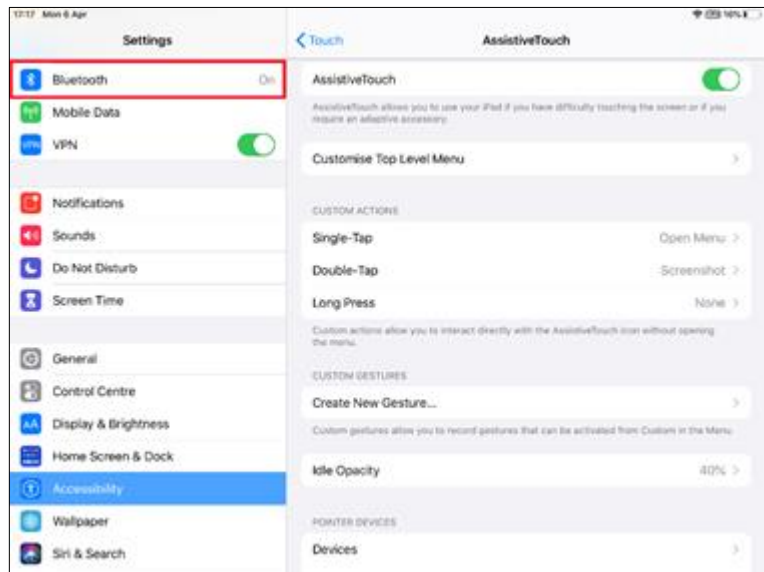
- Tap on **AssistiveTouch**.

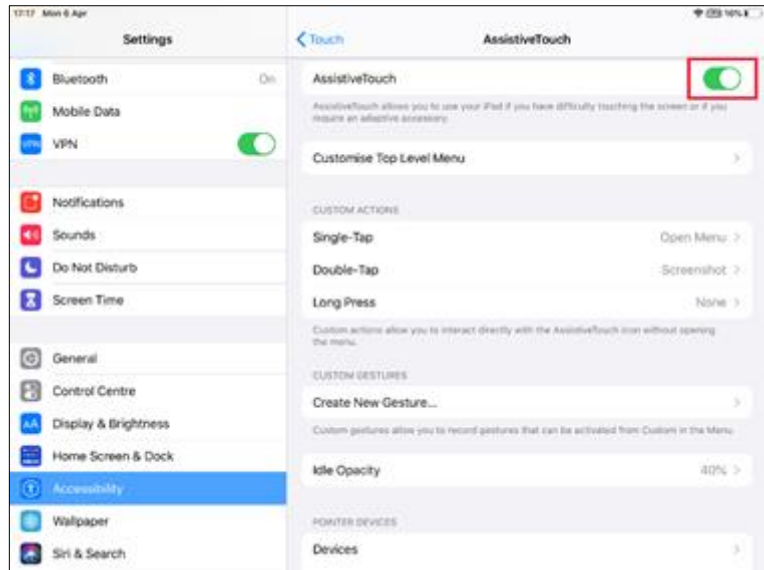


- Tap on the toggle button to switch on **AssistiveTouch**.

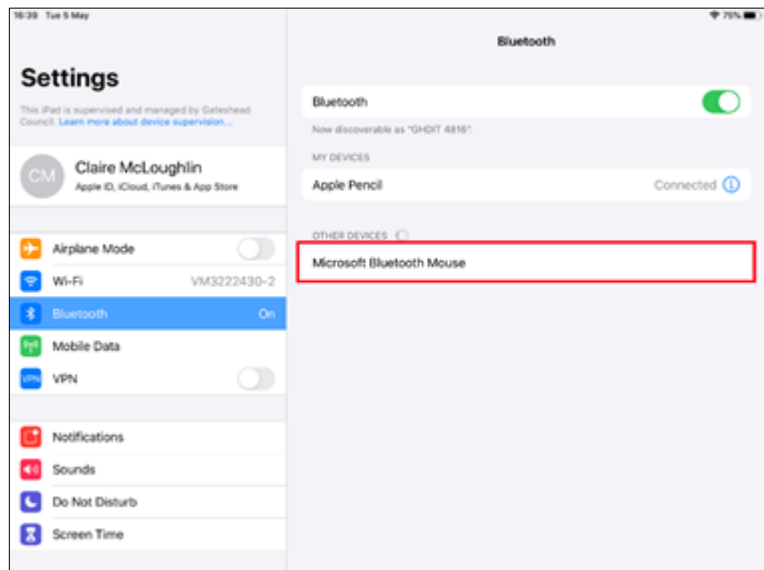


- Tap **Bluetooth**.
- Ensure the Bluetooth toggle is switched on (green indicates on). Tap on the button to switch on/off.

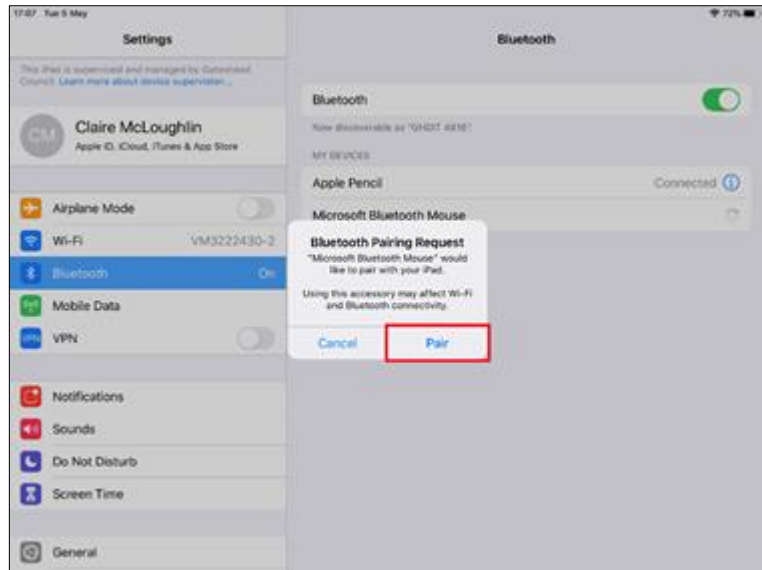




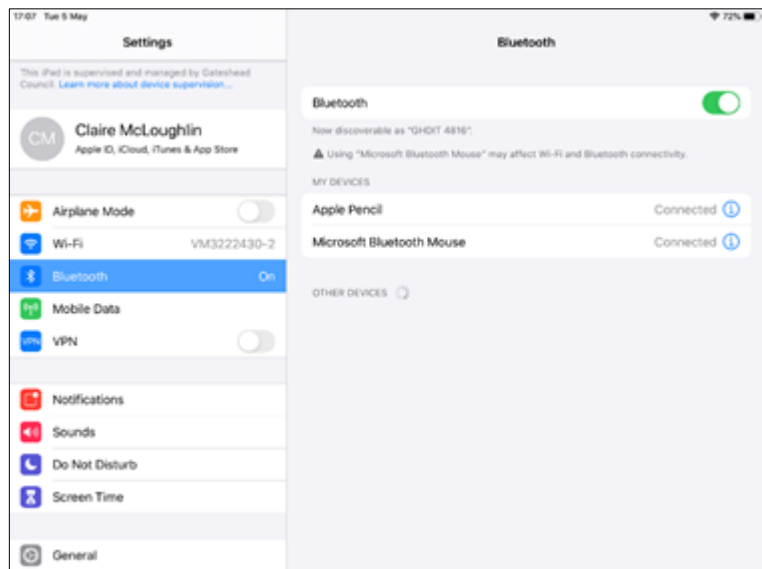
- Wait for a few moments until your Bluetooth Mouse appears on the screen then select it.



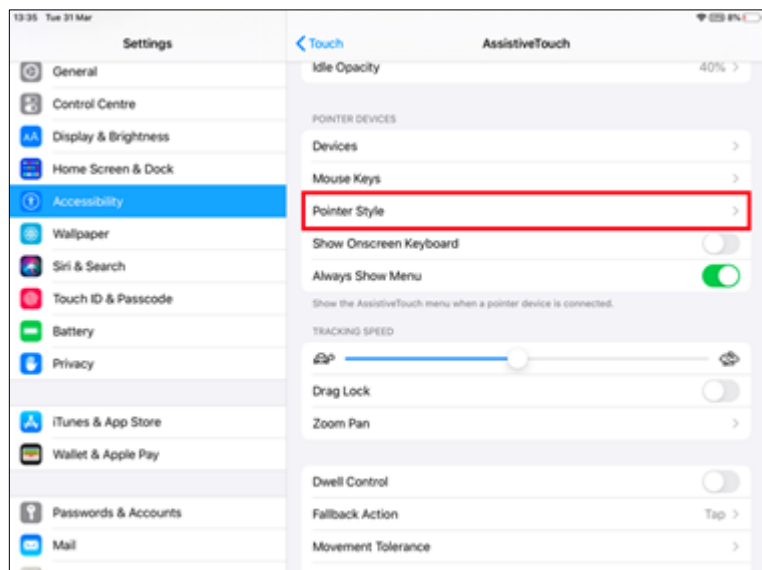
- When the Bluetooth Pairing message pops up, tap on **Pair**.



- Your screen should now look like this – your mouse is now connected.



- Using your mouse, navigate to the **Assistive Touch** screen – **Accessibility > Touch > AssistiveTouch**.



- Select **Pointer Style**.

-

- Within the **Pointer Style** screen, you can personalise both the size and colour of your mouse.

