

Welcome to your new iPad

The good news is that setting up your device is quick and easy – you'll have it up and running in no time.

Before we begin...

We're going to cover the following in this guide:

- Page 1:** Welcome to your new iPad.
- Page 2:** Installing the protective case.
- Page 3:** Setting up your iPad.
- Page 4:** Changing the passcode to keep your iPad secure.
- Page 5:** Requesting and installing apps from Self Service.
- Page 7:** Setting camera and microphone permissions for your apps.
- Page 8:** Using Guided Access for residents and new users.
- Page 9:** Setting up video and audio calls for residents.
- Page 10:** Contacting support.



This support guide is also available in the Books app on your iPad.

Note: You should have already been sent a temporary passcode for your device in an email from the Jigsaw24 team. Not received it? Contact them on the details below.

Having problems? We're here to help.

Get in touch on the details below and one of our friendly experts will be happy to talk you through the process.

Call: 03332 409 234 **Email:** carehomesupport@Jigsaw24.com **Visit:** Jigsaw24.com

Installing the protective case



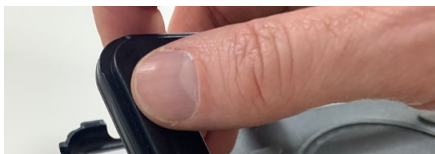
Step 1 Locate the first marker on the Armourdog Rugged 360 grip case – look for the arrow.



Step 2 Run your nail between the edge of the case and the rubber seal, moving your finger in the direction of the first marker, as shown.



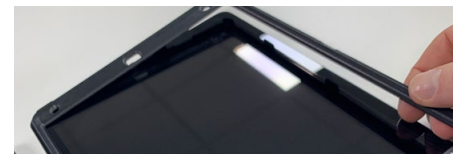
Step 3 Remove the rubber seal entirely and keep it somewhere close by for later.



Step 4 Unclip the plastic surround from the case. The plastic surround and the backing should now be two separate pieces.



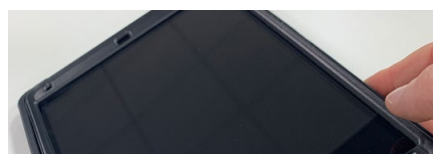
Step 5 Place the iPad onto the plastic backing.



Step 6 Place the plastic surround on top of the iPad.



Step 7 Work around the edge, clipping the plastic surround into place.



Step 8 When the plastic surround is fully clipped in, put the iPad into the rubber seal and work around the edges until it is fully enclosed.



Step 9 That's it! Your iPad is now protected within the case and ready to use.

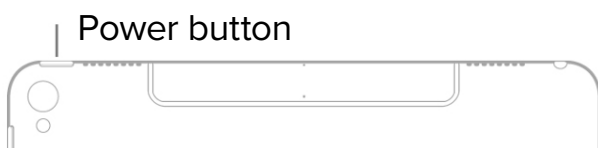
The iPad and protective case should be cleaned frequently in line with applicable infection control guidance. See the NHSX terms of use for further information. You can find a link to these terms via the bookmark on the iPad's home screen.

Setting up your iPad

Turning on the iPad

Fully charged? Great.

Now just press and hold the Power button until the Apple logo appears.

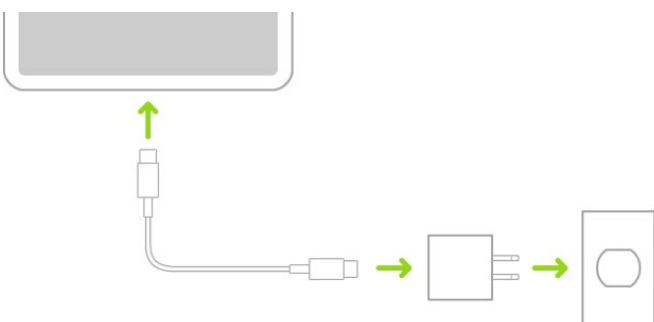


To turn off your iPad, press and hold the Power button in the same way until the power off slider appears. Then drag the slider and wait for 30 seconds for your device to turn off.

Charging the battery


It's a good idea to charge it to **100%** before its first use, as this is best for the long-term health of the battery – plus you'll be able to spend longer getting used to your iPad, too! (You can see the level of charge alongside the image of a battery in the top-right corner.)


To charge your iPad battery, simply connect the iPad to a power outlet using the included **cable** and **power adaptor**.



Connecting the iPad to a WiFi network

Your iPad already has a SIM card installed in it, so the device will work without WiFi using mobile data. However, to connect to WiFi, simply follow the steps below.

1. Once your iPad is turned on, go to **Settings**  > **WiFi**, then turn on **WiFi**.
2. Tap one of the following:
 - **A network:** Enter the password, if required.
 - **Other:** Joins a hidden network. Enter the name of the hidden network, security type and password.

If  appears at the top of the screen, your iPad is connected to a WiFi network. You can verify this by opening the Safari app to view a webpage.


Struggling to connect? Some care homes may not have WiFi installed on the premises – check with colleagues if you're unsure of what's available at yours.

Changing the passcode to keep your iPad secure

Your iPad's passcode ensures that only trusted people are able to use your device. To maintain security and privacy, it's a good idea to change your passcode on a regular basis.

You should also change your passcode immediately if an unauthorised person learns it, or if you are concerned it may be too easy for other people to guess.

When you first received your iPad, you should also have received a temporary passcode in an email with the subject line "Your iPad delivery date and device passcode has been confirmed". You should change this temporary passcode as soon as possible to one that you can remember easily.

1. To change your passcode, Go to Settings  and then tap **Passcode**.
2. For security purposes, you will be asked to enter your existing passcode.
3. Once you have done this, tap Change Passcode (you may need to scroll down in order to see this option).
4. You will now be asked to enter your old passcode again, followed by your new passcode. Choose something memorable that is also secure and would be difficult for others to guess.
5. Next, you will be asked to verify your new passcode by entering it once more, which will make sure you didn't make a mistake when creating it – and will save your new passcode to your iPad.



Forgot your passcode? Call the support helpline on 03332 409 234 with your care home's CQC location ID number to hand – you'll be asked to provide it for verification purposes.

Requesting and installing apps from Self Service

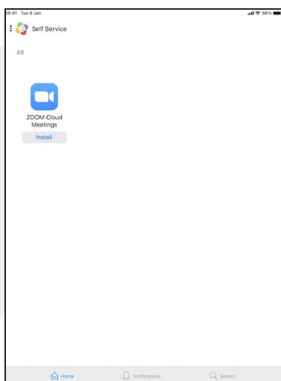
There are millions of apps out there, but it's important that only secure and appropriate ones find their way onto your iPad.

Your device features a piece of software called Self Service that allows users to request an app from the official App

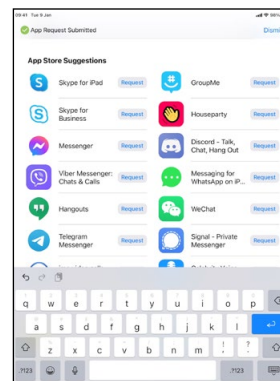
Store, with requests reviewed by an expert before permission is granted.

To request an app via Self Service, residents should follow the steps below.

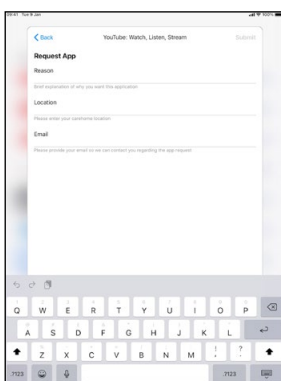
1. Tap on the **Self Service** app on the home screen.



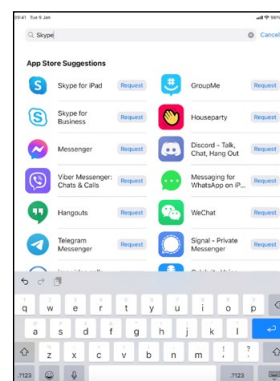
2. Tap on the **Search** icon at the bottom-right corner of the screen.



3. The **search bar** will appear at the top of the screen – type the name of the app you want or a phrase that describes it.



4. Tap on the **Request** button next to the app's icon and a form will appear. This will ask why the app is being requested and for the care home's location and your email address – type these details in and then tap **Submit**.



5. A **notification** with a **green tick** should appear at the top of the screen, confirming **“App Request Submitted”**.

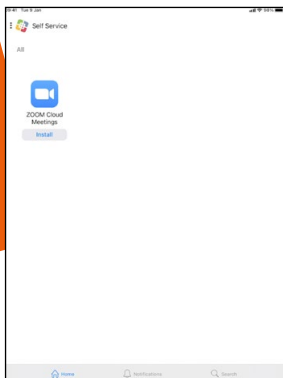
If the request is approved, the app will soon appear within the main Self Service screen as being ready to install.

Installing apps with Self Service

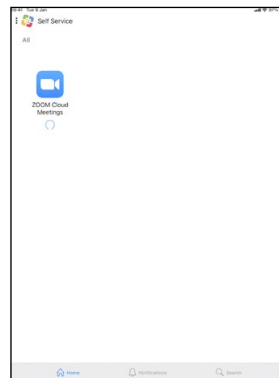
Apps that have successfully been requested will appear as being ready to install when you open **Self Service**, as in the below example.

The installation process is very similar whether using WiFi or mobile data, but there is a slight difference – so it's worth checking how your iPad is connected.

Installing using WiFi

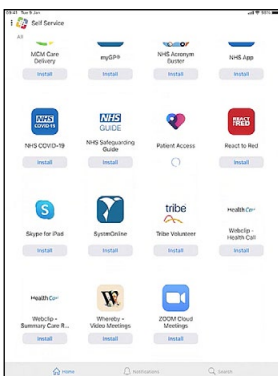


1. Simply tap on **Install** and a blue circle will begin to spin.

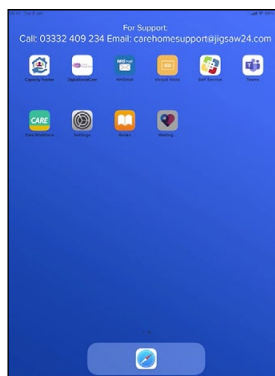


2. When it stops spinning, the app is installed.

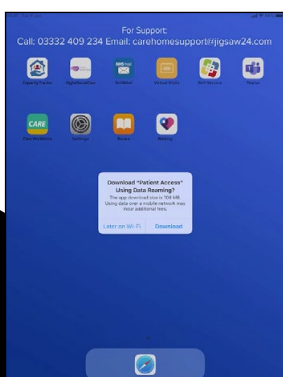
Installing using mobile data



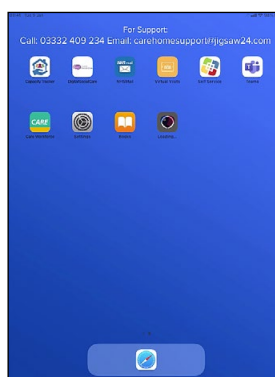
1. Simply tap on **Install** and a blue circle will begin to spin.



2. The new app's icon will appear on your iPad's home screen, but will be greyed out.



3. A message will appear asking whether you wish to use data roaming, with options to download the app later via WiFi or immediately via mobile data.




4. Tap on **Download** and the app will begin to install. A circle will begin to spin over the grey icon and **"Loading..."** will appear until the installation completes and the icon becomes full colour.

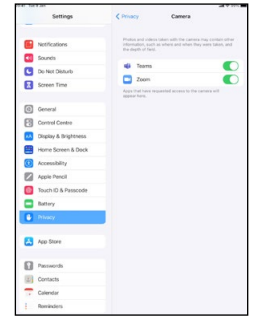
Setting camera and microphone permissions for your apps


For everyone's protection and privacy, it's important to keep an eye on which apps are able to access your iPad's camera and microphone. This will help ensure unwanted or inappropriate apps remain unable to record content.

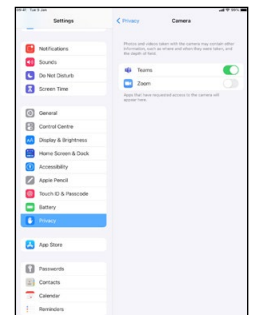
To do this, you need to manage the app permissions for your iPad. Let's begin with the camera.

1. Simply go to **Settings**  > **Privacy** > **Camera** and a list of apps that have been granted access to your iPad's camera will be displayed with a green switch icon.

2. You can revoke this permission by tapping on the **green switch icon**. It will turn white, as shown below, indicating that permission for this app to access the camera is no longer granted.



3. To review the apps that have permission to access your iPad's microphone, repeat the same process in **Settings**  > **Privacy** > **Microphone**.




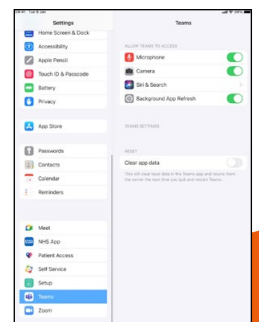
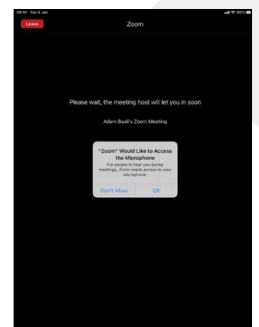
Granting new app permissions

You may sometimes wish to allow an app to access your iPad's camera or microphone, especially if it's a new app that you have just installed.

The process is simple – in fact, most apps will ask automatically for permission to access your iPad's features and functionality if they need to do so in order to work properly. For instance, in our example, the Zoom app is requesting permission to access the iPad's microphone.

To grant permissions to an app manually, you will need to manage the app's settings.


1. Go to **Settings**  and scroll down the page. You should eventually see your app's name and icon displayed on the left-hand side.
2. Tap on the app and you will see a list of the permissions it has or has not been granted. If the switch icon for access to the **camera** or **microphone** is white, toggling it to green will grant the app permissions to these features on your iPad.



Using Guided Access for residents and new users

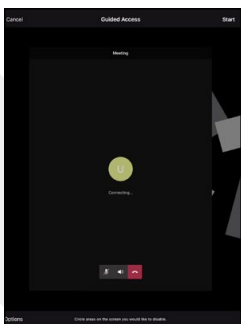
If an iPad is being used by a resident or is a new experience for a member of staff, **Guided Access** can help them stay within one app so they don't get lost or confused while navigating their device. This handy tool temporarily restricts your iPad to a single app and allows you to control what features of that app are available, too.

To set up Guided Access, go to **Settings**  > **Accessibility** > **Guided Access**, then turn on **Guided Access**.

Within **Settings**  > **Accessibility** > **Guided Access** > **Passcode Settings**, you should also set a **passcode** – this will make it easy to end a Guided Access session, as we'll cover later.

Once Guided Access has been set up, residents can simply use any app as normal. In this example, we will show how to use Guided Access to help a user stay within a Virtual Visits video call and not accidentally swipe away from or 'lose' their conversation.

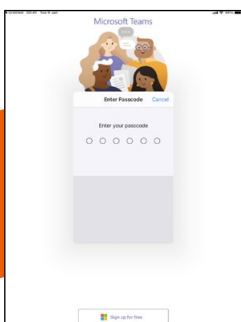
Example use of Guided Access functionality – these steps can be repeated in any app



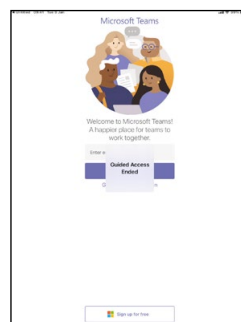
1. While connecting to the video call, **triple-click the Home button** on your iPad. This will disable the edges of the screen, preventing accidental swipes that navigate away from the call.



2. You will see a message confirming **“Guided Access Started”**. The user is now unable to leave the video call (although they can still hang up as normal by tapping on the red telephone icon).



3. To end a Guided Access session, **double-click the Power button** on your iPad and then enter the Guided Access **passcode** you set up earlier.



4. If successful, you'll get a message confirming **“Guided Access Ended”**, and the usual iPad navigations and gestures will work again as normal.

Setting up video and audio calls for residents

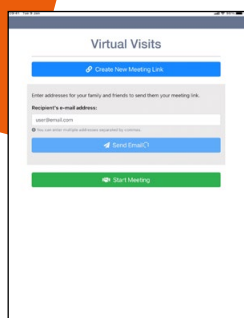
Virtual Visits makes it easy for residents to see and talk to family members or friends with their iPad. No passwords or login accounts are required at all.

The app sends recipients an email containing a link with which they can join a 'meeting' and begin speaking

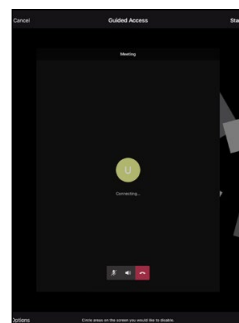
to the resident over video and audio (or audio only, if required).

To set up a new call, follow the steps below.

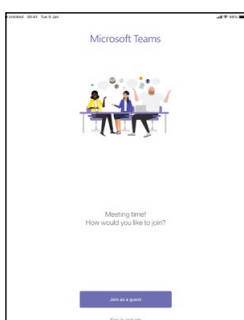
1. Tap on the yellow **Virtual Visits** icon on your iPad's home screen (it depicts three people in a rectangular tablet shape).



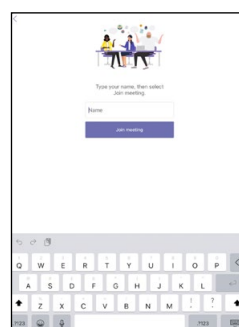
2. A screen will appear asking the user to enter the recipient's email address. Type this in and tap **Send Email**. If successful, a screen will appear confirming **"Your invite has been sent!"**.



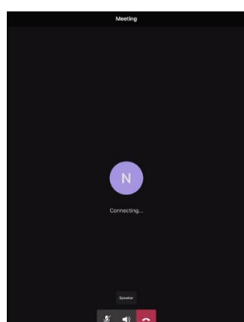
3. Microsoft Teams, a video conferencing app, will load. You should see a white screen featuring the **Teams** icon and the **Microsoft** logo, which are shown above.



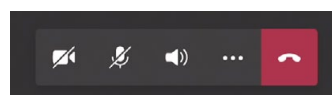
4. A new screen should load and ask you how you would like to join the meeting. Tap **"Join as a guest"**.



5. Next, type the resident's name into the text box and tap **"Join meeting"**.



6. The call will try to connect with the recipient you sent the email invite to in step 2.



7. If successful, the call will soon become active.

The resident can turn their camera on or off, turn their microphone on or off, or hang up to end the call by tapping the icons at the bottom of the screen.

Contacting support

Getting help with your iPad

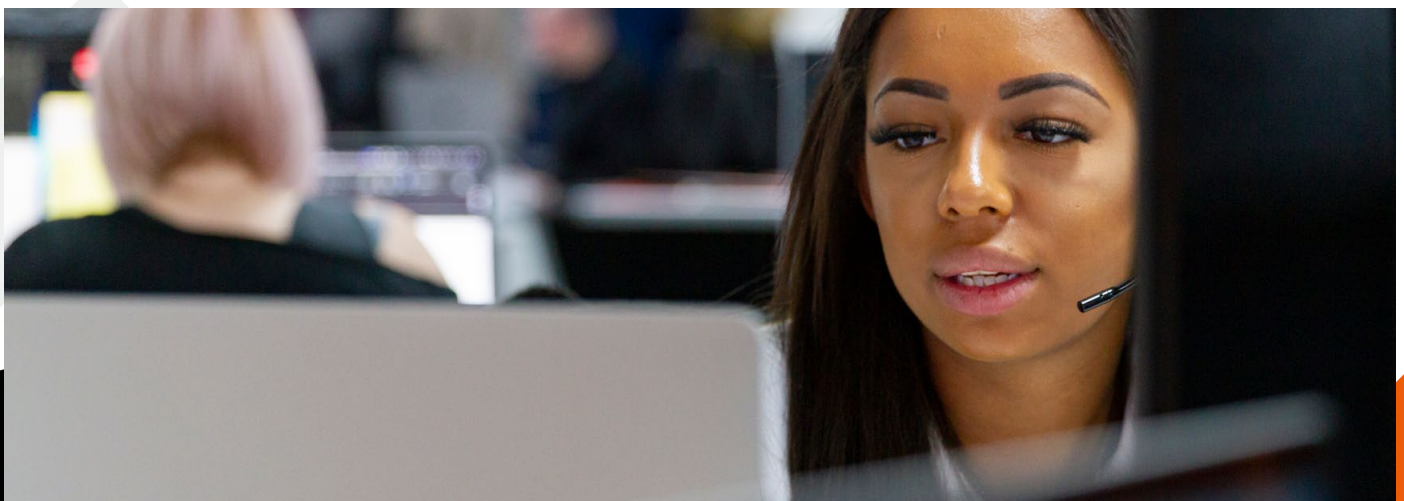
A service desk staffed by Apple specialists is on hand to troubleshoot any day-to-day issues you encounter with your device.

Contacting them is easy, but you should always include some basic information about your iPad and the problem you are encountering. This will help them resolve things more quickly and efficiently.

To contact the service desk, care home staff should email **carehomesupport@Jigsaw24.com** and include the following details:

- The **name, contact number** and **email address** of your care home's team leader.
- A **description** of the fault with your iPad or the issue you're encountering.
- What kind of impact this fault or issue is having on the iPad's users, and **how many users** it has affected.
- When the iPad's users would be available to be **contacted** by the service desk.
- **Details** of any efforts you have already taken to resolve the issue yourself.
- How many users **have access** to the iPad.
- The **iPad's serial number** – you'll find this on its lock screen.

Once you've contacted the service desk, your case will be assigned a ticket and the team will get in touch with you to provide assistance as soon as possible.



Having problems? We're here to help.

Get in touch on the details below and one of our friendly experts will be happy to talk you through the process.

Call: 03332 409 234 **Email:** carehomesupport@Jigsaw24.com **Visit:** Jigsaw24.com