

User Guide





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KIT CONTENTS



Secure storage case



iPad (9th Generation) in Otterbox protective case



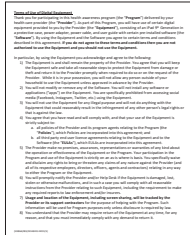
User Guide



Charging Cable (USB C to USB C)



Power Adapter



If this is your first time using the iPad, review the QuickStart Guide and the User Agreement in your kit before using the iPad.

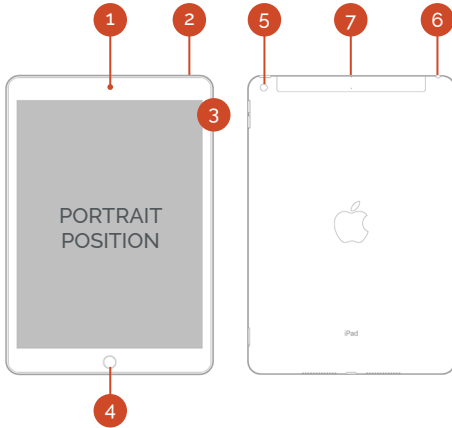
The iPad's protective case helps prevent damage. The kickstand on the back will prop the iPad up on a flat surface so you can use it without having to hold it. Push down on the grey bar to unlock and pull the bottom of the kickstand out. To put it back, push the kickstand toward the iPad until you hear a click.



Or you can slide your hand through the hand strap and hold it in one hand. The strap is velcro for easy adjusting.



iPad OVERVIEW



You can use the iPad in portrait or landscape position. Simply rotate it in your hands to the other position. The image will rotate with it. Some apps may only work in portrait, like Pexip Infinity Connect, the OTN appointment app.



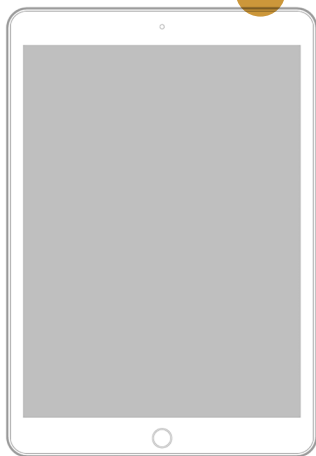
1. Front camera
2. On/Off/Lock button
3. Volume buttons
4. Home button/Touch ID
5. Rear camera
6. Headphone jack
7. Microphone

How to turn the iPad on:

iPads are touch screens. Everything is accessed by pushing a button or touching an image onscreen with the pad of your finger, not the finger nail.

Press and hold the On/Off/Lock Button for 3 seconds.

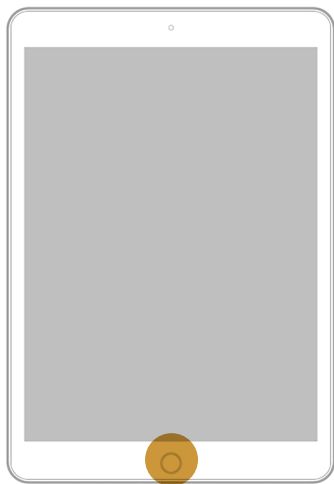
On/Off/Lock Button



Signing In

Each time you use the iPad, you will need to sign in. To sign in, press the Home Button which is the round circle located bottom centre of the iPad. The words Press Home to Sign In are directly above it. Once you sign in, you will see the Home Screen with rows of little icons or images.

NOTE: This sign in does not require your name or email, just press the Home Button.

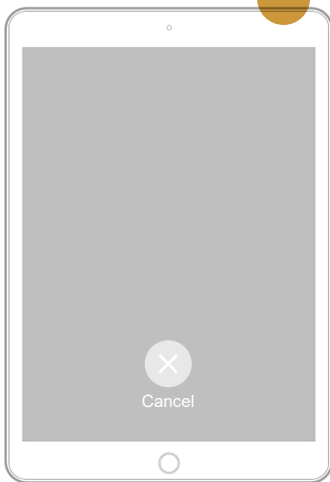


HOME BUTTON

How to put the iPad in “sleep mode”

Press the On/Off/Lock Button on the top right of the iPad once to enter into sleep mode. The screen should turn off and trigger the iPad into a resting stage. Putting it in sleep mode will save the battery from drawing down as quickly. Use sleep mode if you are taking a break from using the iPad or for privacy. Push the On/Off/Lock Button once lightly and release. The screen will close/go dark.

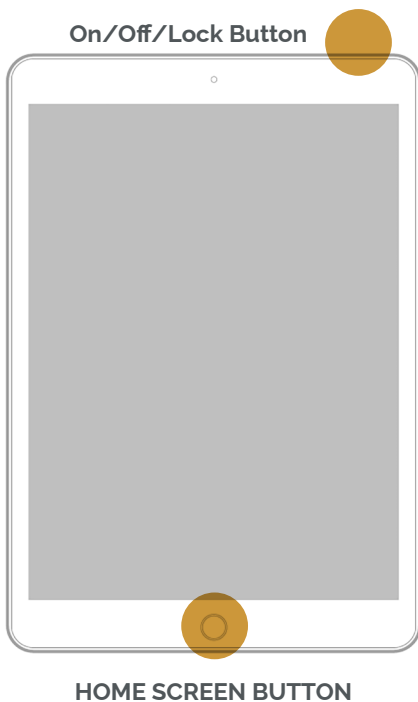
On/Off/Lock Button



GETTING STARTED

How to wake the iPad up from Sleep mode

Click on either the home button or the On/Off/Lock Button once. This will bring up the lock screen on the iPad.



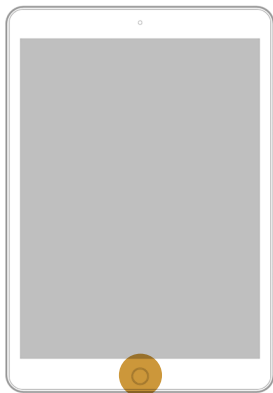
GETTING STARTED

This is the Home Button

The most important button on the iPad is the Home Button and it's located on the bottom front centre of the iPad. Think of this as your return button as it will always take you back to the Home Screen, your main screen. To use it, gently push and release.

Push once = Go to Home Screen or exit app.

Push twice quickly = Displays recent apps



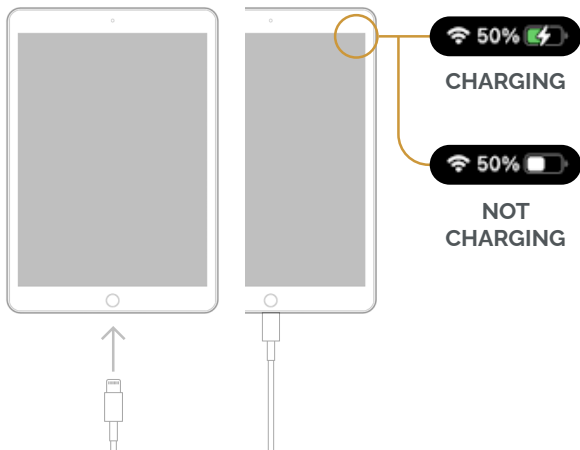
HOME BUTTON

If you're ever not sure what is happening, push the Home Button once and it will take you back to the Home Screen.

GETTING STARTED

Charging the iPad

With the charging cable that is provided in the kit, connect USB C cable to the input located at the bottom of your iPad and connect the charger to a wall outlet. If charging properly, the battery icon on your iPad should now indicate that it is being charged by having a power cable icon over it.



If the battery is completely depleted, the iPad will appear to be not working and the screen will be black. Before calling Tech Support, try charging the iPad.

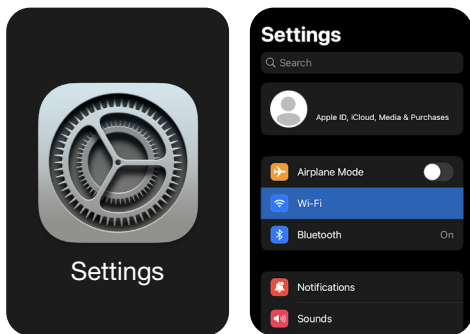
GETTING STARTED

Connectivity

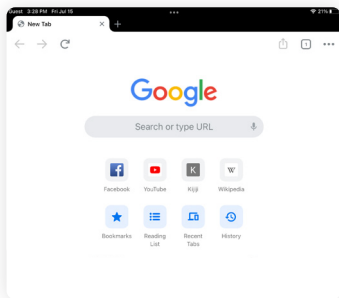
This iPad is connected to a cellular data plan that gives you access to the internet. If the cellular connection is not working or the access is poor, try using Wi-Fi if you have it.

How to connect to the WIFI

The iPad has wireless capability or Wi-Fi. In a location with an internet connection and a Wi-Fi network, Wi-Fi uses a radio frequency signal to connect the iPad to the internet instead of a cable. You may have internet access and Wi-Fi at home or wherever you may be using the iPad. To connect to Wi-Fi, tap on the Settings app on your iPad. Once the Settings menu opens, tap on the Wi-Fi tab on the left side. From there, select the desired network you wish to join and enter a password (if required).

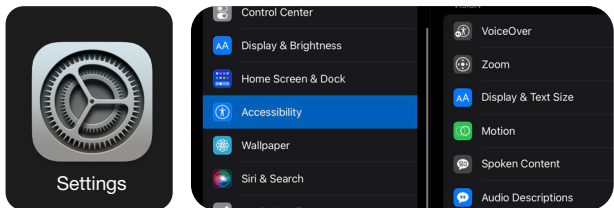


GETTING STARTED



ACCESSIBILITY FEATURES

The iPad has a variety of features that can support your visual, mobility, hearing and learning needs. To access these features, tap on the Settings app and tap on Accessibility.



If you find the text size on your iPad difficult to read, you can increase the size. From the Accessibility menu, tap on **Display & Text Size** in the **Vision** section. Then tap:

Larger Text
Larger Accessibility Sizes - White button

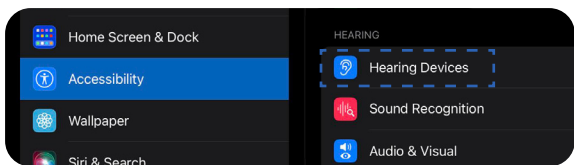
There is a bar underneath with a white button. Drag that button to find your best text size.



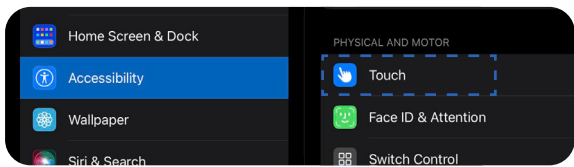
To go back to the main Accessibility menu, tap on < Back in blue at the top centre of your screen

ACCESSIBILITY FEATURES

If you use a hearing aid, turning on Hearing Aid Compatibility may reduce interference and improve sound quality with some hearing aid models. From the Accessibility menu, tap on **Hearing Devices**. Simply tap on the white circle to the right of Hearing Aid Compatibility to toggle this feature on. If your hearing aid happens to be MFi or Made for iPhone, you can pair it with the iPad and audio from the iPad will go to your hearing aids.



The iPad can also support physical and motor needs with the Touch Accommodation feature. This can allow you to adjust how the iPad responds to your hands, which can be especially helpful for those who have hand tremors. From the Accessibility Menu, tap on **Touch**, then **Touch Accommodations**. Tap on the white circle to the right of Touch Accommodations and then tap on the option below that best supports your needs.



NAVIGATING THE IPAD

The iPad is a hands-on device, and it requires us to use hand gestures to maneuver through it.

Tapping - tap an image on the screen with the pad of your finger (not fingernail) to open an app

Swiping - put your finger on the screen and lightly pull or drag it, keeping contact with the screen

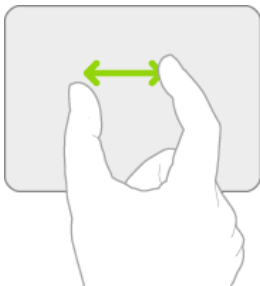
Swipe left or right - go to next screen

Swipe down from black bar on top - go to lock screen to sign out

Swipe up from bottom - exit and close an app

Make an image larger - put two fingers on the centre of the image and pull them apart, keeping contact with the screen

Pull your fingers together to reduce an image size.



For video on hand gestures, please tap on iPad Instructions on your iPad.

WHAT IS AN APP?

The word “app” is an abbreviation for “application”. An app is a piece of software installed on the iPad that allows you to perform specific tasks. On the Home Screen, there are 31 installed apps that may help you in your health and wellness journey, separated into the following categories:

How to Communicate With Your Provider

Health

Fitness

Learning

Parenting

Nutrition

Leisure and Games



To access the apps on the iPad, first push the Home Button to get to the Home Screen. The rows of images are apps or folders with apps in them. To open an app, simply tap on the icon or image for the app. If the app is in a folder, like Health,

tap on the Health folder first. The folder will open and you can tap on any app in the folder. A list of all included apps is on the next few pages.

HOW TO COMMUNICATE WITH YOUR PROVIDER

Apps for your Virtual Care calls and communications with your Health Care Provider

These apps have their own icons on the screen, they are not in folders.



Zoom



Facebook
Messenger



MS Teams

HEALTH

Traditional
healing and
wellness



Thunderbird
Wellness

Learn about different health
conditions and check your
symptoms



WebMD



Symptomate

Apps for meditation, self-care, stress relief,
and good sleep



Mindshift



Smiling Mind



Insight Timer

Appointments, symptom check, digital
assessment and health monitoring



Telus Health
MyCare

HEALTH



PTSD Coach
Canada

An app to support learning about and managing symptoms after trauma



Breath 2 Relax
(Anxiety)

Breathing exercises that may help reduce stress



ConnexGO

Mental health, substance use, and problem gambling services



QuitNow!

An app that may help you quit smoking



Lumosity

Increase brain function, improve memory and problem-solving skills

LEARNING

Apps to support reading, language, math and other skills



Vooks



Khan Academy

NUTRITION

Healthy recipes and guides



Mealime



Epicurious



Tasty

FITNESS

Exercise apps to help lead a healthier life



7 Minute Workout:
Fitness App (7M)



Adidas Training
by Runtastic



Wysefit



Yoga for Beginners –
Mind + Body

PARENTING

Apps for fertility information, menstruation cycle predictions, and parenting preparation



What to Expect



Baby Centre

GAMES

Logic based puzzles and games



Health IQ



Wordle!



Nonogram.com



Word Search -
Cross Word

INTERNET

Popular internet browser



Chrome

Important information about Apps

Apps will update periodically. This will happen automatically and the update may take a few minutes. You will not be able to use the app while it is updating. Large apps will only update if connected to Wi-Fi, not through the data plan. These updates can happen at the health centre.

This iPad has 31 apps. The App Store and other apps are not available on this iPad. While using an app, you may be offered a free trial for another app or be asked to allow your activity to be tracked across other apps or websites. If this happens, decline the free trial or press "Ask App Not to Track".

If you're not sure if an app is updating or have any questions about apps, please call the Help Desk at 1-855-240-0526.

SIGNING OUT OF THE IPAD

Once you've finished with the iPad and need to return it to the health centre, you will need to sign out.

Go to lock screen - Swipe down from the top centre of the screen, starting the swipe in the black area

Tap Sign Out button (bottom right corner)

Tap Sign Out in Pop-up Box "End Session"



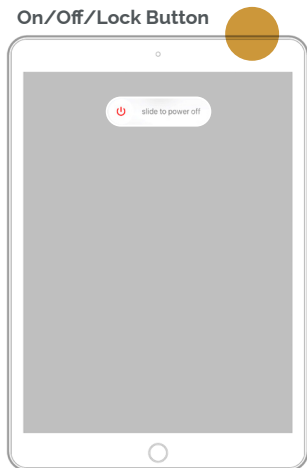
Signing out closes out your iPad session and protects your personal information. Once you sign out, any data you entered is erased and the iPad will revert back to its original format. If you forget to sign out, don't worry. The iPad will automatically sign you out if it hasn't been used for 1 hour.

OR turn the iPad completely off and it will sign out for you.

HOW TO TURN OFF THE IPAD

Press and hold the On/Off/Lock Button until you see the "slide to power off" screen. Slide the white and red "power off" circle to the right, maintaining contact with the screen.

If you change your mind and don't want to turn the iPad off, maintaining contact with the screen tap the white X circular button at the bottom of the screen to cancel.



Once you've signed out, put the iPad and all the manuals and accessories back in the yellow storage case and return it to the health centre.

IT SUPPORT

Thanks for taking the time to review this manual. It's a lot of new information and there may still be things you don't quite understand. Our Help Desk team is available to help with any questions you may have about the iPad or apps and to assist with any problems.

Please call 1(855) 240-0526 or send an email to helpwithipad@supportmymac.ca and Help Desk will assist you. Help Desk is available Monday to Friday 9AM-5PM EST.

If your call is not answered right away, please leave a message with your name, phone number and nature of your call. You will receive a call back within four hours, likely sooner. If you happen to call on the weekend, you will receive a call back the next business day.

NOTE:

NOTE: If you need technical support with an OTN appointment, please call OTN Technical Support at 1-855-654-0888

For more information about the iPad, apps and support, tap on the User Guide icon on the Home Screen

