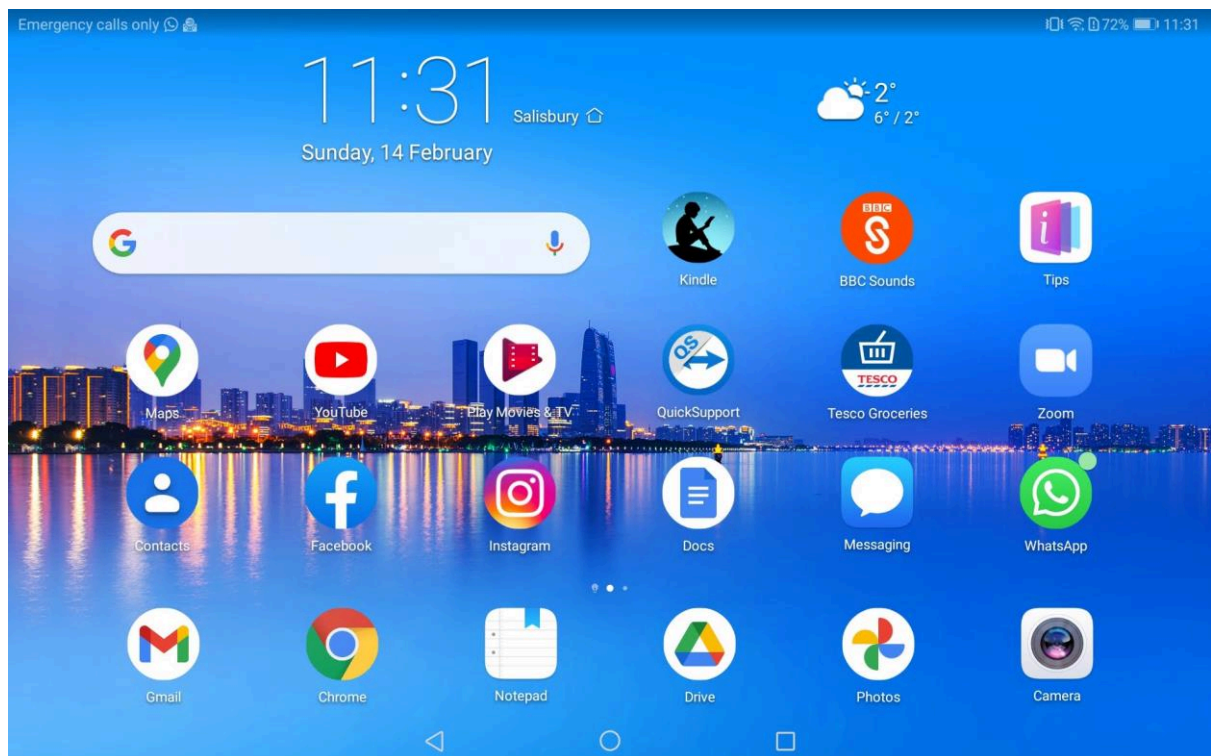


GET CONNECTED!

EASY READ GUIDE for TABLETS



Produced by Safer and Supportive Salisbury Funded by Wiltshire Community Foundation



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Getting Started

Your tablet is a Samsung or Huawei tablet running on Google's Android platform. Please see the end of the guide for explanations of terminology which may be unfamiliar.

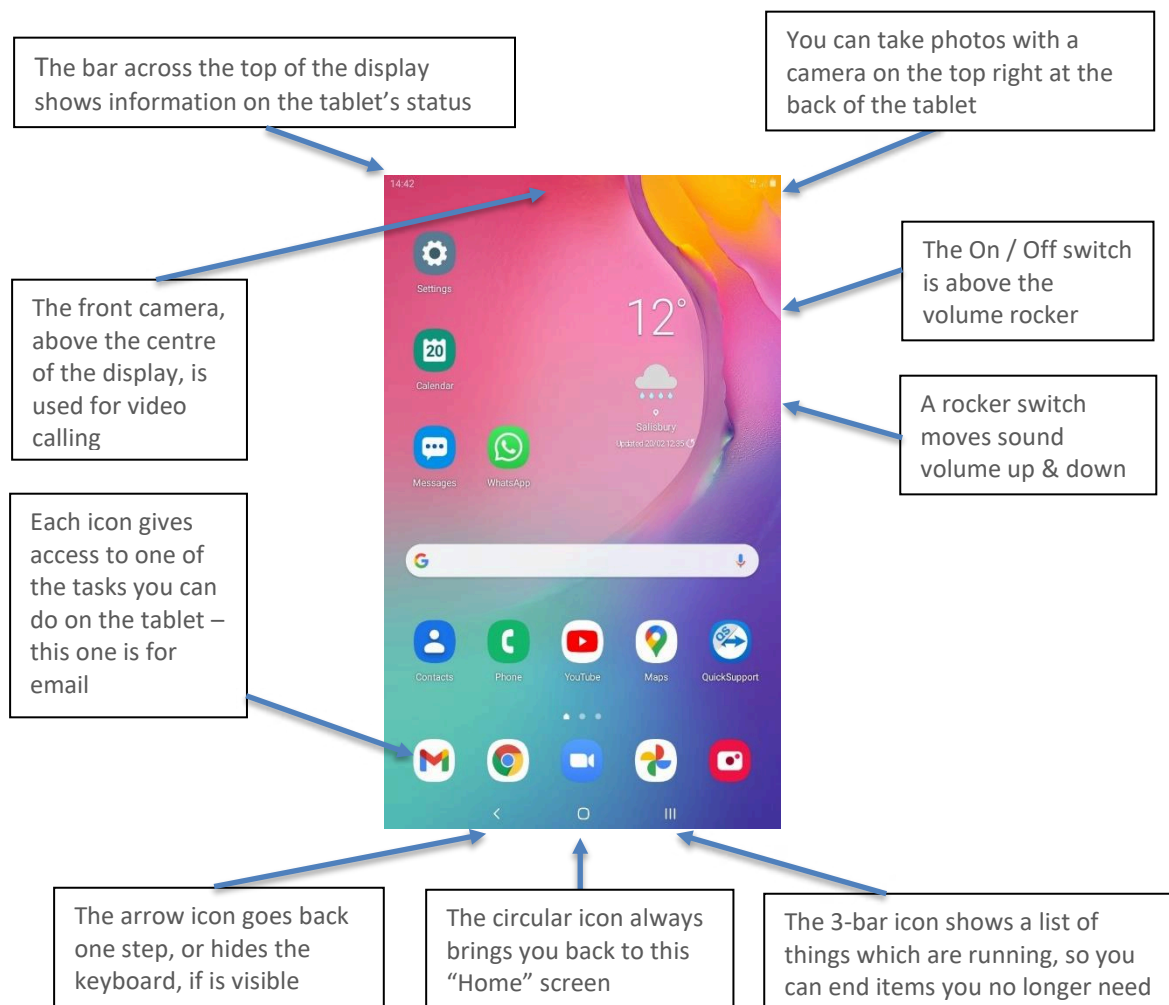
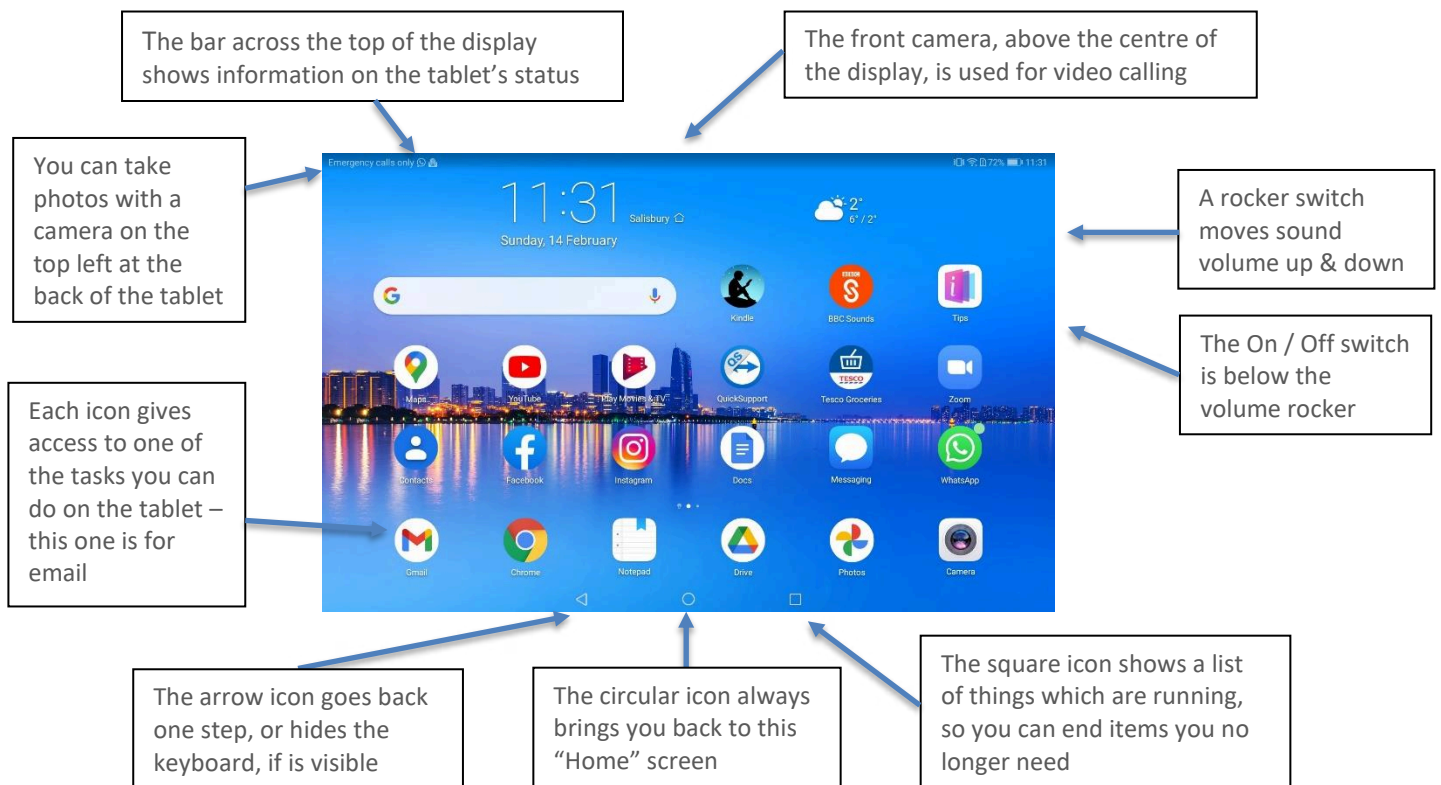
It is linked to the mobile phone network, to provide Internet access and Safer and Supportive Salisbury (SaSS) has paid for a fixed amount of usage per month, which should be sufficient for your needs at this stage.

It will also connect to WiFi networks, so you can use it without consuming your mobile allowance when visiting relatives and friends (or shops) where broadband is installed.

Controlling the Huawei MediaPad T5 tablet (shown in Landscape mode) is very straightforward:

Controlling the Samsung Tab 8 (shown in portrait mode) is almost identical - it is more likely that you will use it in Portrait mode, as this allows you to view more of the underlying content when the keyboard is opened.

Many of the icons are identical, although a few are native to each manufacturer - however, the function provided by the apps on both systems is essentially the same.



Charging the tablet

The tablet will run for quite a long time between charges, but it is time to plug it in to recharge the battery when the battery charge indicator (in the top right corner of the screen) is showing around 10% remaining. It can still be used during charging, so you need not stop what you are working on.

The charge cable connects to a small socket on the bottom of the screen - on the Huawei this is on the long edge and on the Samsung it is on the short edge of the case.

Take care to connect and disconnect the cable without twisting the connector, as this may damage the internal socket on the tablet.

Turning the tablet on & off

Turn the tablet on with a single press on the On/Off button on the right-hand side.

If you had previously powered it off completely, press the On/Off button for longer.

We have protected the device from unauthorized access by requiring a 4-digit PIN number - enter your PIN to reach the Home screen and begin working with the tablet. You may be prompted to swipe (drag your finger) across the screen before being asked for your PIN.

If you do nothing for a while, the screen will go black and you will have to start the above process again - we can adjust the length of time it waits before going black.

If you will not be using the tablet for a considerable time, it will save battery if you turn it off completely - press the On/Off button for a few seconds, then touch the "Power off" button displayed on the screen - you will be prompted to confirm the "Power off" request.

Screen rotation

If you view the tablet in portrait mode (like a book) or landscape (like a TV), the display will rotate and adjust how information is laid out to match the screen format.

If you prefer always to use one mode or the other, you can lock the screen so that it stays in your preferred format - swipe down from the top of the screen to see the quick settings panel, then tap "auto-rotate" (this is a toggle switch, so tapping it again sets auto-rotate on again).

Using the touch screen

Selecting items on the screen needs a single tap. Pressing something on the screen (an icon or a piece of text, etc) will show an Options box, listing the actions available for the location you pressed.

If you accidentally press for too long and are shown an Options box, tap a blank area of the screen to dismiss it.

If you find it difficult to be accurate when touching the screen with your fingers, a touch "stylus" (held like a pen) will probably enable you to be more precise - just ask us.

The other frequently used touch-screen gesture is to use 1 or 2 fingers to scroll up or down, in order to view information which does not fit on the current screen

This list covers the main ways to interact with the touch screen - not all apply in every circumstance.

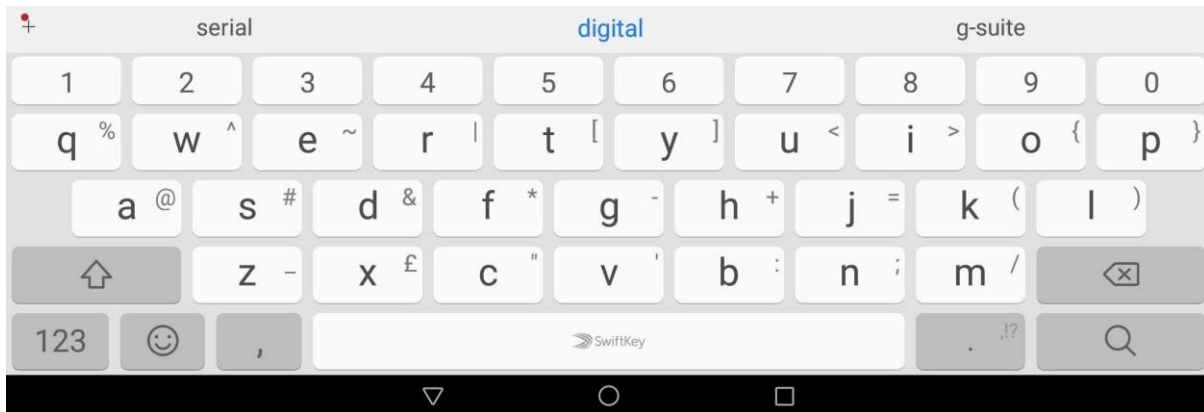
To select an icon or 'click' within some text to edit it	Single finger tap
To scroll up, down or across the screen	Single/double finger 'swipe' (touch the screen with one or two fingers and slide or 'drag' the screen to pull it in the right direction)
To move something	Single finger drag (touch the screen, keep your finger in contact with the screen, move it with your finger, then lift your finger up to drop the item)
To select a whole word	Single finger double tap (tap twice in rapid succession, to highlight a word in blue - the blue dots below each end of the word can be dragged to increase or decrease the amount of text selected)
To select a whole paragraph or related set of items	Single finger triple tap (tap three times in rapid succession)
To display extra options, e.g. copy or save	Long press (touch the screen, leave your finger there until a little menu of options appears, lift your finger up, then tap the required option)
To zoom in and out	Using two fingers pinched together, touch the screen then spread your fingers out to zoom in. To zoom out again, do the same thing in reverse, pinching your fingers together while touching the screen

The touch screen is generally very sensitive, but occasionally, because the tablet is busy, it may seem not to respond to your touch. Be patient and wait to see if it eventually responds, then try the action again if it does not do what you had asked of it - sometimes, the touch will not be registered because your finger is too dry.

Using the on-screen keyboard & cursor

The tablet will show a keyboard at the bottom of the screen whenever you tap an area into which you can enter information. Using 1 or 2 fingers to tap the characters on the on-screen keyboard will be perfect for all but the touch-typists amongst us, who may prefer to buy a separate keyboard.

Because the keyboard is displayed dynamically by the tablet, the layout can be varied to suit the information which needs to be entered. Typically, though, the format will be as follows:



In addition to the standard QWERTY typewriter layout, it contains other elements:

- A line at the top of the keyboard, shows the tablet's predictions for what you mean to type, based on the characters entered - it is dynamic, so changes as you type more characters and the prediction becomes more precise. Instead of continuing to type, if a predicted word is correct, just tap it to include it in your text.
- An (up-arrow) "Shift" key on the left - tap it once to capitalise the next letter you type then return to lower-case letters, or tap it twice to keep typing capitals until you tap it again.
- A (back-arrow) "Backspace" key on the right - tap it to erase the last letter typed.
- A (123) "Special characters" key which replaces the QWERTY layout by one with the most-used punctuation marks and special characters - this layout also has a (&= key to show a set of more rarely-used characters and an abc key which returns you to the QWERTY layout.
- A (smiley face) "Emoticon" or "Emotion icon" key which will display an array of artwork characters which are typically seen in text messages but can be used anywhere.
- A (magnifying glass) "Enter" key which asks the tablet to action what you entered.

When entering information, the location at which the next character you type will be placed is indicated by a flashing vertical bar, the cursor. If you want to move the cursor so that you can add or remove a letter elsewhere (e.g. to adjust the spelling of a word you mis-typed), tap the text close to where you want the cursor to be. A blue dot appears below the cursor and you can drag this to place the cursor more accurately.

If you double-tap on a word, the entire word will all be highlighted in blue, with dots below each end - these can be dragged to increase or decrease the amount of highlighted text. The next character typed will replace all the highlighted text.

Quick access to controls & notifications

Dragging your finger down from the top of the screen towards the centre will reveal a set of icons which allow you rapid access to important information and settings - e.g. percentage of battery charge remaining, turning sound on and off, allowing or stopping automatic screen rotation. Dragging your finger down from the top again reveals a second set of icons, including one which allows changes to the screen brightness.

Below these settings icons is a section which will display recent notifications. Once you no longer need a notification, it can be removed from the list by dragging it to the right or left.

To dismiss the window you dragged down, either push it up again or simply tap an area of the screen outside the window.

Status bar - across the top of the screen

The status bar on the top line of the screen displays various status icons - e.g. the time, network signal strength. The status bar can largely be ignored, unless the tablet is not working as expected - it might then indicate areas for action - e.g. whether or not you are connected to the mobile data network.

Home Screen

The Home screen (the one you see after you turn your tablet on and enter your PIN number) should ideally contain the items you use most. The picture on the cover of this guide is of a typical Home screen.

As your usage matures, you can re-arrange, add or remove icons from the Home screen - this is best done after being shown the process by our technical support team.

To add a pre-installed app to the Home screen, drag your finger up from the bottom of the screen, to reveal a list of all apps on the machine - do a long press on the chosen app, to bring up an options box, then tap "Add to Home Screen".

Other apps can be downloaded to the tablet using the Google Play Store app.

In the event that you have more apps than can fit on the main page of the Home screen, swipe from right to left, to reach a second page. To return to the main page, swipe the other way or press the central icon on the bottom line.

Using & closing apps

Touch an app icon to open it. The title below each app often indicates its function, although this is not always the case. The key apps are:

- Chrome - browsing the Internet
- Gmail - sending and receiving electronic mail
- Contacts - building an address book containing your frequent contacts
- Notes - a simple tool for building lists (and initially for gaining typing practice)
- Camera - taking photos through either the front (selfie) lens or the back lens
- Photos - viewing and editing photos (and sending them to your contacts)

- Messages - sending text messages to contacts
- WhatsApp and Zoom - holding video or voice-only meetings with one or more other people
- QuickSupport - allowing our technical team to view your screen in order to offer advice

To switch from one app and choose another, tap the icon at the centre of the 3 on the bottom line of the screen to return to the Home screen, then tap another app icon.

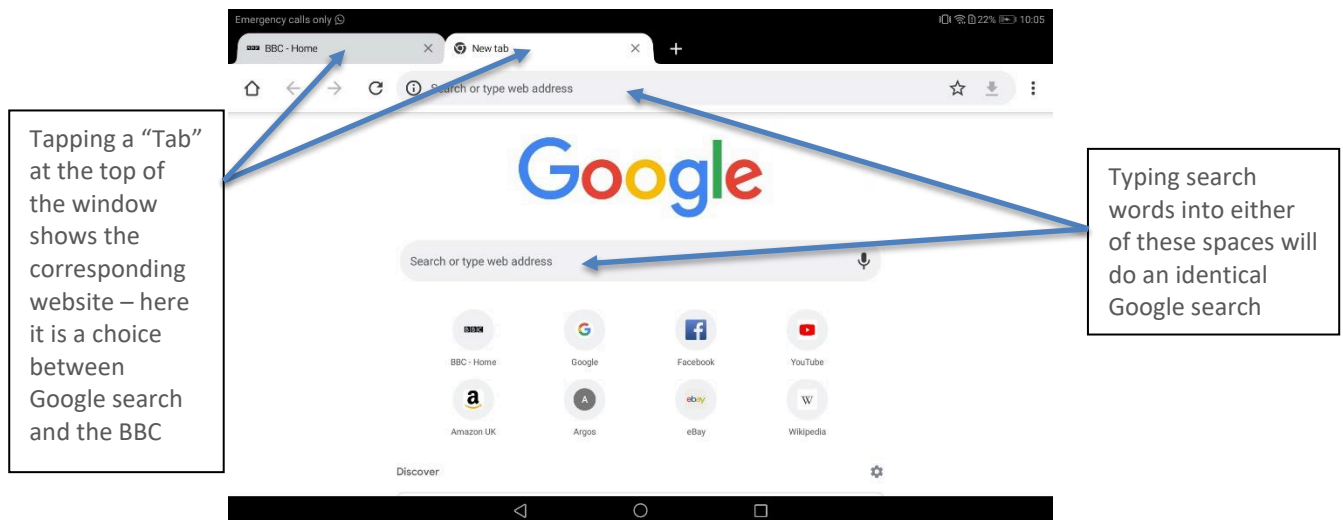
When in one app, tap the arrow icon at the left of the 3 on the bottom of the screen to go back one screen - if no previous page of the app is available, you will be returned to the app you were using prior to the current one (or to the Home screen if there are no other active apps).

To avoid performance degradation, it is wise to clean up used apps on a frequent basis. Tapping the right-hand one of the 3 icons on the bottom of the screen (3-bars on Samsung, square on Huawei) shows a "thumbnail" window for each app still active in the machine - to close an app and free up resources on Huawei, tap the "X" in the top right corner of each thumbnail - on Samsung, push each app thumbnail off the top of the screen. The app will still be on the machine when you want to use it again, but will not be using resources until then.

Internet Search - Chrome or the Search box?

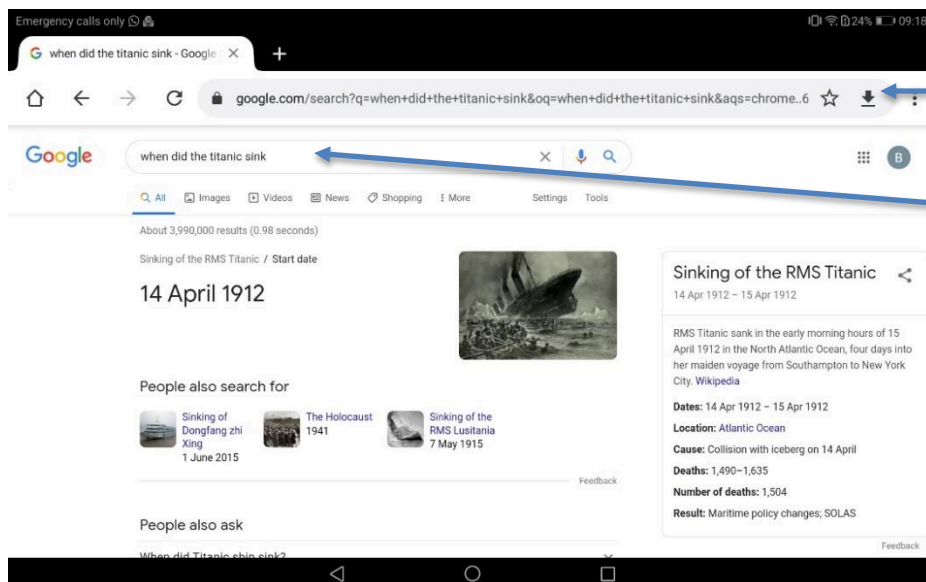
Google's Chrome app is the preferred way to search the Internet for anything - e.g. "restaurants in Salisbury", "opening times for Sainsbury's", "weather forecast in Paris".

The long white box on the Home screen is a quick way to make Internet searches (a simplified version of Chrome, showing only the text entry box). I would recommend always using Chrome, as it has all the features of the search box and also allows you to jump between multiple websites on the same screen.



Type your search words into the text entry box (either on the top line of the screen or below the "Google" logo) and press the magnifying glass icon on the keyboard to ask Google to do a search. As an alternative to typing your search words, you can touch the microphone icon on the right-hand side of the search box, then speak the words you are searching for.

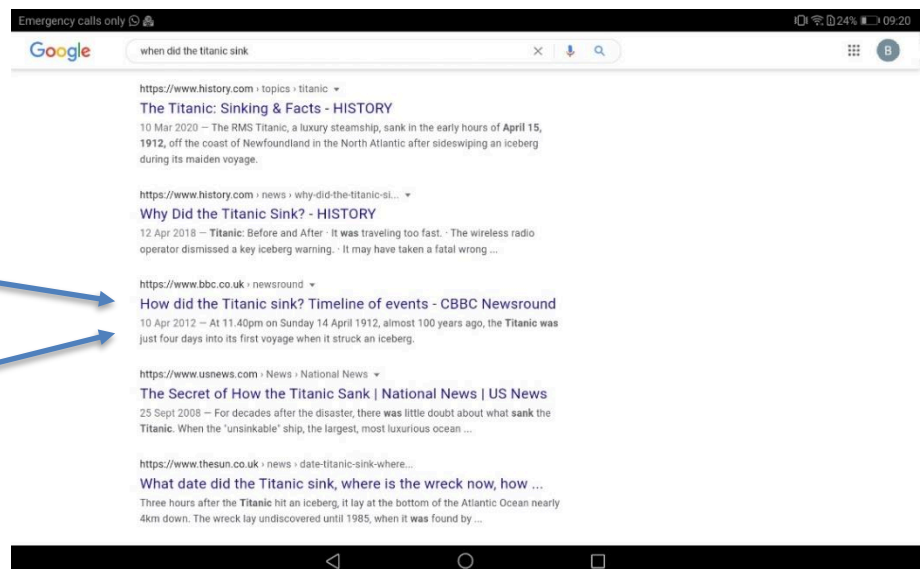
The following 2 images show parts of the web page resulting from a search for "when did the Titanic sink". The first is a brief summary by Wikipedia (a free online encyclopaedia) which appears at the top of the page and the second is a more typical list of Google search results after scrolling down the page.



At the top of the screen is the Address Bar, which can also accept search words.

The Google search box was used in this example.

Below that is a useful summary, which is not present for every search



Farther down the web page of search results has a more typical appearance – a blue link for a specific result, followed by a brief description of the content of the underlying web page

Tapping any line with blue text will display the corresponding web page - the text below each blue line is a brief summary of the website's content, often with its creation date, to help you to decide which website seems most attractive to investigate further.

Creating an account on a website

If you are likely to use a company's website frequently and wish to create a personal profile with the company, you will need to create an "account" with them - this does not necessarily mean that money is involved (for example, the BBC requires you to have an account in order to use their TV and Radio players), but if it is to order groceries online then you will need to add a credit or debit card at some point.

Usually, the process of account creation is simple - you provide your email address and choose a password (which you will need to note down, as it will be required to get back into the website) and very little else. Some websites ask for a date of birth, others ask you to set up answers to questions you will be asked if you forget your password and grocery sites will require your address for their delivery people to be able to find you. Our technical team will help with the process in the early days.

Contacts - the tablet's address book

To avoid having to enter email addresses each time they are required, you can add each of the people or businesses you will contact regularly to the tablet's address book - the Contacts app.

The Contacts app shows a list of previously-entered contacts when you open it. To add a new one, tap the "+" (plus sign).

At the top of a new email, as you start to type the addressee's name, a list of the Contacts entries which match the characters typed will be shown - simply tap the name you want and the tablet will fill in the details from the contact's record.

Electronic mail - Gmail

Electronic mail (email) works in the same way as Royal mail - an email address has 3 parts:

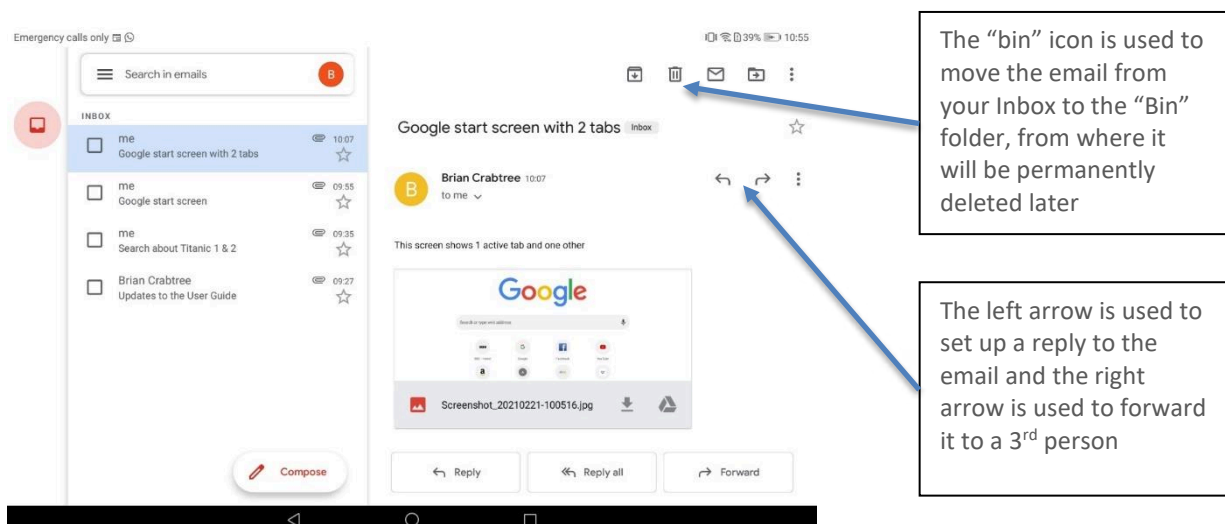
- An equivalent to your house number
- A separator - the @ sign
- An equivalent to your postcode

Email is sent to an address via the electronic equivalent to a sorting office. If you type an invalid email address, the email will be returned by the sorting office as "undeliverable", so it is important that you take care in formulating the email address of the person to whom you are sending (and, ideally, add them to your Contacts app). Email addresses are all lowercase letters and cannot contain spaces.

We have set the tablet up with an email address of the format sarumdip1234@gmail.com, so you can immediately begin sending and receiving electronic mail during the trial period. As soon as you decide you wish to continue beyond the trial, it would be best to ask us to set up a personal email address and to pass that to your family, friends and other contacts, rather than continue using the trial address.

To work with email, tap the Gmail icon, which will open to show your "Inbox" - incoming emails - in order of their arrival, with the most recent at the top.

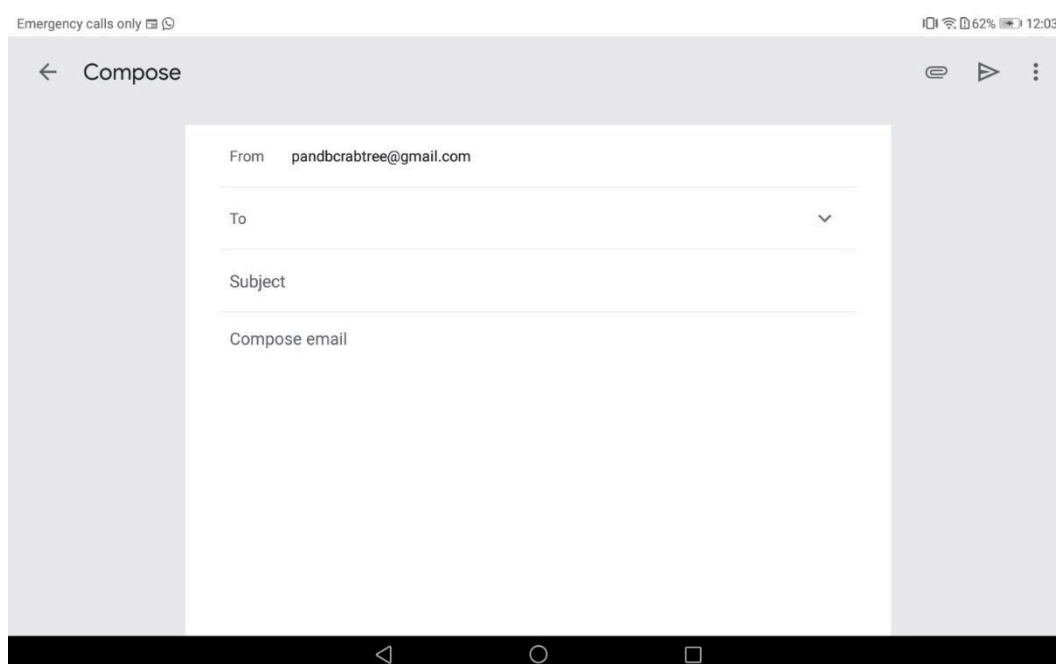
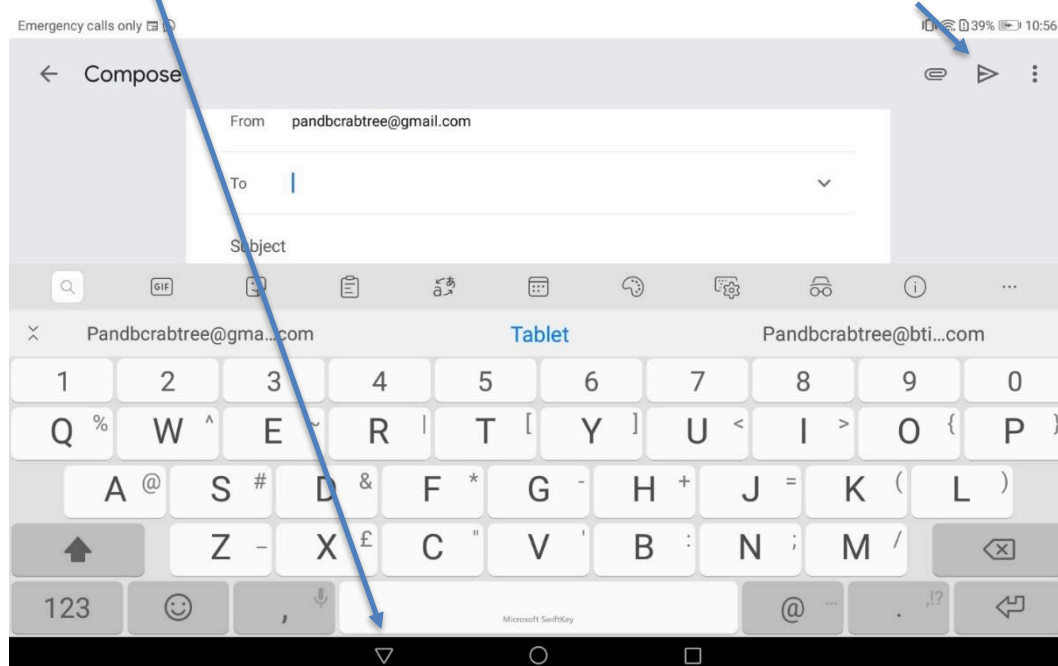
The list of emails in your Inbox is in the centre, with the contents of the top one shown on the right - in this case, there is only a small amount of text, followed by the image of a Google search screen which was attached to it.



Next to the sender's name in the email (in the right-hand pane) are icons which enable you to reply to the sender or forward it to a 3rd person. At the top right is a "bin" icon which can be used to delete it.

To view other emails in the Inbox, tap their entry in the list - both the list and the email content can be scrolled to view elements which are currently not able to be seen on screen.

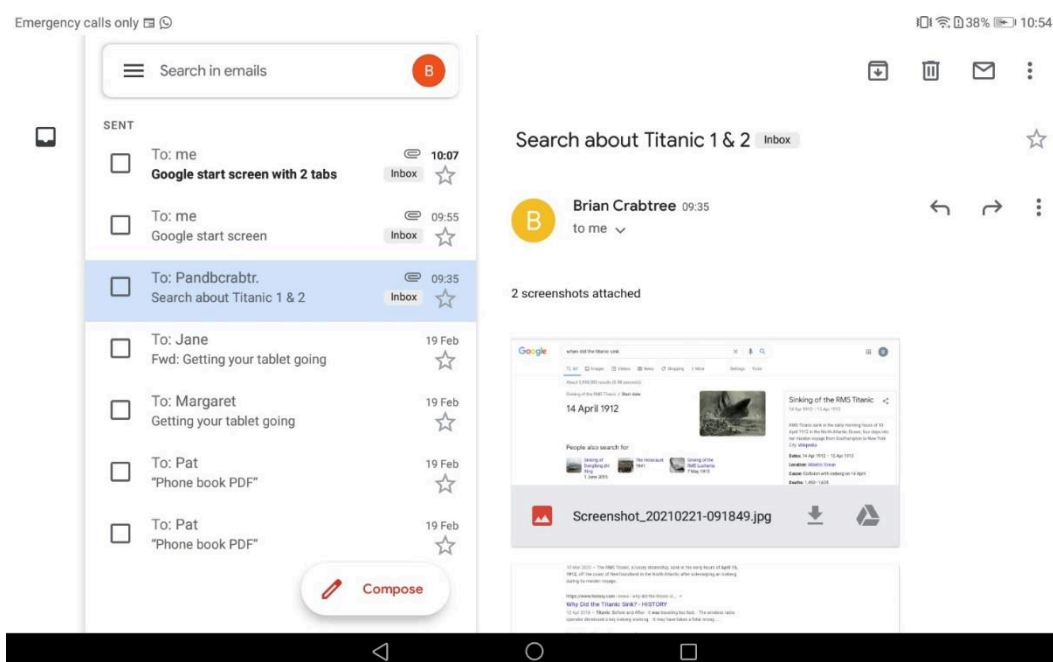
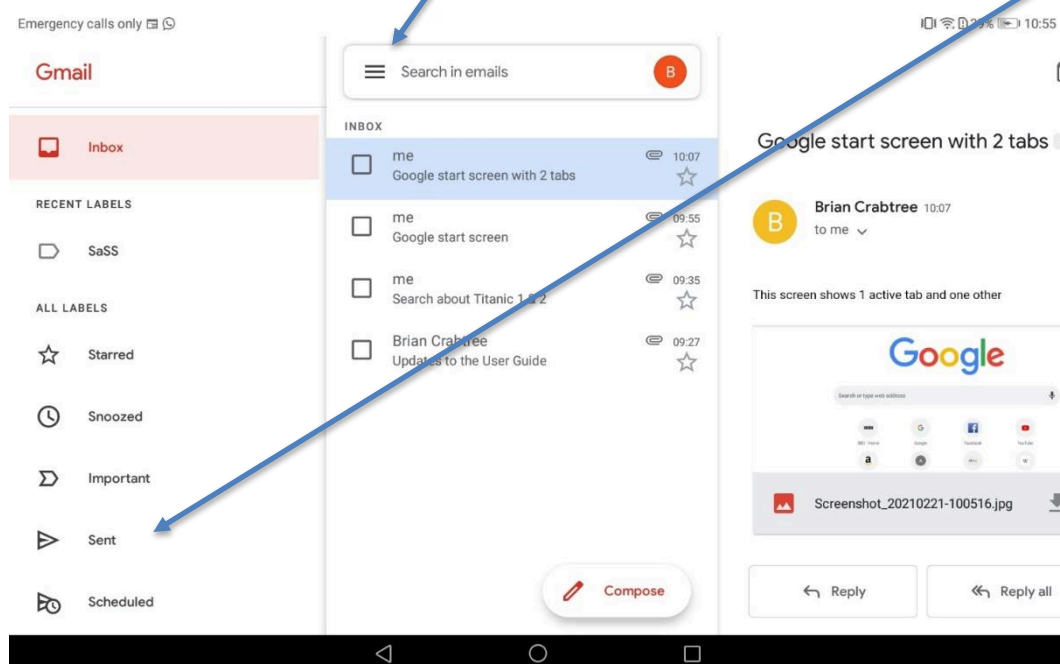
To create a new email, tap on the "Compose" box near the bottom of the screen. This opens a new email form, much of which is obscured by the keyboard - the 2 images below show the new email form as it appears, then the whole of the form without the keyboard (the keyboard is dismissed by tapping the triangular icon on the left of the 3 on the bottom line). This shows the space into which you will need to add the addressee's email address, a brief indication of the subject of the email, then space for you to type the entire message to be sent. In order to send the email, tap the airplane icon at the top right.



In addition to the Inbox, Gmail provides a set of other "folders" in which emails can be stored. The most important of these are:

- Sent - a list of the emails you have sent, in case you need to refer back to them
- Bin - a list of emails you have asked to be deleted from other folders ("deleted" emails are held in the Bin in case you change your mind and want to recover e.g. an item deleted in error - the equivalent of putting something into the waste paper bin but not emptying it)

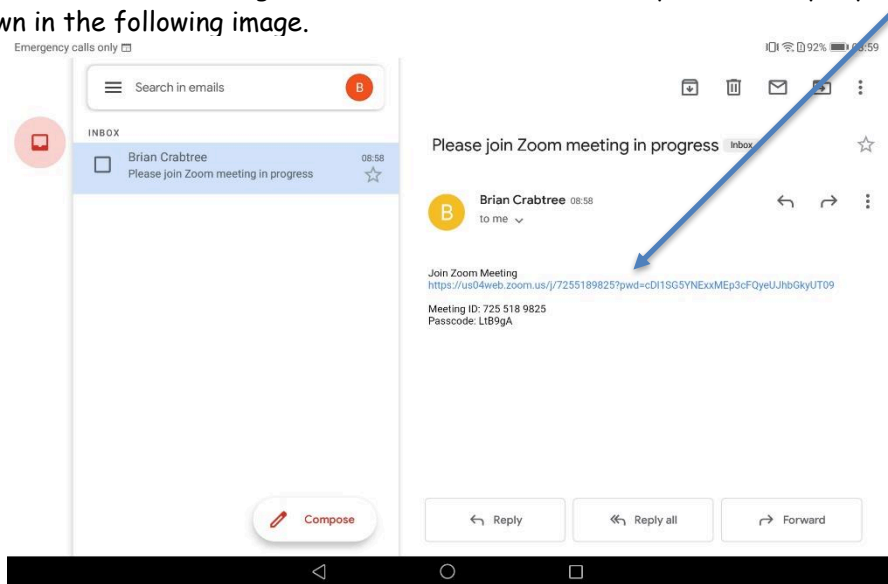
To see a list of the other folders, tap the 3-bar icon in the search box (at the top of the central column of the main Gmail screen, which is moved to the right to make room for the folder list. Tapping "Sent" in the folder list shows the contents of the Sent folder, laid out much as for the Inbox folder (see below).



Video calling with Zoom

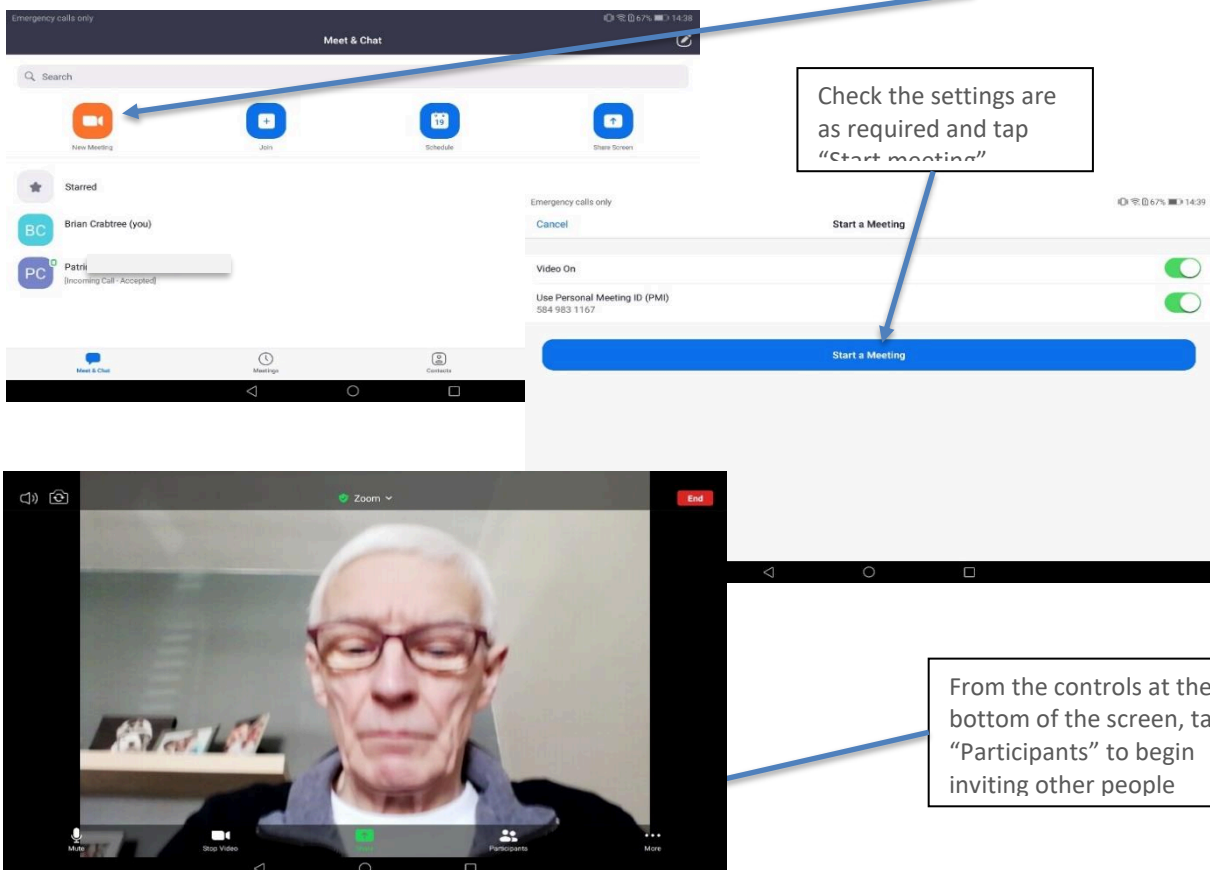
We have installed the Zoom video calling app, which has risen in popularity during the Covid-19 outbreak.

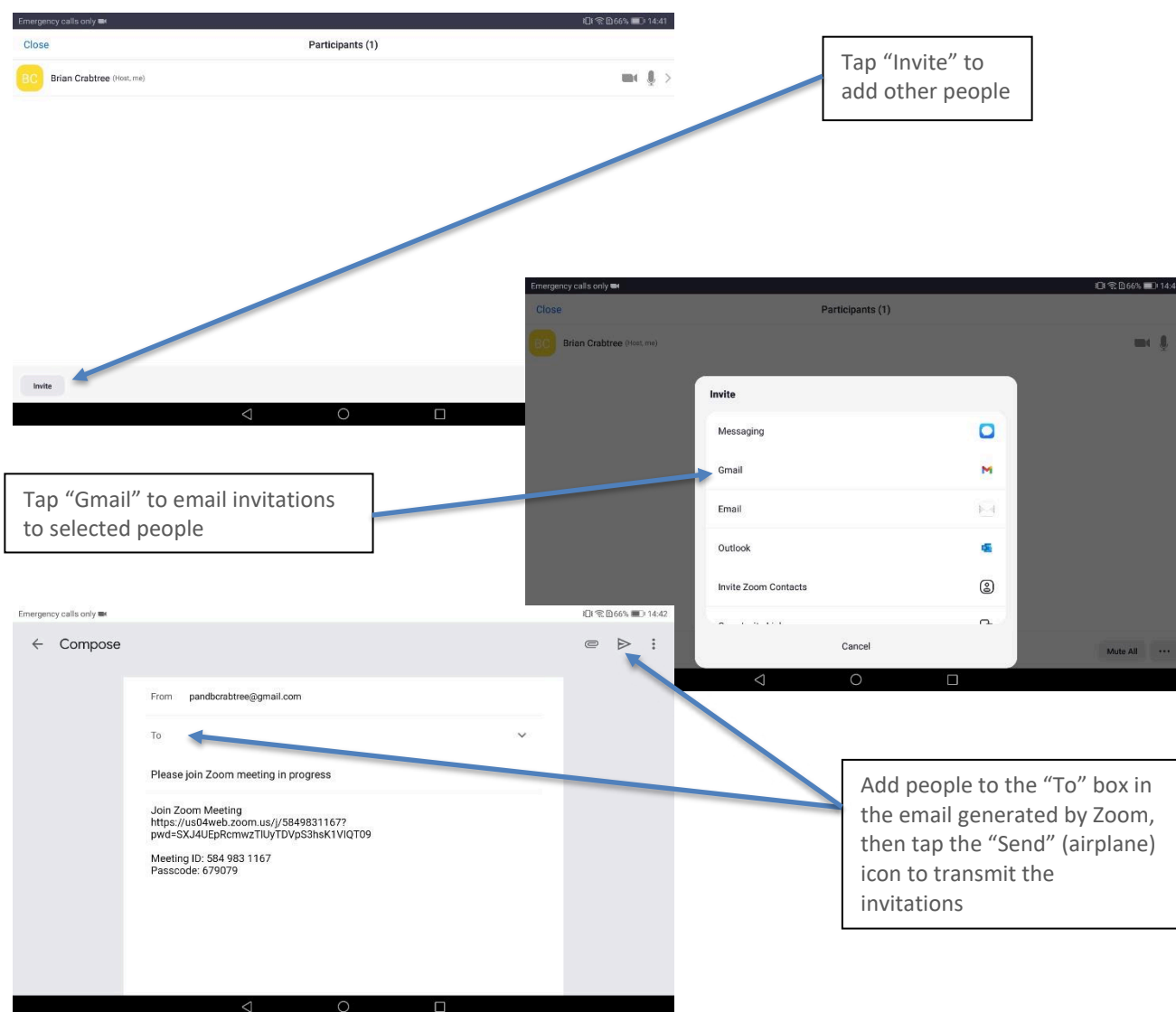
If you ask the person with whom you want to have a video call to invite you by sending you an email, Zoom can be used without creating an account on the Zoom site - you need only tap the blue link in their email, as shown in the following image.



If you are likely to be initiating video calls, it would be better to sign up for a Zoom account, which enables creation of a list of regular contacts, to shortcut parts of the following process.

To initiate a Zoom meeting, start the Zoom app, sign in and tap the orange "New meeting" icon.





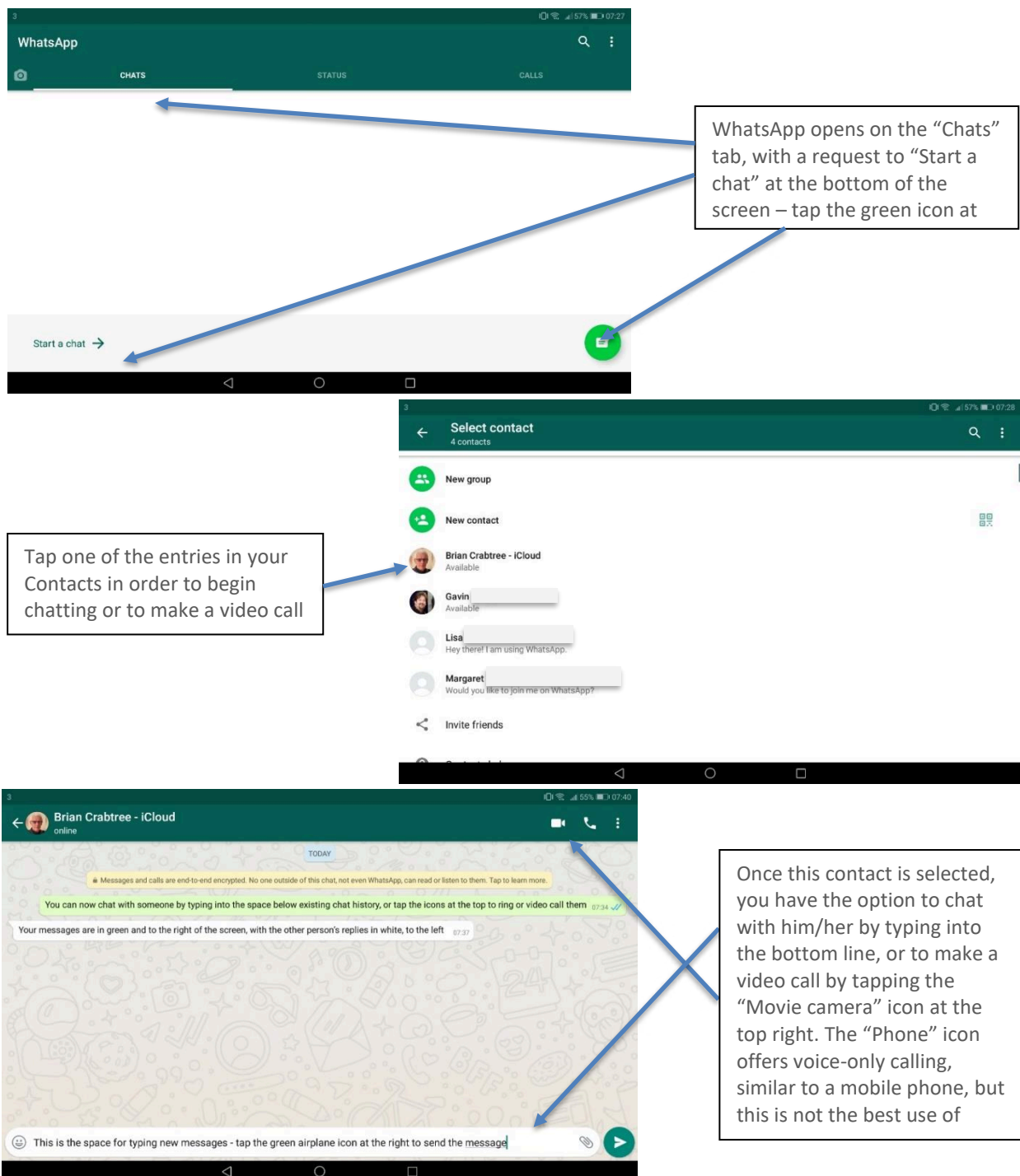
As you become more proficient, you can simplify the meeting setup process by adding selected people to your Zoom "contacts" list - you have to send an email request and they have to accept you as a contact (to avoid unwanted people adding you to their contacts list), as contacts, instead of being sent an email, will be rung directly in Zoom.

Video calling with WhatsApp

As an alternative to Zoom, we have also installed WhatsApp, which offers a simpler interface for video calling and text messaging.

WhatsApp is essentially a mobile phone app and the WhatsApp account is linked to your smartphone number - in your case, this will normally be the number of the mobile network connection installed in the tablet, so you need to be aware of the number. Once the phone number and your name are added to the app, your account is able to operate.

WhatsApp will ask for permission to access your Contacts list - communication works with anyone whose mobile number is in your contacts list and has set up a WhatsApp account.



Getting the most out of your mobile (data) allowance

Your tablet connects to the Internet using the mobile phone network. These connections typically limit the amount of information going to and from connected devices, to protect their other users, so it is important to explain which things will consume data at the quickest rates, to enable you to manage the rate at which your allowance is consumed.

It will generally be the case that items higher in this list will consume your allowance more rapidly:

- Playing interactive video games - we would ask you not to do this during the trial
- Playing video clips or entire films - we would ask you not to do this during the trial
- Holding video meetings or 1-to-1 video calls
- Screen sharing in order to obtain technical help
- Viewing online maps
- Installing new apps or updating existing apps
- Ordering groceries or other items online
- Browsing other Internet content using Chrome
- Sending and receiving emails
- Sending and receiving text messages

Activities such as viewing your photographs, reading books, making notes, playing some local games and checking the calendar will generally consume no data at all.

If you are in a location (such as a friend's home, a coffee shop or a supermarket) which is equipped with wireless broadband (WiFi), connecting to that will avoid data usage completely.

After reading all that, enjoy your tablet!

Our technical support team will be happy to help as you begin your journey into the online world, so please call us if you get stuck or need clarification on anything. You will have been given phone and email contact details at the outset.

And remember, that short of dropping the device on the floor and cracking the screen, there is little you can do to damage the device. Normally the on-off button will resolve many issues, while you make a cup of tea or something stronger!

If, however, you are confused by any of the terms we have used, read on:

Demystifying the jargon

Internet technology uses a lot of jargon - some terms you may know already and others may be new.

Android

The basic functions of Huawei and Samsung tablets (and mobile phones) are operated by the Android "operating system" (see below) written by Google. It provides a high level of compatibility between devices made by different companies.

Apps (applications)

A type of computer program that you can download for your computer, tablet or mobile phone. There are thousands of apps available which will enable you to do many different things - such as play games, do puzzles, keep up with your hobbies, video call friends and family, help you remember to take your medications and allow you to access your bank account.

Attachments

Files, such as photos or documents which are sent along with an email.

Browser

The computer app you use to access the internet. Examples include Internet Explorer, Google Chrome and Safari.

Cellular

You can connect to the internet wirelessly in two main ways - either by accessing one of the cellular networks used by mobile phones or by using a wireless (WiFi) link to an existing home broadband connection. If you have no home network, your device will have been supplied with a cellular connection, meaning you can use it wherever you have reception for the particular network to which it is connected (the major networks are Vodafone, EE, O2, and 3).

Cellular is variously described as 2G/3G/4G/5G. This describes the generation (G) of cellular network connected to. The higher the G number shown on your device's top line (the status bar), the faster the internet connection should be.

Data allowance

The network contract we have purchased for your use stipulates a monthly maximum for the data you can use.

The amount of data you use depends on how often you use the internet and the type of things you do - watching videos, working with photos and listening to music use much more data than viewing emails or web pages, for instance.

Hack

An attempt to gain unauthorised access to a computer or account.

Home button

Tablets have a Home button on the glass face of the tablet, which serves as a quick way to return you to the Home screen (see below). On Android devices such as Huawei and Samsung tablets, it is a small touch-sensitive square in the centre of the bottom line, which moves around as you change from landscape to portrait view. Older tablets from Apple have a fixed, physical, concave button near the edge of the touch screen.

Home Screen

This is the starting point for all activity on the tablet and should contain icons for all the apps you use on a regular basis. The Home screen is shown once you have entered the 4-digit security code you will have been given and whenever you tap the Home button.

Landscape

This is when you hold your tablet so that it is wide rather than tall.

Link

A highlighted item in an email or web page which will take you somewhere else when tapped or clicked. Links are typically blue and do not always do what they purport to do, so tapping or clicking them is to be avoided unless you are very clear that they form part of a train of thought that was initiated by you or by someone you trust.

Malware

Malware is short for 'malicious software', a general term used to refer to hostile or intrusive software.

Network provider

The company whose network you have chosen to use to access the Internet. There are several landline broadband network providers (BT, TalkTalk, PlusNet, Virgin and others), but the tablets which form the majority of devices we are providing use mobile network providers (Vodafone, EE, O2, 3 and others). When selecting a mobile network, it is important to check the strength of the network provider's signal in your area.

Notifications

These are messages which appear on your screen - for example, telling you that someone has called or that you have a new email. A list of recent notifications can be found by drawing your finger down from the top of your tablet's screen.

Operating system (OS)

The software that manages the overall operation of a computer. Your tablet's OS is Android, but different manufacturers use different OSs - iOS from Apple, for instance. Operating Systems are regularly updated and improved by their developer. Your tablet will usually update automatically to the latest version of the OS whenever it is connected to the internet.

Phishing

An attempt at identity theft in which a criminal directs a user to a counterfeit website to trick them into disclosing private information, such as usernames or passwords.

Pop-up

A small window that suddenly appears (pops up) in an app (usually asking you to decide between options) or on a webpage (usually an advertisement or an alert from the website owner).

Port

This is a slot on the side of the tablet, which allows another piece of equipment to connect to and communicate with your device. It might, for example, be for plugging in a mouse or a printer (called a USB port) or it might be a memory card slot for adding photos from your camera or adding more storage to your device.

Portrait

This is when you hold your tablet so that it is tall, rather than wide – just like a book.

Profile

A description of you that may include your personal details and is used to identify you on a social networking website. This can be set as public (viewed by everyone) or private (only viewed by certain people).

Router

A device that connects to a broadband-enabled telephone line and creates your own home WiFi signal.

SIM card

A small card from your network provider which slots into your device to provide Internet access. When you use the Internet, you send data back and forwards from your device via this card. Your choice of SIM contract determines the maximum amount of data you can use, normally within a period of one month.

Smartphone

A mobile phone which, as well as making calls and sending texts, can connect to the Internet, send emails, and run applications – it is, in effect, a small computer.

Socket

There will be a charger socket on one side of your tablet. A zigzag in the top right hand corner of your screen will confirm that your device is charging. There will also probably be a headphone socket, to which you can connect headphones for listening to online or on-device content without disturbing others.

Social networking website

An online community where you can connect with friends, family and other people who share your interests. Examples include Facebook, Next Door, Twitter, Pinterest and Instagram.

Spam

A commercial email that you did not request, also known as junk mail. Spam emails can be viewed, but they often contain viruses, so you should not tap or click on any links in such emails.

Spyware

An unwanted program that runs on your computer, often with negative effects, whether slowing performance, causing unexplained crashes or passing information about you and your usage to 3rd parties (not necessarily with criminal intent). Anti-spyware programs can be installed to protect you against this, but may on balance prove to be of limited value.

Status bar

A slim line of network and device information at the top or bottom of your device's screen.

Storage

This is the place on your tablet for storing photos, movies and other files. Tablets are sold with a capacity of 16GB (gigabytes), 32GB, 64GB or 128GB and you should choose a size based on how much information you wish to save on your tablet. Photos, personal videos and films are the primary consumers of data, with documents, music and emails taking relatively little – most people will manage with 32GB or 64GB.

Tablet

A handheld touch-screen device, similar to but larger than a smartphone, which can connect to the Internet and be used as a portable computer.

Viruses

Programs that spread from one computer to another by email or through malicious websites. They can slow your computer down, display unwanted pop-up messages and even delete files. These can be mostly avoided by running anti-virus programs, one of which is built into the Huawei & Samsung tablets' operating system.

Wireless network (WiFi)

This allows your computer/tablet/phone to connect to the internet without cables and without using the cellular network. Devices will use WiFi in preference to a (more expensive) cellular network, avoiding use of your cellular data allowance. You may have WiFi installed at home as part of a landline broadband connection, but could also use a public WiFi service when out and about (most cafes and large stores have free WiFi). However, it is wise not to use a public WiFi service to access sensitive information such as your bank account.

A space for any notes you feel will serve as reminders