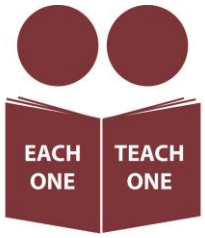
How to use the computer in your pocket!

EACH ONE TEACH ONE

Laubach Literacy Ontario



Laubach Literacy Ontario

Published by Laubach Literacy Ontario
https://www.laubach-on.ca/
Copyright © 2023

Written by: Sara Lattanzio, LBS Program Manager
Tillsonburg and District Multi-Service Centre

In consultation with: Robert McCarter, Senior Engineering Manager
Bluescape

Edited by: Tamara Kaattari

Desktop published by: Johanne O'Leary

This Employment Ontario project is funded by the Government of Canada and the Government of Ontario.

Contents

iOS Module 1: Cell phone and tablet basics - How to use the computer in your pocket! 2
Quick Review 4
iOS Module 2: New iPhone or iPad setup 5
iOS Module 3: Home screen and useful apps 16
Quick Review 21
iOS Module 4: Getting around on your device 22
Quick Review 28
iOS Module 5: Make your device more accessible 29
iOS Module 6: Use the internet - Safari web browser 34
iOS Module 7: Using the Maps app 36
iOS Module 8: Using the Contacts app 39
iOS Module 9: Set up and send e-mails 41
iOS Module 10: Siri - your virtual assistant 45
iOS Module 11: Download apps from Apple App Store 48

iOS Module 1:
Cell phone and tablet basics - How to use the computer in your pocket!

Read this for some help getting started!

Don't panic! Contact your local Literacy and Basic Skills (LBS) agency for free help!

LBS programs are paid for by the Ontario Government.

They offer free help to those looking to build their skills. If you need help in using these modules, please call 211 or visit https://211ontario.ca/ to find the LBS program closest to you.

A new language – Learning some of the words related to your device can help you learn about how to use it!

- **Internet** – a very large network of computers that we can connect to using "WiFi" (wireless internet) in a home or public building.

  You can also connect to the internet using **Data** if your phone has a SIM card and data plan – this lets it connect to the internet through cell phone towers. This is also called 3G, 4G, or 5G and can cost more than WiFi, depending on your plan and where you live.

- **Apps** or **applications** – software programs that let you do certain things on your phone or tablet.

    - There are apps for things like streaming music, video calling and workout planning. Some are free and others cost money. You must be connected to the internet to download new apps.

- **Operating System or OS** – this is the software on your phone that lets you use it. Knowing which OS your device has will help you find the right instructions on how to use the phone. The two main OS for phones and tablets are Android and iOS.

QUICK TIPS

If there is a picture of an Apple on the back of your device, it uses iOS. If it does not, it uses Android.

- No Apple logo means Android phone
- Apple logo means iOS phone

- **MB / GB** – Megabytes or “Megs” and Gigabytes or “Gigs.” These are units for telling you the amount of information being sent or stored.

  Sometimes they will refer to the amount of data you can use in your data plan. Other times, they mean the amount of storage on your device or on a USB stick. To give you an idea, one high-resolution picture is about 3.5 Meg. A Gig is a thousand times larger than a Meg: 1000 MB = 1 GB

Did you find out if your device uses Android or Apple iOS?

If not, look at the back of your device now. Do you see an apple?

If your answer is:

- NO, I do not see an apple. You have an Android device! Go to Android - Modules 2 to 11 to learn more!
- YES, I see an Apple. You have an Apple iOS device! Go to iOS - Modules 2 to 11 to learn more!

Important

We have created a set of cell phone and tablet learning modules for each type of device.

Use the modules for **iOS if you have an Apple device**. Use the modules for **Android if you have an Android device**!

Good work!
You completed Module 1!

iOS Module 2:
New iPhone or iPad setup

Introduction

So, you just got a new iPhone or iPad. Congratulations on your new device!

So, how do you use it?

Apple tries to make things easy for you. We will share some tips here too.

iPhones and iPads can be fun. It is okay to try things out and play with your device. You will not break it.

So, relax, and let's have some fun!

Try it!

All iPhones and iPads are different.

A setting on my phone called "Mail" might be called "Passwords & Accounts" on your phone.

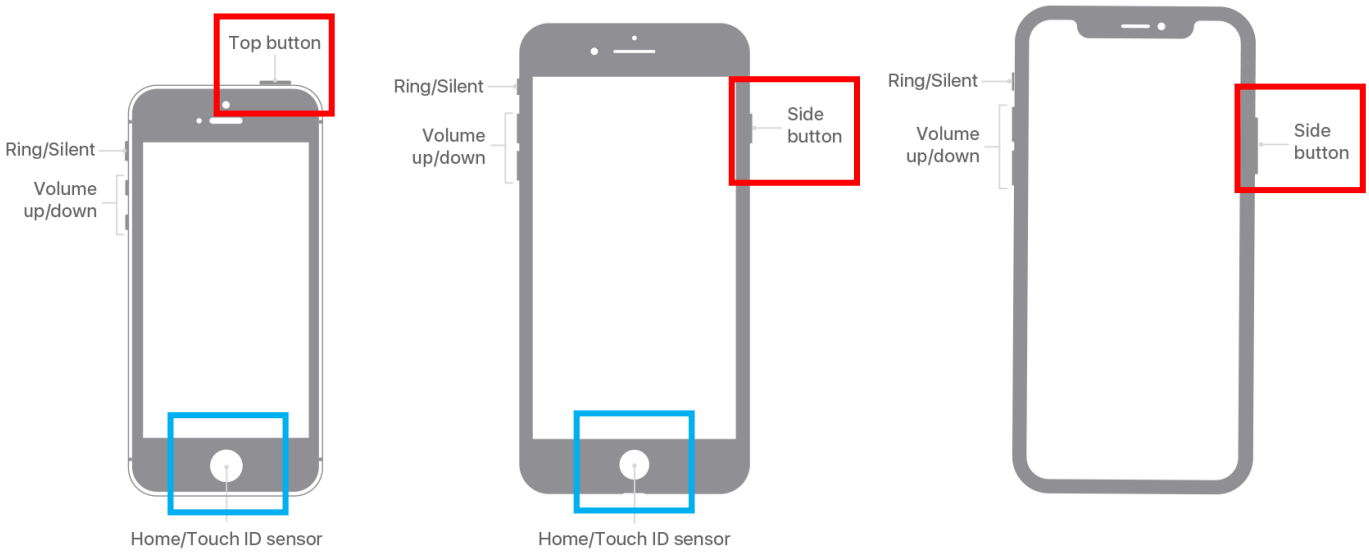
So, we will need to be flexible and try different things.

Also, there are a **lot** of steps to set up your iPhone or iPad, but each step is not too hard.

Because each phone is different, the steps may be in a different order on your phone. Or your phone may not have all the steps here. That is okay. You can always change things in the **Settings** app later.

Steps to set up your new iPhone or iPad

After opening the box, we need to set up your phone the way you want.



1. Turn on your device

First, press and hold the **power button**. The power button is a button by itself on the side.

Different phones have the power button in various places, so you may need to look for it.

The “Hello” screen will appear, which shows the word “hello” in different languages. You do not have to wait for your language.

If you have a **Home** button, you can press it. If you do not have a home button, then put your finger on the bottom of the screen and swipe up to the top of the screen.

2. Dark screen

During this set up, if the screen goes dim, just tap the screen.

If that does not work, press the Home button or swipe up from the bottom of the screen with your finger.

3. Language

Your device will ask you to pick a language from a long list.

If you do not see your language, you can press the white box with your finger, then slide it up and down to see more languages.

Then, tap your language with your finger.

If you accidentally pick the wrong language, it is OK. Just click the little blue arrow on the top left to go back. Then choose a different language.

Choices you make with your new device can be undone, so do not be afraid to try things.

4. Country

Now we choose our country. You can use your finger to scroll up and down the list.

Tap your country name.

If you tap the wrong country, tap the blue back arrow at the top left and choose again.

5. Quick start

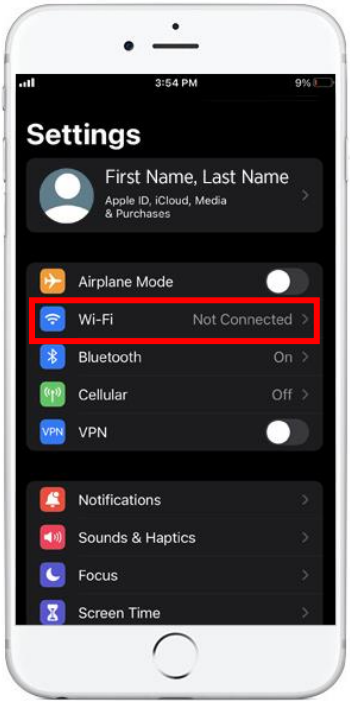
If you have an old iPhone or iPad, sign into it now, and bring it close to your new device. Then your devices should share set-up information.

But here we will use the Manual set up. Click on **Set Up Manually**.

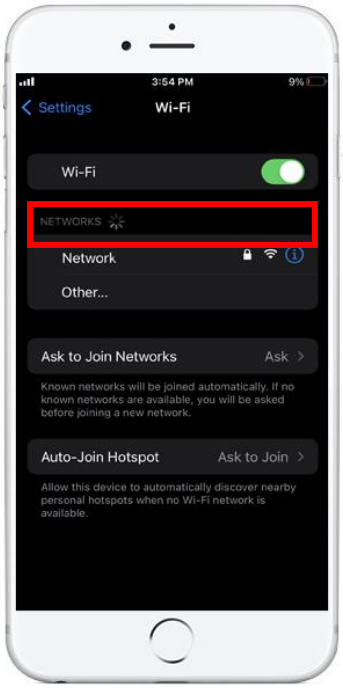
6. WiFi

Now your new device wants to access the internet with **WiFi**. This is a good idea. Most things your iPhone or iPad can do need the internet.

Tap the name of your WiFi network.



7. WiFi password



Your WiFi network may have a security password. Your iPhone or iPad wants you to enter it now with the keyboard on your screen.

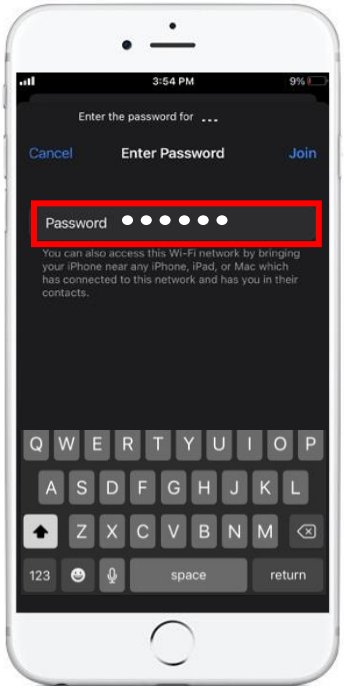
Using your onscreen keyboard

As you type the password, each letter shows in the password box for a moment before turning into a dot. This helps keep your password secret.

You may want to tap each letter of your password and then glance up to check it before it turns into a dot.

It is important to type capital letters and lowercase letters correctly. You can tap the **shift** key and the keyboard will show capital letters. Only the next letter you tap will be a capital. If you need to enter many capital letters, tap the **caps lock** key and all letters will stay capital until you tap **caps lock** again.

If you have symbols in your password, you can tap the **123** under the **shift** button. The keyboard will change to show symbols you can tap. To go back to normal letters, tap the **ABC** button.



If you make a mistake, just tap the **delete** key to go back.

If you hold the **delete** key, it will keep deleting letters.

Once the password is typed in, press the **Join** button.

If the password was correct, there will be a checkmark beside the WiFi network name.

If not, you will have to enter the password again.

Once the checkmark is there, press **next** in the top right corner.

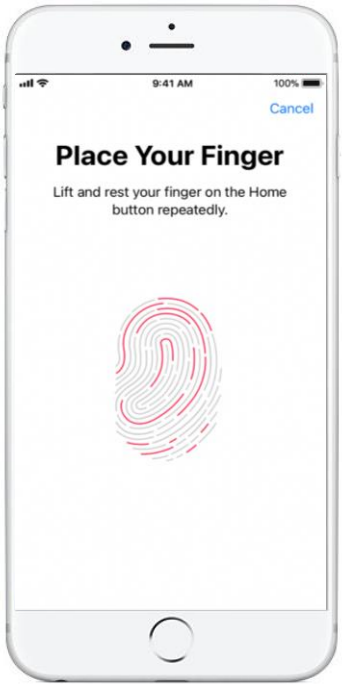
8. Data & Privacy

Apple takes your privacy seriously.

You will see this logo if Apple needs to ask for your personal information.

We can just click on the **continue** button.

9. Touch ID



This allows you to use your fingerprint to unlock to your iPad or iPhone. You can also use your fingerprint to make purchases in the **Apple store**.

This is a very handy feature, so tap **Continue**.

Now follow the instructions so that your device can learn your fingerprint.

You will probably need to gently tap the fingerprint reader multiple times.

It may also ask you to use the edge of your finger multiple times. This helps it learn your entire fingerprint, not just a small piece of it.

10. Create a passcode

Finally, we need to create a secret code to **unlock your device**. Your device will have your e-mails, maybe even your banking app. If it gets stolen, you want to have a good secret code protecting your information.

Use the keyboard to enter a short secret code that you do not use anywhere else.

Some devices may require at least 6 characters for the passcode. You can tell because it shows you 6 circles that must be filled in.

You may get a message that your passcode is too easy. I suggest you make a new passcode and write it down somewhere safe.

Your device will ask you to enter your passcode again – just to make sure you and your device agree on what you typed in.

Entering your passcode

After this step, when you turn on your device, you will need to enter your passcode or press the fingerprint reader gently.

Each finger has a different fingerprint, so use the same finger that you used when teaching your device your fingerprint.

11. Apps & Data

Now, if you have an older iPhone, iPad, or even an old Google Android phone or tablet, you can copy your set-up from that old phone to this phone.

This is an advanced topic. I suggest you get help from someone technical if you want to do this.

For this course, we will choose **Don't Transfer Apps & Data** by tapping on it.

12. Apple ID

An Apple ID is used to access various Apple services from your iPad or iPhone, such as:

- Getting new games and social media apps. Many are free, and others you can buy. Apps can make your iPhone and iPad even more useful and fun!
- Sending unlimited text messages to friends and family who also have an iPhone, iPad, or Mac computer.
- Making free video calls to friends and family who also have an iPhone, iPad, or Mac Computer.
- Using **iCloud** to backup your photos, videos, e-mails, contacts, calendar, music, and even your saved games and high scores. If you have more than one device, iCloud will make photos taken with one device available on the other device.
- Buying music, movies, TV shows, podcasts, audiobooks, and more on iTunes store

So, it is very nice to have an **Apple ID**.

If you want, you can skip this step and do it later from the **Settings** app, but it is easy to do now.

If you already have an Apple ID, enter it now. Then you will need to enter your Apple ID password.

Create an Apple ID

If you do not have an Apple ID, tap on **Forgot password** or **don't have an apple ID?** Now tap on **Create a Free Apple ID**.

You will need to type your first name and last name. iPhones and iPads often show you what to type using light grey text. In this case tap on the light gray text **first name**.

Now type in your first name. Note that your device tries to help by already pressing the shift key for you, so the first letter you type of your name will be uppercase.

When you press the light grey date, a date slider appears below. Use your finger to scroll up and down on the month, day, and year to set your birth date.

Then press **Next** in the top right corner.

To create an Apple ID, you need to use your e-mail address (or create a new e-mail address).

Use your existing e-mail address

If you already have an e-mail address, you can enter that now. It does not need to be an Apple or iCloud e-mail address. It could be a @gmail.com or @outlook.com or anything else.

Then you will be asked to create a new Apple ID password. This is a **not** your e-mail password. It should be a new password just for your Apple ID. Keep it somewhere safe!

Creating an e-mail address

If you do not have an e-mail address already, tap on **Do not have an e-mail address**? You can then create a new iCloud e-mail address.

You then get to decide what you want your iCloud e-mail address to be. In this case, the grey text **@icloud.com** will be part of your e-mail address and cannot be changed.

You may need to try a few different e-mail addresses if other people have already claimed your first idea. Often, adding a number like: robert7261@icloud.com may help.

When you find an available @icloud.com e-mail address, it will ask you to confirm that e-mail address. Tap **Create e-mail Address**.

Then you will be asked to create a new Apple ID password. This **will** be both your Apple ID password and your new @icloud.com e-mail password.

Phone number verification

To know who you are, Apple now wants you to enter a phone number. This can be a cell phone or land line phone number.

If it is a land line, make sure you tap **Phone call** to get a phone call.

If you have a cell phone, you can leave **Text message** checked.

If you have it, call a land line. You will hear a voice say,

> "Hello, This is apple calling with your Apple ID verification code."

You will then hear the code twice. Record the number and type it in.

13. Terms and Conditions

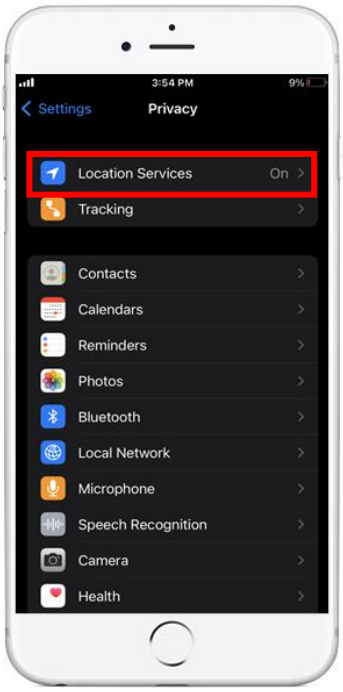
Finally, it will show you all the relevant legal text you must agree to if you want to use your phone.

You can read this very carefully, or just press **Agree** in the bottom right.

14. Keep your device up to date

Hackers may try to use the internet to hack into your device. The best way to stop them is to keep your iPad up to date. Apple will automatically send security updates to your device.

Press **Continue**.



15. Location Services

It can be helpful to know where you are – especially when using **Apple Maps**.

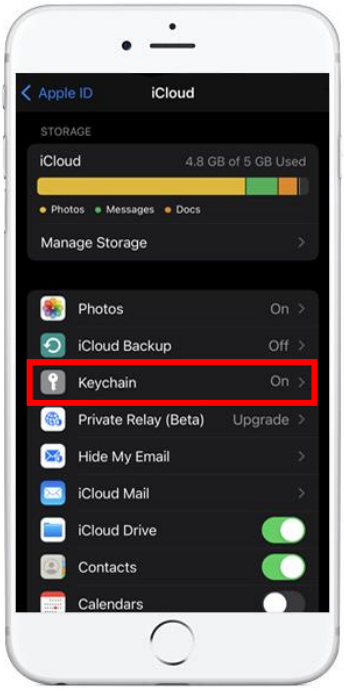
I strongly suggest you **Enable Location Services**.

16. Pay

You can use your iPad or iPhone to make payments in stores that support **Apple Pay**. To do this, you will need to enter your debit or credit card information into your device.

For now, you can tap **Set Up Later in Settings**.

NOTE: Your iPhone or iPad may prompt you to complete this later. You can always click on *Not Now*.



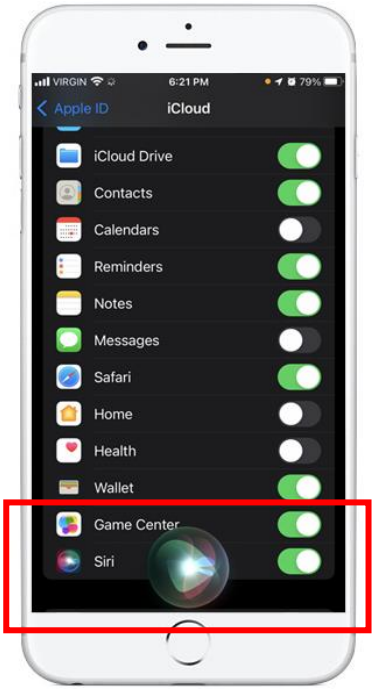
17. iCloud Keychain

Keeping your information safe from hackers is a good idea, so we should turn on iCloud keychain. All we need to do is tap **Continue**.

18. Siri

Siri is a "virtual assistant" that you can talk to, and it will help you do small tasks like:

- Setting alarms
- Looking up the weather
- Creating reminders for you



Siri can be very useful. Set it up by tapping **Continue**.

You can select which voice you prefer. Tap each voice to hear a sample, and when you find one you like, press **Next** in the top right.

Now you will need to talk to your device so that it can learn your voice. You will need to read several things out loud. These are examples of what Siri can do for you.

Next you can choose to help improve Siri. This will share your voice with Apple. This will use your WiFi or phone internet.

Choose **Not Now**, or you can choose to share your voice if you want.

19. Screen Time

If you want to see how much time you spend on your iPhone or iPad, you can tap **Continue**.

20. Analytics

Apple is asking if they can collect data on how you use your device.

You can choose not to share this information, to use less data.

21. Appearance

Now you can choose if you want a light theme or a dark theme. Either looks good, so choose if you prefer the light or dark look. Dark mode uses less battery.

Clicking on either option will change your screen. You can also change this later in Settings.

22. Welcome to your device!

You are done setting up your device! Press the button to continue and you can now use your iPhone or iPad!

Congratulations! That was a lot of steps.

Now you can see your home screen, with various widgets like a clock, calendar notes, top news stories, and more.

Please feel free to explore your new device!

Remember, you cannot break it by tapping things and having fun with it.

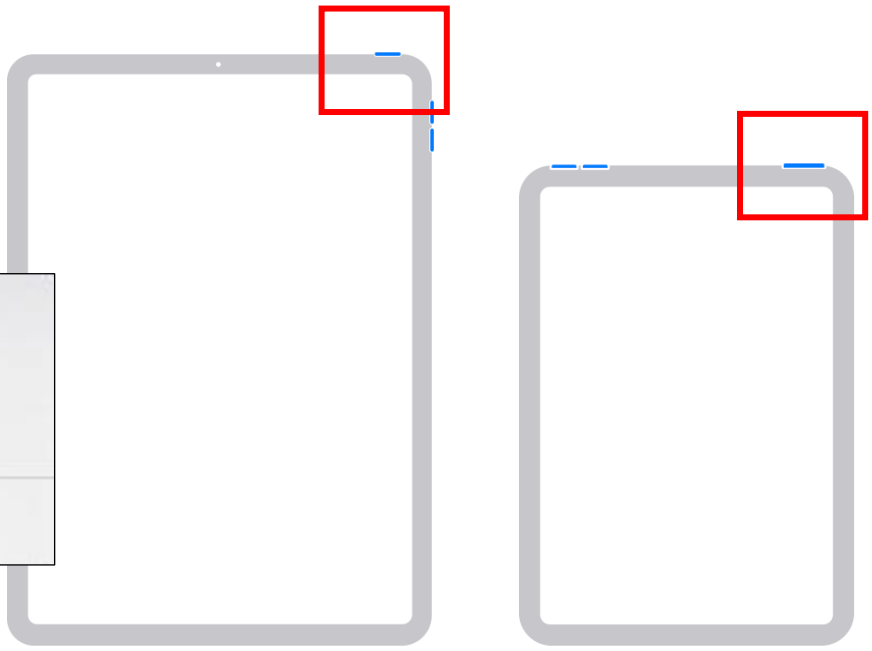
If you are feeling lost, click the home button to come back to your home screen.

If you do not have a home button, then put your finger on the bottom of the screen and swipe up to the top of the screen to go back to your home screen.

Home button does not work

If your home button or swiping up is not working, look for a notification on the screen that you might have to deal with first.

For instance, this pop-up is asking the user to **Finish Setting up iPad**, and specifically to set up Apple Pay:



If you tap **Not Now**, the home button (or swiping up) will work again.

Good work!
You completed Module 2!

iOS Module 3:
Home screen and useful apps

As you read this module, remember that all iPhones and iPads are different.

Your app icons might look a bit different from those here. And some swipe gestures might not work the same – or at all – on your device. But that is okay.

Home screen

The home screen is what you see after unlocking your device with your fingerprint or passcode.

The home screen displays app icons, and tapping on an app icon will launch that app.

The home screen can also show widgets, which show specific info like the clock widget or
weather widget.

The home screen also includes a **dock at the bottom of the screen**, which provides quick access to your most used apps.

However, you may have so many apps that they do not all fit on a single screen. It helps to be able to navigate the home screen and find the app you want.

Apps

An “app” is just a tool you can use on your iPad or iPhone. Apps can be games, or a tool for reading the news, watching TV, sending e-mail, etc. There are apps for almost every purpose.

There are probably some app icons showing on your screen right now. You should be able to see many of the following app icons on your home screen already. We will explore how to find them all soon.

	Safari Safari is a fast and safe way to browse the internet, allowing you to search for information, access websites, and interact with online content.

	Photos The Photos app lets you see the photos and videos on your device. You can view, edit, and organize your photos and videos, as well as back them up to iCloud.
	Mail With the Mail app you can send and receive e-mails, organize your inbox, search for specific e-mails, and keep track of important messages.
	Calendar The Calendar app lets you manage and organize your schedule. The app picture always shows today's date, so it will look different than the picture shown here. You can view upcoming events and create new events. You can view your schedule by day, week, or month, and even get a quick glance at upcoming events from the lock screen.
	FaceTime FaceTime lets you make voice and video calls using the internet to your friends and family (if they also have FaceTime) no matter where they are in the world.
	Messages The Messages app lets you send and receive text messages with friends and family, share photos and videos, and see fun emoji and stickers. This app supports iMessage, so you can send and receive messages over WiFi when you do not have any cellular signal.
	Maps This app lets you view maps, find places and get directions when driving, walking, cycling, or using public transportation. You can view standard maps or satellite maps. Maps app also allows you to view cities and landmarks in 3D and use Siri integration, so you can get directions and find locations using voice commands.

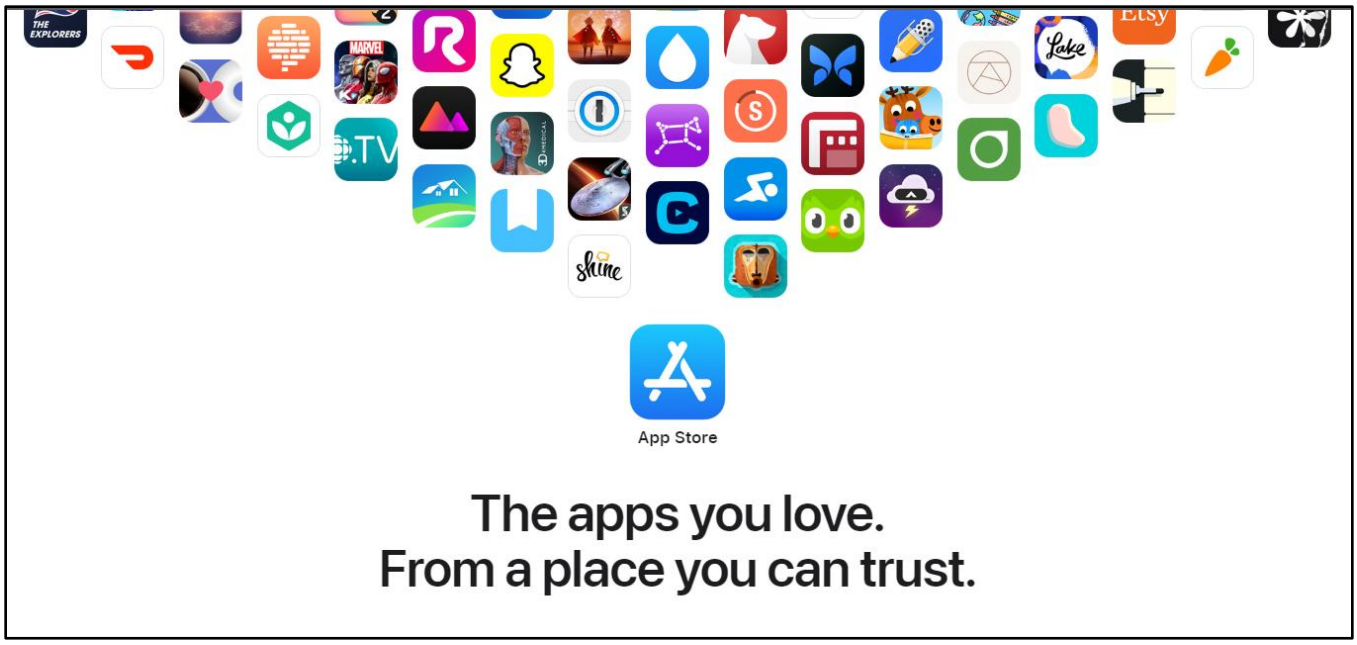
	Contacts Lets you store and information about your friends, family, and other contacts, including their names, addresses, phone numbers, e-mail addresses, and more. The app integrates with other apps, so you can use your contacts from FaceTime, for example.
	Camera This is a standard camera app, which will allow you to take photos and record videos. It does not provide any filters or effects.
	Photo Booth Photo Booth is a camera app that allows you to take photos and videos and also includes fun camera effects and filters like bubbles, kaleidoscope, and x-ray.
	Notes The Notes app lets you create notes and lists. You can store images with your notes and add sketches and web links. The Notes app also allows you to password protect your notes, making them secure and secret.
	News The News app lets you stay up to date with the latest news. You can subscribe to a variety of news sources and topics, including local and national news, business, sports, technology, and more. The app also allows you to save articles for reading later and to share articles with friends and family. You can even listen to audio versions of selected articles.

	Apple TV Apple TV is kind of like Netflix, allowing you to watch shows and movies from Apple TV. If you just bought a new iPhone or iPad, you should get 3 months for free. Otherwise, there will be a monthly fee. Just open the Apple TV app and sign in with your Apple ID, and you can watch TV over the internet.
	Apple Music This app allows you to listen to over 70 million songs, playlists, and music videos, and listen to live radio stations. You can get 1 month of free music, after which you must pay a monthly fee. With a subscription you can download songs, so you can listen without an internet connection.
	iTunes Store This app let you buy and download media, including music, movies, TV shows, audio books, and more. There is also free content in the store, including podcasts and iTunes University courses.
	App Store The Apple App Store is the official marketplace for downloading and buying applications (apps). Simply sign in with your Apple ID and start browsing or searching for the apps you want. Once you find an app, you can download it to your device and start using it right away.

	Settings This icon allows you to control how your iPhone or iPad behaves, including: • Connecting to WiFi • Looking at your data plan, and which apps have access to data • Do Not Disturb: Lets you schedule a time during which your device will not display incoming calls, notifications, or other interruptions • Brightness & Wallpaper: Lets you change the brightness of the display and set your background picture (called the wallpaper) • General: Such as language, accessibility, and software updates and much more.

There are likely many apps already installed on your phone, and with the App Store you can find more – including games.

In this module we looked at some of the powerful apps that come with your device.



Good work!
You completed Module 3!

iOS Module 4:
Getting around on your device

As you read this module, remember that all iPhones and iPads are different.

Your app icons might look a bit different from those here. And some swipe gestures might not work the same – or at all – on your device. But that is okay.

Navigation

Both the iPhone and iPad use swipe gestures to navigate.

A swipe is when you put your finger on the screen and then slide it along the screen – either up, down, left, or right.

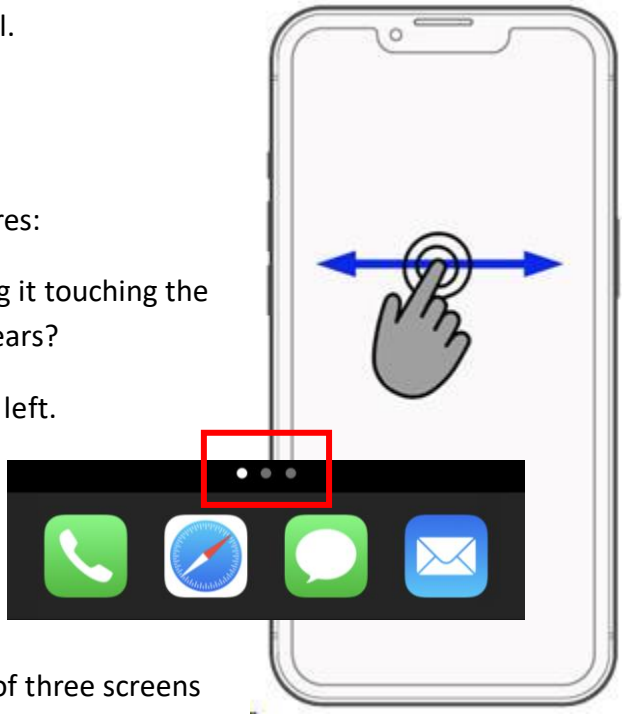
Sometimes a swipe can start just off the screen and then move onto the screen.

Your iPhone or iPad responds to many different swipe movements.

You can play with different swipe gestures now and see what happens. You cannot hurt your phone, so have fun, and try some swipes now.

Note that the starting location of a swipe can have a big impact on what the swipe does.

There are several key swipe gestures that can be helpful.



1. Home screen left/right swipe

From your home screen, try the following gestures:

1. Tap a single finger on the middle screen. Keeping it touching the screen, drag your finger to the right – what appears?
2. Now try swiping the opposite way: from right to left.

As you do this, note the two dots at the bottom middle of your screen. These show which home page you are seeing – either the left one or the right one.

In the picture above, we are looking at the first of three screens (so the left dot is white, while the other two are grey).

2. The Dock

When switching between the two home screens, notice how a bar of icons at the bottom of the screen stays the same. This is called the **Dock** and has what Apple thinks will be your most common apps. You can customize what apps appear there (we will do this in a later module).

3. Quick information

Not all iPhones and iPads will do this, but it is easy to try:

Swipe left when you are on the left home screen.

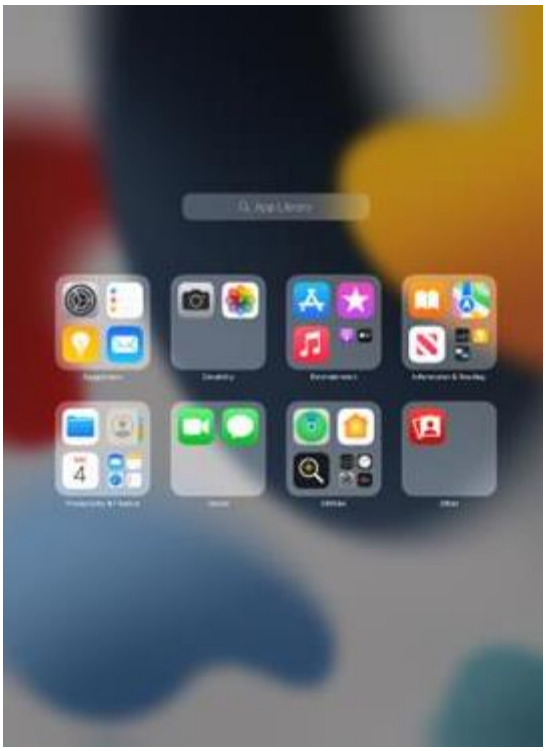
You may see some extra information appear on your screen, such as top news stories, quick actions, calendar, weather, and more.

4. App library

The app library lets you quickly find all the apps you have on your device.

From your home screen, swipe from right to left to show the right home screen icons. Then swipe from right to left again. You may need to swipe all the way to the left side of the screen.

The App Library now appears on your screen.



The App Library helps you to organize your app icons and quickly access your most-used apps.

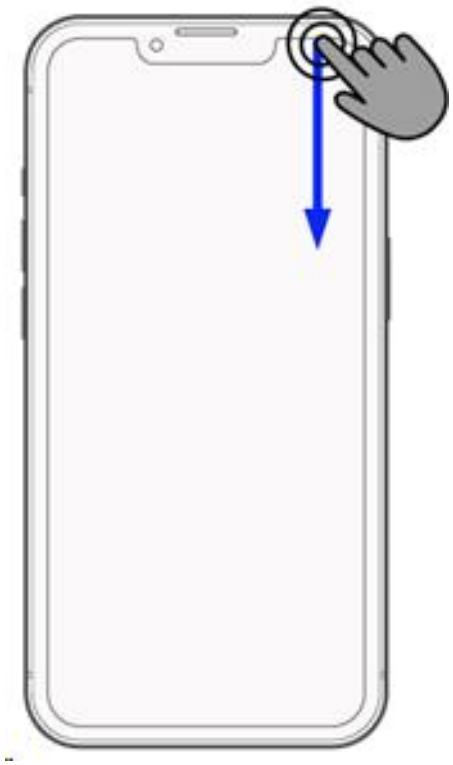
It automatically groups your apps into the groups you see on your screen.

You can also use the search bar to quickly find any app on your device.

The App Library may be a faster way to find the app you want.

You can also open the app library by clicking on the **App Library** icon in the **Dock** at the bottom right of the home screen.

5. View Control Center



If you swipe down from the top right of the device – near where the power or volume controls often are – you will find the Control Center.

The Control Center give you quick access to often-used settings, such as turning WiFi on/off, adjusting the screen brightness, and controlling music playback.

To leave the Control Center, you can just swipe it back up into the corner or tap anywhere else on the screen.

Using the Control Center, try to do the following:

- Make your screen brighter and darker.
- Turn on rotation lock, then leave the Control Center and see if your screen will rotate when you turn your device. Turn rotation lock back off.
- Turn on your device flashlight (then turn it off again).
- Turn on airplane mode. What happens?

Turn off airplane mode. What happens now?

6. Notifications

The **iOS Notification Center** is a single place to get all your updates.

It can show you any missed calls, new text messages or e-mails, reminders, and app updates.

To see your notifications, swipe down from the centre top of the screen.

Tap on any notification to get more detail. For example, if you have a new e-mail, when you tap on that notification, then that e-mail will open.

7. Search

On the home screen, if you swipe down, a quick app Search appears. You can use this to search for apps on your device by typing in their name. What Siri picks for you will be different than what it picked in the image:

To make it disappear, just swipe back up or tap on the screen outside the Search box.

8. Switching between apps

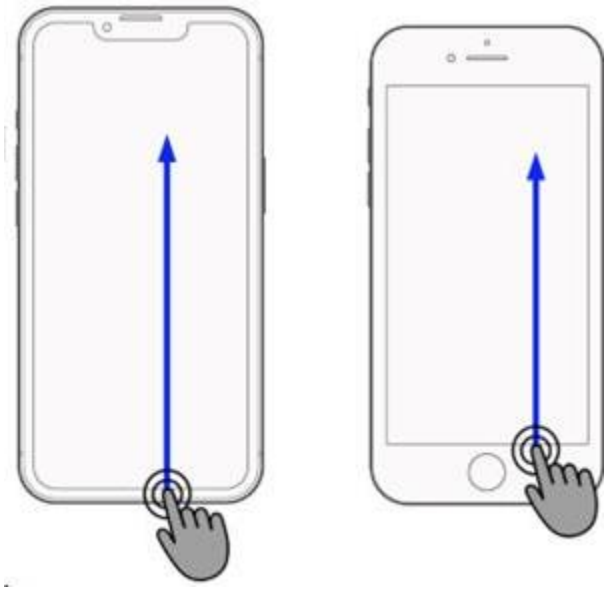
It can often be handy to quickly switch between apps. For example, imagine you are writing an e-mail, but you want to quickly check the weather in Safari.

So you press the Home button, or swipe up to get to the home screen, and then open Safari. After you search for the weather, you want to continue writing your e-mail.

You could return to the home page and re-open Mail.

But you could also press 4 fingers to the screen and swipe from left to right to easily switch to a previous app. In fact, you can keep swiping to switch between the next open app you were using.

App Switcher



Using 4 fingers to switch between apps is quick, but it may be hard to find the app you want.

It can be faster to instead use the App Switcher.

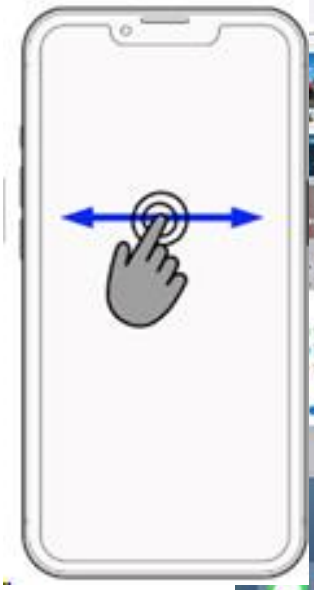
To see the App Switcher, swipe up from the bottom of the screen, then pause in the center of the screen for a second, and then take your finger off the screen.

If your iPhone or iPad has a Home button, you can also click the Home button twice quickly.

You can also use all five fingers and “grab” the screen. Put your digits on the screen and then squeeze them together in a grabbing motion. This gesture also opens the App Switcher.

With App Switcher you can switch to another app by tapping it or close an app by swiping it away.

In this picture you can see I have many apps open.
That is fine!



You can see I have the App Store, Photos, Maps, and more open. You can now swipe sideways to see even more open apps (if you have that many apps open).

Forward, back, cancel and done

9. Cancel, Done

The Cancel button is usually in the top left of the current window.

But sometimes it is in the bottom right of the screen. So you may need to look around to find it.

As we saw in the device setup, to move forward or continue after entering information is usually in the top right corner of the screen.

10. Going back and forward

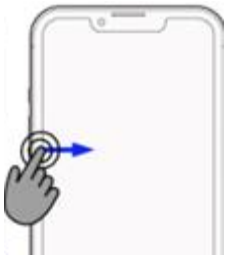
Often you want to go back. Perhaps you clicked on a link to a website and want to go back to the previous page. Or maybe you clicked on a news article, and now you want to go back to the main news page.

There is often a Back button in the top left corner of the screen or window. Sometimes it is just a back arrow like this **<**.

But apps on your iPad or iPhone like to hide the back button.

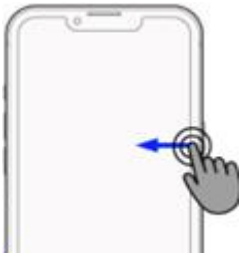
There are two easy ways to get it back:

- Scroll up to the very top of the article you are reading.
- Tap near the very top of the screen, and the back button should reappear.



Alternatively, you can just use a swipe gesture to go back.

Swipe from the left side of the screen just a bit and the previous page or news article will load.



Back is left, so you swipe from the left.

Similarly, to navigate forward to the website you were just reading, swipe in a little from the right.

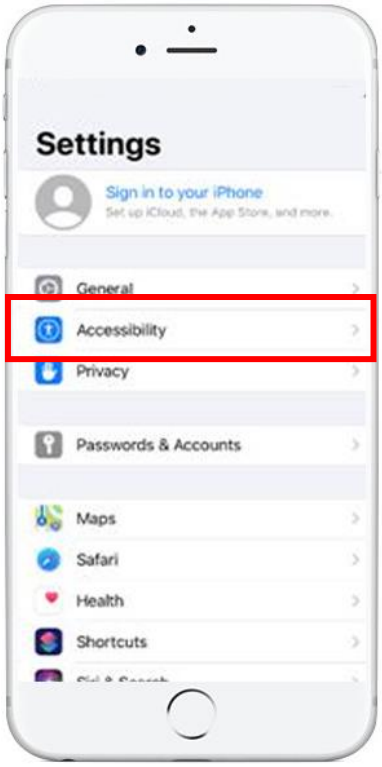
In this module we looked at some of the powerful apps that come with your device.

We also tried a lot of swipe gestures that let you navigate your device to:

- Find apps so that you can open them
- See and switch between your open apps
- Control your device
- Get your important updates

Good work!
You completed Module 4!

iOS Module 5:
Make your device more accessible



There are many iPhone and iPad features that can help if you have difficulty seeing what is on your screen or reading the text.

Turning on these features will let you make things on the screen larger, zoom in temporarily or have a screen reader read out loud to you.

Open the Settings app on your device. The app icon looks like this:

There are a lot of settings!

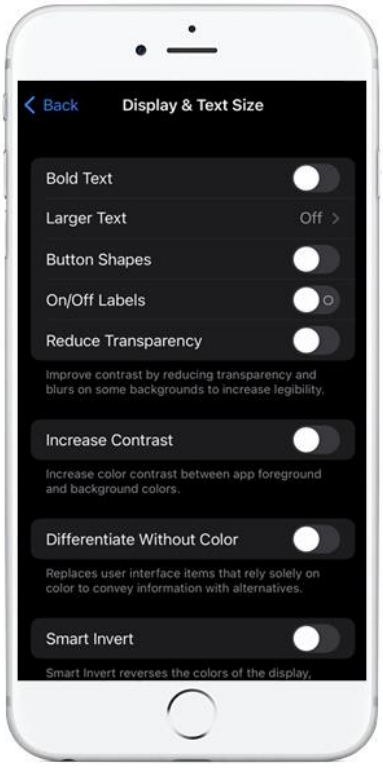
You can control most things about how your device looks and works.

Do not worry though. We do not need to know all of these!

Every setting we will play with in this module is part of accessibility.

So, in the settings app, tap the **Accessibility** button. You may need to scroll down the list of settings to find it.

Larger text



First, let's find out how to make text larger.

There are lots of options here too, and you can play with any you like to make your iPhone or iPad easier for you to use.

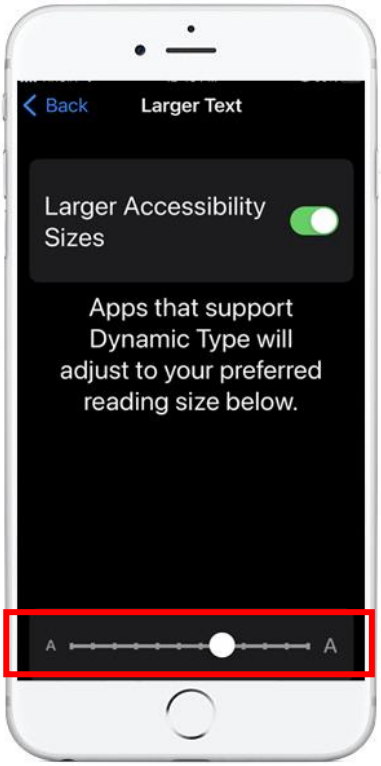
For now, let us make the text size bigger. Tap the **Display & Text Size** button.

Once again, there are a lot of options here, and some may help you more than others. Many have a short description of what they do underneath which may help you decide which to use.

Try turning some on and off and seeing what happens. Some you may not notice any change on this screen, but others you will see right away. Have some fun and try a few options!

We will choose the **Larger Text** button and be taken to another screen.

Finally, there is a slider that lets you change the size of the text on your screen!



Go ahead and do so now! Just use your finger to drag the slider left and right. It is easy to change back, so go ahead and try it. Apps that support **Dynamic Type** will adjust to your preferred reading size above.

If the largest text is still not large enough for you, you can tap on the **Larger Accessibility Sizes** button at the top of the screen. Then you can make the text size even larger:

Done

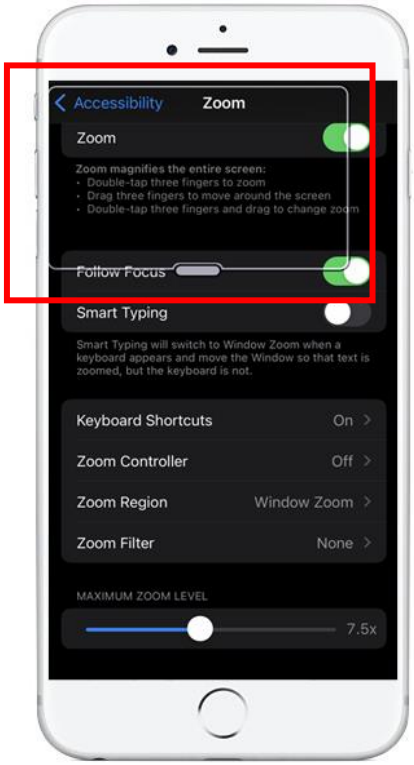
When you are done, you will find a back button – back to the **Display & Text Size** – is up in the top left (where back normally is) of the current screen.

Then the back button will change into a button back to the main Accessibility screen.

Press it again and you'll be back at the main Accessibility page.

Or, if you are on an iPad, you can just tap on the Accessibility button again.

Magnification



Your iPad and iPhone can provide a zoom window on your screen.

The first thing I did was turn on the **Zoom**.

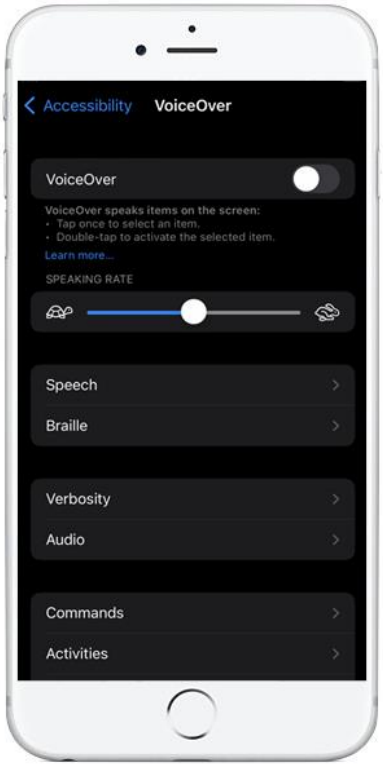
Then the zoom window appears. Things in the window are magnified.

You can move the zoom window around by grabbing the small handle. Try it!

The **MAXIMUM ZOOM LEVEL** slider allows you to control the zoom of the box. This can help if you use the zoom box to read text such as the news.

To show or hide the zoom window, tap with three fingers. The zoom window will appear under your three-finger tap. You can tap anywhere on the screen with three fingers to make the zoom window disappear.

Live transcription



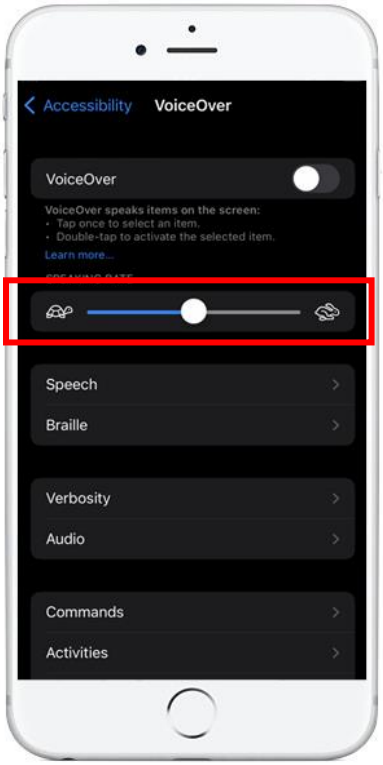
iPads and iPhone have **VoiceOver**, a screen reader so you can hear what's on the screen. This includes text, images, and buttons, making it easier to use your iPhone or iPad if you have vision impairments.

But, turning on **VoiceOver** changes the gestures we have been using. It is made for people with low vision so they know what they will be tapping on before they tap it.

If you do not need **VoiceOver** to help with a vision issue, turning on **VoiceOver** is not recommended.

The first time you turn on **VoiceOver**, you will get a warning message read to you:

There are a few key things to note when using **VoiceOver**.



1. First, when you tap on a button, **VoiceOver** will select it and then read it. The selected button will have a black rectangle around it to highlight.

   So, tapping a button will not actually press the button. To activate the selected button, double tap anywhere on the screen with one finger. The double tap gesture will press whatever button is selected with the black rectangle, **not** where you double tap.

   With **VoiceOver**, you must single tap the button you want, then double tap it to press it.

2. Once **VoiceOver** has been turned on, you can tap on the **SPEAKING RATE** to select it. A single tap on the speaking rate will show it highlighted with a black border.

   Your device should tell you how to change it, but it is not a good description.

   I found that using a single finger to flick the screen up or down, touching the screen for no more than an inch will change the speaking rate up or down.

3. You may want to change the default voice.

4. Tap on **Speech** to highlight it, and then double tap it to choose it.

   Then tap on **Voice** to highlight it, and then double tap it to choose it.

   Now you can see a collection of voices to choose from.

Voice Control

Although Siri is great, with **Voice Control** you can do even more with your voice to control your device.

In the **Settings** app under **Accessibility**, tap **Voice Control**.

Tap **Continue**.

Your device will now share a screen with various things you can say.

I have copied some of the commands you can say here for your reference:

System commands and navigation

- Open <application name>
- Open control center
- Go home
- Go back
- Go to sleep

Work with what's on the screen

- Show grid
- Show names
- Tap <number>
- Tap <item name>
- Long press <item name>
- Swipe left
- Swipe up <number>

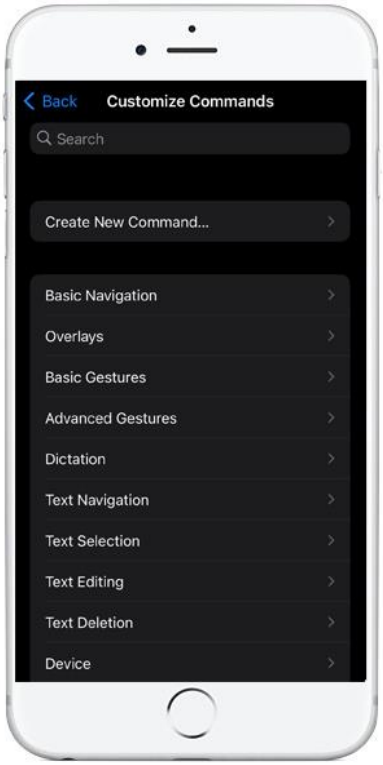
Dictate and edit text

- Select <phrase>
- Move down
- Move to end
- Delete that
- Correct <phrase>
- Uppercase that
- Copy that

Interact with the device

- Turn up volume
- Lock screen
- Take screenshot
- Turn on Smart Invert Colours
- Open Apple Pay

You can tap **Customize Commands**, and then see a list of things that you can say. You can also turn off commands.



Hearing aids

Did you know hearing aids can connect to your iPhone or iPad? In the Settings app under Accessibility, tap the icon to the left.

Your iPhone or iPad will automatically try to connect if your hearing aids are ready to pair.

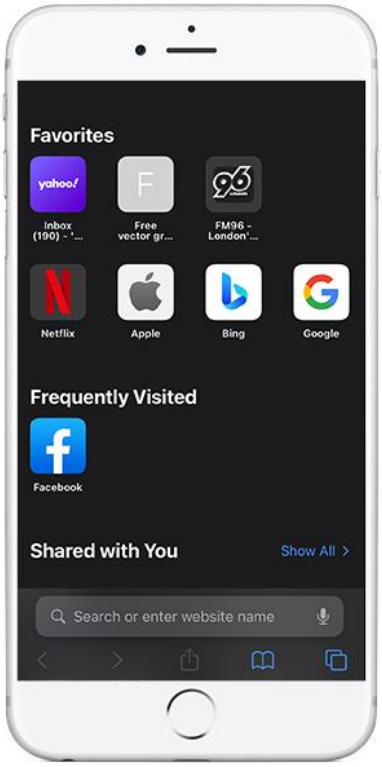
Good work!
You completed Module 5!

iOS Module 6:
Use the internet - Safari web browser

As you read this module, remember that all iPhones and iPads are different, so your icons and the look of apps may be slightly different.

That is okay. The key is to look closely, read things, and try things out. You will not hurt your device.

Let's look at a few apps now.



Safari

Safari is the Apple web browser app.

You use it to browse the internet, search for information online, watch videos, shop, and many other things.

So, let's use it to look something up!

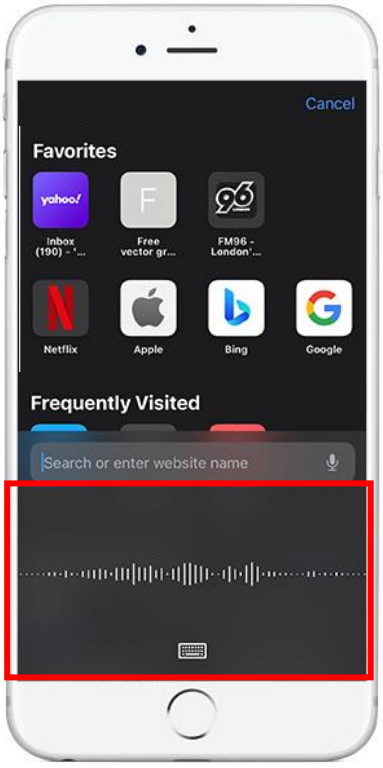
Open Safari on your device.

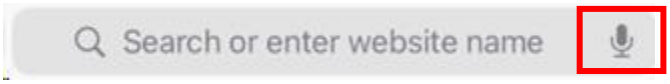
In the search box where it says **Search** or **enter website name**, type in whatever you would like to search for!

Rather than type, you can tap the microphone button.

First time only: You will have to tap **Enable Dictation**. Then tap the microphone button again to speak your search.

You will see that it is listening to your voice:





Congratulations! You've just done your first internet search on your device.

You can even say a website name, like "cbc.ca" or "YouTube."

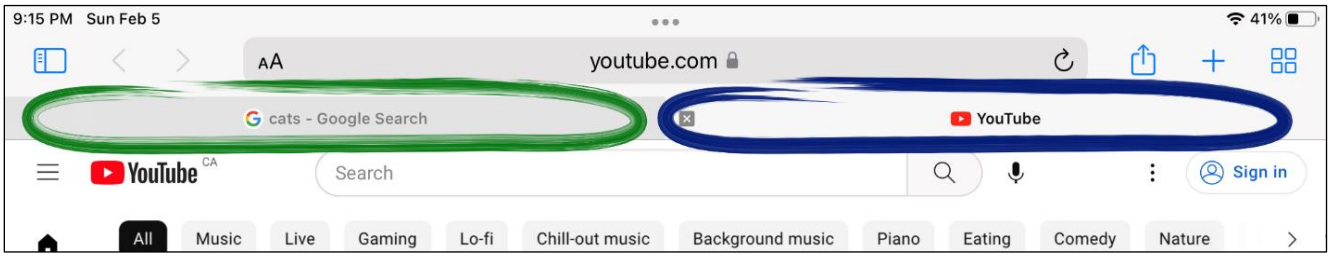
Safari tabs

You may want to do more than one thing in your browser at a time. Safari lets you open many browser tabs at the same time.

Tap the + (plus) button in the top right to create another tab. Each tab allows you to browse the web to a different site.

In the picture below I have highlighted the two open tabs:

1. The tab on the left where I used Google Search to find cats.
2. The tab on the right where I am looking at YouTube.



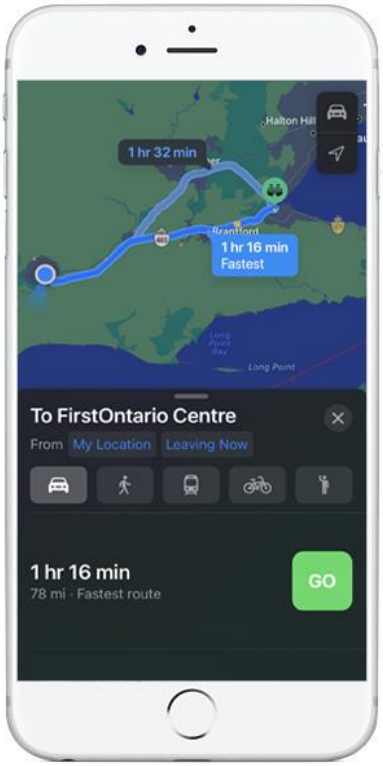
When you are done with a browser tab, you can press the small square x on the left in the tab. Can you find the X in the YouTube tab above?

You can see all your tabs by pressing on the 4 small squares button in the top right.

Good work!

You completed Module 6!

iOS Module 7:
Using the Maps app



As you read this module, remember that all iPhones and iPads are different, so your icons and the look of apps may be slightly different.

That is okay. The key is to look closely, read things, and try things out. You will not hurt your device.

Maps

Find and tap the Maps icon on your home page.

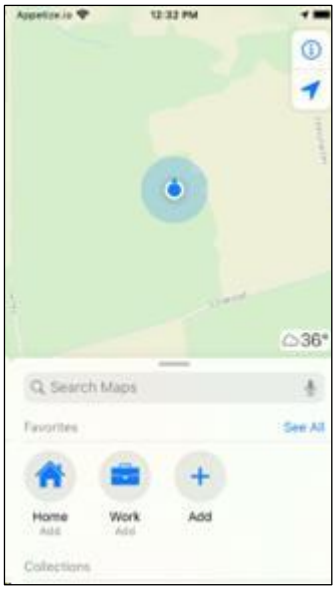
Like many apps, the very first time you open the maps app it will ask your permission.

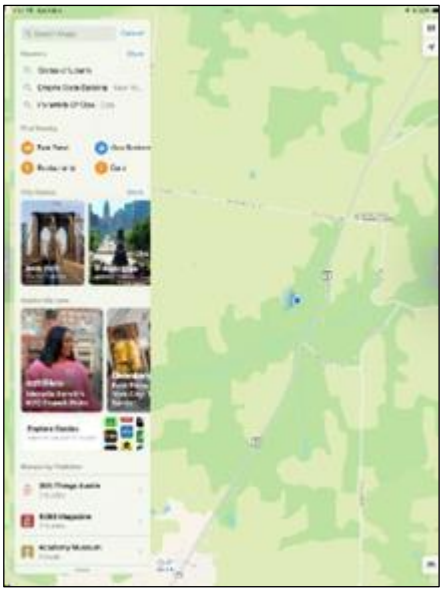
It is helpful if the Maps app knows where you are, so it can show you where you are. To allow, tap **Allow While Using App**.

The map will be centred on where you are right now.

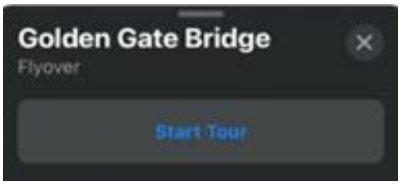
Now find the Search box.

Here are two pictures of maps. The left shows Maps on an iPhone, and the right shows Maps on an iPad.





Flyover



Find the search box on your Map's app.

Now, let's do something fun with your device.

Search for any of the following:

- Eiffel Tower
- Arc de Triomphe
- Golden Gate Bridge
- Empire State Building
- Cannes, France
- Monaco, Europe
- Izumo, Japan
- South Lake Tahoe, California

I searched for the Golden Gate Bridge.

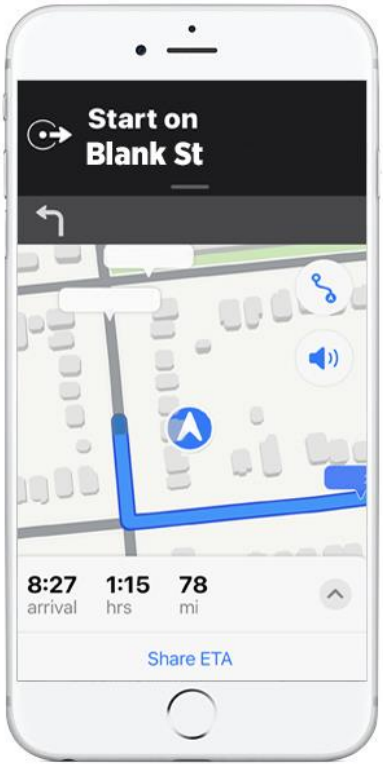
The Maps app shows me details about the landmark. It also provides two large buttons: **Directions** and **Flyover**.

Tap on the Flyover button. You should see a map zoom in to your landmark.

You should see a button: **Start Tour**. If you do not see the button, try tapping on the screen once. Tap on **Start Tour**.

You can also use two fingers to touch the screen and control the camera. At any time you can tap the screen to re-start to pause the tour. To exit, press the X button at the top right of the Start Tour popup.

Directions



Of course, you can search for anything with Maps.

Try searching for your favourite restaurant.

I searched for The Mill in Tillsonburg.

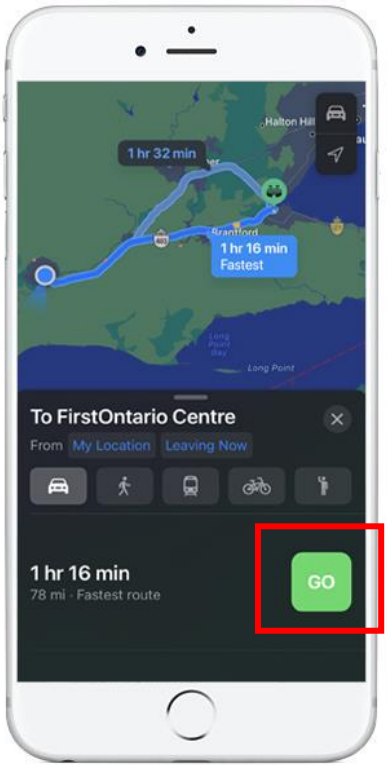
Apple Maps thinks it will take me 13 minutes by car to The Mill restaurant.

If you tap on the Directions button, then Maps will give you directions to the restaurant.

It may give you more than one route.

You can tap Preview Route to get a step-by-step set of directions for each route. Tap Done when you are done previewing the directions.

When you are ready to travel, tap on the go button for the route you want to take, or tap the Directions button if you see that instead.



Maps will now give you step-by-step directions to your destination. It will use GPS to keep your location up to date, and it will speak navigation instructions for you.

Good work!
You completed Module 7!

iOS Module 8:
Using the Contacts app

As you read this module, remember that all iPhones and iPads are different, so your icons and the look of apps may be slightly different.

That is okay. The key is to look closely, read things, and try things out. You will not hurt your device.

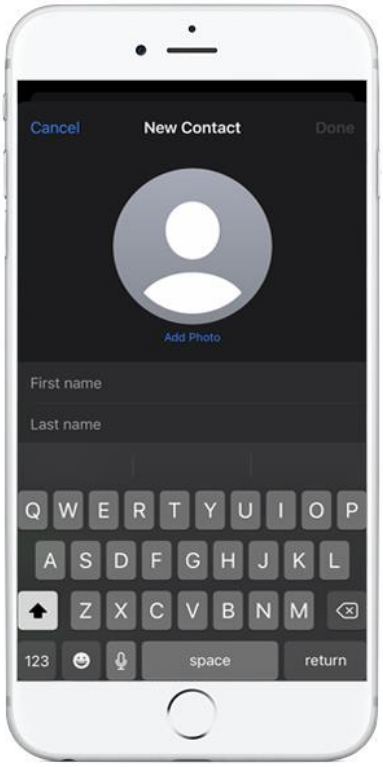
Let's look at the Contacts app now.

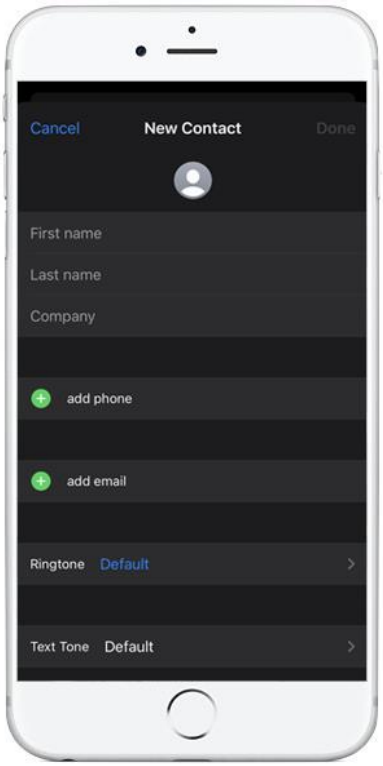
Contacts

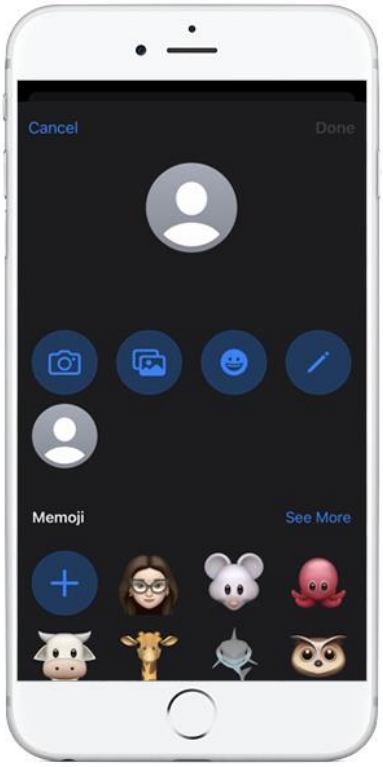
The **Contacts** app is a handy tool that helps us remember the phone numbers and addresses of our friends and family.

Once you have opened the app, you can start adding contacts by tapping on the plus sign + in the top corner.

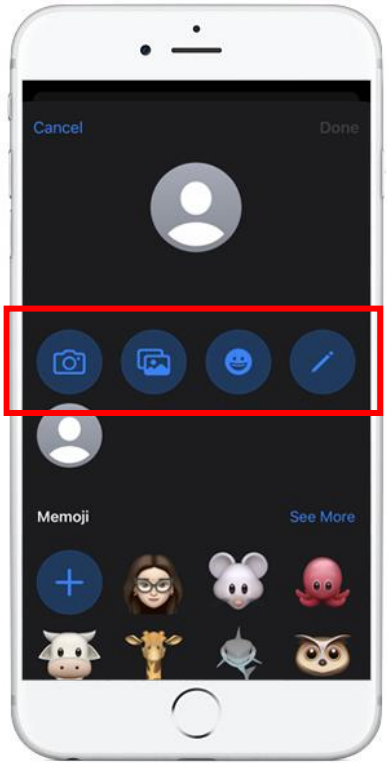
You can then add as much information as you want, such as first name, last name, company, phone number, and e-mail address. You can scroll down to find more information you can add if you want.



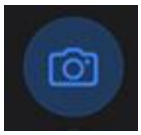




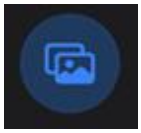
Choosing a photo



You can also choose a photo for the contact. Tap on the text **Add Photo** or tap on the grey circle.



If the person is with you now, you can tap on the camera button and take a picture of them right now!



If you have already taken a photo of the person with your device, then tap on the photos button instead, and then select their photo from your library.

Or you can choose a fun picture of them from the ones shown on the left or tap on the emoji button to choose a fun emoji as their picture.

The edit button lets you set their initials in the picture.

When you are done creating the contact, click **Done** in the top right corner. If you were adding a picture, you may need to click **Done** twice.

Contact your contact

Now, let's say you want to call or send a message to your contact.

Tap on their name in the list, and you will see their contact details. Then, you can tap on their phone number to call them or tap on their e-mail address to send them a message. You may also have big buttons under their name to text, call, video chat, or e-mail them.

And that's it! With the iOS Contacts app, you will always have your important contacts in one place. This makes it easy for you to stay connected with the people who matter most to you.

Good work!
You completed Module 8!

iOS Module 9:
Set up and send e-mails

An e-mail account is a tool you can use to send and receive electronic messages known as e-mails. It is like a mailbox that you can access from any device that is connected to the internet.

You must have an e-mail account before you can send or receive e-mail.

To get an e-mail account, you will need to sign up with an e-mail service provider, such as Apple, Gmail, Microsoft Outlook, or Yahoo. Once you have an e-mail account, you can use it to communicate with friends, family, and coworkers by sending them e-mails.

Unlike a post-office box, once you have an e-mail account you can send and receive e-mail from anywhere. You can log into your e-mail service provider's website from anywhere in the world and set up your phone to send and receive e-mails for you.

If you set up your phone, you can still use your e-mail service website too. Your e-mails will be automatically shared between your phone and the e-mail website.

Set up e-mail on iOS

You can set up your iPhone or iPad to help you with your e-mail, no matter what kind of e-mail address you have.

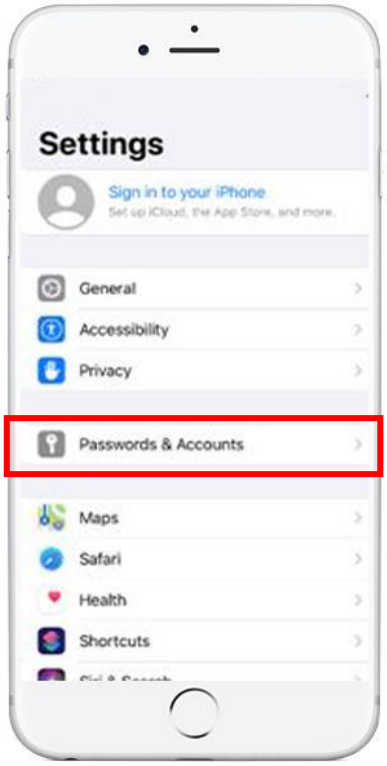
To set up e-mail on an iPhone or iPad, you will need to add an e-mail account to the Mail app. Follow these steps:

1. Open the **Settings** app on your iPhone or iPad. It has an icon that looks like this:

   The Settings app will appear.

   There are a lot of options here, but do not worry. We only need to use one of them to set up your e-mail.

2. We want to tell our phone about our e-mail account, so choose **Passwords & Accounts**. With some phones this may be **called Mail, Contacts, Calendars** or **Accounts & Passwords**. Either way, press on that row now.



The new screen will look like this:

3. There will be several options we do need to look at here. We want **to Add Account**, so tap on that.

4. Your phone or tablet should look like either of these screens (newer phones like the left image, older phones like the right image).

5. Choose the type of e-mail account you want to add. The most common options are shown on the screen. Your iPhone or iPad allows you to set up any kind of e-mail address, even ones from Google or Microsoft:

   If you have a work e-mail address, you could click on **Exchange** and then follow the instructions provided by your work IT folks.

   If you have an e-mail address from somewhere not in the above list, you will have to use the **Other** option and enter your e-mail server information manually. For example, if you have an e-mail address from your internet provider, they should have given you the data you need. Click on **Other** and type in the info they gave you. Just match up each piece of data they gave you (like POP and SMTP server names) with the same field in the setup page.

If your email address ends in…	…click on this button
@icloud.com	iCloud
@me.com	
@mac.com	
@gmail.com	Google
@hotmail.com	Outlook.com
@outlook.com	
@yahoo.com	YAHOO!
@yahoo.ca	
@aol.com	Aol.

6. Once you have clicked the button for your e-mail account, you will need to fill in a few fields.

    - **Name:** Your name as you would like it to appear in your e-mails
    - **Address:** Your e-mail address, including the part after the @
    - **Password:** Your e-mail password that you normally use to log into your e-mail. If you do not know this, you will have to recover your password.
    - **Description:** A short description of your e-mail account, which can be whatever you want, such as "The e-mail account I use for my top-secret messages."

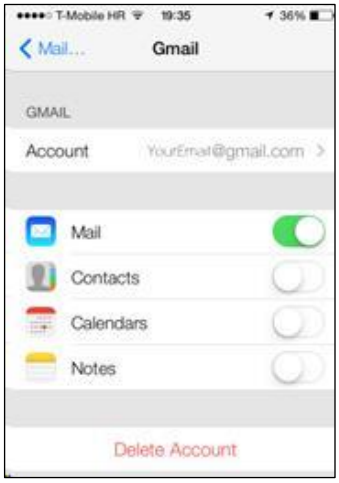
    For example, for Gmail it looks like this.

7. Tap **Save** or **Next** in the top right corner.

8. Now you can tell your phone if you want to also use your phone to keep track of the contacts (people you know and e-mail regularly), your online calendar, and any notes you have.

    I normally turn on all four of these options, because it is very helpful to have my phone know about my friends and my calendar.

    If you want to, you can easily change these later. Just come back into the **Settings** app like in step 1 and click on the e-mail accounts like in step 2. Then click on the e-mail account we've been creating, and these options will reappear.



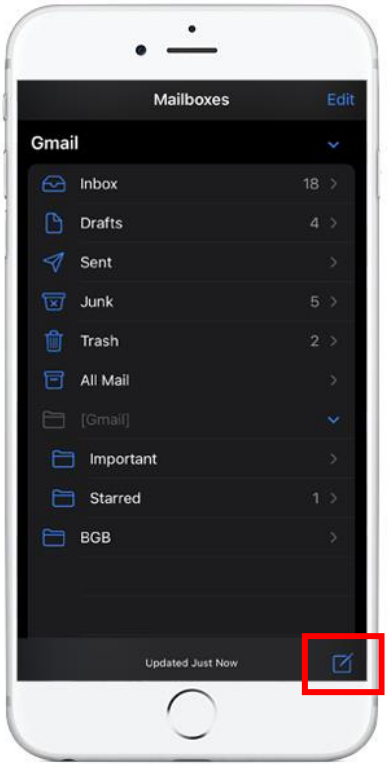
9. Now you can tap **Save** in the top right corner.

Once you have completed these steps, the e-mail account should be set up on your iPhone, and you should be able to send and receive e-mail using the Mail app!

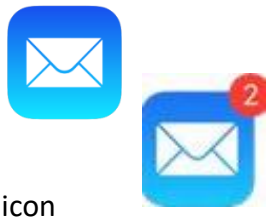
Here is a helpful YouTube video on this: https://www.youtube.com/watch?v=gTYhJqK_Fos

Send an e-mail

To send an e-mail on an iPhone or iPad, you can use the "Mail" app.



Here are the steps to send an e-mail:



1. First, open the Mail app! The icon on your home screen looks like this:

   If you have e-mails you have not read yet, the icon might look a little different, with the number of e-mails you have not read in small red circle like this:

   In the picture to the left the user has 2 unread e-mails.

2. Once the Mail app has opened, it should look something like this the picture on the right.

3. To write a new e-mail, notice the small “compose” button in the bottom right that looks like a pen writing on a notepad.

4. It might also say **New Message** on some phones.

5. In the To field, enter the e-mail address of the person you want to send the e-mail to. You can also add multiple recipients by separating their e-mail addresses with a comma.

6. In the **Subject** field, enter a brief summary of what the e-mail is about.

7. In the main body of the e-mail, type out your message.

8. Once you have finished writing your message, tap the **Send** button (usually an upward-pointing arrow).

And that’s it! Your e-mail has been sent.

Good work!

You completed Module 9!

iOS Module 10:
Siri - your virtual assistant

As you read this module, remember that all iPhones and iPads are different, so your icons and the look of apps may be slightly different.

That is okay. The key is to look closely, read things, and try things out. You will not hurt your device.

Siri

Siri is a virtual assistant that comes with your iPhone or iPad!

You can talk to Siri, ask questions, and perform actions.

The more you use it, the more it understands you.

Siri can help you:

1. Open apps
2. Search the web
3. Make phone calls, send text messages, and send e-mails
4. Set reminders and calendar events
5. Get directions
6. Answer questions on sports, weather, and current events
7. Do math
8. Play music with Apple Music
9. Turn on accessibility features for users with disabilities.

Siri is made to be easy to use and helpful. You can try it now.

Note that you can even ask it questions when your device is off!

There are two ways to open Siri:

- First, press and hold the home button,
- Or, you can just say, *"Hey Siri"* into your device.

You should see the swirling Siri icon:

What time is it?

With the swirling Siri icon, ask it, *"What time is it?"*

If it is working, it should flash brighter as you talk, and then tell you what time it is. If you tap on the message above the Siri icon, you can get more details.

You can also do this in one breath and say, *"Hey Siri. What time is it?"* with no pause.

Ask Siri questions

Try asking a few questions, such as:

- *"Hey Siri. What is the population of Canada?"*
- *"Hey Siri. How far is the moon from earth?"*
- *"Hey Siri. What is the weather for tomorrow?"*
- *"Hey Siri. How much battery is left?"*
- *"Hey Siri. What is 46 + 53?"*

If you ask a math question that is too hard, Siri will search the web for some websites that might help. Then you can tap on the page to open the web site in Safari.

Tell it what to do

Try asking a few questions, such as:

- *"Hey Siri. Find some pictures of a cat."*
- *"Hey Siri. Take a picture of my screen."*
- *"Hey Siri. Open News."*
- You can ask more specific questions like, *"Hey Siri. Show me news about Canada."* Then you can tap on the news items it shows.
- Try saying "Open the CBC website." If you want, tap on any website that Siri found to open it in Safari.

If you have contacts in your device you can say something like:

- *"Hey Siri. e-mail Johnny."*
- *"Hey Siri. Text Johnny."*

- *"Hey Siri. Call Johnny."* (If you have an iPhone)

Obviously, use the name of your contact, not my contact. 😊

Find the nearest coffee shop

Say, "*Hey Siri. Find the nearest coffee shop."*

It will use your current location and suggest some coffee shops. When Siri asks you a question, you can just use your voice to answer.

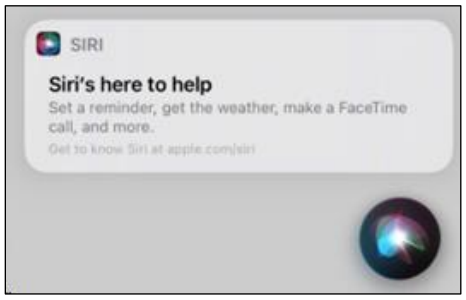
If you choose a coffee shop, Siri might ask if you want to call it or get directions. You can answer or say, "*Nothing*" if you do not want to call or get directions.

Play music

Siri can even play music for you. Say *"Hey Siri. Play the latest Taylor Swift."*

It may ask you to enable a 7-day free trial of Apple Music. You can say *"Yes"* or *"No."*

You can also say *"Hey Siri. Stop playing music!"*



Get help on Siri

We can even ask Siri to help us learn what we can do with Siri!

Say "Hey Siri. What can you help me with?" and then tap on the popup to get more details.

Good work!
You completed Module 10!

iOS Module 11:
Download apps from Apple App Store

As you read this module, remember that all iPhones and iPads are different, so your icons and the look of apps may be slightly different.

That is okay. The key is to look closely, read things, and try things out. You will not hurt your device.

Let's look for a few apps now.

App Store

The App Store is where you can get new apps for your device.

Some apps are free, some you have to buy, and some you pay for each month.

Other apps are free, but they try and sell you things inside the app. This is called "In app purchases."

Some of the most popular apps are:

Netflix

Roblox

Facebook

Disney+

Chess

Twitter

Prime Video

Duolingo

YouTube

Along the bottom of the App Store, you should see different types of apps:

- **Today** shows you the apps that Apple thinks you might like most.
- **Games** shows you today's top games.
- **Apps** show you non-games, such as Google Chrome (another browser), other note taking apps, and social apps like TikTok or Facebook.
- **Arcade** gives you access to many games, but you must pay every month to access the games.
- **Search** lets you search for apps.

- Choose an app that looks interesting to you and tap on it!

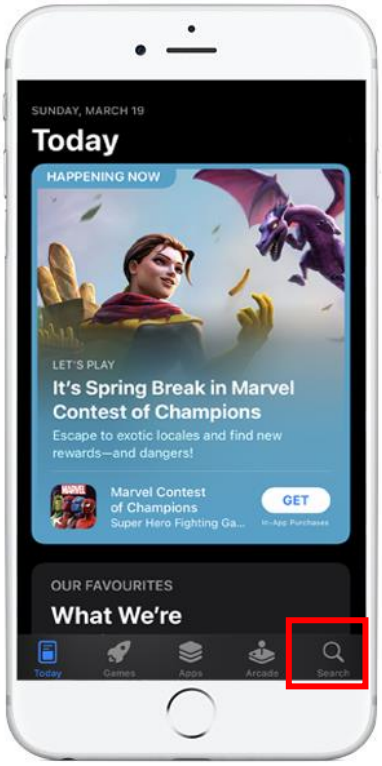
If we choose the Chess app, notice the App Store displays the average rating, the appropriate age for this app, and more.

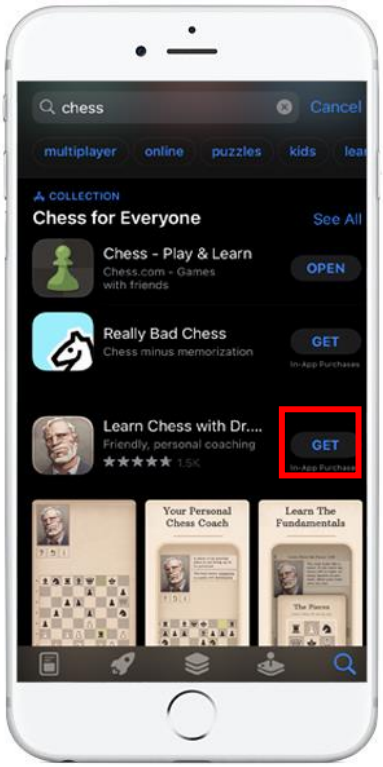
It also shows you videos of the app being used and pictures of the app.

If you want to use the app on your device, just tap the **GET** button.

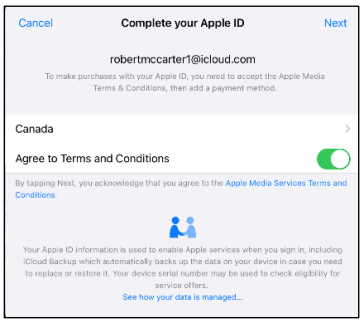
You may need to press **Install** (or **Cancel**, if you changed your mind).

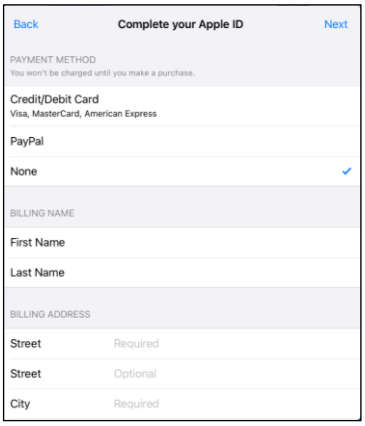
You may also need to enter your Apple ID password (from when we set up the device).



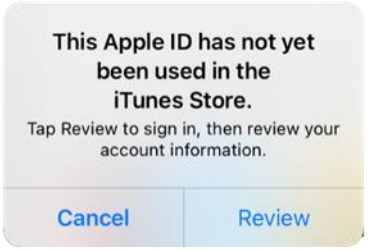


1. Setting up Apple ID





If you did not enter payment information yet, then a paid app will not install.



In a few moments, the App Store should prompt you with something like:

You should press Review.

You will be asked to set your country, and agree to the terms and conditions:

Next, you will need to enter a payment method, your address and your phone number.

You can enter a credit or debit card if you plan on buying apps in the store or signing up for subscriptions (like Netflix or Disney+).

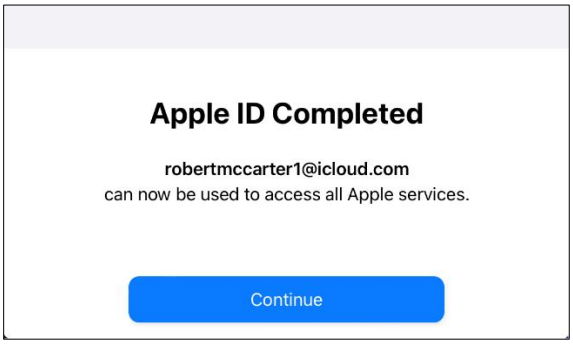
You may also leave **None** checked for the payment method.

Either way, you will need to enter your address and phone number (by swiping up to see more of the billing address).

Tap **Next** in the top right corner.

At last our Apple ID setup for the Apple Store is complete!

We can now also use our Apple ID in the iTunes or Apple TV apps.

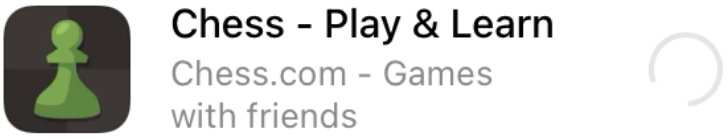


2. Back to downloading your app

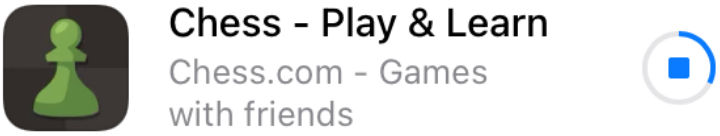
Now, if you wanted to download an app:

Tap the **GET** button on the app you chose.

This time, you should see a small “getting ready” symbol:



And then you will see your device download the app:



Now, if you press the home button (or swipe up from the bottom), you can find your new app on the home page. It is probably on the second home page screen, so swipe from right to left.

Now open your selected app and have fun with it!

Good work!
You completed Module 11!