

### 1. User does not have skills needed to complete activities in a lesson

To ensure that participants get the most from each Hi Digital lesson, please consult the pre-requisite skills matrix in **Resources** to view the skills required for each lesson. We recommended that users do the **Introduction** and **Smartphone** modules first as there is some important information in these modules that is required later.

Examples include the basics for using a browser in the **Introduction** module and setting up a Gmail account or Apple ID which is covered in **Using my Smartphone**. You can check out the **Resources** section on the Hi Digital site where there are some quick guides which may be helpful also.

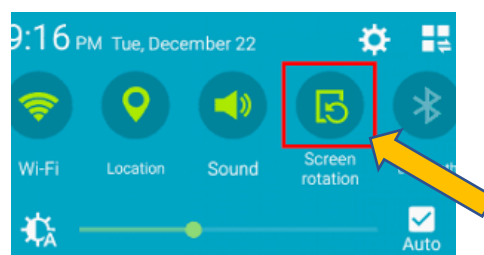
### 2. User is having difficulty with basic tablet interaction, keyboard, or mouse

It is worth spending a few mins to orientate users on using a tablet, in particular, touch, tap swipe gestures. If a participant is having trouble taping and swiping, you can refer to the **Resources** section where you can find more information on each gesture. The resources section also include some tips for keyboard and mouse basics.

### 3. Screen disappears when user rotates device- Tablet device - auto rotate.

The Hi digital course requires the tablet to be in landscape mode. To avoid issues the auto rotate feature should be disabled.

- a. Go to settings
- b. While in landscape mode, toggle off screen rotation feature



#### 4. Tablet device - back button causing user to exit lesson

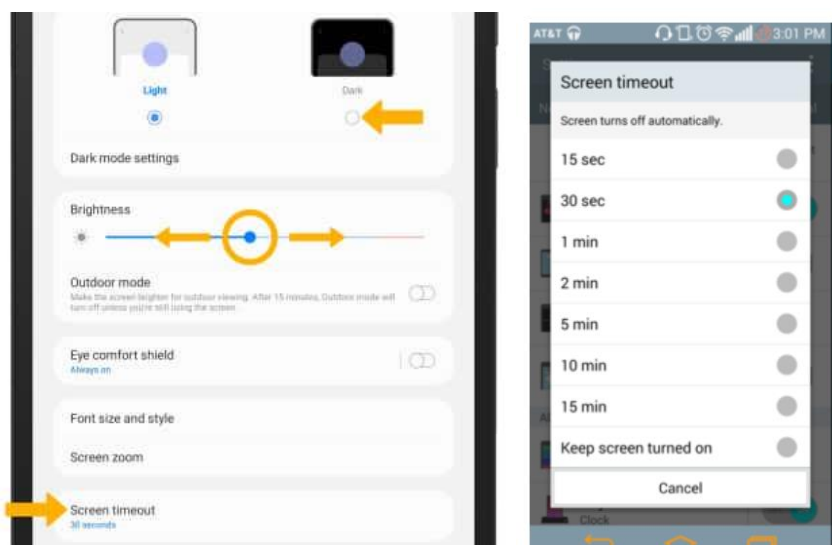
Make users aware of the navigation buttons on the bottom of the tablet screen – especially the back button. It is easy to press the back button in error and participants will exit the lesson by accident.



#### 5. Tablet timeout on tablet device is too short

If a tablet has a timeout for short period of time like 30 seconds or even a minute, it may be frustrating for participants. Screens will turn black if they don't touch it for this duration. To change this:

1. Open the Settings app.
2. Tap the Device tab and choose Display from the left side of the screen.
3. On the right side of the screen, choose Screen Timeout.
4. Select a timeout value from the list. The standard value is 30 seconds. A time out of 5 or 10 mins might be more appropriate for the Hi Digital lessons.



## 6. User cannot read the text on screen

You can adjust the settings on the Hi Digital site itself to increase the text. See the magnifying glass icon on the top bar.

## 7. Sight impaired user cannot comfortably read lesson content

Magnifying window option is available as well as full screen magnification.

1. Tap on Settings.
2. Tap on Device.
3. Tap on Accessibility.
4. Tap on Magnification Gestures option. When this option is enabled, you can zoom in and out by triple tapping the screen.
5. Now drag the option to enable Magnification gestures.

User can move around screen using 2 fingers. To get out of this magnification mode tap 3 times.

On a laptop or computer, go to **Ease of Access** settings where you will find options to make text bigger along with other options for the mouse, cursor, colour and contrast.

## 8. User has a device with no sim

This is particularly relevant for the Smartphone Module. This sometimes happens when the user receives the phone as a gift from a relative. If the device is charged, they can still do the first lesson in the smartphone module, **Using my smartphone**. While they can move on to other lessons, they will be limited in terms of the activities they can complete.

A visit to a local mobile phone store to talk about a sim only option is a good idea. Most stores are happy to help with set up.

If the phone is a hand me down, the store can help you to restore the factory settings so you can wipe any data or files that were used by the previous owner.

## 9. User does not have an Apple ID and has an Apple device

You can create an apple ID following the steps outlined in lesson **Using my Smartphone - Introduction to Apps**. Alternatively, you can find the steps outlined in the Resources areas on the Hi Digital site.

## **10. User has an Apple ID but does not have the password**

Follow the steps outlined below on Apple support here. There are a few ways to recover your ID / password.

<https://support.apple.com/en-us/HT201487>

## **11. Email set up**

If a participant has not completed module 2, using their smartphone and wishes to progress to the **Connecting with others, Email** lesson, they can go to the **Resources** section on the website where they can find the steps to set up a Gmail account.