

Using an iPad or iPhone on Apple iOS 15

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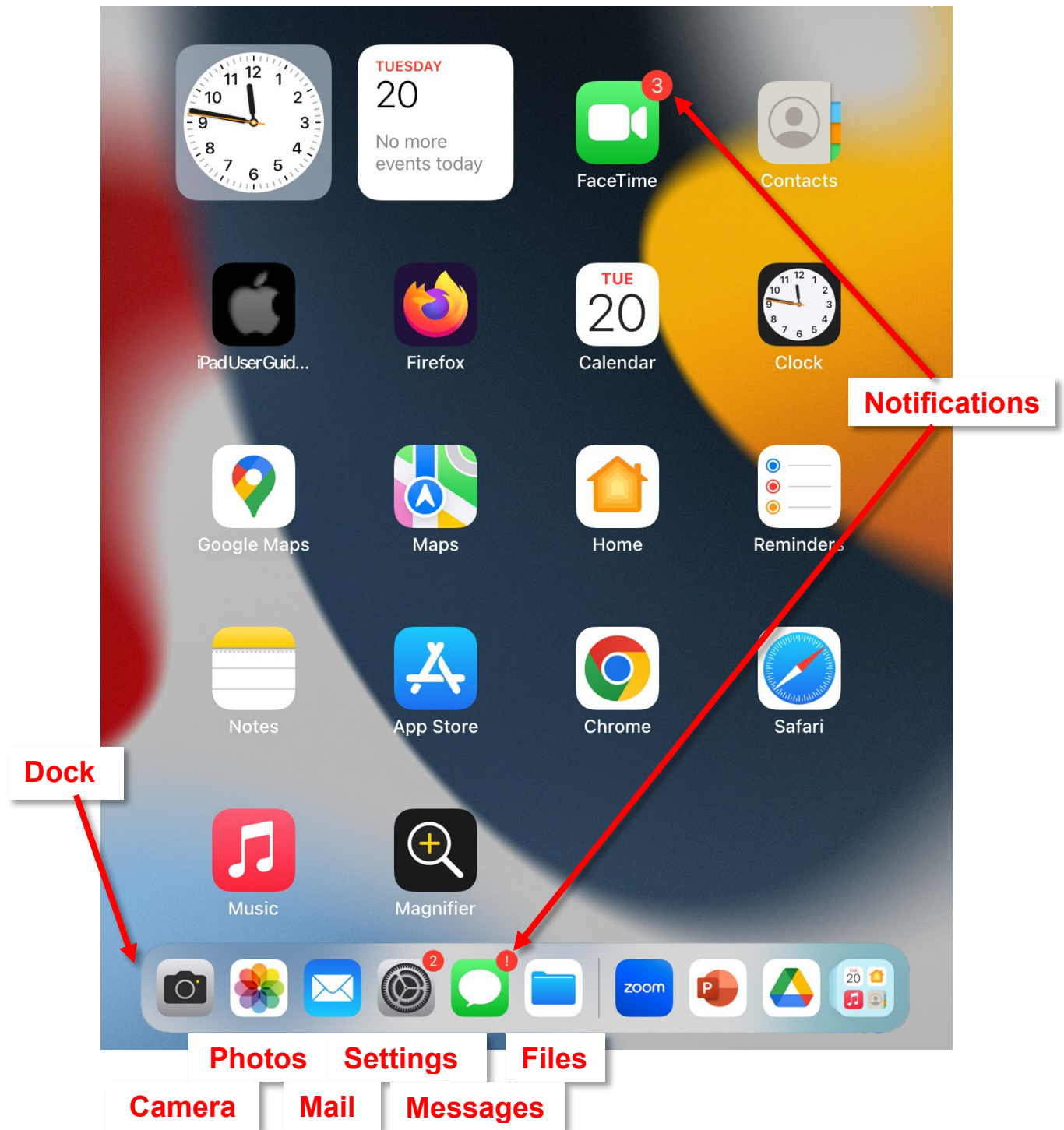
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There is a glossary at the end of this handout that defines and explains acronyms and technical terms, and an index to quickly find how to do a particular task!

Updated: 28 March 2024

The device used to create this document is an iPad with Apple iOS 15.8. If you are using a phone or a different version of the Apple operating system, some things may be different, although most steps should be similar.

Important Icons



Common Gestures

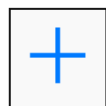
Drag an icon already on the Dock	Rearrange or remove dock icons
Drag an icon to the Dock	Place the apps you want on the dock
Five finger pinch	Return to home screen
Grab the handle icon on the right app and pull down. Once the app is detached, swipe to the right.	Stop viewing two apps side by side
Home button	Return to home screen
Home button + wake / sleep button	Screen shot
Home button, Double Tap	View open apps
In multi-tasking view, drag off the top of the screen	Force close apps
Open an app. Open the dock. Drag an icon onto the screen.	View two apps side by side
Press and hold Home button	Siri
Pull down with one finger	Refresh
Swipe down from the middle of the screen	Search
Swipe down from top right corner	Quick toggles
Swipe from the bottom	Bring up the dock
Swipe from top	Bring up notifications
Swipe with 4 fingers left or right	Move between open apps
Two finger pinch	Zoom

When in doubt about where you are or what you are doing, tap the **Home** button and start over.

Common Buttons



Create New



Add / New



Search



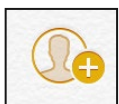
Delete



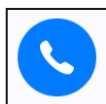
Air Drop



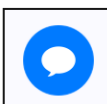
More Info



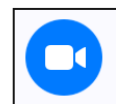
Add Contact



Audio



Message



Video



Email



Browse /
Move

Keyboard

On almost all tablet computers, the virtual keyboard is context sensitive; it does not appear until needed, and disappears when you don't need it. When you need to enter text or numbers into a form or text box it should come up, but if it doesn't, tapping inside a text box will make the keyboard appear.

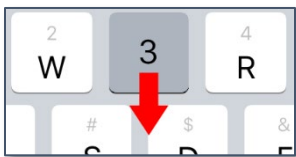


To enter a capital letter, tap the **Shift** key once, then tap the desired letter. To turn on Caps Lock (yell in texting mode) quickly double tap the shift key. The shift arrow changes to display a bar under the arrow.



To use predictive text, start to type, and then tap the desired word from the list that runs parallel to the top of the keyboard.

To enter a number or character, tape the numbers (123) key once, and then tap the desired letter.

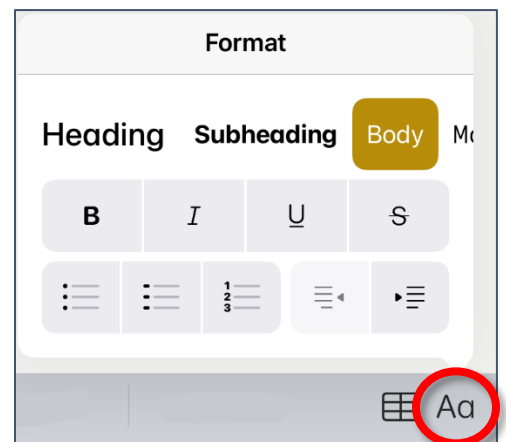


On an iPad, to enter an alternate character from the keyboard, press the desired key and drag down slightly.

To erase, tap the **Delete** key in the top right corner.

To make the keyboard go away, tap the keyboard icon in the lower right corner.

Bold and Italic are not available in all apps, but when formatting is an option (such as in the body of an email) a small icon appears along the top right of the keyboard. When tapped, it provides options for bold, italic, underline, and other formatting options.



Settings

Changing the behavior of your device is done in **Settings**.



If you have an iPad, settings is divided into two panes. The left pane displays the available options, and the pane gives you further details for the option you selected, as well as various toggles for these options. If you have an iPhone or device with a smaller screen, there is only a single pane that changes with each selection.

Checking Your Settings

1. From the **Home** screen, tap the **Settings** icon.
2. Tap an icon to display options for that item. If you have an iPhone or iPod, you will only see a single pane at a time, not two panes are shown on the right.

Checking for Updates

1. In **Settings** tap **General**.
2. Tap **Software Update**.
3. If you have a data connection (cellular or Wi-Fi) the device will check for available updates, and prompt you to install if applicable.

Changing Sounds

1. In **Settings** tap **Sounds**.
2. A list of options is displayed, including alerts for various events, keyboard clicks, and lock sounds.

Search

1. In **Settings** tap in **Search**.
2. Type in what you are searching for.



iOS Version vs Model Version

iOS is the [Operating System](#) (OS) for Apple handheld devices. This is the operating system that runs in iPhones, iPads, and iPods. The model is the version of hardware that comprises the device. The model and the version number are rarely the same.

iOS	Operating System	Current Version	iOS 15.6
iPhone	Device	Current Model	iPhone 11
iPad	Device	Current Model	iPad 10

Finding your Operating System Version

1. In **Settings**, tap **General**.
2. Tap **About**.
3. Scroll down until you see **Software Version**.

Finding your Device Model

1. In **Settings** tap **General**.
2. Tap **About**.
3. Scroll down until you see **Model Name**.

Wireless

iPads generally only connect to the [internet](#) using a [wireless](#) internet connection. This means that if you're riding in the car or somewhere else that you don't have a wireless connection, you cannot use items that require internet, such as Safari or Face Time. Without a data or wireless connection, you can only look at things that are already stored on your computer, like pictures or notes.

Although places like coffee shops often have free wireless available for their customers, you should be extremely careful when connecting to open wireless connections—any information you pass over that connection could be visible to anyone who cares to look.

Logging into Wireless

1. In **Settings** tap **Wi-Fi**.
2. At the top is the toggle to turn wireless on and off. Beneath that is a list of available wireless connections. Tap the available connection to which you want to connect.
3. If you have been given one, enter the password for that wireless access point.

Airplane Mode

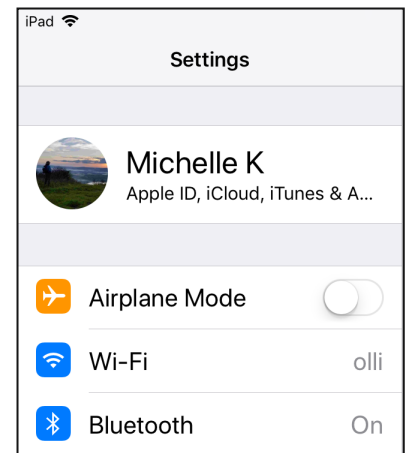
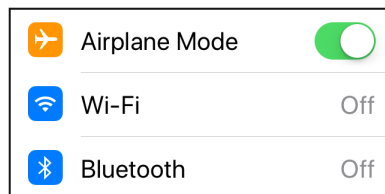
Toggling on Airplane Mode turns off your [mobile data](#), [Bluetooth](#), [wireless](#), and [GPS](#) if applicable. Once you have turned on Airplane mode, you have the option to selectively turn on wireless or Bluetooth.

Green beside the toggle means Airplane Mode is **ON**. Your device cannot connect to the internet or Bluetooth devices.

Grey beside the toggle means Airplane Mode is **OFF**. If you cannot connect to data or Wi-Fi or Bluetooth, check those individual settings.

Using Airplane Mode

1. In **Settings** tap the toggle beside **Airplane Mode**.



Screen Timeout / Lock

Auto-Lock is how quickly your device returns to the [lock screen](#) after being ignored. If this time is too short, it will lock while you're in the middle of reading something, but if the time is too long, someone could have access to all the information on your device if you accidentally walk away and leave it on.

Changing the Auto-Lockout

1. In **Settings** select **Display & Brightness**.
2. Tap **Auto-Lock**.
3. Set the desired time. Do NOT choose **Never**. If you choose a longer time period, get in the habit of closing your device with the power key when you are done using it.

Security

Security is the most important thing to be aware of on all electronic devices. There are several important ways to keep your Apple device secure and I recommend doing all of them.

- Set a passcode
- Set up your Apple ID
- Set up Two-Factor Authentication

What are each of these things, and how are they different from each other?

- **Passcode:** This is the secret code to get into a *specific device*.
- **Apple ID:** This is the username and password that you create with Apple to link a specific device to your *Apple account*. You can have *multiple devices* associated with a *single* Apple ID.
- **Two-Factor Authentication:** This is a way to make both your device and your account more secure by verifying YOU are the person attempting to access your account.

The most important settings to check are your **Privacy** settings (see page 39 for more information) since this is how you control what information is shared with what apps. Settings is also where you will go to make sure your security is properly set up, where you check on your iCloud and Music account, and where you manage your Apple ID.

Checking Apple ID & Security Settings

1. In **Settings**. (See page 4) tap your name (underneath the text should say **Apple ID, iCloud, iTunes...**)
2. Tap the setting to be checked or modified.

Name, Phone Numbers, Email: These are what they say on the tin—your display name, your phone numbers, and the email address associated with your Apple ID. Subscriptions are where you can turn off the various emails that Apple wants to send you.

Password & Security

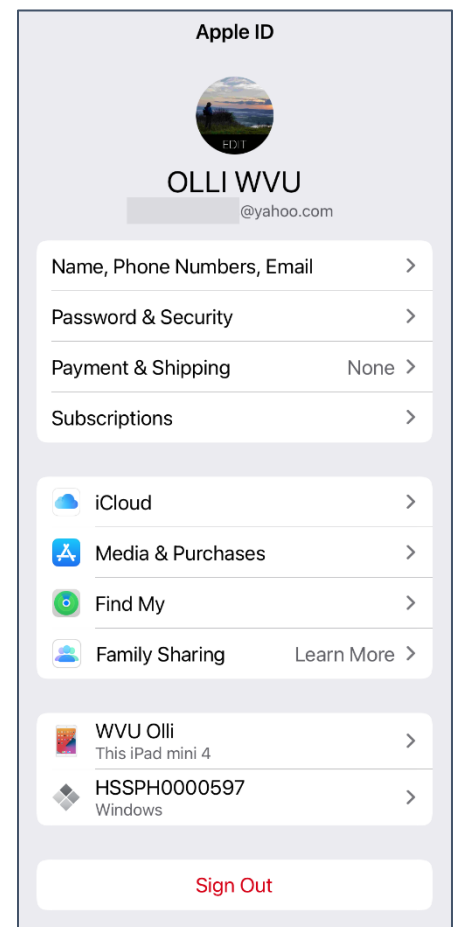
Change Password: Where you can change your Apple ID password.

Two-Factor Authentication: If you forget your login information, you will receive a message to the designated phone number with a security code to enter.

Trusted Phone Number: The number used with two-factor authentication. You can receive either a text message or a phone call to this number.

Payment & Shipping: If you use iTunes to purchase music, or want to purchase apps, this is where you can enter or change credit card information.

iCloud: This section shows you how much of your [cloud](#) storage space you are currently using, and allows you to specify what apps are allowed to sync to iCloud. Items that sync to iCloud are saved on your device AND on Apple's servers. (For more information on iCloud, go to page 38)



iTunes & App Stores

Password Settings: This is where you require a password for all purchases. If you think you will accidentally make purchases OR if you ever give your phone to someone else (especially a child) it is best to have this turned ON.

Automatic Downloads: If you want all the music and apps you purchase to be downloaded to the device you are on, toggle this setting. Reasons to not turn this on would be if you have multiple devices, and one does not have very much memory/storage.

Video Autoplay: Set whether videos will automatically start playing when you come across them. If you have a cellular connection, this should be sent to Wi-Fi only. If you hate things automatically playing, then you should tap **Off**.

In-App Ratings and Reviews: Whether applications are allowed to ask you for feedback or reviews.

Offload Unused Apps: If you have a device that does not have a lot of storage/memory this can help you free up space. But if you have an app that you don't use often but want to keep, then you might not want to turn this on.

Family Sharing: Allows you to share music, books, and apps with other designated members of your family—family members with separate Apple IDs.

Touch ID: On some devices, you can set up your finger print as a passcode. Not all devices will have this ability, and some people's fingerprints can be problematic for using Touch ID.

Setting-up Touch ID

1. Open **Settings**.
2. Scroll down and then tap **Touch ID & Passcode**.
3. Enter your Passcode.
4. Tap **Add a Fingerprint**.
5. Place your thumb or finger over the Home Button.
6. Repeat until the set-up is finished.

Accessibility

iOS allows you to toggle various options to make the device easier to use when you have vision issues.

Changing Text Size

1. Open **Settings**.
2. Scroll down until you find **Display & Brightness**.
3. Tap **Text Size**.
4. Tap the slider until you find the desired text size.

Changing Brightness

1. Open **Settings**.
2. Scroll down until you find **Display & Brightness**.
3. At the top, adjust the slider to the right to make the screen brighter.

Changing Contrast

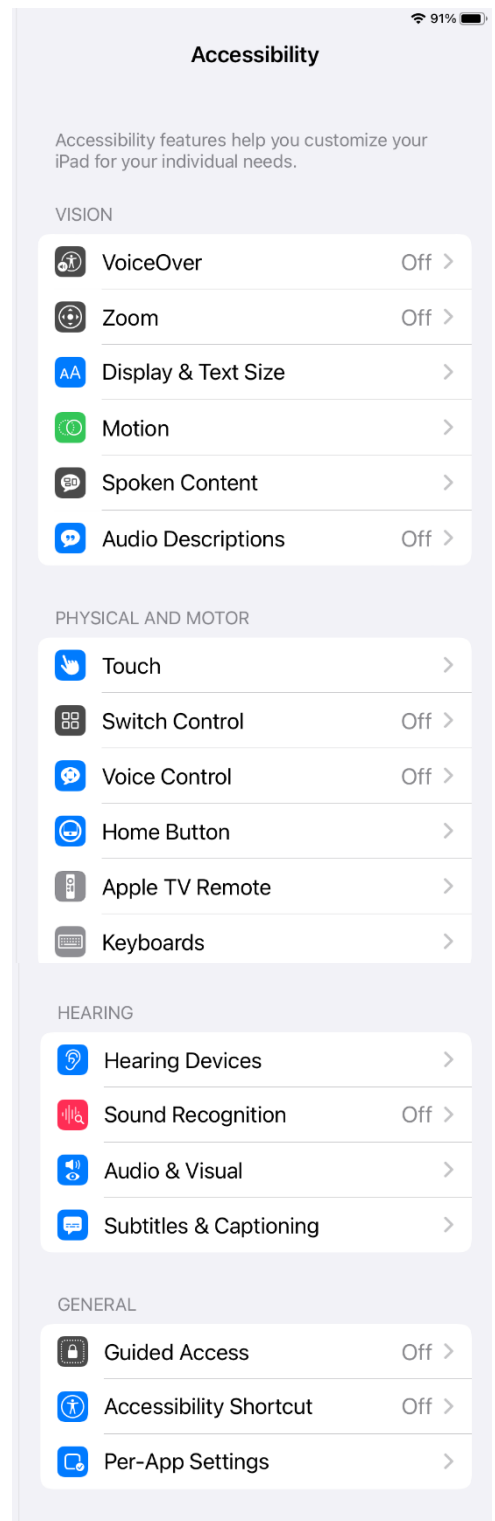
1. Open **Settings**.
2. Scroll down and tap **Accessibility**.
3. Select **Display & Text Size**.
4. Tap **Increase Contrast**. As desired, toggle **Reduce Transparency** or any of the other options.

Turning on Flash Alerts (iPhone Only)

1. Open **Settings**.
2. Tap **General**.
3. Tap **Accessibility**.
4. Under **Hearing**, toggle on **LED Flash for Alerts**.

Changing Touch Accommodations

1. Open **Settings**.
2. Scroll down and tap **Accessibility**.
3. Scroll down to the Interaction section and tap **Touch**.
4. Select **Touch Accommodations**.
 - a. **Hold Duration** – Allows the device to ignore accidental taps; you must touch the screen for a set duration before a touch is recognized.
 - b. **Ignore Repeat** – Allows the device to ignore accidental multiple taps.



Magnifier

The magnifier allows you to use your device like a magnifying glass. Many people have used the camera for this function, but the magnifier has settings to help with ease of sight and also you won't accidentally take pictures of random things.

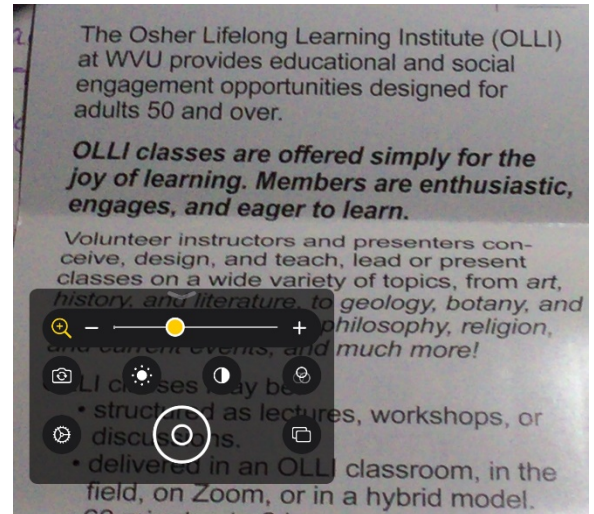


Magnifier Options

- Increase / Decrease Zoom
- Front / Rear Camera
- Brightness
- Contrast
- Filters
- Freeze Frame

Magnifier Features

- Detect people
- Detect doors
- Image descriptions of surroundings



Hearing Assist

Although not formally announced, in recent years Apple has pushed out additions to both the iPhone and AirPods that can allow them to work like hearing aids and has added Beats to the devices that can use Apple's Listen Live feature on iOS.

Before you can use Live Listen you must add the Hearing icon to the iOS Control Center.

Requirements

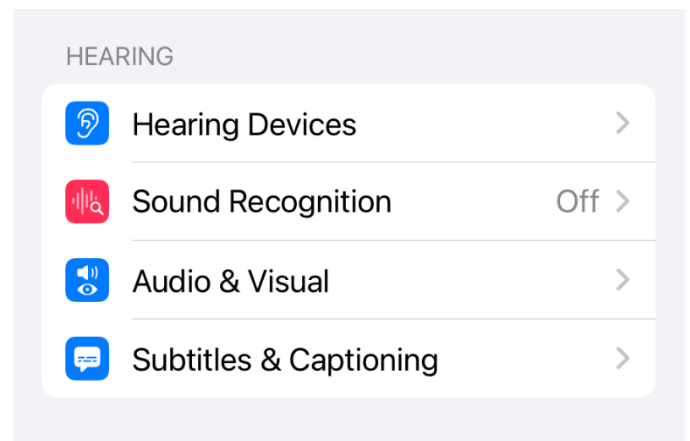
iOS 14.3 or later
AirPods Pro or Max
Beats Pro

Hearing Assist Features

- Live Listen
- Conversation Boost
- Active Noise Cancellation and Transparency
- Amplify Mode / Stereo
- Live Captions
- Sound Recognition
- Subtitles and Captions

Using Live Listen with iOS

1. Open Control Center
2. Tap the Hearing icon
3. Tap the Live Listen icon
4. Place your iPhone or iPad in front of the person that you want to hear. Adjust the volume on your device if needed.



App Library

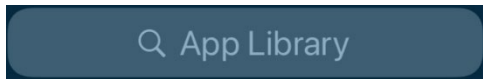
Starting with iOS 14, you can find and organize your apps by category.

Viewing the App Library

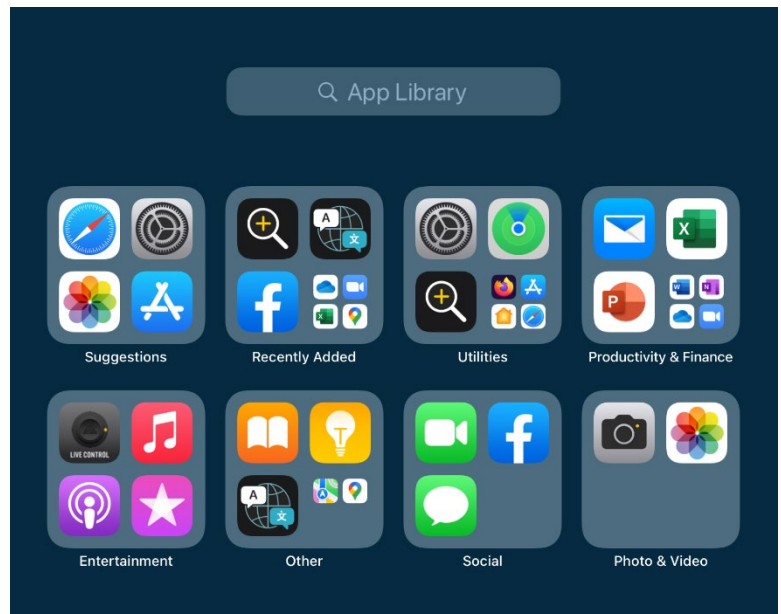
1. Go to the main screen of your device.
2. Swipe right several times until you see the App Library.

Searching the App Library

1. To find a specific app, tap in the search field.

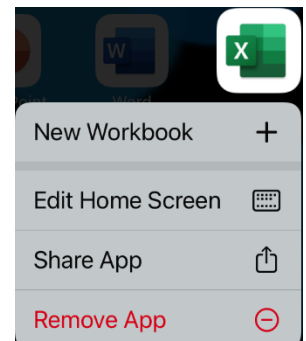


2. Type in the name of the app you want to find.

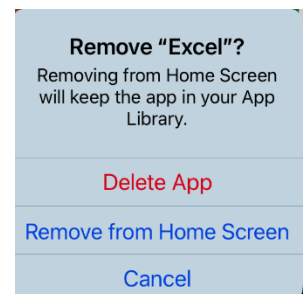


Removing an App from the Home Screen

1. Touch and hold the app.
2. Tap **Remove App**.

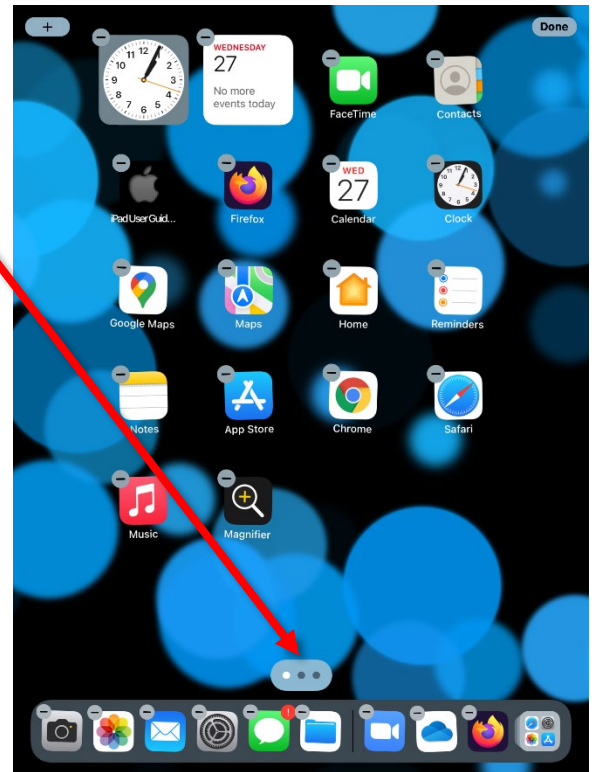


3. Tap **Remove from Home Screen**.

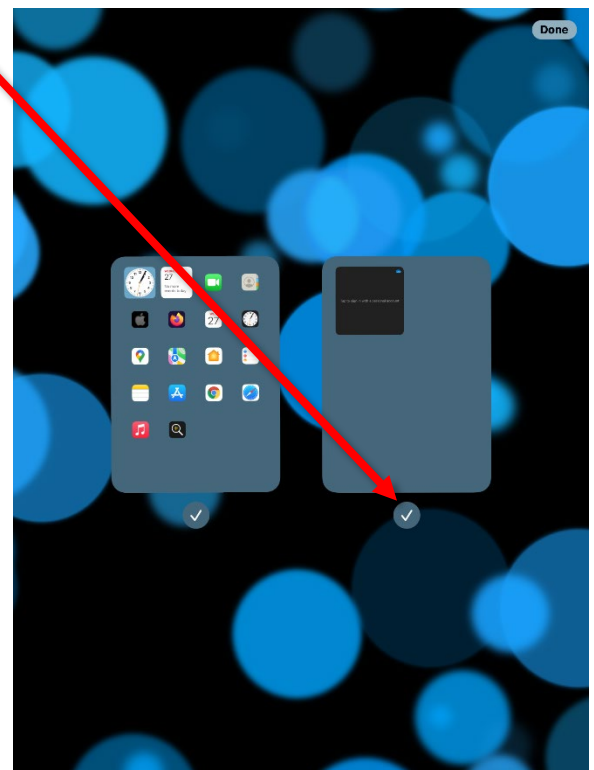


Removing Pages from the Home Screen

1. Touch and hold an empty area on your Home Screen.
2. Tap the dots near the bottom of your screen.



3. Tap the circle under the page that you want to hide.
4. Tap Done (in the upper right corner).



When you remove a page from your Home Screen, the apps that were on that page will still appear in the App Library.

Control Center

Quick toggles in the control center provide you with speedy access to commands and sliders you use frequently, such as volume, camera, music player, etc.

Opening the Control Center

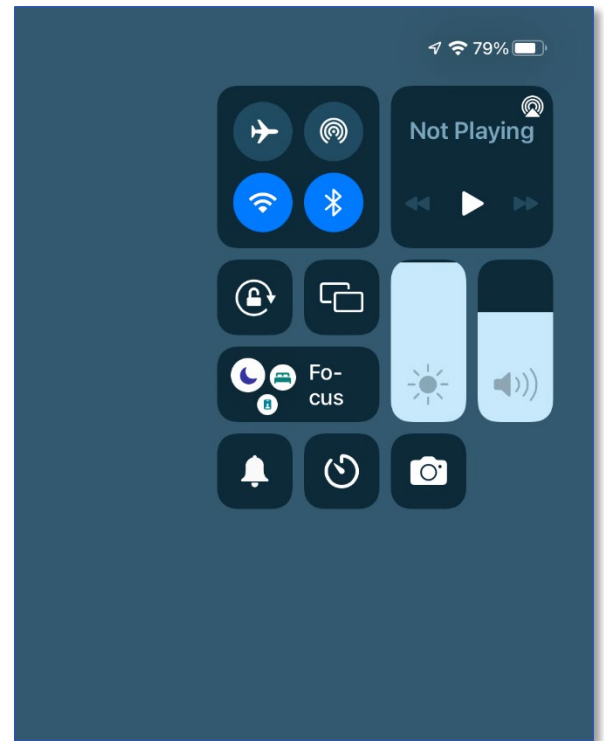
1. From the top right corner of the screen, drag down.

OR

On an iPhone, swipe up from the bottom.

Control Center Commands

- Airplane & AirDrop mode, Wireless & Bluetooth toggle
- Lock Screen rotation
- Screen mirroring
- Focus (Do Not Disturb)
- Music controls: stop, FFWD, REW
- Brightness
- Volume
- Alarm
- Timer
- Camera

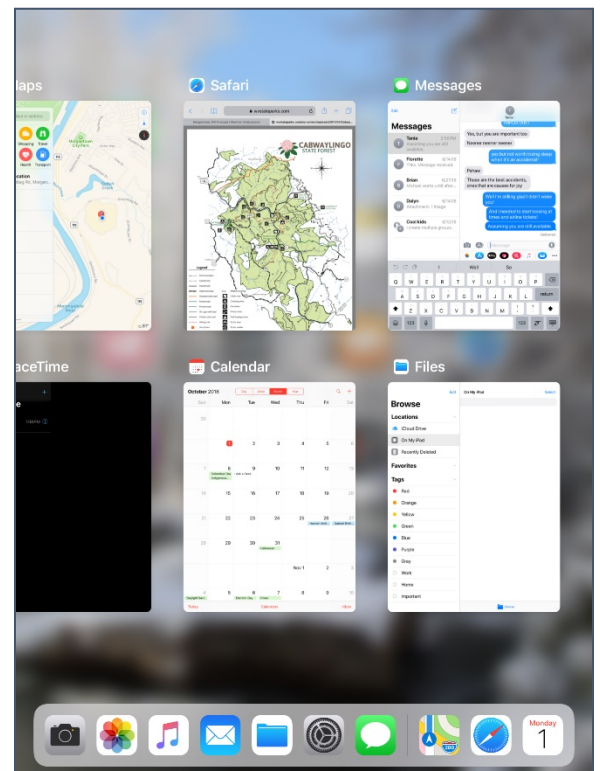


Closing Apps

It is a good idea to occasionally close apps that are running in the background.

Closing Apps

1. Double tap on the home button to bring up a screen that displays the open apps.
2. Drag an app up towards the top of the screen to close it.

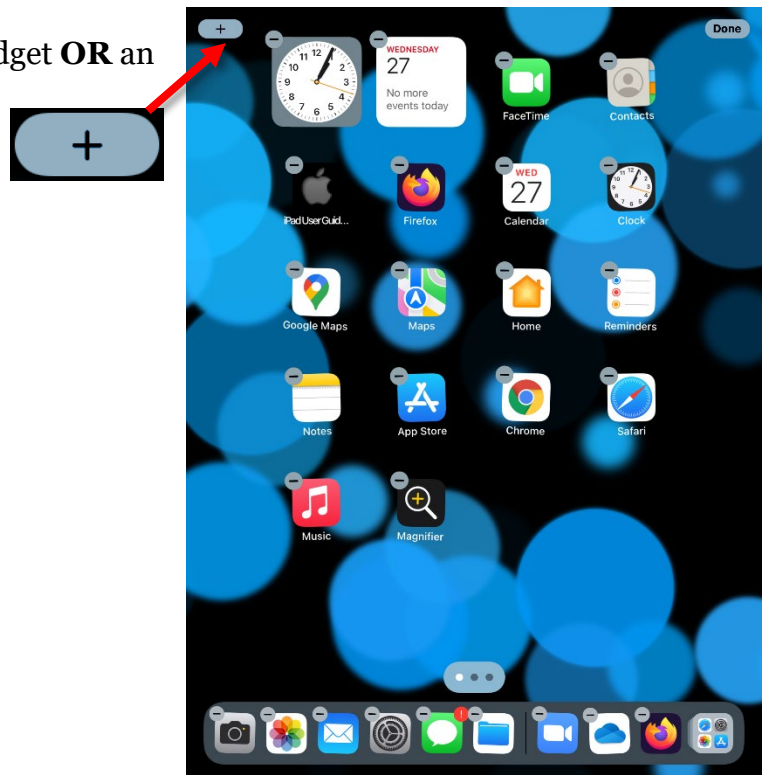


Widgets

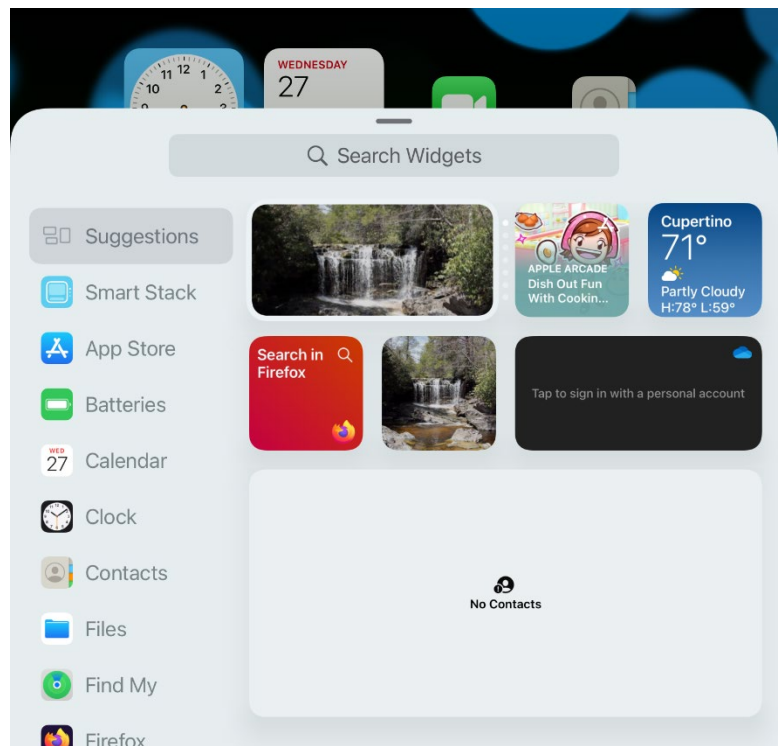
Widgets allow you to have information—such as a calendar or the weather—visible on your home screens.

Adding Widgets

1. From the Home Screen, touch and hold a widget **OR** an empty area until the apps jiggle.
2. Tap the Add button gray add button in the upper-left corner.



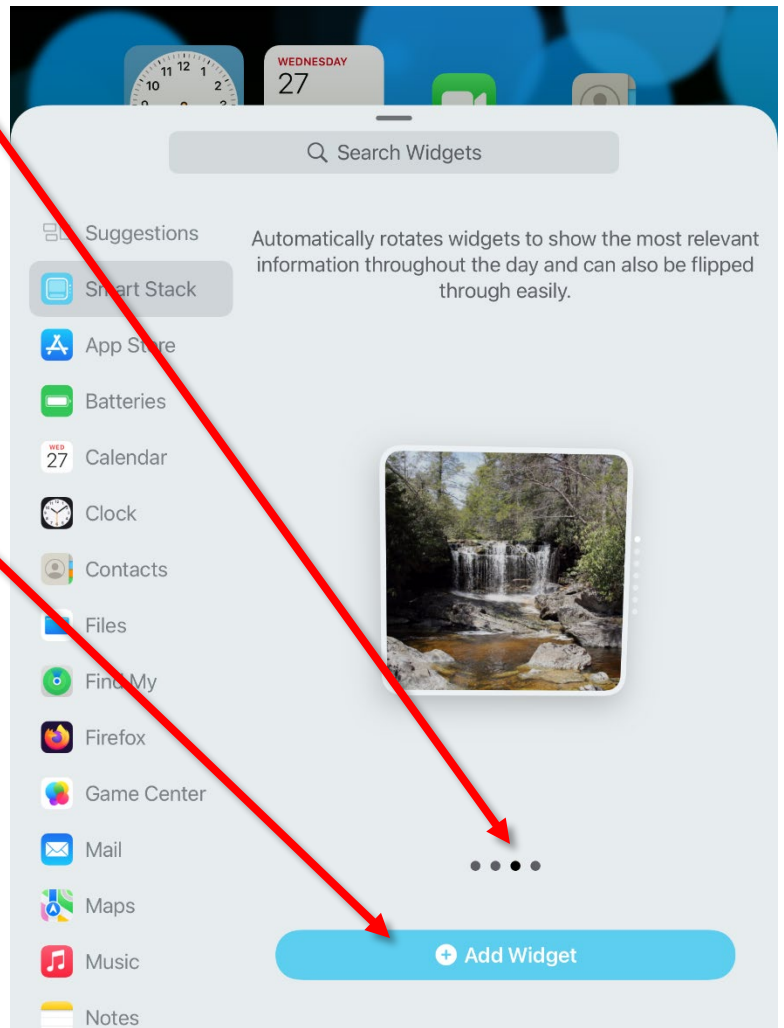
3. Select a widget. You can scroll down the left pane to find a specific widget or select one of the suggested widgets.



4. Choose the widget size you prefer by scrolling from right to left (the dots should you how many options you have).

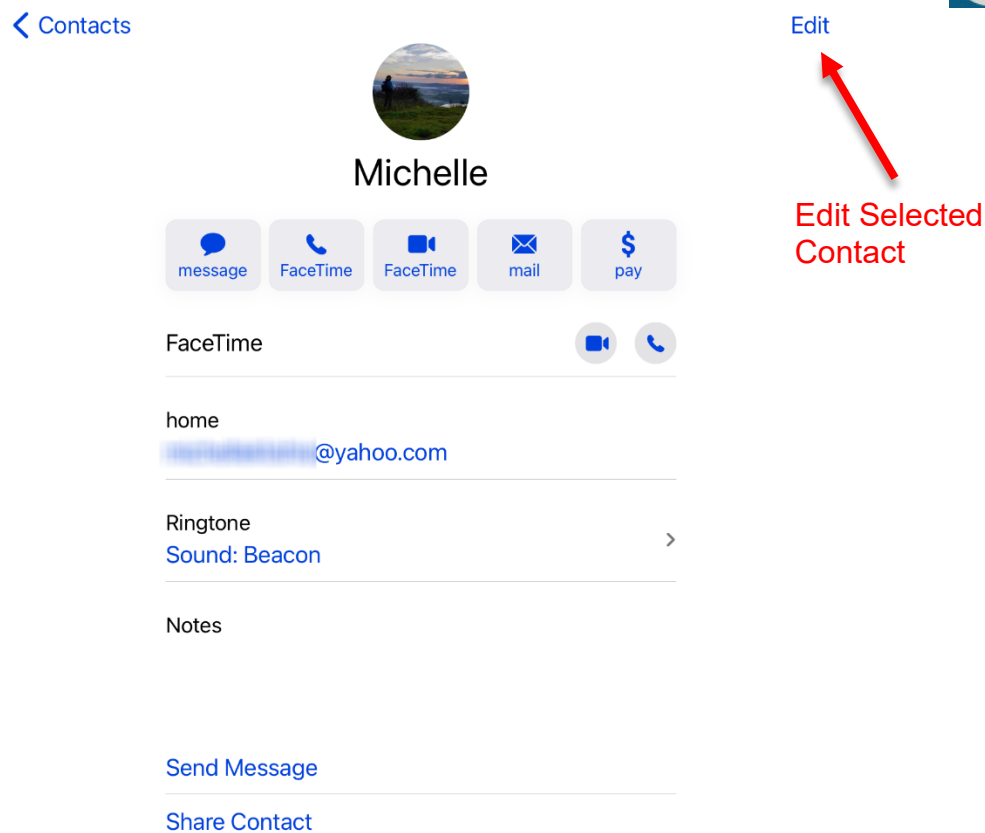
5. Tap Add Widget.

6. Tap Done.



Contacts

Contacts is your virtual address book—the location where you save the email addresses and phone numbers of your friends and acquaintances. You can put as much or as little information into a single contact as you want: name, physical address, email address, phone number, etc.



The more information you have for a contact, the quicker it is to do tasks like navigate to someone's house or send them an email.

HOWEVER

The more information you have on people in your contact list, the more careful you need to be about safeguarding your device—if your device is stolen and/or broken into, then you have given away all that personal information to someone with evil intentions.

Adding a Contact

A new contact can be created manually, from within your contact app, or it can be added from an app such as email or iMessage.

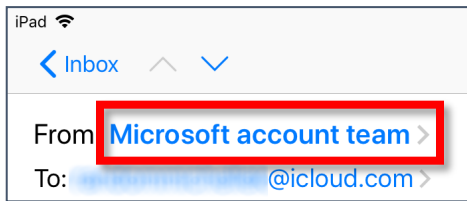
Adding a Contact Manually

1. Open **Contacts**.
2. At the top of the window tap the blue plus sign.
3. Fill in the desired information for the new contact.



Adding a Contact from the Email App

1. From within an open email, tap on the name of the sender.



2. In the pane that appears, tap **Create New Contact**.
3. Add any additional desired information for the new contact.

Adding a Contact from the iMessage App

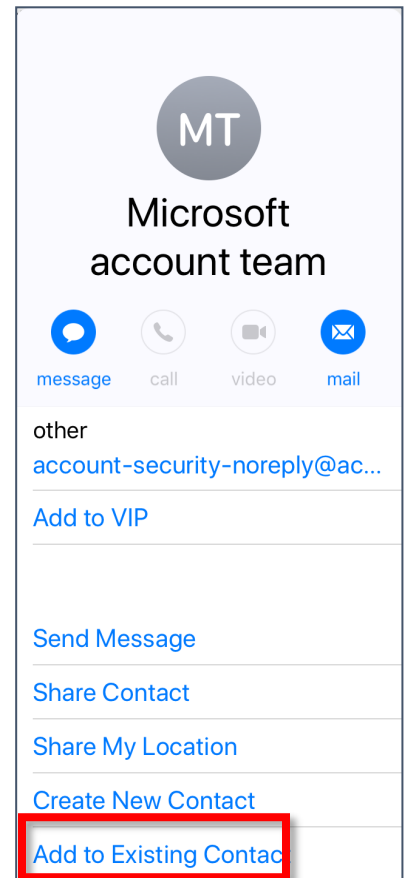
1. From within a message, tap on the circle over the name of the **Current Recipient**.



2. In the pane that appears, tap **Create New Contact**.
3. Add any additional desired information for the new contact.

Adding a Contact from the Recent Call List

1. Open the recent call list.
2. Tap the **i** icon to the right of the number you want to add.
3. Tap **Create New Contact**.
4. Add any additional desired information for the new contact.



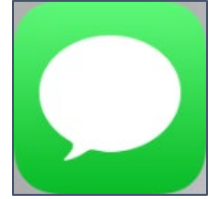
If the person is already in your contact list, you can choose **Add to Existing Contact** to add that data into an existing entry. If you have multiple entries for someone, you can merge those into a single contact.

Merging Contacts

1. Open Contacts.
2. Select one of the duplicated contacts.
3. In the top right corner tap **Edit**.
4. Scroll down to the bottom and select **link contacts**.
5. A pop up window displays your contact list; select the duplicated contact.
6. The information for the selected contact is displayed. If this is the contact you want to merge, tap **Link** in the upper right corner.

Messages

On an Apple device, text messaging is done through the Messages app. Text messages are a form of asynchronous communication that does not generally require a data connection. The nice thing about text messages is that even if the recipient is not available when you send the message, they will receive it as soon as they connect their device to the cellular network. Additionally, if you do not have strong cell signal, text messages will frequently go through when a phone call will not.



Messages allows cell phone users to send two types of messages: SMS (Short Messaging Service) messages to other cell phones OR iMessages to other Apple devices. With an iPad you can *only* use iMessage to send to Apple devices. A cellular connection is required to send a message to someone without an Apple device.

SMS uses a cellular connection and can be sent to any cell phone.

iMessage uses data or Wi-Fi and can only be sent to devices in the Apple ecosystem.

Within Messages, an SMS message will have a **green** text bubble; iMessage text balloons will be **blue**. This is important if you have a limited cell phone plan: SMS messages count against your *text message limit*; iMessages **not** sent over wireless count against your *data limit*.

Turning on iMessages

1. Open **Settings**.
2. Tap **Messages**.
3. Toggle **iMessage**.

Finding your iMessage Address

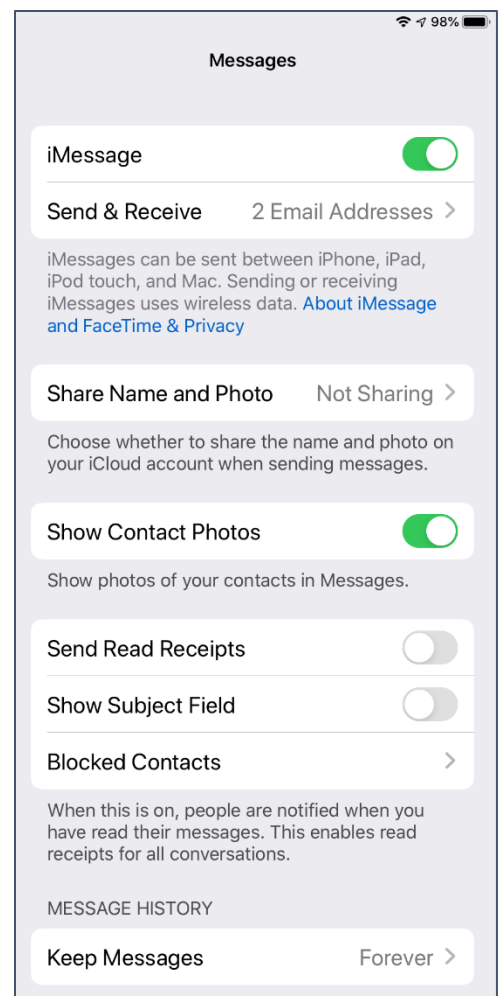
1. Open **Settings**.
2. Tap **Messages**.
3. Tap **Send & Receive**.
4. Your iMessage address is listed.

Texting Multiple Recipients

There are situations when you want to send a single message to multiple recipients. Be cautious when using group messages. If you want to wish multiple people Happy Halloween or tell them that your plane arrived safely, you should **NOT** send it as a group message, because every response will go to every single person you sent the message to. It's like using Reply All in email.

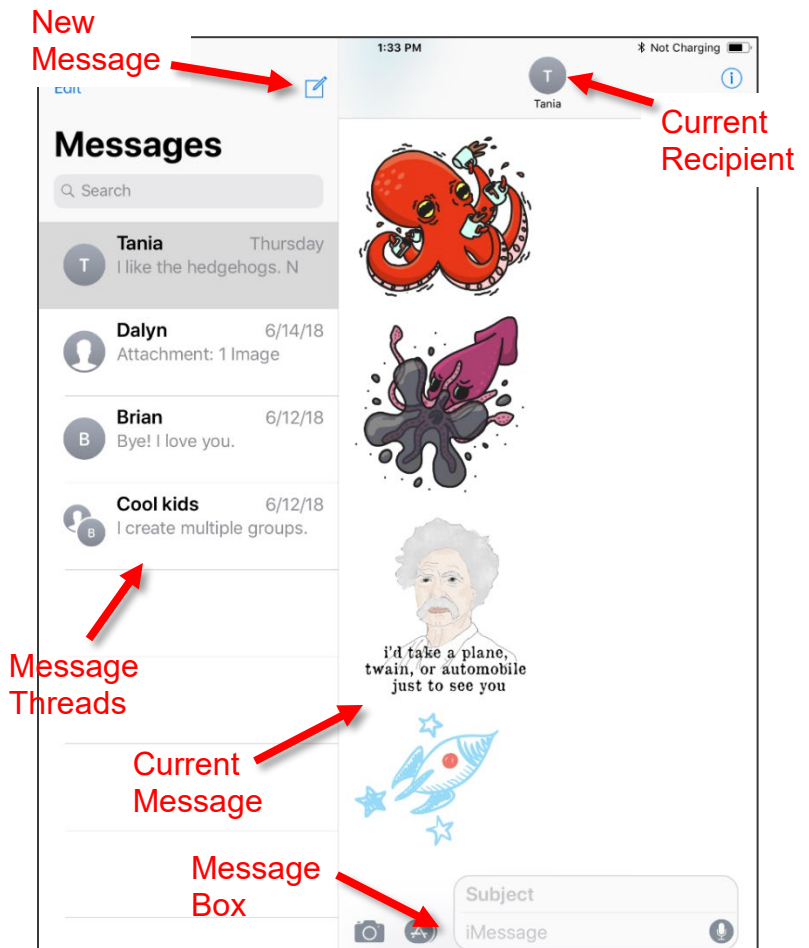
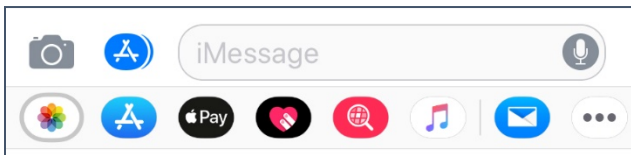
When should you want to use group message? Group message, also called MMS (Multimedia Messaging Service) is for when several people not in the same place want to have a text conversation about a group activity. A good example is: when and where do we want to meet for dinner? Every recipient receives every single message every person sends.

Unfortunately, turning off group messages in iMessage is **NOT** straightforward, and cannot be done for a single message but only for the entire app, so be aware of how you are sending your messages.



Sending a New Text Message

1. Tap the **Messages** icon to open the Messages program.
2. Tap the **New Message** icon.
3. In the **To** field, enter the name of the person in your contact group with who you want to exchange messages.
4. At the bottom of the screen, click in the iMessage box. The keyboard automatically appears.
5. Type in the message, then press the **blue arrow** icon.
OR
Press the **Return** key on your keypad.



Attaching a Picture to a Message

1. Create a new message or open a previous conversation.
2. Beneath the Message text box, click the **iPhoto** icon.
3. A recent photos list replaces the keyboard. Scroll through the list to find the picture.
4. Tap the picture you want to use. Wait patiently while the picture is attached.
5. Add text if you want, then send the message.

Alternatives to SMS Texting

Texting allows you only to reach people who have cell phone numbers, and generally plans charge extra for international texting. Many people also have limited texting plans, and the ability to send text messages over WiFi is an important option. There are plenty of alternatives to regular texting from Skype to Whatsapp, you just have to make sure that you and the person you want to chat with are both using the same program.

Texting Apps that Work over WiFi

Whatsapp: <https://www.whatsapp.com/>

Telegram: <https://telegram.org/>

Snapchat: <https://www.snapchat.com/>

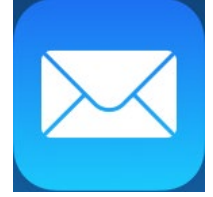
Skype: <https://www.skype.com/en/>

Signal: <https://signal.org/>

Hangouts: <https://hangouts.google.com/>

Email

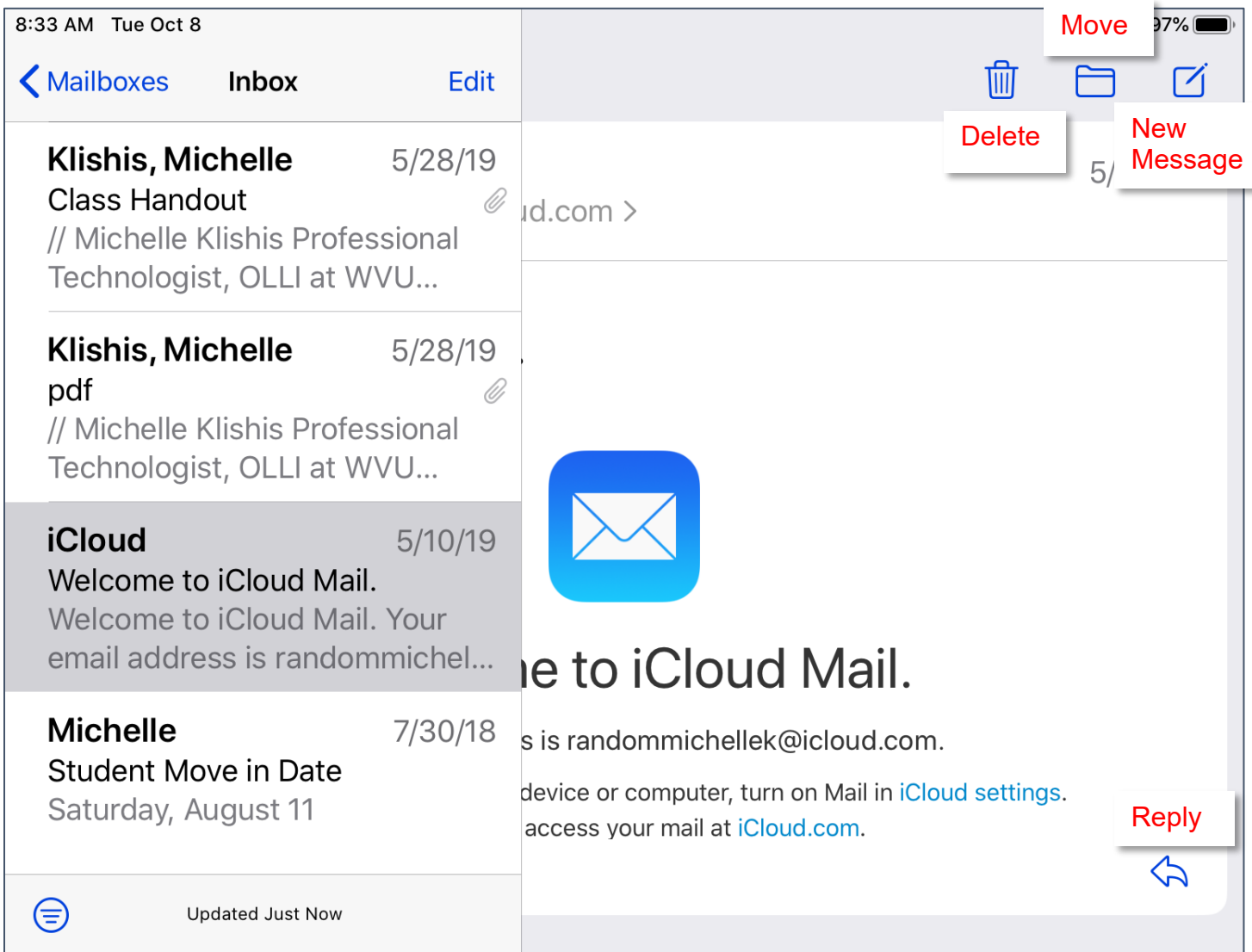
Mail is Apple's email program. Using it requires that you know your account information: always your username and password, and sometimes the POP or IMAP server. If additional information is required, you can find it on the website of the service provider.



Examples:

- **username@gmail.com** Google
- **username@yahoo.com** Yahoo
- **username@hotmail.com** Outlook

You can access multiple email accounts from the Mail program. For example, you can view your mail from Yahoo, Google, and your ISP all in one place.



Apple Mail can be a bit confusing and clunky to work with. You can find an alternate email program using the App Store (see page 26) and searching the term "email".

Adding an Email Account

1. In **Settings** tap **Accounts & Passwords**.
2. Tap **Add Account**.
3. Select type of email account you would like to add.
4. Follow the prompts to enter your account information.

Sending an Email Message

1. Open your Email App.
2. Tap the **New Message** icon.
3. Tap the blue plus sign to view your contacts and then tap on the intended recipient.
4. To add additional recipients, tap on the blue plus sign again and then select another recipient from the list.



OR

Type in the full email address of the intended recipient.

5. Tap in the Subject box.
6. Create a subject for the email message.
7. Tap in the body of the message and type in your message.
8. When the message is complete, click the blue **Send** in the top right corner.

NOTE: If you do not have a data connection (either wireless or cellular) the message cannot be sent!

Replying to an Email Message

1. Open the Email message.
2. Tap the Reply icon.
3. From the drop down menu select **Reply**.



Filing an Email Message

1. Open the Email message.
2. Tap the Browse / Folder icon.
3. Tap the folder into which you want to move the message.



Email Folders

1. Open your Mail.
2. Go to the view that displays all your mailboxes. It should display **Inbox** or **All Inboxes**.
3. In the top right corner, tap **Edit**.
4. At the bottom tap **New Mailbox** which is *different* from Add Mailbox.
5. Create a name for your folder.

6. If you have multiple email accounts, tap the white box under Mailbox location and select the **email account** under which you want to create the new folder.

NOTE: If you select a folder within an email account, you'll be creating a subfolder instead of a primary folder.

7. Tap **Save**.
8. Tap **Done**.

To File an Email Message

1. Open the message.
2. Along the top tap the "folder" icon.
3. Select the folder into which you want to move the open message.

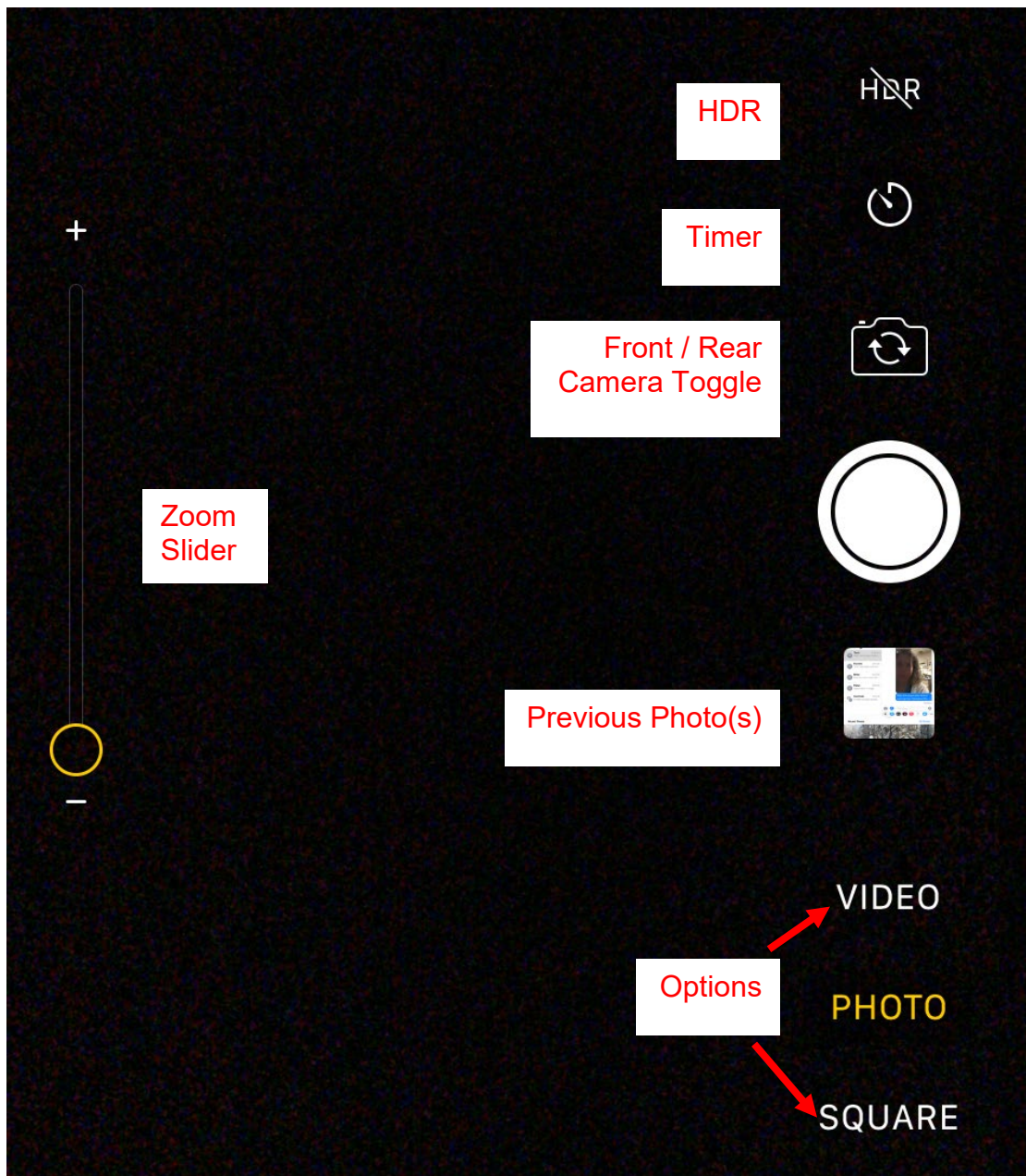
Camera

The app for taking pictures is called, aptly enough, Camera. Most devices have a front and a rear camera—the rear camera usually takes higher quality pictures than the front-facing camera.



Taking a Picture

1. Using a soft cloth (ie the hem of a t-shirt), briefly wipe off the camera lens.
2. Tap the **Camera** icon.
3. Tap on the screen on the area upon which you want to focus.
4. Using both hands, and with your arms resting on an object if possible, hold the device as still as you can, and tap the **White Circle** icon to take the picture.



The zoom slider is along the bottom of the camera frame on the iPhone.

Taking a Selfie

1. Using a soft cloth (ie the hem of a t-shirt), briefly wipe off the camera lens.
2. Tap the **Camera** icon.
3. Tap the **Front / Rear Camera Toggle** icon.
4. Holding the device as still as possible, tap the **White Circle** icon to take a picture.

Photo Locations

Location Services tags [GPS](#) coordinates to your images. To learn how to turn off location services, go to page 45.

There are several things you can do to get better pictures with your cell phone:

- Wipe off the camera lens before taking pictures.
- Make sure there is light on what you want to photograph.
- Hold the device very still—set your elbows on a table or railing if possible.
- Don't use the digital zoom.

Another piece of advice regarding cameras in general: remember to put the phone in your pocket frequently and pay attention to the things and people around you.

Photos

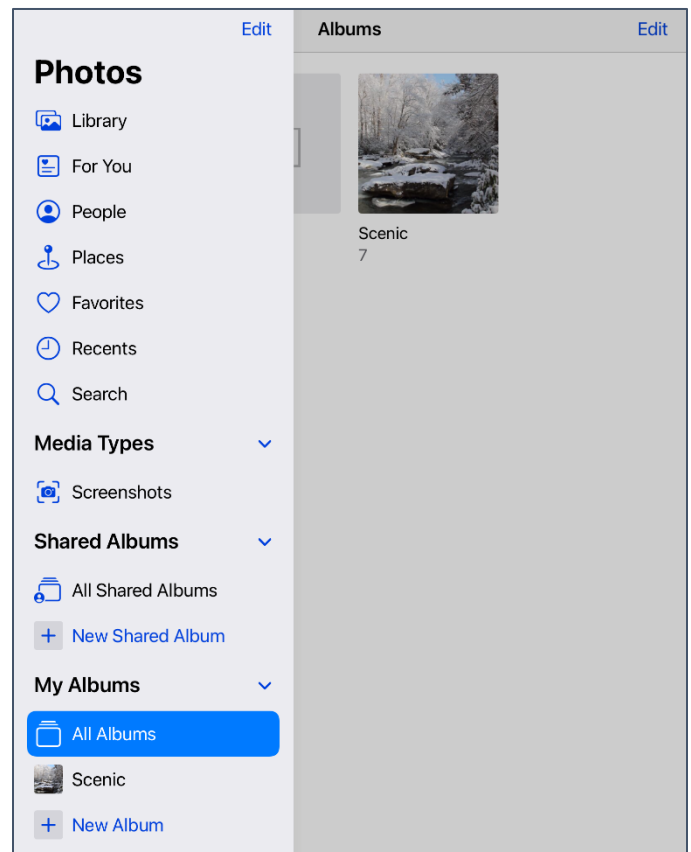
By default, all pictures are stored on your device in a program called Photos. To copy pictures to another location, you have the ability to save your photos to iCloud. (To learn more about iCloud, go to page 37.)



Creating albums is the easiest way to organize the pictures on your device, and Apple creates a couple of default folders it populates how it thinks best. But you can create your own albums, and organize your pictures in a manner that works best for you.

Creating an Album

1. Open the **Photos** app on your phone.
2. Along the top of the screen, tap **Photos** (or if you are in an album, tap **Albums**).
3. At the bottom left corner of the Photos menu, click **New Album**.
4. In the dialog box that appears, enter the name for the album you wish to create.
5. Click **Save**.



Putting Pictures in an Album

1. Open **Photos** and then select **Recents**.
2. In the top right corner, tap **Select**.
3. Tap to select each picture you want to place in your album. A blue check will appear at the bottom of each selected picture.
4. At the lower left of the window, tap the **AirDrop** icon.
5. Tap Add to Album.
6. Select the desired album.



Returning to Album View

1. Swipe down on an individual picture to return to the album view.

Deleting Multiple Pictures

1. Open **Photos** and then open the album with the pictures you want to delete, or open **All Photos**.
2. In the top right corner, tap **Select**.
3. Tap to select each picture you want to delete. A blue check will appear at the bottom of each selected picture.
4. In the lower right corner, click the **Delete** (blue trash can) icon.
5. Confirm that you want to delete the pictures by tapping the red **Delete “N” Photos** text.



Setting a Picture as Wallpaper or Lockscreen

1. Open Settings.
2. Scroll down to **Wallpaper**.
3. Tap the text **Choose a New Wallpaper**.
4. A list of your photo albums is displayed. Select the album that contains the picture you would like to set as your wallpaper.
5. Tap on the picture you want to use. It opens to a new screen.
6. Use one finger to pan around to the image, use three fingers to zoom into a specific part of the image.
7. At the bottom on the window, tap **Set Home Screen**.

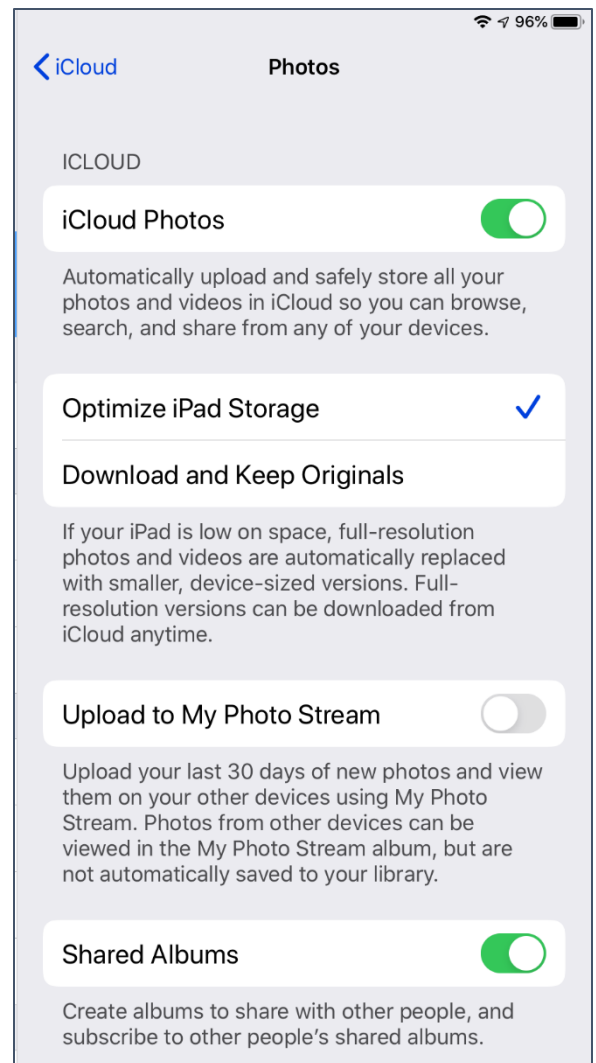
iCloud is the easiest way to move photos from your phone to your computer. You cannot delete photos from your phone and have them remain in the iPhoto area of iCloud. You must synch all or none of your photos to iCloud. For instructions on using iCloud on your PC, go to page 37.

Saving Pictures to iCloud

1. Open **Settings**.
2. Tap on **Photos**.
3. Toggle **iCloud Photo Library** to **On** (green).

Downloading iCloud Photos to your PC

1. In your list of **Programs** (typically from the Start or Windows icon) launch **iCloud Photos**, from the iCloud folder.
2. A set of three commands should appear where the Windows tab bar used to be. Click on **Download photos and videos**.
3. A dialog box will open. Place a check beside the groups you want to download, and click the **Download** icon.
4. The photos do **NOT** appear in this folder! They appear in a sub-folder of your Pictures folder, named **iCloud Photos**. This is silly and confusing! Remember to check there **BEFORE** worrying that your photos did not download!



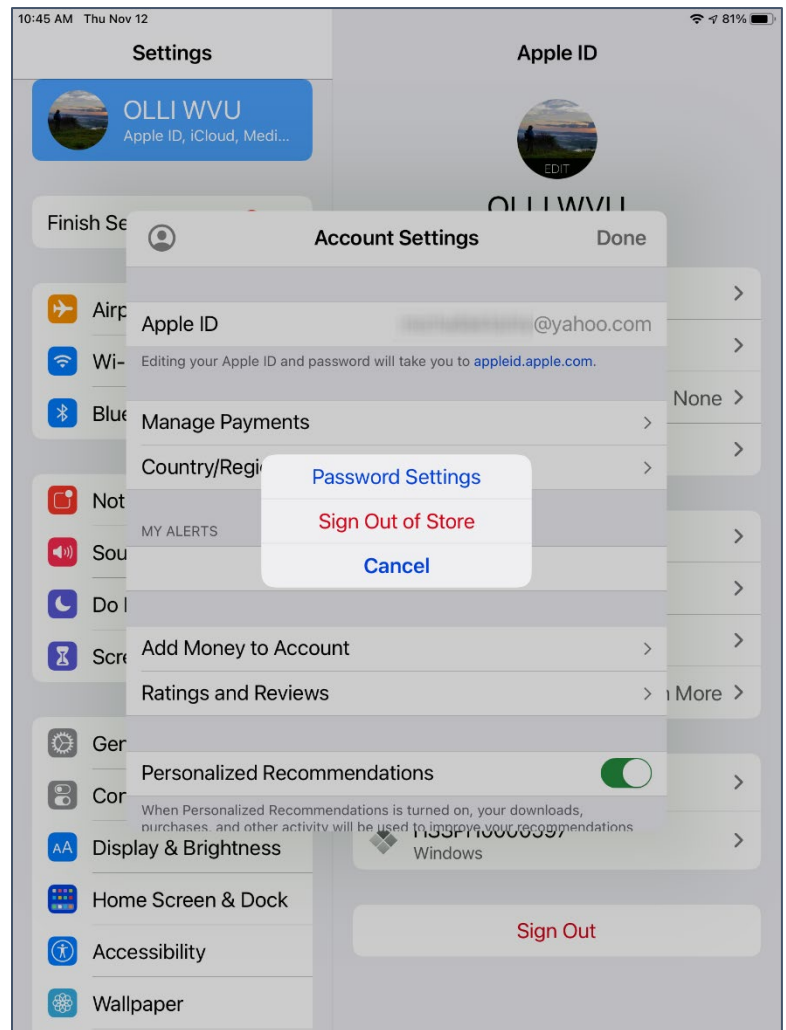
App Store

The App Store is where you can purchase or download additional software [apps](#) for your device.

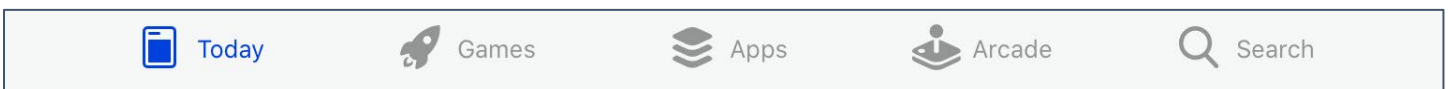


Logging into the App Store

1. Open the **Settings**. (See page 4)
2. Tap your name.
3. Tap Media and Purchases.
4. Your Apple ID (See page 7) should be listed at the top. If it is not, enter your Apple ID and password.
5. Once you are logged in, tap on **Password Settings** to require entering your password before making purchases.



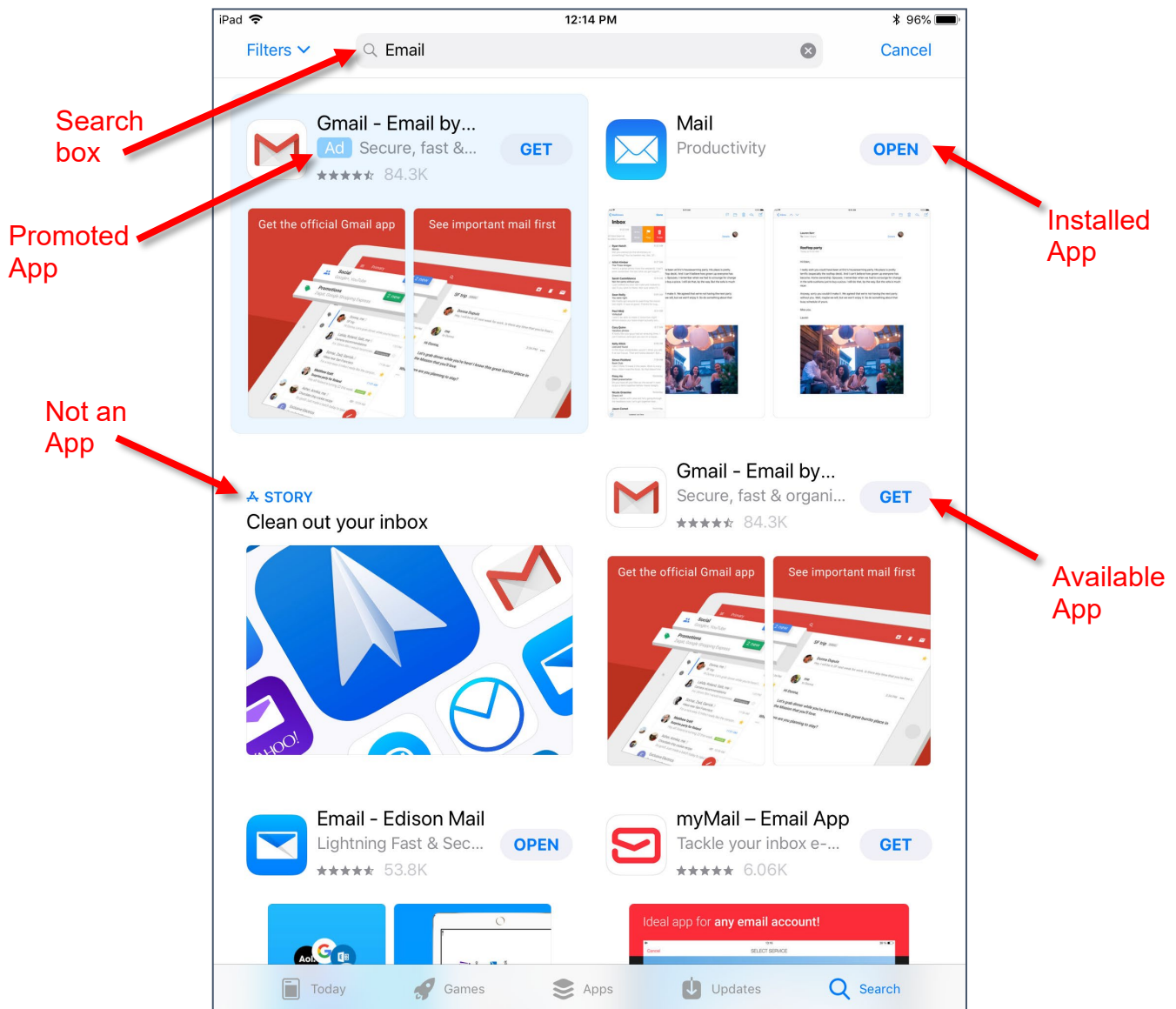
You can search for apps in one to two ways: by knowing the specific type of app you want and searching via a keyword, or knowing the exact name of the app you want, and searching for that.



Searching the App Store

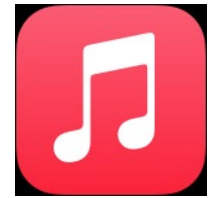
1. Open the **App Store** App.
2. Along the bottom of the window, tap **Search**.
3. Enter the keyword for the type of app you want, such as “web browser” or “email”.
4. A list of options appears. If you tap on the app name or picture under the name, you will view a description of the app as well as its ratings.

5. Once you have found the app you want to download, click the blue **GET**.
6. A pop-up windows appears. Tap **Install**.
7. If prompted, enter your Apple ID password.
8. The app is installed on your device. Some apps install very quickly, others will take a few minutes. How quickly this happens depends both upon the size of the program AND the quality of your internet connection.

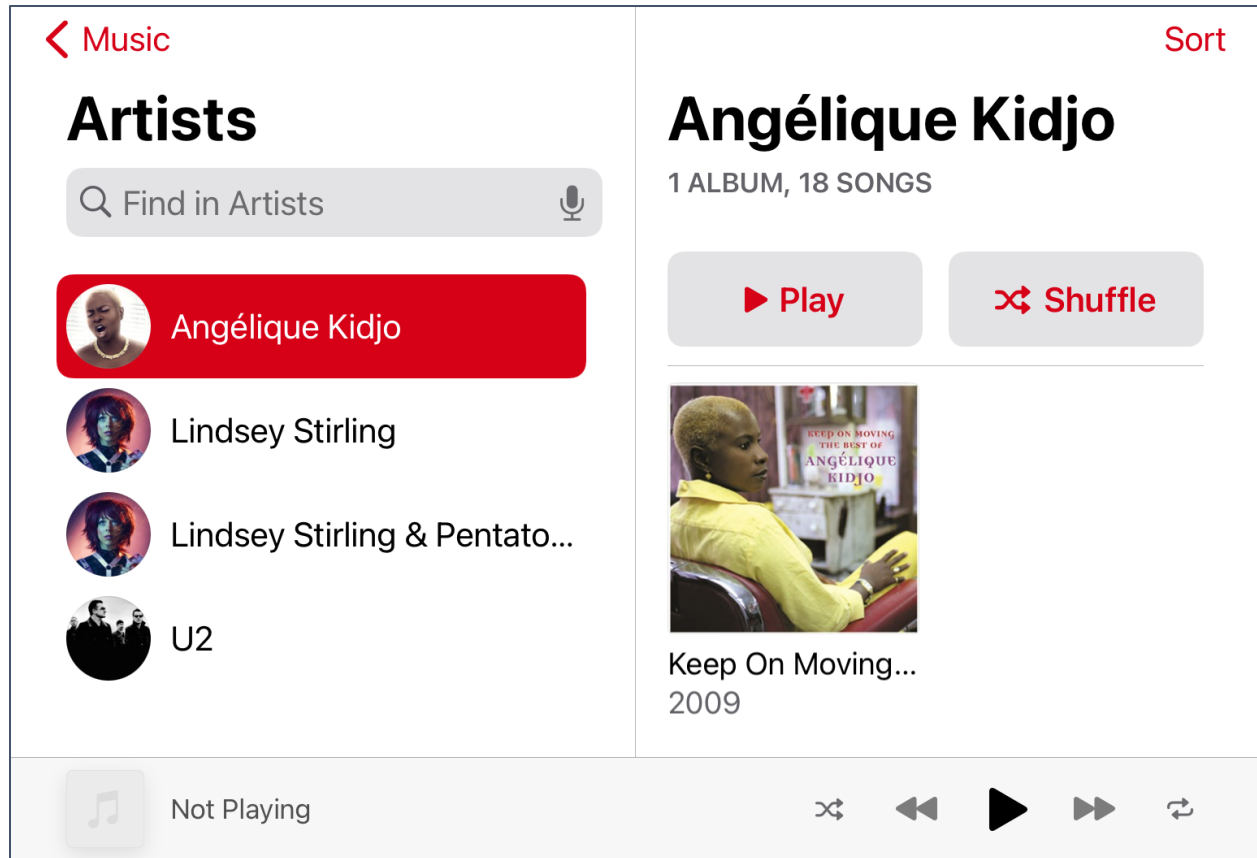


Music (formerly iTunes)

Music is the app that synchronizes your music across your devices. Music is natively on all Apple devices, and can be installed on Windows devices.



Your Music account uses your Apple ID for your login username and password.



Switching Your Music Views

1. Open **Music**.
2. In the top right corner of the Music window, tap **Music**.
3. From the drop down menu, select how you would like to view your music.

Playing Music

1. Open **Music**.
2. Find the song, artist, or album you want to listen to.
3. Tap **Play** to listen to the songs in album order.
OR
Tap **Shuffle** to listen to the songs in a random order.

Deleting Music from Your Device

1. Tap the **Music** icon to launch the program.
2. Open the library to **Artists** or **Albums**.
3. Long press on the item you want to remove.
4. From the pop-up menu, tap **Delete from Library**.

Music on a Windows Computer

You can install Music on a Windows computer and use it to transfer music you did not purchase through Music onto your Apple device.

If you have already ripped or saved music to your computer, be aware that Music will attempt to “organize” your music for you. If you have your own organization system, this can be extremely annoying.

There are other software programs you can use on a Windows computer to save music to an Apple device, but they are beyond the scope of this brief document.

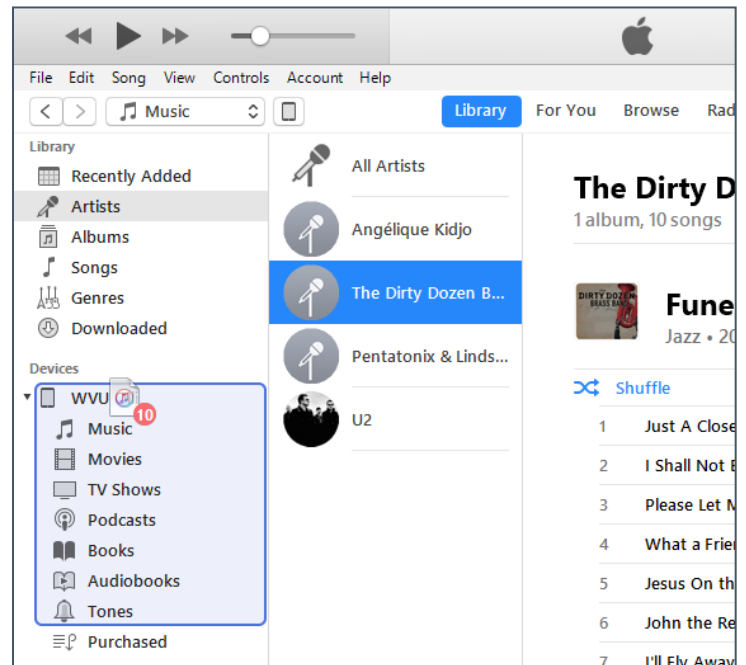
To download and install Music on your Windows computer, go to: <https://www.apple.com/itunes>

Adding Music to your PC Music Library

1. Open Music on your computer.
2. From the menu tap **File** and then **Add Folder to Library**.
3. Browse to the location where you saved your music.
4. Tap the folder that contains the music you want to add.
5. In the lower right corner of the window, click **Select Folder**.

Uploading Music to Your Device

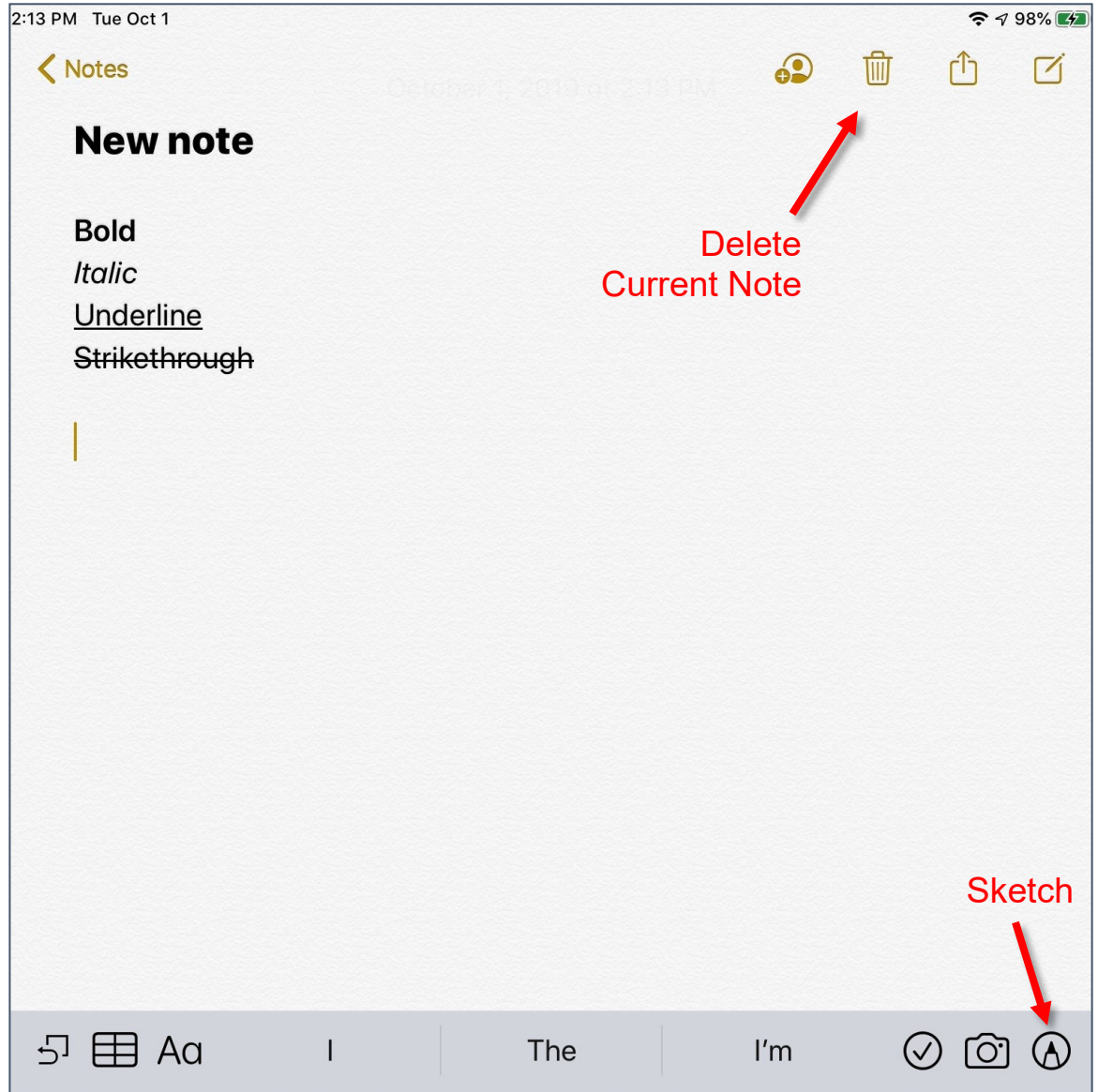
1. Plug your device into your computer.
2. Your device should appear in the left pane of Music.
3. **Click** on the song, artist, or album you want on your device and **drag** the item to the left pane to your device.
4. The music should automatically upload to the connected device.



Instructions on ripping music are available

Notes

Notes is a space to quickly jot down things so you don't forget them. You can use notes for anything from a grocery list to ideas for your novel.



Face Time

Face Time allows you to video chat with people who are also in the Apple ecosystem.

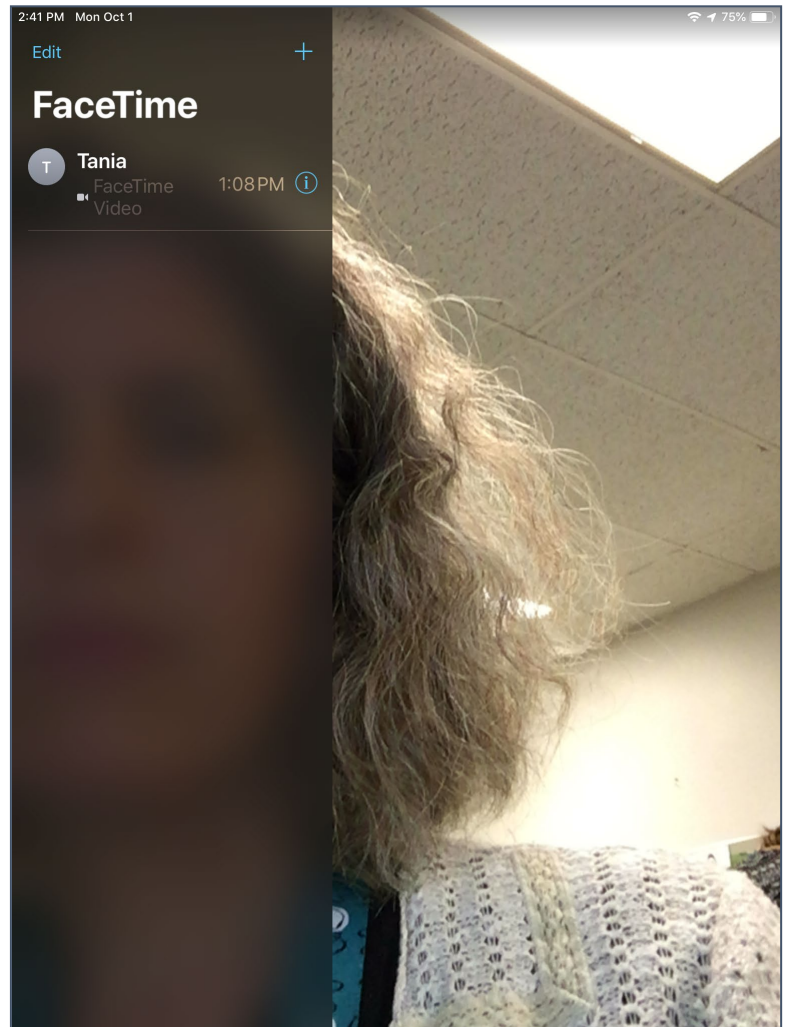
If you want to video chat with people NOT in the Apple ecosystem, you will need to install and use a different program, such as Skype or WhatsApp.



If you are not using wireless, then FaceTime uses your cellular data connection.

Using Face Time

1. Launch **Face Time**.
2. Tap the + (plus) sign to initiate a new FaceTime session.
OR
Tap on a person with whom you have already chatted.
3. A search box appears. Type in the name of the person with whom you want to chat.
4. Tap to select the correct person.
5. You have the option to video or audio chat with the selected person. Tap on the **Audio** button to talk with someone, Tap on the **Video** button for a video call.
6. When the person answers, the video takes up the whole screen, and a small window with you appears in the top right corner.
7. When you have completed your chat, tap the screen, and click on the red handset icon to close the call.



Alternatives to Face Time

Signal: <https://signal.org> (non-profit)

Snapchat: <https://www.snapchat.com>

Skype: <https://www.skype.com> (owned by Microsoft)

Telegram: <https://telegram.org>

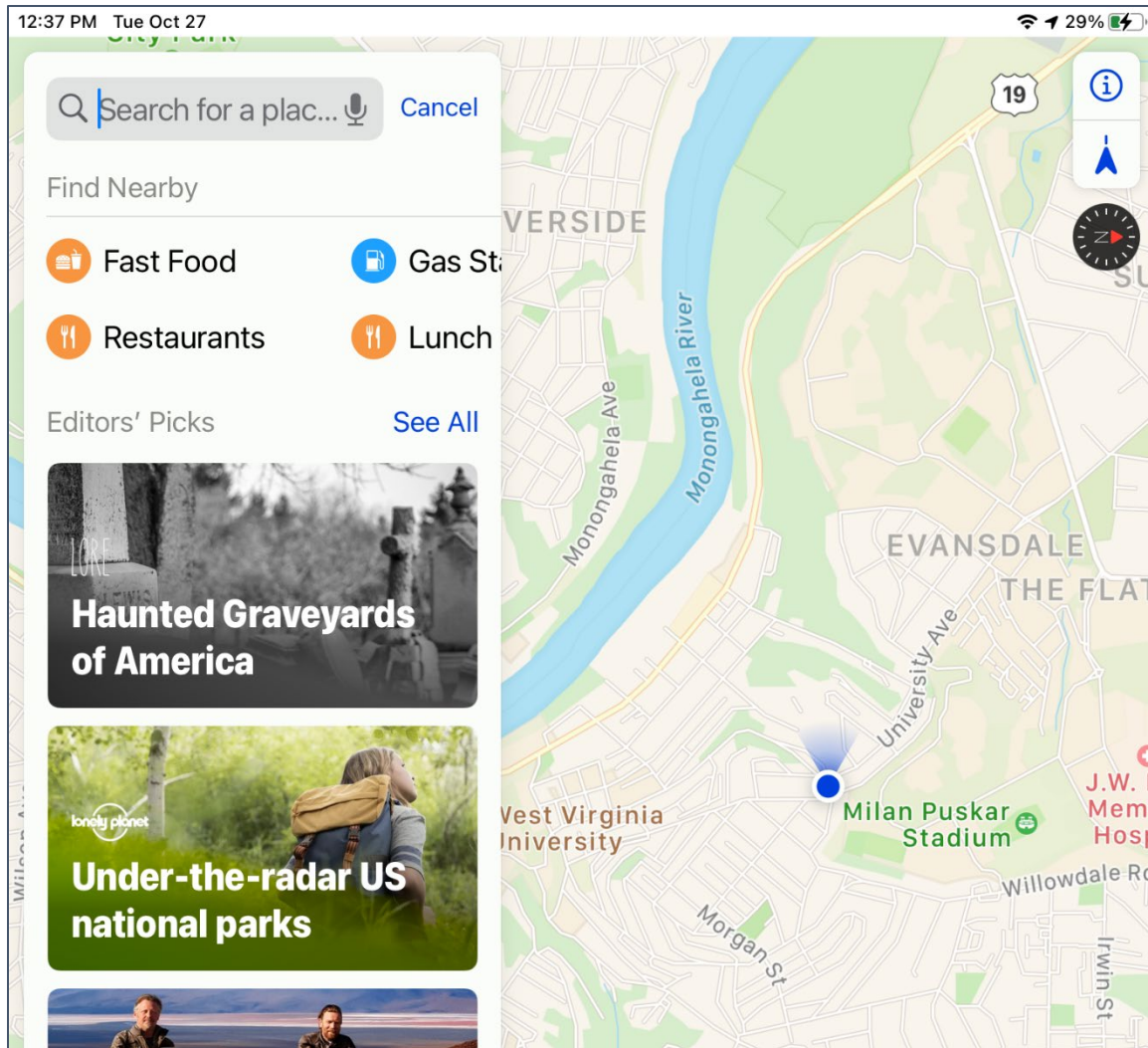
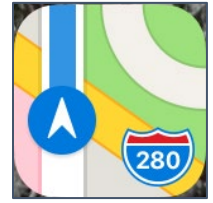
Viber: <https://www.viber.com> (owned by Rakuten)

Whatsapp: <https://www.whatsapp.com> (owned by Facebook)

Maps

Devices with a built-in GPS and a cellular connection can use the Maps app to navigate while driving, as long as there is a data connection available.

If you do not have [GPS](#) and [cellular data](#), you can still use the Maps app to plan your route between two locations.



NOTE: Be extremely cautious when using a cell phone as your only navigation tool. In areas where you do not have a data connection, navigation WILL NOT WORK unless the data was downloaded previously. This is especially pertinent if you are traveling in areas of WV with spotty or no cellular coverage such as the Green Bank Quiet Zone.

Directional Toggle

You can switch between having true north at the top of your screen or having the direction you are heading at the top of the screen.

If you are navigating in an unfamiliar area, it is easier to have the direction you are heading as “up” on the screen. If you are looking at a map before heading out, it may be easier to figure things out if you have true north at the top of your screen.

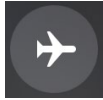
Location Toggles



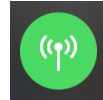
[Bluetooth](#)



[Wireless](#)



[Airplane Mode](#)



[Cellular](#)

Search

You can search by address, business name, or use the quick search to find nearby places by category.

Getting Directions

1. Open **Maps**.
2. Type the place or address into the search box.
3. A list of options appears beneath the search box; tap the option you want.
4. Tap the blue **Directions** button.
5. You should be given a list of possible routes. Tap the desired route and click **Go**.

Planning a Route

1. Open **Maps**.
2. Type in the address or place in the search box.
3. A list of options appears; select the options you want.
4. Tap the blue **Directions** button.
5. Tap the text From **My Location**.
6. Enter the address from which you will be navigating.

If you will be driving into an area without cellular service, you need to make sure your maps are available offline. This currently cannot be done easily with the native Maps apps. In this case you should install an app such as Google maps or Waze that allows the downloading of map data to be used offline.

Getting the Google Maps App

1. Open the App store. (See page 26)
2. Search for “Google Maps”.

Calendar

The calendar app is just what it says—a digital calendar. But unlike a paper calendar, a digital calendar can be shared with others, and set to send you reminders of upcoming events, from birthdays to dentist appointments. For instance, I use alerts to remind me a week before a kid has a birthday so I can get them their gift on time, and I have reminders for doctor appointments that pop up thirty minutes prior so that I have time to get across town.



Adding an Event

Long press on the date/time, then enter the event information.

OR

Tap the red plus sign in the top right corner.

Adding a Reminder

Tap on the event to open it.

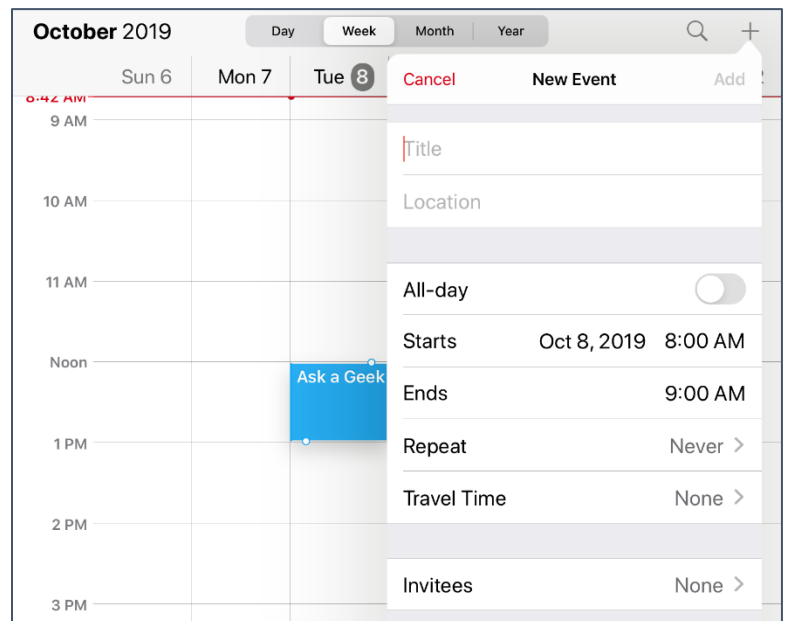
To the right of **Alert** select how far in advance you would like to be reminded of the event.

Recurring Events

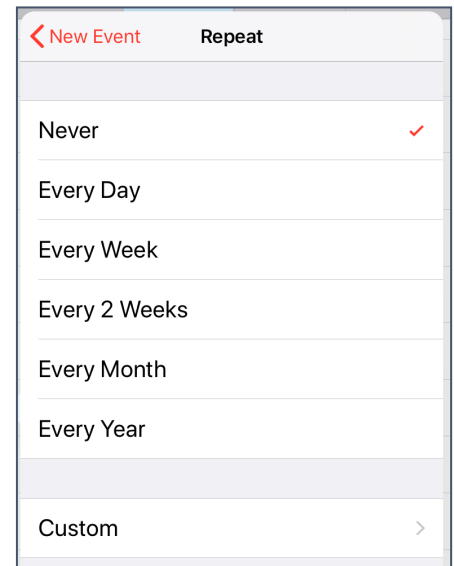
The most common kind of recurring event is one that happens every year: a birthday. It is relatively straight-forward to set up these kinds of events in iOS.

Creating a Recurring Event

1. Create a new event, or open an existing event.
2. In the Event dialog box, tap **Repeat**.



3. Select the frequency of recurrence.



4. Fine tune the frequency.

An event that repeats every Tuesday.

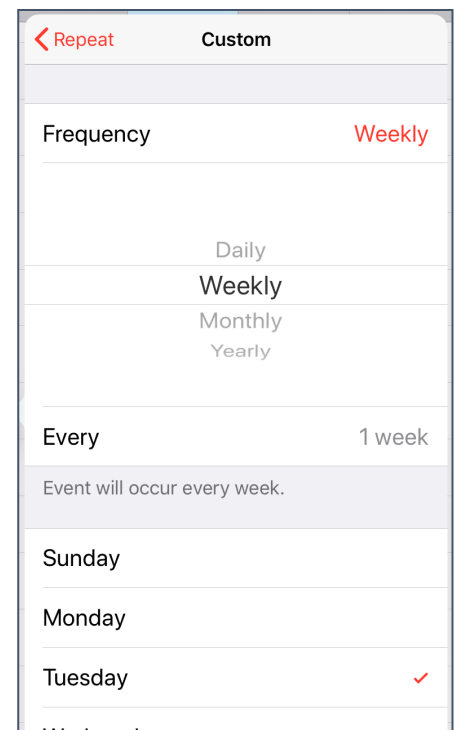
An event that occurs once a year on October 31st.

An event that occurs every two weeks.

5. Once you have set the frequency, tap the red **Repeat** in the top left corner.

6. If needed, set the **End Repeat** for the event. Birthdays generally don't have an end date, but an even such as a class, would finish at the end of a term etc.

7. Once everything has been set, tap **Add** or **Done**.



FAQs

Calendar Sync Issues

<https://support.apple.com/en-us/HT203521>

OR

<https://www.imobie.com/support/iphone-calendar-problems.htm>

Holiday Calendars

<https://support.apple.com/en-us/HT208541>

Sharing Your Calendar

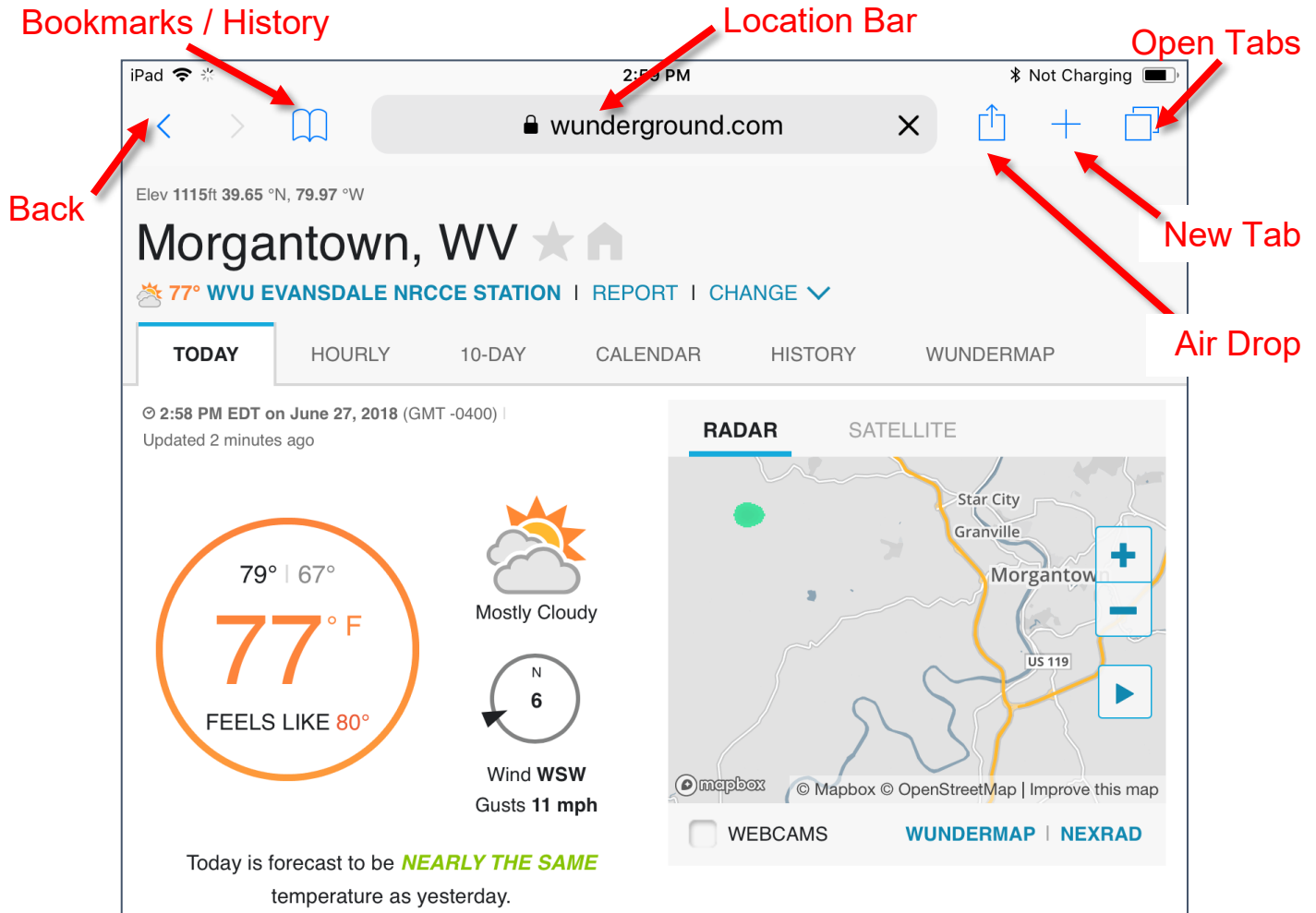
<https://www.imore.com/how-share-calendar-events-iphone-and-ipad>

Safari

Safari is the [web browser](#) that comes preinstalled on Apple devices. A web browser is a program that allows you to access pages on the Internet; it translates HTML code into readable text and images. A search engine is a software system designed to find information on the web (that can take you to a web page).



You can install other web browsers by going to the app store and search for a different web browser by name, like Firefox or Chrome. This menu is on the bottom on the screen on the iPhone.



Air Drop: Share files with nearby Apple device users if they have AirDrop turned on.

Back: Return from whence you came on the web.

Bookmarks/History: Bookmarks are a list of saved addresses of websites you like to visit (for example, the weather or gmail). History is a list of websites you have recently visited.

Forward: Return to the page you just left via the back button.

Location Bar: The url of the website you are visiting and where you type in the address of a website you would like to visit.

New Tab: Opens a brand-new tab that allows you to visit a website will leaving the page you are currently visiting available in the background.

Open Tabs: Shows you all the tabs (or pages) you currently have open. If you aren't careful you can end up with a lot of open tabs.

Closing Browser Tabs

It is not obvious how many tabs might be open in your web browser, so it is a good idea to occasionally make a point to close tabs you are not using.

Closing Open Browser Tabs

1. Open Safari.
2. In the right corner, click the **Open tabs** button. The window displays all your open tabs.
3. Swipe an open tab to the left of the screen to close it. Keep swiping until all tabs no longer in use are closed.



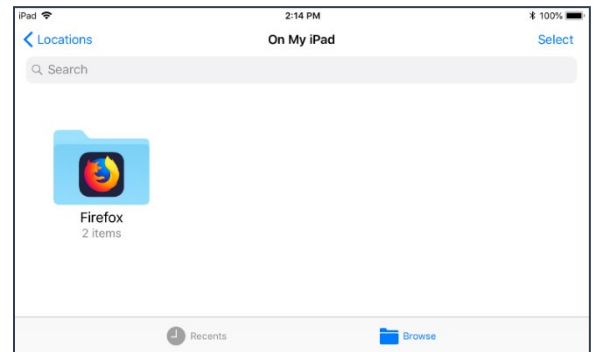
Files

Files are where documents files that you downloaded onto your device appear. If you choose to use iCloud, you can sync your files across multiple devices by placing them into the iCloud subfolder. By default, Apple wants you to save files to iCloud, so you may need to change your **Location** to find files you have saved locally..



Viewing Files on Your Device

1. Tap the **Files** icon.
2. To browse all files, along the bottom of the screen tap **Browse**.
3. In the browse view, you can check different locations for your files. In the top right corner, tap the **Locations** text.

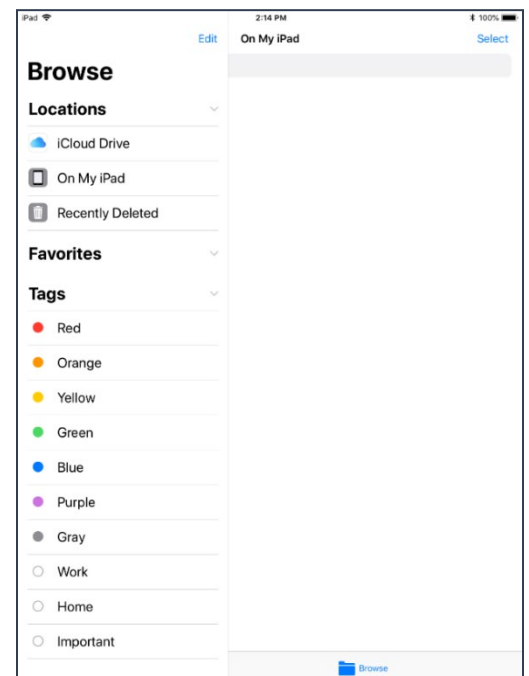


4. A list of files downloaded on your device is displayed.

Tags are a way of organizing your files so you can find them more easily. For example, a map of Audra State park trails could be tagged green because it's a map, and blue because it's WV—or whatever your personal tagging system would be.

Moving Files

1. Open **Files**.
2. At the bottom of the screen, tap **Browse**.
3. In the Locations section, tap the place where the files are.
4. Tap a folder to view its files.
5. At the top right corner of the screen, tap **Select**.
6. Tap on the files you want to select them.
7. At the bottom of the screen, tap **Move**.
8. Tap to select the destination folder.
9. At the top right corner of the screen, tap **Move**.



AirDrop

AirDrop is a way to transfer files between iOS and Mac OS devices that are in close proximity. For AirDrop to work, you must have BOTH WiFi and Bluetooth turned on, because AirDrop uses a Bluetooth connection to set up a wireless peer-to-peer connection. (Translation: It uses both Wi-Fi and Bluetooth to let two devices to talk each other and only to each other.)

Turning on AirDrop

1. In **Settings** tap **General**.
2. Tap **AirDrop**.
3. Select either **Contacts Only** or **Everyone**.

Contacts only means that only people who are already in your contact list can send you things via AirDrop. This is the default setting you should pick if you want to leave AirDrop on all the time. **Everyone** means that anyone with an Apple device can attempt to send you a file. If you want to AirDrop a file with someone who is not in your contact list, you can either add them to your contacts or temporarily change your AirDrop settings to **Everyone**.

By default, you can send files and data between devices that use the same Apple ID. If someone else wants to use AirDrop to send you a file, you will receive a prompt asking you to Accept or Decline the proffered file.

If you do not know the sender, do **NOT** accept the file.

Siri

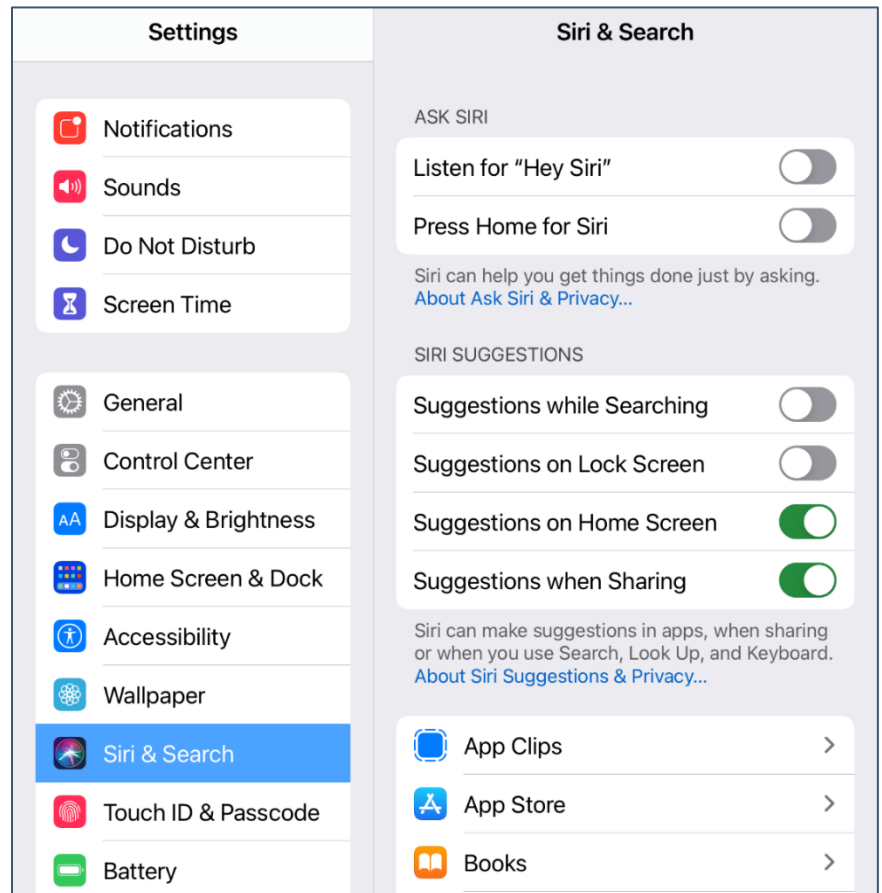
Siri is Apple’s personal assistant that is available on iOS and macOS devices. Siri allows you to make voice queries and searches.

Some of the things you can do with Siri:

- Set an alarm
- Check the weather
- Make phone calls
- Make text messages
- Search the web

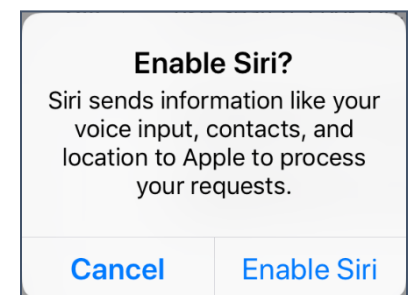
Turning Siri On/Off

1. In **Settings** (See page 4) tap **Siri & Search**.
2. Select how you would like Siri to respond:
 - Listen for “Hey Siri” – this opens Siri when you use the above phrase (it means your phone is always listening for the phrase).
 - Press Home for Siri – this launches Siri when you press the home icon.



3. You’ll be prompted to enable Siri, if you have not already. You’ll then receive a notice of all the things Apple will then have access to on your device.

If you have concerns about security and tracking, you may not want to use Siri. Some digital personal assistants allow you to review what is heard and recorded, but currently we can’t find a way to do so for Siri.



Apple’s Privacy Policy: <https://www.apple.com/privacy/approach-to-privacy/>

Voice Commands

If you use Siri to send emails and text messages, it is useful to know the voice commands to add punctuation etc.

	Punctuation	Commands
,	Comma	New line
.	Period	New paragraph (or Next Paragraph)
!	Exclamation point	Space bar
?	Question mark	Caps on
#	Pound sign	Caps off
:	Colon	All caps on
;	Semi-colon	All caps off
-	Dash (or hyphen)	No caps on
=	Equal sign	No caps off
/	Forward slash	No space
“	Open quote/begin quote	No space on
”	Close quote/end quote	No space off
(Open parenthesis/left parenthesis	
)	Close parenthesis/right parenthesis	
\$	Dollar sign	
%	Percent sign	
: -)	Smiley face	
®	Registered sign	
©	Copyright sign	
™	Trademark sign	
*	Asterisk	

iCloud

iCloud is Apple's cloud service. Cloud services allow you to transfer files across multiple devices. What this means is that any files you sync with iCloud are copied to an Apple server, where they can be synced across all devices you have connected to iCloud.

The advantage of this is that the same files can appear on multiple devices and changes made on one device should sync to all other devices.

A major **DIS**advantage of this is that your files will live on Apple's servers, as well as on any devices in your possession. Only **you** can decide if you are okay with this—the security of your data is wholly dependent upon Apple's security and the security of ALL your devices. A second disadvantage is that you must sync all or none of your pictures. If your device is older or smaller, you may run out of space if you sync all your pictures to iCloud, since the sync works both ways.

Your iCloud account uses your Apple ID for your login username and password.

Turning On iCloud for a Device

1. In **Settings** (See page 4) tap on your name (or your account name) underneath of which should say **Apple ID, iCloud, iTunes...**
2. Tap **iCloud**.
3. Swipe to turn on iCloud.

Setting Which Apps Use iCloud

1. In **Settings** (See page 4) tap on your name (or your account name) underneath of which should say **Apple ID, iCloud, iTunes...**
2. Tap **iCloud**.
3. A list of apps that use iCloud are listed. Tap the slider to the right of a listed app, to toggle whether it syncs to iCloud or not.

Using iCloud.com

To access iCloud, go to the website <https://www.icloud.com> and when prompted enter your Apple ID username and password.

Other Free Storage Options

It can be useful to spread the documents you want to sync around various free cloud storage applications. Most cloud storage services will give you a couple of gigs of space for free, with the ability to gain more space if you perform certain tasks.

Some other reputable services are:

- Dropbox (<https://www.dropbox.com>)
- Google Drive (<https://www.google.com/drive>)
- OneDrive (<https://onedrive.live.com>)
- Sync.com (<https://www.sync.com>)

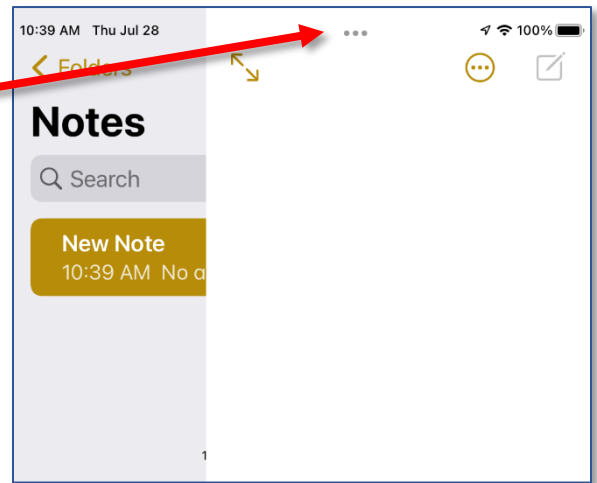
Remember that using cloud storage places YOUR information on someone ELSE'S servers, which makes it vulnerable, so don't save your tax forms or other sensitive information on any cloud service.

Multitasking (iPad)

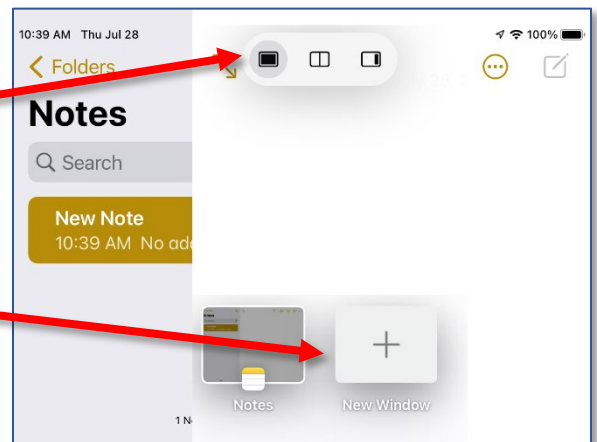
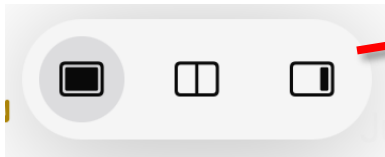
iPadOS has a multitasking option that allows you to easily navigate between windows, display multiple windows and once, and have one window sitting atop another window.

Accessing the Multitasking Window

1. Open an app.
2. At the top of the app touch the three dots.



3. The menu appears to show you three options: Full Screen, Split View, and Slide Over.



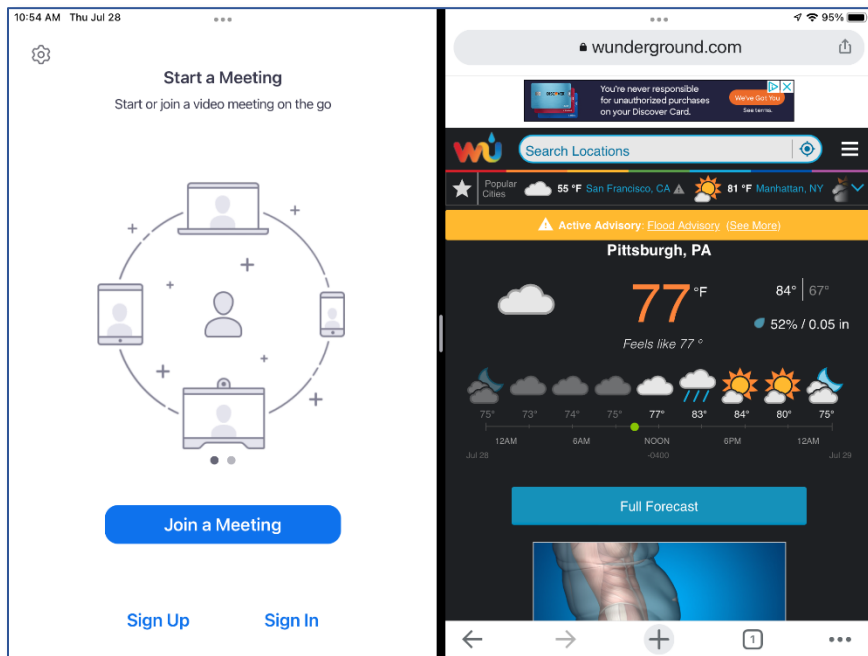
4. You will also see an option towards the bottom of the screen to open a new instances of the current app.

Split View

Once you tap Split View, you are given the option to choose another app or window.

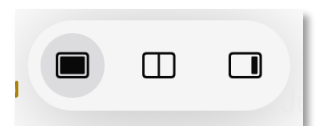


While viewing the home screen, tap the app you want to multi task with.



Split View allows you to view two apps / windows side by side.

Touching the three dots brings the multitasking menu back so you can change views.

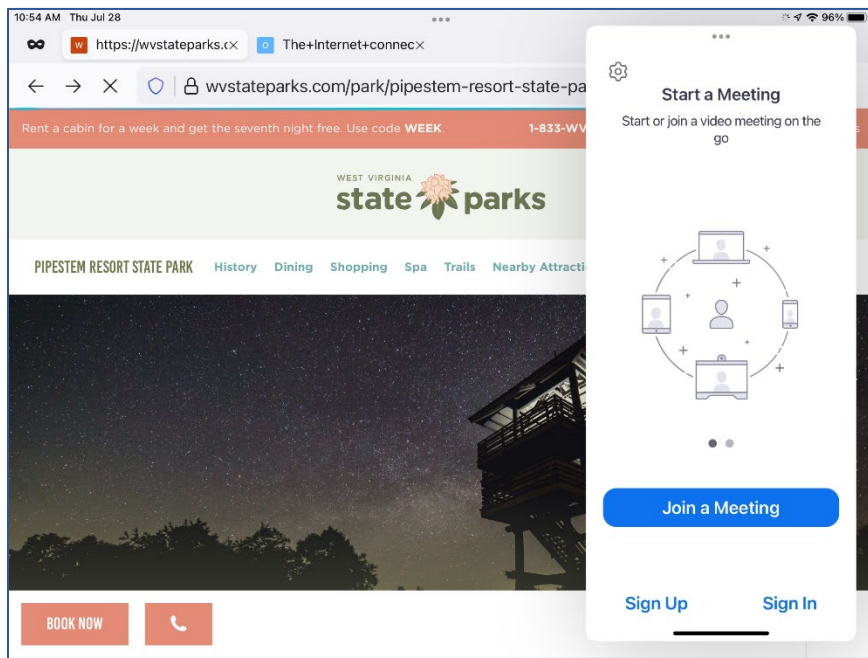


Slide Over

Once you tap Slide View, you are given the option to choose another app or window.

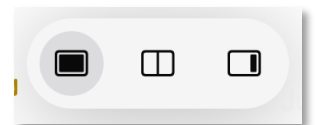


While viewing the home screen, tap the app you want to multi task with.



The Slide Over view hovers the smaller window over the larger window.

Touching the three dots brings the multitasking menu back so you can change views.



Privacy

Computers are awesome and amazing devices in many ways, but there are a good number of privacy and security concerns to consider. I highly recommend going through the Privacy options to see what apps have what access. If you're unsure, turn off access. If something breaks, you can always turn the access back on.

Checking Your Privacy Settings

1. In **Settings** (See page 4) tap on **Privacy**.
2. Tap on an app, and the pane changes to display a list of apps that have access to whatever you selected (ie Photos or Microphone).

To Toggle Location Services

1. In **Settings** tap on **Privacy**.
2. Select **Location Services**.
3. Tap the toggle to turn location services on or off.

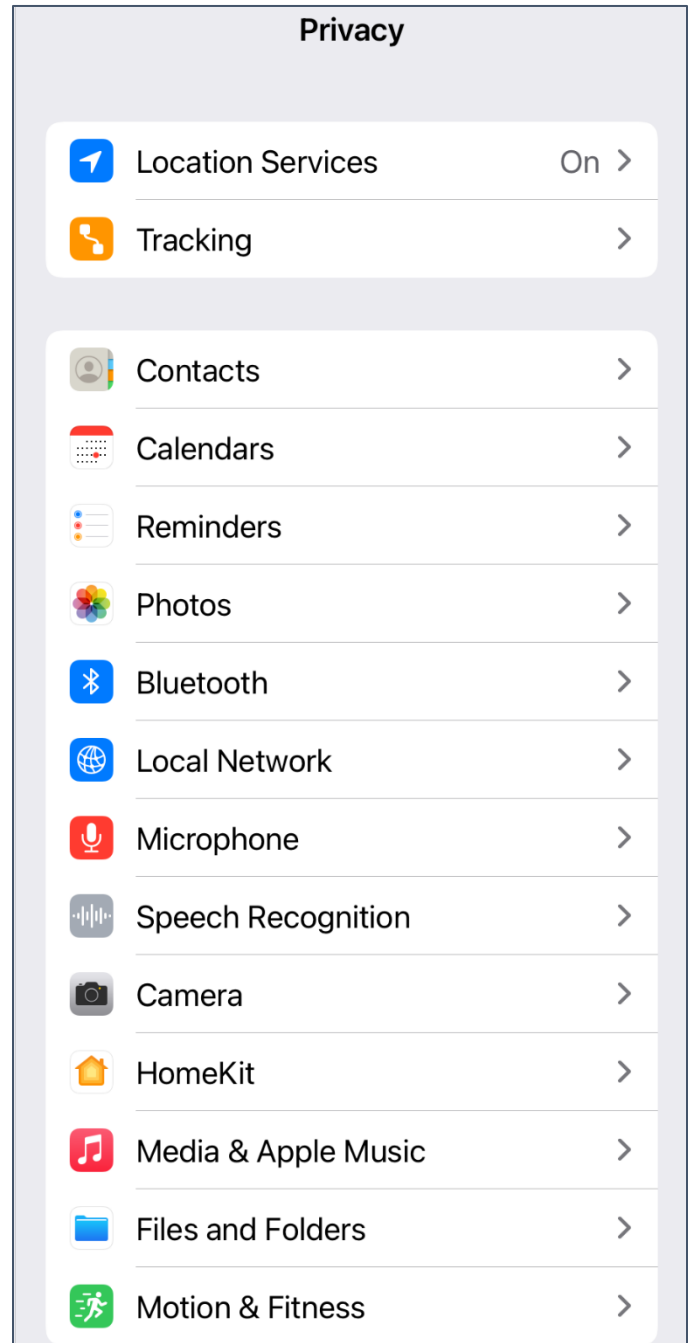
If you allow your camera to use location services, the pictures you take can have GPS coordinates attached to them. This means someone *could* use your pictures to find your home or the homes of your children or grandchildren.

Turning Off/On Camera Location Services

1. In **Settings** (See page 4) tap on **Privacy**.
2. Tap **Location Services**.
3. Tap on **Camera** and toggle whether the camera can use location services **Never** or **While Using the App**.

Siri & Privacy

<https://www.apple.com/privacy/approach-to-privacy/>



Miscellaneous

Autocorrect

Autocorrect is a “feature” that changes what you typed into what the device thinks you meant to type. It is meant to correct typos, but sometimes autocorrect does its own thing and is more of a hassle than a benefit.

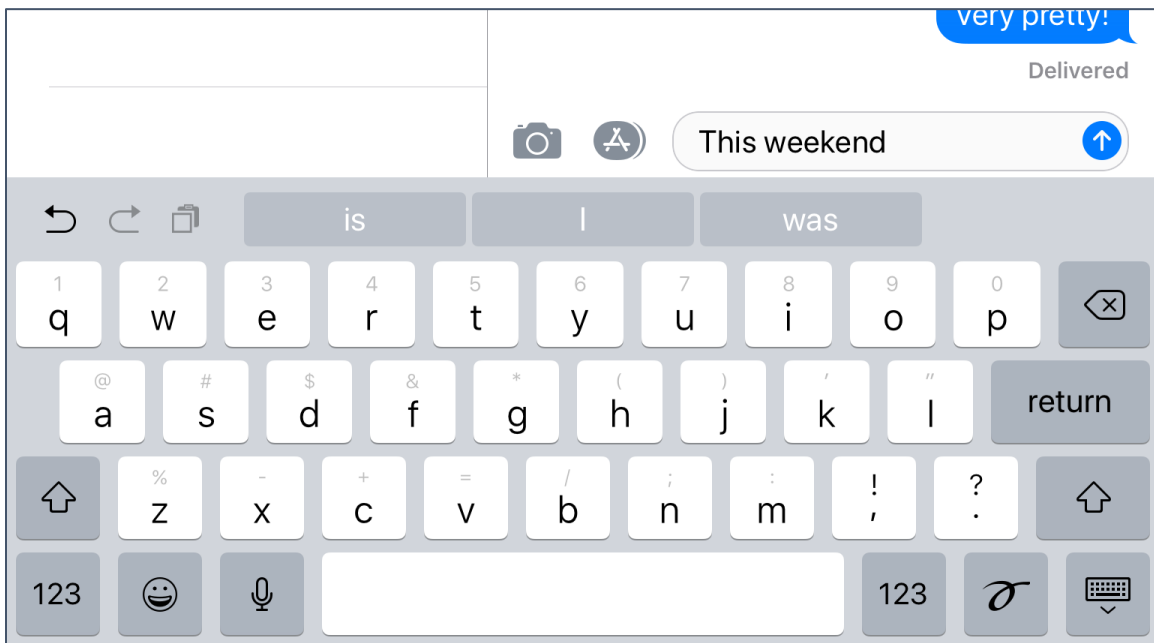
Turning Off Autocorrect

1. In **Settings** (See page 4) tap on **General**.
2. Tap on **Keyboard**.
3. Toggle **Auto-Correction** to Off.



Predictive Text

Predictive text is the text that appears above your keyboard. It is your device's best guess as to what it thinks the next word you want to type will be. Predictive text is different from Autocorrect.



Force Restarting iPad or iPhone

1. Hold down the [Home button](#) (the one on the front of the iPhone or iPad) as well as the power button
2. Keep both buttons held until the Apple logo appears
3. Now let go of the buttons and wait while your device complete its start sequence
4. Enter your passcode at start up, even if you usually use a fingerprint for ID

Force-restarting the iPhone 7

1. Press the power/lock key on the right side of the phone
2. At the same time press and holding the volume down key on the left
3. Wait for the Apple logo to appear (you may see the Slide to Power Off slider, but keep holding the side buttons while the iPhone skips this step), the phone will then go through its startup sequence
4. Enter your passcode at startup, even if you usually use a fingerprint for ID

Force-restarting the iPhone 8 or iPhone X

1. Quickly press the release the volume up button
2. Quickly press the release the volume down button
3. Press and hold the Power button (on the other side) until you see the Apple logo
4. Enter your passcode at start up, even if you usually use a fingerprint for ID

To Close ALL Open Safari Tabs at Once

1. Press and hold the **Tab** button. A menu appears asking if you want to **Close N Tabs**

Creating Contact Groups

<https://www.digitaltrends.com/mobile/how-to-make-a-contact-group-on-iphone/>
https://support.apple.com/kb/ph2667?locale=en_US

Removing the WVU-AD Address Book from Your Contacts

Open Settings > Select “Passwords & Accounts” > Select “Exchange” > Toggle off “Contacts”

Exporting Your Contact List

You can export from iCloud, and then import the resulting file into another email program.

<https://www.ubergizmo.com/how-to/how-to-transfer-contacts-from-iphone-to-android-5-ways/>

iMail Flags

<https://support.apple.com/guide/mail/flag-emails-mlhlp1052/mac>

How to Disable Incoming Calls on the iPad

Go to **Settings** > **FaceTime** and tap the toggle switch to turn it off for **Calls from iPhone**.

<https://www.cnet.com/how-to/how-to-disable-phone-calls-on-your-ipad/>

Downloading a Goggle Map for Use Offline

<https://support.google.com/maps/answer/6291838?co=GENIE.Platform%3DiOS&hl=en>

Technology Glossary

Add-on

An accessory piece of software designed to increase the capability of the software to which it is appended.

Address Bar

In a web browser or windows explorer, it is a rectangle, usually towards the top of the window, that shows you the current location or address of your web page or file.

Address Book

See [Contacts](#)

Alexa

Amazon's virtual assistant.

Algorithm

A set-of rules to be followed in calculations or problem-solving operations. Algorithms are frequently used to manipulate data sets.

Android

Googles mobile operating system, built on open source software.

Anti-Virus

A program that protects you from malicious software. Most anti-virus programs have options for purchasing additional security measures such as firewalls, email scanning, etc.

App

Short for [Application](#).

Apple ID

This is the username and password that you create with Apple to link a specific device to your Apple account. If you have an iPad and an iPhone, you use the same Apple ID with both of those devices.

Apple

Technology company that designs and develops hardware and software.

Application

An application is a piece of software that lets your device do something, like play music or give directions. An application is the same thing is a program.

Autocorrect

Auto correct is when your phone automatically changes what you were typing to what *it thought* you wanted to type.

Autoplay

When you visit a website and music or video starts playing without asking.

AVI

Audio Video Interleave. A multimedia format for audio and video files.

Backup

A copy of computer data that is taken and stored somewhere else, to be used in the event of data loss.

BCC

Blind carbon copy. Covertly send a copy of the message to a third party. The primary recipient cannot see the person was added.

Biometric

Unique physical characteristics that are be used for recognition. The most common types of biometric identifiers are fingerprints, voice, face, iris, and palm/finger veins.

Blockchain

Also Block Chain. A list of records (blocks) linked using cryptography. These records are a cryptographic hash of the previous block, a timestamp, and transaction data. Blockchains are generally used on a peer-to-peer network. Data in one block cannot be altered without changing all other blocks.

Bluetooth

A wireless technology that allows data to be shared over short distances using short-wave UHF radio signal. The name comes from Harald "Bluetooth" Gormsson, king of Denmark and Norway, who united the Scandinavians.

Boolean

A system of logical propositions. Common Boolean operators: AND, OR, NOT, “ “, () . Based on the work of George Boole.

Browser Add-on

See [Browser Extension](#).

Browser Extension

A small software module that is used to customize a web browser.

Browser Hijack

Where a malicious piece of software modifies a web browser's settings without your permission.

Browser

Short for [Web Browser](#).

Brute Force Attack

Where a hacker tries many passwords for passphrases in an attempt to break into an account. The longer the password (or passphrase) the harder it is for someone to succeed with this type of attack.

Byte

A unit of digital information that consists of eight bits. A byte is the number of bits used to encode a single character of text.

Cache

Temporary storage space that allows your computer to quickly bring up information, such as previously viewed web pages.

Cambridge Analytica

A British political consulting firm that used misappropriated digital assets, data mining, and other processes to influence political elections around the world.

Causation

Relation that holds between two temporally simultaneous or successive events when the first event (the cause) brings about the other (the effect). **NOT** the same as [correlation](#).

CC

Carbon copy. Send a copy of the message to someone else. The primary recipient can see this person received the message.

Cellular Data

The connection a cell phone makes to a cell tower that allows you to do things like surf the internet, download emails, and send MMS messages.

Cloud

Storage that is physically somewhere other than where you are. Cloud storage is generally accessible from multiple devices, because those files are stored on a hard drive that belongs to a company that hosts the cloud service. Cloud storage is like a self-storage unit for your electronic files, except you can access your stuff from anywhere.

Cloud Service

A service provided by a third party or company that allows you to provide access to files and applications remotely.

Codec

A device or program that encodes/decodes a data stream, such as an audio file, for storage.

Contacts / Contact List

A collection of screen names and the various data associated with them, such as email addresses and telephone numbers.

Cookie

A piece of data that a website saves on your computer. Cookies were designed to save user information such as preferences or logins but can sometimes be read by third parties. Cookies are also used to collect browsing data long-term.

Correlation

A mutual relationship or connection between two or more things. See also [Causation](#).

Cortana

Microsoft's virtual assistant.

CPU

Central Processing Unit. The bit of a computer or electronic device that processes information.

Cryptocurrency

A digital asset that uses strong cryptography and is designed to work as a form of money. They used decentralized control, or a public financial database to keep track of who owns what.

Cryptography

Greek for "hidden writing", it is the study of secure communication—creating protocols to keep third parties from reading private messages.

Data Breach

The release of secure or private information. A data breach can be accidental or malicious, such as when an individual hacks into a system to steal information.

Database

An organized collection of information. Complicated databases link information between multiple tables allowing for analysis of the contained information. An address book is a basic database.

Denial of Service Attack (DOS)

A cyber-attack where the malefactor seeks to make a network resource (such as a website) unavailable by flooding the target with requests or visits.

Directory

A system that catalogs / organizes computer files.

Displayport

A high-quality audio-visual cable capable of transmitting HD and 4k.

DNS

Domain Name System. The phonebook of the Internet.

DNS Hijacking

Where a malefactor redirects visitors from a valid website to a different destination—often one that exists to steal data.

Domain Name

The string of text that identifies a place on the Web. A basic domain name is a word or abbreviation followed by a period followed by the domain extension: wvu.edu

Domain

The sometimes arbitrary grouping that designates what a website does or where it is based. The most common domains are .com .net .edu and .org. The domain is what you should check first when you want to verify the authenticity of a website.

Download

To move data and files from the internet or a server to your computer or mobile device.

DRM

Digital Rights Management. A format that protects electronic media from being illegally copied.

DVD

Digital Video Disc / Digital Versatile Disc. A digital optical disc data storage system.

DVI

Digital Video Interface. A video display interface that connects your computer to your monitor.

Email Header

The portion of an email message that contains the routing information. The header can be used to help determine if a message is fraudulent.

Email

Email is an electronic letter sent from one email address to another email address. Email addresses always have an @ (at sign) in them. Sending an email on your phone requires the use of cellular data. Each email address is unique, and email addresses are often used as unique identifiers or login credentials by databases.

Emoji

Small images used to represent emotions, ideas, or expressions. 😊

Emoticons

Representations of facial expressions using keyboard characters. These are used to portray moods or feelings. For example, a smiling face could be :) or ☺

Encryption

The encoding of data so that only authorized persons or devices can read/view the information. The stronger the encryption, the more unlikely it is that a malfeasant could decode the intercepted data through a brute force attack.

EPUB

Electronic Publication. A digital book format that allows you to read your eBook on any electronic device. EPUB files are reflowable.

eReader

eBook reader that use black and white eInk screens that give a similar reading experience to physical books.

Ethernet

Wired networking technology that allows multiple computers to talk to one another via a protocol (set of rules). Ethernet is used when speed, stability, and security are needed.

EULA

End-User License Agreement. The legal contract between a software vendor and the user of that software. It specifies the rights and restrictions which apply to the use of the software.

External Storage

Devices that store data outside of a computer or other electronic device. They are often removable, such as USB thumb drives.

Facebook

An online media and networking company.

Facial Recognition

Technology capable of identifying or verifying a person from a digital image. Facial recognition can be used to unlock an electronic device.

File Extension

Also called a filename extension or file type, is the identifier suffix for a computer file name, and tells you the kind of program needed to open the file. By default, these extensions are hidden, but can still be used in search. If you change a file extension, that file will most often break.

Firewall

A security system that monitors incoming and outgoing network traffic to prevent unauthorized access to a system.

Folder

See [Directory](#).

Follow

Choose to see another user's posts in their content feed.

Force Stop

A way to completely stop an app that is running in the background. An app that has been closed may still have bits active and collecting data.

GB

Gigabyte. A computer memory unit equal to 1000 megabytes. The prefix giga means 10⁹.

GIF

Graphics Interchange Format. An image format that is often used in logos and animated pictures.

Google

A technology company that specializes in services and products related to the internet.

GPS

Global Positioning System is a piece of hardware that allows a device to contact a satellite to determine the location of the device in latitude and longitude. On most devices, software makes these data points usable to the end user by placing them on a map.

GUI

Graphical User Interface (pronounced gooey). The windows, icons, menus, and pictures that allow you to interact with your computer using your mouse. Windows 10 and Mac OS (Big Sur) are operating system GUIs.

Hard Drive

A data storage devices that stores and retrieves digital data. In your computer, this is where all your programs are installed and files saved.

Hardware

The electronic components of a device; the bits you can touch. A cell phone, a keyboard, and a CPU are all hardware.

HD

High Definition. Generally a higher resolution and quality than standard definition video.

HDMI

High-Definition Multimedia Interface. Audio/video interface for transmitting uncompressed data. Cable that connects your computer to your monitor, or your DVD player to your TV.

HDR

High Dynamic Range. A photographic process where a camera takes multiple pictures at different exposures and combines them into a single image—this allows all areas of your image to be well-exposed, but can also look unreal if used too much.

Heat Map

A heat map is a visual representation of data that allows you to see phenomenon as clusters or over space.

Home Screen

The main screen of a computer or mobile device. Home screens are typically personalized by the user so that no two home screens will look alike.

Hotspot

A type of Wireless Access Point. A device that allows you access the internet from a public place. Hotspots are generally open and unsecured and you should assume any data you submit is visible to people with ill-intent.

Hover text

When you hold your cursor over a hyperlink, the document should display the URL for that link. This allows you to verify links.

http

Hypertext Transfer Protocol is how data is moved between a website and an end user.

https

Hypertext Transfer Protocol (Secure) is an encrypted form of http. This protects against interference or snooping by third parties.

iCloud

Apple's cloud service.

Icon

A graphic representation of a program, file or function.

Information Security

The protection of data and the mitigation of risks, generally on computer networks.

Install

A process that writes the code used to run the program (application) onto the hard drive of your device. Installing a piece of software embeds it into the device and allows it to work.

Internet

A system of inter-connected computer networks.

iOS

Apple's mobile operating system.

iPad

Apple's tablet computer, running iOS.

iPhone

Apple's cellular phone, running iOS.

iPod

Apple's music player. The iPod is general similar to an iPhone, only without cellular service.

ISBN

International Standard Book Number. A numeric commercial book identifier that is unique for every edition and variation of a book.

ISP

Internet Service Provider. Company you pay so you can have internet at home.

iTunes

Apple's music service.

JPG / JPEG

Joint Photographic Experts Group. A [lossy](#) compression format for digital images.

Keylogger

Keystroke logger (also keyboard capture). A piece of hardware or a software program that can record every key struck on the keyboard.

LAN

Local Area Network. A group of computers / devices that share a common communications line.

Location Bar

See [address bar](#).

Location Services

Information from GPS, wireless access points, cell towers, and Bluetooth devices that helps your phone know where you are.

Lock Screen

The opening screen or interface of an operating system. A lock screen keeps unauthorized users from accessing the data and information on a device.

Lossless Compression

A form of data encoding that maintains the original quality of the file but at the cost of having a large file size.

Lossy Compression

A form of data encoding used to reduce file size at the cost of data quality.

Malware

Software is specifically designed to disrupt, damage, or gain unauthorized access to a computer system.

Mbps

Megabits Per Second. The speed of your internet service.

Messenger

An app that allows users to send text messages and images to other users in a system.

Metadata

A data set that give you information about other data. A card catalog contains metadata.

Micro-SD

Micro-Secure Digital Card. Smaller size [SD card](#), used in phones and lightweight devices. Comes with an adapter that allows for the transfer for files from a portable device to a computer.

MMS

Multimedia Messaging Service is a kind of text messaging that allows you to send text messages that contain pictures or audio, as well as messages longer than 160 characters or to multiple people.

MOBI

Mobipocket. The proprietary ebook format for the Amazon Kindle. MOBI files are reflowable.

Mobile Carrier

A wireless service provider that allows users to connect portable devices (such as phones) to the internet through a cellular service.

Mobile Data

Wireless internet access through a cellular data connection.

MP3

Moving Pictures Experts Group Layer-3. A coding format for digital audio.

MP4 / MPEG4

Moving Pictures Experts Group Layer-4. A coding format for digital multi-media, commonly video.

MPEG

Motion Picture Experts Group. A standard for encoding and compressing video.

NDA

Non-Disclosure Agreement. A legally binding contract where parties agree not to share sensitive or confidential information.

Network

A group of computers connected for the purpose of sharing resources. A network can be as small as two computers or as vast as the Internet.

News Feed

The main page of Facebook, where you see content posted by users you have chosen to follow. These content can be text or images.

Notification

A message displayed by an electronic device to provide an alert, reminder, or other communication.

Online Chat

Real time communication over the internet through (generally short) text messages.

OS

Operating System. The base upon which software and apps are added. An Apple device generally uses iOS (iPhones) or macOS (laptop computers). PCs typically used the Windows OS, but there are other operating systems, such as Linux that can be installed. Non-Apple cell phones frequently use some form of the Android OS. How your device looks and works is dependent upon the operating system installed.

P2P

[Peer-to-Peer](#)

Passcode

This is the secret code to get into a specific device. If you have an iPhone and an iPad, they can have different passcodes. You can sometimes use a fingerprint instead of a passcode to get into a device.

Password Manager

A program that stores electronic passwords.

Password

The secret code to access a restricted resources. Passwords are usually required to use a minimum of eight characters, and contain special characters, such as numbers or upper case letters.

PayPal

A method of online money transfer and payments.

PDF

Portable Document Format. Once an Adobe proprietary format, now one of the most common formats for sharing digital documents.

Peer-to-Peer

A distributed that shares tasks or work between devices of the same level.

Phishing

A fraudulent attempt to gain personal or sensitive information, by sending an email or creating a website that pretends to be from a real company or person, but is not.

Play Store

Goggle's app store, where users can download or purchase programs to run on their Android devices.

PNG

Portable Network Graphics. A [lossless](#) compression type for digital images.

Podcast

A digital audio file made available on the Internet for downloading to a computer or mobile device, typically available as a series, new installments of which can be received by subscribers automatically.

Post

A message, comment, image, or other item that is placed on the internet, generally on a website.

Predictive Text

An input technology that guesses what you want to type both from what you are currently typing and, if you have allowed the software to learn, from what you have typed in the past. Predictive text makes typing faster and easier if you have good software on the back end.

Privacy

The information that is shared between your device and the external resources to which it is connected, as well as how that information is used, and with whom that information is shared.

Program

A program is a piece of software that lets your device do something like send a text message or video chat. A program is the same thing as an application.

Public Network

An electronic connection where the traffic between devices is visible to anyone.

Reflowable

An ebook format that layout depending upon the output device. MOBI and EPUB are reflowable formats, which means the number of words on the page change, depending upon the page / text size.

Reply All

A response to an electronic message that is returned to ALL recipients of the original message.

Reply

A response to an electronic message.

Ripping

Extracting digital content from a container, such as a CD or DVD. Ripping a CD means that the music is copied without loss from the CD to your computer.

ROT-13

One of the most basic forms of encryption; a substitution encryption where characters are rotated 13 places.

Router

A networking device that forwards data between networks.

RTFM

Read The *Fantastic* Manual.

Scraping

Web scraping, web harvesting, web data extraction is extracting data from websites—gathering up information available on a public website.

SD

Standard Definition. The lowest quality rating for digital streaming.

SD Card

Secure Digital Card. Removable memory that is used in devices like cameras, because it can be easily switched out when full. Allows for easy transfer of files from device to computer without a cable.

Search

A computer command that allows you to find specific files on your computer that meet a designated category, such as file type, or date modified.

Search Engine

A software system designed to find information on the web. The results from a search engine can be webpages, files, or images. Generally, behind the scenes a program runs an algorithm that crawls through the web cataloging everything it sees. This catalog is then organized by a different program where pages are associated with various terms.

Security

Protecting electronic systems from theft or damage. This can be protection from physical theft, but often refers to electronic damage, where systems can be disrupted or data stolen.

Server

A device (or program) that allows you to access something not on the device you are physically touching. A mail server stores your email and drops it to your device upon request. A web server allows you to connect to the internet.

Settings

An app that allows you to customize your computer, device, or program.

Siri

Apple's personal assistant.

Smart Device

An electronic device that connects to other devices or the internet through a wireless protocol such as Bluetooth or Wi-Fi.

Smart TV

A television with a network port to allow you to watch streaming services (and other internet content) without having to use an additional device.

SMS

Short Messaging Service. A brief message that is sent from one phone number to another phone number. SMS does not use cellular data.

Snooping

Unauthorized listening in to data transmission.

Snopes

One of the first internet fact-checking resources, Snopes started as a site to debunk urban legends, but expanded into general fact-checking. (<https://www.snopes.com/>)

Social Media

Interactive computer technologies and websites that allow for the sharing of information. Facebook is the most famous social media site, and allows friends to connect automatically, but LinkedIn is another type of social networking site, that focuses on career and job networking.

Software

The programs that run on your computer or phone. Can also be called an application.

Sort

To organize information in a prescribed sequence, such as alphabetically, or oldest to newest.

Spam

Unsolicited electronic messages (especially advertising).

Spoofing

When a person or program pretends to be someone else, by falsifying data, to gain access to your account or data.

Spyware

A piece of malicious software that secretly installs itself to gather information about the user or device.

SSD

Solid State Drive. A storage device for your computer that saves data on chips instead of a mechanical platters.

Status Bar

A graphical element, usually at the top or bottom of a device's screen, that displays information about the state of the device. Some settings commonly found on the status bar are sound/volume, time, and battery life.

Streaming Device

An object, such as Roku stick or Fire stick, you purchase that plugs into your existing TV so you watch video through the device on your existing television.

Streaming Service

An online provider of entertainment (music, movies, etc.) that delivers the content via an Internet connection to the subscriber's computer

Sync

See [synchronize](#).

Synchronize

When a file is synced, changes to that file are saved are pushed from one device to all other devices with access to that file, via a remote server.

Tag / Tagging

A keyword or term added to the metadata of a piece of information. In social media, when someone is tagged, they are alerted to a post made by another user.

Taskbar

A graphical user interface (GUI) that is typically along the bottom of your window, and usually shows you what programs are actively running as well as important information about the operating system.

TB

Terabyte. A measure of computer storage equal to 1000 gigabytes or trillion bytes. The prefix tera means 10^{12} .

Terms of Service

The rules you agree to abide by when you sign up use an online service.

Text Message

A brief message that is sent from one phone number to another phone number via a protocol called SMS. Text messages are generally limited to 160 characters, and messages with more characters than that will be broken down into multiple messages when sent. Text messages are asynchronous: a message sent to someone whose phone is off is delivered when their phone is turned back on. Text messages generally do not require cellular data but do require a cellular connection.

Thumb Drive

[USB Flash Drive](#)

Thunderbolt

Interface reconfigured to be compatible with USB-C that carries data, video (PCIe and DisplayPort), sound, and power over a single cable.

TIFF / TIF

Tag Image File Format. Lossless digital image format that was developed originally for scanners as an alternative to multiple proprietary formats.

Timeline

A display of items in chronological order. Twitter has a timeline; Facebook has a news feed.

TL;DR

Too Long, Didn't Read

TOS

Terms of Service

Trojans

A type of malicious computer virus that presents itself as a useful item, such as a document.

Two-Factor Authentication

This is a way to make both your device and your account more secure. When you log into your Apple ID on a new iPad (or iPhone) for the first time OR you log into iCloud from a computer you have never used before, Apple wants you to verify that YOU are the person attempting to access your account.

TXT

[Text message.](#)

Unfollow

To stop seeing a user's posts in your timeline or news feed. On Facebook, you can unfollow someone by still remain friends with them.

Uninstall

The removal of a software program or application from the operating system of a device. Although uninstall removes the visible aspects of a program, there are often bits and pieces of the program left behind.

Unique Identifier

A piece of data that is unique to a record. Telephone numbers and email addresses are often used as unique identifiers, because no two individuals have the same ones. Unique identifiers allow data records to be linked across databases.

Upload

To move files from your computer to a cloud service or network.

URL

Uniform Resource Locator is the address of a space on the web. Every website has a unique address, and that address can often tell you something about the web page you are visiting.

URL Bar

See [address bar](#).

USB

Universal Serial Bus. This is the industry standard for cables that connect devices and their peripherals through a wire. This connection can be used for both communication and power. There are several types of USB connections: USB-A, USB-A 3.0, mini-USB, micro-USB, and the newest standard, USB-C.

USB Flash Drive

Also: USB thumb drive. A small USB data storage device that is removable, rewritable, and can be easily carried in a pocket.

User Data

Any type of data generated by people interacting with software programs. User data includes: Explicit Data, which is given by a user directly such as name, address, email, and phone number; Implicit Data, which is not provided by the user directly but gleaned through analysis of user interactions, such as pages visited, session duration, or type of device; and finally External Data which has been gathered from third parties with whom an organization has a relationship.

Username

Also called account name, login ID, user ID. The credentials you use to access an electronic resources, such as your computer or a website. Every account on a website or device must be unique to that service, so as to keep account information separate.

VGA

Video Graphics Array. A connector that takes video signal from a computer and takes it to the monitor (or projector).

Virtual Personal Assistant

A software program that performs tasks or services based upon verbal commands. Some of the most well-known services are Siri and Alexa.

Viruses

A piece of malicious software that inserts itself into another software program that it uses to replicate itself. Ransomware is a software virus.

WAV

Waveform Audio File Format. An audio file standard for uncompressed audio.

Web

Also called the World Wide Web, this is an information space on the Internet that is accessible from devices such as computers, cell phones, and tablets, using a URL as the address.

Web Browser

A software program that allows you to access sites on the Internet, or web.

Web Cookie

See Cookie.

Website

a location connected to the Internet that maintains one or more pages on the World Wide Web

Wi-Fi

Short for wireless (the “fi” is an arbitrary syllable added on)

Widget

A graphical element that displays information or provides quick access to certain parts of an app. Mobile devices frequently have a weather widget that is linked to your weather app, and which tells you the current temperature and forecast.

Wireless Access Point

A device that allows your device to access the internet. If a wireless access point (or router) does not have a password, it is unsecure, and you should assume that anyone can see what you are doing on your device.

Wireless Router

A piece of hardware that allows devices to connect to the internet without being plugged into the wall. Your wireless at home should be password protected, so that strangers cannot access all devices in your home using that wireless network.

Wireless

A technology that allows computers to connect to a network and/or the internet without using a physical connection. Wireless is available in an area when a wireless access point (also called a hotspot) has been created and made accessible to devices. Public wireless is less secure and caution should be used (ie, don't make purchases or send private emails over a wireless network). Private wireless networks (such as in your home) should be secured with a password.

World Wide Web

An information system on the Internet which allows documents to be connected to other documents by hypertext links, enabling the user to search for information by moving from one document to another.

Texting Acronyms

AF: As (naughty word)
AFK: Away from Keyboard
ATM: At The Moment
BTW: By the Way
B/C: Because
BFD: Big *Freaking* Deal
BFF: Best Friends Forever
BRB: Be Right Back
CU: See You
CYT: See You Tomorrow
DGMW: Don't Get Me Wrong
Diss: Disrespect
EOD: End of Discussion
EOM: End of Message
F2F: Face to Face
FAQ: Frequently Asked Questions
(pronounced fak to rhyme with pack)
FFS: For *Freaks* Sake
FREX: For Example
FTW: For the Win
FWIW: For What It's Worth
FYI: For Your Information
GOAT: Greatest of All Time
GR8: Great
HTH: Hope This Helps
HMU: Hit Me Up
IANAL: I Am Not A Lawyer
ICYMI: In Case You Missed It
IDC: I Don't Care
IDK: I Don't Know
IIRC: If I Remember/Recall Correctly
IKR: I Know Right
IMHO: In My Humble Opinion
IMO: In My Opinion
IOW: In Other Words
IRL: In Real Life
IYKYK: If You Know, You Know
JK: Just Kidding
LSR: Later
LMK: Let Me Know
LOL: Laugh(ing) Out Loud
MYOB: Mind Your Own Business
NGL: Not Gonna Lie
noob / noob: Newbie
NNTR: No Need to Reply
NOYB: None of Your Business
NP: No Problem
NRN: No Reply Needed
NSFW: Not Safe for Work
NVM: Never mind
OMG: Oh My God
OMY: On My Way
OOTD: Outfit Of The Day
OTOH: On the Other Hand
OT: Off Topic
OTP: On the Phone
PM: Private Message
RL: Real Life
RN: Right Now
ROTFL: Rolling on the Floor Laughing
RTFM: Read the *Fantastic* Manual
RQ: Real Quick
RU: Are You
SFLR: Sorry for Late Reply
SO: Significant Other
SMH: Shaking My Head
STFU: Shut the *freak* up
TBC: To Be Continued
TBH: To Be Honest
THX: Thanks
TIA: Thanks in Advance
TL;DR: Too Long Didn't Read
TMI: Too Much Information
TTYL: Talk to You Later
TUVM: Thank You Very Much
TYT: Take Your Time
UR: You Are / Your
woot / Woot: Hooray! Yay! Yippee!
Wo: WithOut
WS: Wait
WFM: Works for Me
WRT: With Regard To
WTH: What the *Heck*
WTF: What the (naughty word)
YMMV: Your Mileage May Vary

Be careful with emojis, as many have multiple meanings besides the obvious. Don't send eggplant or peach unless you are *definitely* talking about foods.

Emoticons

(.V.)	Alien
O:-)	Angel
X-(Angry
~:O	Baby
:-D	Big Grin
(*v*)	Bird
:-#	Braces
</3	Broken Heart
=^.^=	Cat
*<:o)	Clown
O.o	Confused
B-)	Cool
:_(Crying
:'(Crying
\:D/	Dancing
_	Dazed
:O3	Dog
#-O	Doh!
:*)	Drunk
//_ ^	Emo
>:)	Evil Grin
<><	Fish
:-((Frown
:(Frown
:-((Frowning
=P	Frustrated
:-P	Frustrated
8-)	Glasses
\$ _ \$	Greedy

:->	Grin
=)	Happy
:-)	Happy
:)	Happy
#	Hashtag
<3	Heart
{	Hug
:-	Indifferent
X-p	Joking
:-)*	Kiss
:-*	Kiss
:*	Kiss
(-){(-)	Kissing
XD	Laughing
=D	Laughing Out Loud
)-:	Left-handed Sad Face
(-:	Left-handed Smiley Face
<3	Love
=/	Mad
:-)(-:	Married
@	Mention
<:3)~	Mouse
~,~	Napping
:-B	Nerd
^ _ ^	Overjoyed
<l:o	Partying

:-/	Perplexed
=8)	Pig
@~)~~~~	Rose
=((Sad
:-((Sad
:((Sad
:S	Sarcastic
:-@	Screaming
=O	Shocked
:-O	Shocked
:-)	Smile
:)	Smile
:-Q	Smoking
:>	Smug
:P	Sticking Tongue Out
:O	Surprised
:-J	Tongue in Cheek
:-&	Tongue Tied
=-O	Uh-oh
:-\	Undecided
:-E	Vampire
=D	Very Happy
;-)	Winking
;)	Winking
-O	Yawn
8-#	Zombie

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Osher Lifelong Learning Institute
Mountaineer Mall Unit C-17
PO Box 9123
Morgantown, WV 26506-9123
Phone Numbers:

Office: (304) 293-1793
Email Address: olli@hsc.wvu.edu

<http://www.olliatwvu.org>