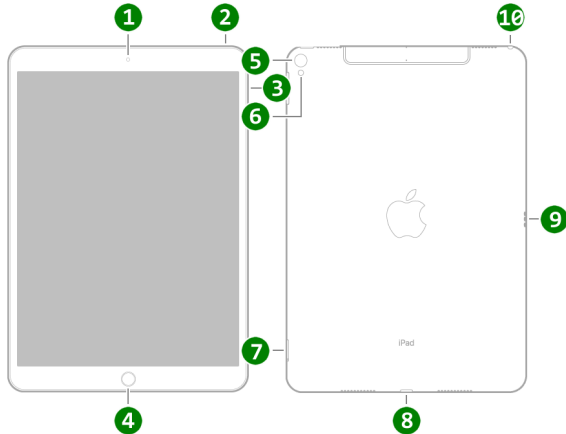


## APPLE IPAD WITH IOS 12 – GETTING STARTED GUIDE

### IPAD FEATURES



- |                           |                                   |
|---------------------------|-----------------------------------|
| 1. FaceTime HD Camera     | 6. True Tone flash                |
| 2. Sleep/Wake button      | 7. Nano-SIM tray (cellular units) |
| 3. Volume buttons         | 8. Lightning Connector            |
| 4. Home button & Touch ID | 9. Smart Connector                |
| 5. Rear camera            | 10. 3.5-mm headset jack           |

### IOS 12 SUPPORTED DEVICES

- **IPHONE:** iPhone 5S, SE, 6, 6 Plus, 6s, 6s Plus, 7, 7 Plus, 8, 8 Plus, and iPhone X.
- **IPAD:** iPad 5th generation, Mini 2, Mini 3, Mini 4, Air, Air 2, and iPad Pro.

### WHAT'S NEW IN IOS 12?

1. **ENHANCED PERFORMANCE:** iOS 12 offers a faster and more responsive experience on all supported devices, which contributes to better battery life.
2. **BATTERY ENHANCEMENTS:** View graphs of battery charge level and activity. *Battery Health* shows info on your battery's capacity and peak performance capability.
3. **SCREEN TIME:** See how you use your device and set app usage limits for you or your family.
4. **MEASURE:** This new app allows you to measure real-world objects just by pointing your iPad camera at them.

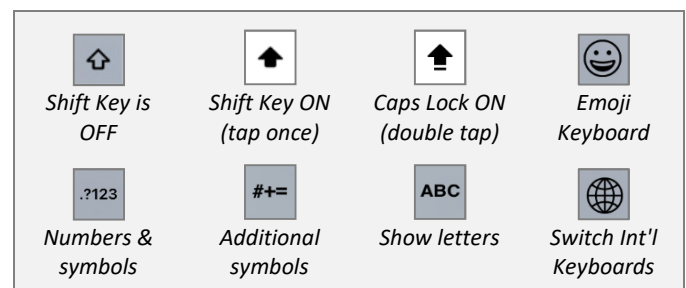
5. **NOTIFICATIONS:** Notifications from the same source are grouped together or disable app notifications or have them delivered silently.
6. **DO NOT DISTURB:** Enhancements allow you to set Do Not Disturb for an hour or until you leave your current location. Use with the **Bedtime** feature to dim the display and silence calls & notifications until a specific time or until you unlock your device. 
7. **AUTOFILL CODES:** When an app texts you a two-factor authentication code, iOS offers to enter the code without having to open **Messages**. Just tap the code above the keyboard to enter.
8. **SHORTCUTS:** Use the new **Shortcuts** app to have Siri automate tasks that may have multiple steps.
9. **TRACKPAD:** Tap and hold the spacebar then slide your finger to use the onscreen keyboard as a trackpad to easily move the cursor, lifting your finger to exit trackpad mode.
10. **THESAURUS:** When typing, tap a word and select **Look Up** to access the **Dictionary** and the new **Thesaurus** feature.

For more on the new features, check out the *iPad User Guide* at [help.apple.com/ipad/12/](https://help.apple.com/ipad/12/).

### ONSCREEN KEYBOARD

The keyboard automatically appears when you tap a field that allows text entry.

As you type, suggested words or spellings appear just above the keyboard. Tap the suggestion to select that word or simply tap **SPACE**.



**FLICK KEYS:** For keys that have an additional light gray character, simply swipe or flick the key vertically to enter that character without having to use **.?123** button.

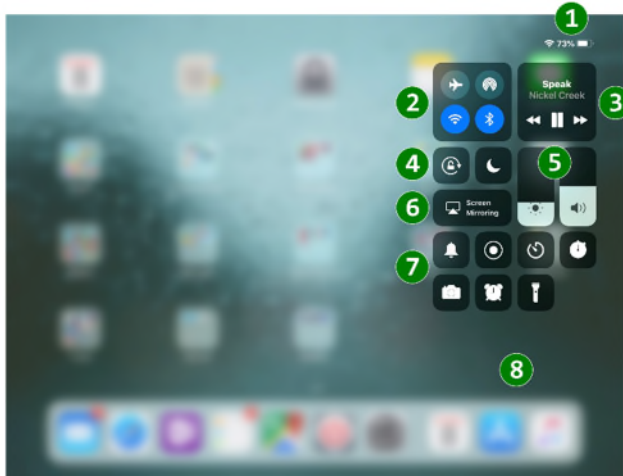
**KEYBOARD AS TOUCHPAD:** Use the onscreen keyboard as a touchpad by dragging two fingers over the onscreen keyboard to move the cursor around on screen. This is an easy way to place the cursor in a specific position, such as in the middle of a word.



**TYPE SPECIAL CHARACTERS:** Tap and hold the desired key then slide your finger to the desired variation (tap **E** to get **è** or **ë**) then release to enter.

## CONTROL CENTER

Swipe down from the top-right edge to display *Control Center* for quick access to common tasks and controls. To close, tap on a blank area or press the **Home** button.



- |                                              |                                                         |
|----------------------------------------------|---------------------------------------------------------|
| 1. Battery and or indicators                 | 6. AirPlay controls **                                  |
| 2. Radio toggles **                          | 7. Other Feature Controls **                            |
| 3. Multimedia controls **                    | 8. Tap a blank area or swipe up to close Control Center |
| 4. Rotation Lock & Do Not Disturb **         |                                                         |
| 5. Screen Brightness ** & Volume Controls ** |                                                         |

**Your screen will vary**

**\*\* = Has additional features using 3D Touch.**

You can change what items appear on the *Control Center* screen from **Settings > Control Center > Customize Controls**. You can remove or add items, such as the *Screen Recorder* feature.

## USING THE BUTTONS

### The Home Button

The **Home** button is located at the bottom-center of the screen.

- **UNLOCK DEVICE:** Click the **Home** button and enter your device passcode to unlock. *If Touch ID is enabled, just click the **Home** button with an enrolled finger to unlock the iPad.*
- Press the **Home** button any time to return to the main screen or "desktop".
- Double-click the **Home** button to open the *Task Switcher*:
  - o Flip through open apps and tap the app's image to switch to that app.
  - o Flick the app image up and off the screen to terminate the app.
  - o Click the **Home** button to exit *Task Switcher*.

### The Side Button

- **LOCK DEVICE:** Press the **Side** button once to turn off the screen and lock your device.
- **POWER OFF:** Press and hold the **Side** button for a few seconds, then drag the onscreen slider button to power off your iPad.
- **POWER ON:** Press and hold the **Side** button until the Apple logo appears (about 5 seconds).

## EMAIL

### Set Your Default Mailbox

If you have more than one mail account set up on your iPad, you may wish to change which mail account is the default for sending emails. Go to **Settings > Mail > Default Account** and select the desired account.

When creating an email message, you can change the sending account by tapping **CC/BCC, From**, then tapping the **From** address to select the account to

send this message from. Replies and Forwards can only be sent from the account the original message was received from.

### Access Email

Tap the **Mail** icon to access your mailboxes.



- The **Inbox**, **Sent Items**, and **Trash** (Deleted Items) folders automatically sync with Outlook. Other folders sync when accessed.
- Tap a folder to view the message list and tap a message to read it.
- Use pinch or zoom to change the text size.
- Tap message attachments to download or view.
- Tap the **Up** or **Down** arrows at the top to read the next or previous message. Use the buttons at the bottom to **Flag**, **File** (move), **Delete**, **Reply**, **Forward**, or **Compose** messages.

### Create an Email

1. In the **Mail** app, tap the **Compose** icon. 
2. Type a name or email address in the *To:* field. Matches from your Contacts folder are displayed automatically. Pause to show items from the firm address book (GAL). Tap to select the desired addressee or suggested group of addressees.
3. To add additional names: Tap **Return**, the **Add** button, or type the next name. 
4. Tap **Cc/Bcc**, **From** to add additional CC/BCC recipients OR to change the sending account.
5. Enter a subject line and then type your message. If needed, tap within your message and select the desired option from the pop-up menu to add an image, file, or drawing. When finished, tap **Send**.

### Format Email Text

1. Double-tap and select the text to format.
2. On the pop-up bar, tap **BIU** then tap **Bold**, *Italic*, and/or Underline to format the selected text.

Paste Bold Italic Underline

3. Tap outside the formatting bar to close.

### Forward or Reply to an Email

1. When viewing a message, tap the  icon.
2. Tap **Reply**, **Reply All**, or **Forward**.
3. Add any desired email addresses. Type your message and tap **Send** when done.

### View All Recipients of a Message

If you need to view the recipients of a message, tap **Details** next to the addressees to view them. Tap **Hide** to collapse.

### Save/Open Draft Messages

If you are typing a message but want to save it as a draft and come back to it later, just swipe down on the message header to save it to your iPad's *Drafts* folder. You can also tap **Cancel** > **Save Draft**.

*NOTE: The iPad's **Drafts** folder does NOT sync to your Outlook **Drafts** folder.*

To return to your message, open the **Mail** app and tap the message header at the bottom to bring it back. If you have multiple draft messages, tap and hold the **Compose** button to display your draft messages, then tap the desired message to open.

### Delete Messages

- **DELETE A SINGLE MESSAGE:** When viewing a message, tap the **Trash** icon to delete it. From the message list, swipe across a message from right to left to delete. 
- **DELETE MULTIPLE MESSAGES:** While viewing the message list, tap **Edit**, tap to select the desired messages, then tap **Trash** to delete them.
- Deleted messages are moved to the *Trash* folder and are synchronized with Outlook's *Deleted Items* folder.

### Move Messages

- **A SINGLE MESSAGE:** When viewing a message, tap the **Move** icon then the destination folder. 
- **MULTIPLE MESSAGES:** While viewing the message list, tap **Edit**, tap to select the desired messages, tap **Move**, and then tap the destination folder. The messages are moved and synchronized with Outlook, if applicable.

## Organize Messages By Subject Line

Your iPad can group messages by *Thread* (same *Subject* line) to keep related messages together. Enable from **Settings > Mail > Organize by Thread**.

If you enabled *Organize by Thread*, you may also wish to enable **Collapse Read Messages**, **Most Recent Messaged on Top**, and **Complete Threads** (includes filed or moved messages).

The most recent message in the thread is shown in your message list. Tap that message to see all of the messages in the thread.

## Automatic Signature

To change your autosignature, tap **Settings > Mail > Signature**. Select **All Accounts** to use the same signature for all of your mail accounts or **Per Account** for individual account signatures.

Enter the desired signature in the appropriate field. When finished, tap the **Mail** button or press the **Home** button to exit and save.

*NOTE: The Auto Signature does not properly handle the formatting of the Firm's Outlook eSignature Card. We recommend you do NOT copy your Outlook eSignature Card here, but simply type your contact information.*

You can use **Bold**, *Italics*, or Underline formatting on selected text but other formatting is not supported.

## Set Your Out of Office Message

You can set Outlook's Out of Office message from your iPad by going to **Settings > Passwords & Accounts > [HAK email] > Automatic Reply** and turn **ON** this option. Tap **Save** when finished or **Cancel** to discard any changes.

**FOR INTERNAL SENDERS:** Set an **End Date** (if desired), then edit your *Away Message*.

**FOR EXTERNAL SENDERS:** To send an out of office message to non-firm senders, turn **ON External Away Message**, tap **Respond to Mail from** and select to respond only to senders in your **Contacts** or to **Everyone**, then edit and set your *External Away Message*.

## CONTACTS

### Set Your Default Contacts Source

If you have more than one contacts account set up on your iPad, you may wish to change which is the default for newly created contacts. Go to **Settings > Contacts > Default Account** and select the default.



*To create a contact under a different account, change the default and then create your contact.*

### Access Contacts

1. Open the **Contacts** app and tap a contact to view.
2. Drag your finger over the letters on the right edge to scroll quickly through your contacts. Use the *Search* field to find specific contacts.
3. Tap **Groups** at the top left to select only the contact folders to appear in the contact list.



### Searching Contacts

From the **Contacts** app, tap the **Search** field above the list of contacts. Enter a name, company name, phone number, or other info to search on.

### Add or Update a Contact

*From the Contacts app:*

Open **Contacts** and then tap **+**. Complete the desired fields and save your changes.

*From an Email Message:*

If needed, tap **Details** to view all of the message recipients. Tap the recipient you wish to add. Select **Create New Contact** or **Add to Existing Contact** (selecting the existing contact to be updated), edit the contact info before tapping **Done** to save.

## CALENDAR

### Set Your Default Calendar

If you have more than one calendar account set up on your iPad, you may wish to select which one is the default for new calendar entries. Go to **Settings > Calendar > Default Calendar** and select the desired account.



If you need to create an appointment for a different calendar, tap **Calendar** when creating your event and select the desired calendar to add it to.

### Calendar Views

Tap **Day**, **Week**, **Month**, or **Year** at the top of the screen to change your calendar view. Tap an event or day to see the details for that item. Within the *Day* view, pinch to zoom expand or contract time periods.

### Add a Calendar Event

Tap **Calendar** on the Home screen to open, tap **+**, enter the event details, then tap **Done** when completed.

You can also tap a date or time in an email, text, or web page to create a calendar entry. Your iPad will automatically underline dates and times to make it easy to create an appointment or meeting.

### Edit a Calendar Event

Tap the event, then tap **Edit** and make the necessary changes, tap **Calendar** to select which calendar this event appears on, and tap **Done** when complete.

### Respond to a Meeting Invitation

When you receive any meeting invitation via email, it is *tentatively* added to your iPad calendar.

1. Tap the tentative meeting located on the calendar OR open it from the calendar **Inbox**.
2. Tap **Accept**, **Maybe**, or **Decline** to respond.

*If you select **Decline**, you cannot change your response later from the iPad.*

3. Tap **Propose New Time** to suggest a new time.
4. Tap **Comment to Organizer** to include comments with your response that go only to the Organizer.

## REMINDERS / TASKS

### Set Your Default Task List

If you have more than one account set up on your iPad, you may wish to select which account is the default for new calendar entries. Go to **Settings > Reminders > Default List** and select the default account for tasks/reminders.



## Access Reminders

Tap the **Reminders** app on the Home screen to open. If you have more than one Reminders or Tasks list, tap the list header to view those items. If needed, tap the "stack" at the bottom of the screen to view your list headers.

### Add a Task / Reminder

Open the **Reminders** app. Tap the **+** button (location varies depending on your current view). Enter the Reminder title/text.

Tap the **i** button to set a reminder alarm, change priority, select the task list account, or to add detailed notes. When finished, tap **Done**.

You can also use Siri to set a reminder with a command similar to "Set a reminder for 10:00 am on Monday to email Jane about the contract status."

### Edit a Reminder

Tap an item on the left to mark it completed or tap anywhere else within the item to edit.

Tap the **i** button on the right to edit the alarm date/time, priority, notes, or to move it to another task list. Tap **Done** when finished to save.

## TOUCH ID

All current iPads support Touch ID to unlock your device with a fingerprint instead of typing the passcode. It can also be used to authorize iTunes purchases or Apple Pay purchase.



To enable Touch ID, go to **Settings > Touch ID & Passcode > Add a Fingerprint**. Follow the on-screen instructions to enroll up to five fingerprints.

## INTERNATIONAL TRAVEL

**Before traveling internationally**, contact the Firm's IT Support Center or your local IT staff to ensure the appropriate international data plans have been applied to your iPad OR contact your service provider.

*Even with international plans, we recommend using WiFi when available to reduce roaming expenses.*

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## REPORT LOST/STOLEN DEVICES

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For devices receiving Firm emails, whether personal or firm-issued, immediately contact the Firm's IT Support Center if your device is ever lost or stolen. They can wipe the device of firm data and arrange for a replacement of a firm-issued device.

### Find My iPad

**Find My iPad** allows you to locate your iPad if it is ever lost or stolen. You can display a message for the finder to call you, play an alarm sound, or remotely wipe your device.



Manage this feature from **Settings** > [Your Apple ID] > **iCloud** > **Find My iPad**. Your device updates its location every 24 hours. Enable **Send Last Location** to have your iPad report its location just before the battery drains.

For more info on how *Find My iPad* works for Apple devices, visit [support.apple.com/explore/find-my-iphone-ipad-mac-watch](https://support.apple.com/explore/find-my-iphone-ipad-mac-watch).

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## PERSONAL HOTSPOT

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If your iPad has cellular service, you can share its cellular Internet connection with other devices. Connections are password-secured – up to 3 devices can connect at the same time.

Go to **Settings** > **Personal Hotspot** and turn ON the hotspot and to view your hotspot password.

*You must be on this screen for your devices to connect to the hotspot. Once connected, you can switch to another screen.*

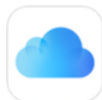
To prevent excess data charges, do not use the personal hotspot for streaming media or with personal devices. Firm devices do NOT have unlimited data plans.

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## iCLOUD

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Backing up your iPad to iCloud preserves your data and settings so they can be restored if your device is wiped or replaced.



When enabled, iCloud automatically backs up once a day when connected to WiFi and when charging. You can manually perform a backup when connected to

WiFi from **Settings** > [Your Apple ID] > **iCloud Backup** > **Back Up Now**.

Configure iCloud from **Settings** > [Apple ID account] > **iCloud Backup**. For more info on iCloud features, visit [apple.com/support/icloud](https://apple.com/support/icloud).

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## SIRI

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You can ask Siri to make a call, get directions, schedule reminders, search the web, dictate an email, and more.



### Using Siri

Press and hold the **Home** button. After the tone, ask a question or give Siri a command, releasing the **Home** button when done.

*NOTE: Dictations are transmitted to Apple servers for conversion and sent back to your iPad. Please keep this in mind if dictating confidential or sensitive information.*

Learn more at [apple.com/ios/siri](https://apple.com/ios/siri).

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## NETWORK PASSWORD CHANGE

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Whenever you change your Firm network password, firm email will not sync until you update your iPad with the new password:

1. Tap **Settings** > **Accounts and Passwords** > [firm account].
2. Tap **Account** > **Password**.
3. Enter your new password and tap **Done**. Check marks will appear if everything is correct.
4. To clear any old passwords, completely power off the iPad and power back on after 15+ seconds.

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## APPLE PENCIL

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If you have an iPad Pro, you can use the Apple Pencil to draw or to markup documents. The Pencil can also be used like a regular stylus to scroll or select items on the screen.

**TO PAIR THE PENCIL WITH YOUR IPAD:** Remove the cap from the top of your Pencil and plug it into the iPad's Lightning port. If prompted, **Turn On** Bluetooth and then tap **Pair** to connect the Pencil.

The Pencil charges quickly while connected to your iPad – 15 seconds of charging provides about 30 minutes of usage. The Pencil should be fully charged after about five minutes. You can also use the adapter included with the Pencil to charge directly using a Lightning charging cable.

When you remove the Pencil from the charger, be sure to replace the cap so you don't lose it or damage the charging tab.

The Pencil only works with the iPad Pro series – it does not work with iPhones or non-Pro iPads.

**CHECK THE PENCIL'S CHARGE:** Use the **Battery** widget on the *Notification* screen to see the current charge of your Pencil. To access, swipe down from the top, then swipe left to right to view the *Notifications*. Tap **Edit** at the bottom to add the widget or to change the display order of the widgets.

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## IMPROVING BATTERY LIFE

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The iPad offers many great features, but they can adversely affect battery life. The suggestions below can help you get the best battery life on your iPad.

1. Keep iOS and your apps updated to add new features, provide bug fixes, and enhance security, all of which helps to reduce battery drain.
  - Check for iOS updates under **Settings > General > Software Update**.
  - Check for app updates from the **App Store > Updates > Update All** to refresh all your apps.

*You may need to pull-down the screen to force a check-in for updates.*

2. Enable *Airplane Mode* from the *Control Center* when on a flight or in an area of little to no cell coverage to disable ALL iPad radios.
3. Turn off location services for apps that don't need it (**Settings > Privacy > Location Services**) or change the app's setting to **While Using the App** to prevent background usage. We suggest enabling location services for *Find My iPad*, *Siri*, maps, travel apps, and others.
4. When in the office, connect to **1FIRMQUEST** if cellular reception is poor in your office and to reduce cellular data usage.

5. Select email **Fetch**, which syncs your mailbox every **15 MINUTES** or immediately when you open your mail folder (**Settings > Accounts & Passwords > Fetch New Data**). NOTE: The **AUTO** setting only syncs email when connected to WiFi while charging.
6. Turn OFF background refresh for your apps under **Settings > General > Background App Refresh**. Your apps still refresh whenever you open them. We recommend enabling this option for travel and similar apps that may send you time-sensitive alerts and notifications.
7. Turn off Push notifications for apps that do not need it (**Settings > Notifications**).
8. If your battery is very low or it will be a while before you can charge your iPad, enable **Low Power Mode** under **Settings > Battery**. This disables background syncing of apps and email to reduce battery use.

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## STILL HAVE QUESTIONS?

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The following guides are available from the Apple website if you would like to learn more:

- The official Apple iPad User Guide is available at [help.apple.com/ipad/12](https://help.apple.com/ipad/12).
- Visit [apple.com/support/icloud](https://apple.com/support/icloud) to learn more about iCloud.

### Need Assistance?

Please contact your IT coach or the Firm's IT Support Center if you have any questions or need assistance.

The Support Center is available 24/7 and can be reached at x87200, 804-788-7200, or 1-877-374-4937 (toll-free in North America) or by emailing them at [ITSupportCenter@HuntonAK.com](mailto:ITSupportCenter@HuntonAK.com).