

City Council

iPad Rollout



Frequently Asked Questions (FAQs)

1. **Q: Where can I find more information and instructions?**
A: On the City website, under Council (CCC\Council\Council\iPad Training Materials), we will be posting instructions and manuals. The information will also sync to your iPad. In addition, some paper handouts will be provided during the training classes.

2. **Q: Who can I call if I still have questions about my iPad or GoodReader after attending the training sessions?**
A: Help Desk: 715-261-6710

3. **Q: Do I have passwords that I need to know?**
A: Yes. There are two. One for access to your City or Marathon County Email and one for your personal iTunes account. We've already saved the Email password on your iPad. We handed out the iTunes account password with the iPad.

4. **Q: When would I need the iTunes account password?**
A: If you want to install other iTunes applications (they are called Apps).

5. **Q: If I don't have Internet at home, who do I call to install it?**
A: Charter provides Cable Internet in most of the cities in the county. Frontier Provides DSL Internet Access. Most Cellular providers can sell you a Hotspot. There are 3 Wi-Fi providers in the county. Satellite Internet is also an option. Gerry Klein can help point you in the right direction.

6. **Q: What if I have Internet but don't have a Wi-Fi router at my house?**
A: Gerry Klein can help point you in the right direction

7. **Q: Why doesn't my battery last very long?**
A: Check to see how many applications you have open.
 - Double click on home
 - Close extra applications (swipe up)

8. **Q: How do I delete a file in GoodReader?**

A: Several ways:

1. Press and hold file until it turns green. Red **Delete** button on right side of screen.
2. Swipe left on the file. Red **Delete** button will appear next to file.
3. Tap on **Manage Files** button (upper right). Tap on file to delete. **Delete** button will appear.

9. **Q: How do I set the author's name in GoodReader?**

A: Go to file view in GoodReader

Tap **Settings** (Right hand side at bottom)

Tap on **Viewing PDF files**

Tap on **Author**

Enter your Name and tap on **OK**

10. **Q: How do I add a contact on my iPad?**

A: Tap on the **Contacts** app icon on your home screen.



Tap on plus sign next to **All Contacts**

Enter information on right hand side

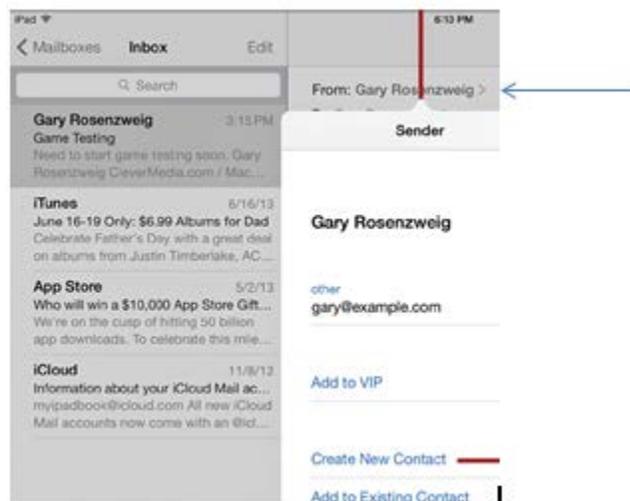
Tap on **Done**



OR

In an e-mail, tap on name listed in 'TO' or 'FROM' field (in blue).

Tap on Create **New Contact**



11. **Q:** I can't see the *Remote Sync* in GoodReader. The right side looks different.

A: Tap on the **Connect** button (upper right). MCB under Remote Sync should now be in view.



12. **Q:** I can't select a text to copy or to highlight it.

A: Some PDF files contain scanned images that look like text, but they're not. They're actually pictures. You need to have a real text defined in a PDF file to be able to select it. Use the freehand tool in these cases.



13. **Q:** How can I see older e-mails?

A: The setting for e-mail may be defaulted to a one-week sync. To adjust:

- Go to **Settings**
- Tap on **Mail, Contact, Calendars**
- Tap on **County (or Exchange)**
- Tap on **Mail Days to Sync**
- Tap on your choice
- Verify the check mark now appears to the right

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