



FREE tablet with internet connection

Hi there - my name is Philippa Leary from Superhighways, which is part of Kingston Voluntary Action. Our charity is part of the UK Online Centre network.

We applied for 10 tablets to give out to local residents who are offline and having to self-isolate during the CoronaVirus Pandemic.

We have asked some of the local charities that we work with to help us with this project. Each charity we contacted recommended 2 people they know who do not have a way or the means to connect to the internet in these difficult times. These charities are Staywell, Kingston Churches Action on Homelessness, ECO-OP, Milaap, One Norbiton and Kingston Mencap and your name is on the list.

We have set up your tablet and one of us will deliver it to your home. We won't come in close contact with you – just ring the doorbell and step back till you answer.

But we will help you to start using it to stay connected with friends, family and the very latest news. We will do this by phone to talk you through how to do this. In some cases it might be me that phones or the person you know at the local charity, who calls you up to help you over the phone.

Please make sure when you get the first call from one of us that you check for more details before you give any information over the phone – “better to be safe than sorry” as they say.

Useful Information

I've put a couple of things on your tablet already that might be useful.

Also, here's a couple of things I would like you to know.

- 1) This is **YOUR** free tablet - use it for whatever you need to
- 2) You can access the internet for **FREE** until the initial data from EE runs out. BT Openreach has donated the tablets and cost of the data to this project.
- 3) There are no silly questions about how to use it or what to do (**so please ask**)
- 4) Enjoy it. We are with you and will support you to use it for whatever you need
- 5) Stay safe and keep in touch

Important Contacts

Superhighways

Any questions either call Philippa on 07910 142868 or get in touch with the charity that recommended you.

RBK





If you need to contact the Council to get some help with accessing food, prescriptions, feel lonely; or have health or social care needs you require support with, call **020 8547 500**





NHS 111

If you think you might have CoronaVirus symptoms click on this blue text [111 online](#) and follow the instructions or call 111.


What we've put on your tablet

Your tablet already has many apps set up on it. When you are having a play about with your new tablet you will notice we've put a few extra things on there for you to start with on the home screen. They are all FREE to use!

Name of tool	To help with
	<p>Learn my way is a website to help you learning things about the internet and how to work your tablet.</p> <p>We will register you up for the online learning and talk you through the best learning to get you up and running.</p>
	<p>NHS website. Search for information and advice on health conditions, symptoms, healthy living, medicines and how to get help on the NHS website.</p> <p>Sign up: No. You don't need to sign up – it is a normal website for information and open to everyone</p>
	<p>The NHS App allows you to book appointments, order repeat prescriptions, check your symptoms, view your medical record to see information like your allergies and your current and past medicines. You can also register your organ donation decision.</p> <p>Sign up: You need to sign up and you might need some extra help to do this because it is a very secure sign up which only you can do to look at your medical records. We can help you get set up.</p>
	<p>Facebook Keep in touch with friends and family and follow charity groups and organisations to find out what's going on. You can also use the app to video call your friends</p> <p>Sign up: We can help you sign up to this online service.</p>

	<p>BBC website - Keep up-to-date with the latest news, updated regularly throughout the day.</p> <p>Sign up: This is a short cut to a 'normal website' – so you don't have to sign up unless you want to comment on one of the news items.</p>
	<p>Connected Kingston website - find local information and advice on health conditions, symptoms, healthy living, medicines and how to get help.</p> <p>Sign up: You can connect with a large number of services on the website.do it on behalf of someone else if they can't do it themselves. You don't need an email you can give your home address or phone.</p>
	<p>Google Translate - English translation app either for those people with ESOL needs or if you want to start reading the news in another language. If you select the words you want to translate, the app will translate them into the language you choose.</p> <p>Sign up: You need to sign up with Google who provides the app.</p>
	<p>Settings App – this is the app we will be using most often over the phone to begin with so we can get your tablet working the way you want it. For example to change the size of the typed words by making them bigger or smaller.</p> <p>Sign up: No this is part of your tablet software</p>

How to start using your tablet straight out of the box




1

WELCOME TO YOUR NEW ALCATEL 3T TABLET


Here's a step by step by step to help you get started.

Opening the box


2




1. Open this way up



2. Prize the sides out of the box



3. Lift the tablet out



4. Charger cable and plug

The plug...it's a bit weird

3



1. How to open plug



2. Pull the top pin up



3. Voila!

Charge tablet

4

There are 2 different fittings on the lead





Put the larger one (called a **USB**) into plug

Put the smaller one (**micro USB** in this slot on the top



How to start using your tablet straight out of the box

5

Full charge about 2 hours



Starting your tablet up 6




Press the **ON** button for 2 or 3 seconds.

Your tablet screen will turn from blank to the name of the tablet manufacturer Alcatel.

Then it will open the **Home Screen**

Home Screen #1 7




Horizontal

Note the first two rows of icon/pictures.

These are the special apps we put on for you.

Home Screen #2 8

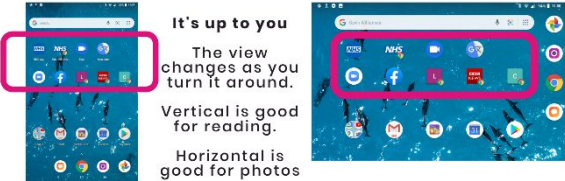


Vertical

Note the first two rows of icon/pictures.

These are the special apps we put on for you.

Home Screen Options 9




It's up to you

The view changes as you turn it around.

Vertical is good for reading.

Horizontal is good for photos

Keep in touch with your world 11



FACEBOOK **TWITTER** **INSTAGRAM**

#KingstonStrongerTogether

Terms of Use

In these terms, when we say Online Centre, we mean **Philippa Leary at Superhighways**.

As Good Things Foundation is giving you a tablet or other device as part of the DevicesDotNow campaign, there are a few things that we need you to do and for you to be aware of which are explained below.

By accepting a device from Good Things Foundation, you are confirming that you have read and agree with the contents of this document. If you have any concerns or questions about what this document contains, please contact Philippa Leary

The device itself

We have done our best to source you a device, kindly donated by one of the participating business partners, which will allow you to get online and communicate with people during this time of lockdown caused by COVID-19. The device is new and will come with all necessary accessories (e.g. a charging cable).

Ownership of the device

By participating in the DevicesDotNow initiative and by accepting this device, you have become the legal owner of the device. But with that comes a responsibility to use it properly, repair it if it needs to be repaired, and if you would like to, insure it in case it gets lost, stolen or broken.

Using the device

You confirm that you are over the age of 18. If the device will be used by anyone under the age of 18, we ask that you keep an eye on how that person is using the device because you will be responsible for that young person's use.

We have given you this device on the assumption that you have access to the relevant equipment needed to safely connect this device to power supplies. If this assumption is incorrect, we ask that you obtain access to such power supplies. If you have any questions or concerns doing so,

then please reach out to your local Online Centre.

If you are not sure how to use your device, particularly how to use it safely, we recommend reading the user manual. If a user manual is not available, please contact your local Online Centre who will be able to help you. Should the device suffer from any functionality issue which makes the device unsafe to use, you should immediately stop using the device and get in touch with your local Online Centre for advice.

Connecting your device to the internet

We have done our best to provide each device with a pre-loaded amount of data to enable you to connect to the internet in the short to medium term. However, once that amount of pre-loaded data is gone, you will be responsible for obtaining more data to enable you to continue accessing the internet. Please contact your local Online Centre at Superhighways if you need any help.

The Good Things Foundation's liability

We have taken care when sourcing the device. However, if you have a problem with the device please contact the Online Centre.

If something does go wrong, we do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the devices; and for defective devices under the Consumer Protection Act 1987. We will only be responsible if our negligence causes death or injury, or it would otherwise be unfair for us to not be held responsible.

We are not liable for any loss or damage that you might suffer when using the device to the extent: (a) we have complied with these terms and such losses arise solely as a result of you not following our guidance in these terms, or (b) that loss or damage could not reasonably have been foreseen. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen,

We are not liable for business losses. We only supply the devices for domestic and private use.