



Tablet Lending FAQ: Part 1

How long can I borrow the tablet for?

The initial loan period is for 3 months.

Can I renew the tablet after my first 3 months are up?

Yes, you can extend the loan period for another 3 months if you are still interested in learning more.

Is it free to borrow a tablet? Do I need to provide a damage deposit?

It is free to borrow the tablets. We do ask that you provide a damage deposit of \$225 in case the tablet is damaged upon return. The damage deposit can be made in the form of a cheque and we will not deposit it unless anything happens.

Do I have to have internet at home to use the tablet?

You do not need to have internet at home to use the tablet. If you do have internet, we encourage you to connect the tablet to your internet. This can be done in the settings app. However, if you do not have internet, our tablets are connected to wireless data so you will be able to use it.

How do I get one-on-one support?

You can get one-on-one support by registering for one of our digital literacy slots. These are available Monday, Thursday, and Friday. You can register by going on MyActiveCentre or by calling us at 604-732-0812.

What happens if I accidentally damage/lose my tablet? What if it is stolen?

In the case of damage to the tablet, that is when we would use the damage deposit mentioned above. To the extent permitted by law, the Borrower will be responsible for risk of loss, theft, damage or destruction to the Equipment from any and every cause.

Do I have to attend the Digital Literacy Virtual Programming?

Yes, we ask that anyone participating in our tablet lending program attend at least one Digital Literacy Virtual Program per week. This is to ensure you are getting the most out of the program



SOUTH GRANVILLE SENIORS CENTRE | 55+

Connecting Adults 55+ to Your Community

and learning how to use the tablet. To fulfill this requirement, you can attend our tech cafes on Fridays.

Is it mandatory to participate in other programs?

No, but you must attend at least one Digital Literacy Virtual Program per week.

Tablet Lending FAQ: Part 2

Where is the home button?

Once you are at the home screen you should see a square icon at the very bottom of your screen in white. This is your home button. If you want to exit a screen and go back to the home screen just tap the home button.

Where is the home screen?

If your tablet is off you can push the smaller raised button on the side of the screen. Once the screen lights up you swipe to the left to get to the home screen. If at any point you need to get back to the home screen while using your tablet just press the home button that is central at the bottom of the screen. See the question above for more information about the home button.

Why won't my tablet turn off/on?

To turn the tablet on or off push the smaller raised button on the side of the screen. If the tablet still does not turn on try holding it down for a few seconds and see if anything lights up. If not, your tablet may be out of charge. See question below for help with charging.

How do I charge my tablet?

After receiving your tablet you should have been supplied a white charger. Put the pronged end in your outlet and attach the smaller end directly to the charging port on the side of the tablet. It may take a few minutes for your tablet to be able to turn on again.

You can see the amount of battery charge left by looking at the battery icon in the top right corner of your screen. If it is green, then you still have a lot of battery life. If it is orange you are running out of battery and it will need to be plugged in soon.



SOUTH GRANVILLE SENIORS CENTRE | 55+

Connecting Adults 55+ to Your Community

How do I adjust the volume?

You can adjust your volume by pressing the longer raised button on the side of your tablet. When you push it your tablet will beep and show you whether you are turning the volume up or down.

How do I join a Zoom meeting?

If you have been emailed a link then you tap it and it should take you directly to the Zoom app. From there you can follow the joining instructions on the screen.

You can also select the app icon then tap “Join a Meeting”. From there you just need to input the Meeting ID and tap “join in”

Can I download apps and games?

Yes. Tap the Play Store app icon (see image below). Once you have found the app you are looking for you can tap on it then select the install button. You should be able to find this app by swiping up on the home screen.



If you want to delete the app you can tap and hold down the app icon then select uninstall.

Why are the letters so small?

This is how the tablet is automatically set up. If the letters are too small to see, you can increase their size by going to settings > display > font size and style.

Why is my tablet beeping?

The beeping sound is a sound the tablet makes when you get a notification. Your tablet will do this when it has reached full capacity while charging or if there is an update on your tablet.