Connect Through Tech

Tech Coaching
Quick Start Guide

Using a Smartphone to Communicate with Family, Friends and Others

Select, Download and Install Apps from Apple App Store

iPhone

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v 1.0

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Benefits

When people talk about how much they use their phone, or how their phone has replaced their computer, apps are the reason why. Apps make your smartphone easy, fun and versatile.

An app, short for application, is a software program that allows you to perform a specific task or set of tasks. Your phone came with some apps ready to use, but being able to **download** (add to phone) and **install** (set up) additional apps to your phone allows you to customize what you can do with your phone based on your interests, tasks you need to do, services you frequently use and so much more! The best part is that apps are often free and always easy to get.

With your DOROT user guide, you have everything you need to begin!

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Prerequisites

- iPhone 4 smartphone or newer
- Active mobile provider (e.g. Verizon, Sprint, AT&T)
- Wi-Fi / Internet access
  (Secure Wi-Fi is recommended if using your credit card to purchase an app - see Introduction on page 5)
- Apple ID added to iPhone

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Introduction

Selecting, downloading and installing apps is a quick, easy and often inexpensive way to make your phone the best device for your own individual needs.

iPhone users get their apps from the Apple App Store, which is easily accessible from any iPhone. There are applications for anything you can imagine (and even things you can't!) This guide will show you how to navigate through the App store, give you a few suggestions on apps, and show you how to get an app onto your phone and ready for you to use.

Many apps are free and some need to be purchased. Some apps are free to add to your phone and use basic features, but also offer the option of additional features that require a payment. This guide will show you how to understand the cost of an app before you choose it.

Once you choose an app, the next step is to **download** it (add to your phone). When downloading a free app, it is recommended to use a Wi-Fi connection, rather than a cellular connection. Downloading an app can take much longer with a cellular connection and will use data from your mobile phone plan.

Introduction (continued)

To protect your financial information when downloading an app, you must pay for (most apps are free), you should only use a **secure Wi-Fi** or your cellular connection. A **secure Wi-Fi** means a Wi-Fi that **only you** know the password to access it. This is the opposite of public Wi-Fi networks where all patrons are given the same password or there is no password required, such as at *Starbucks* and the *NY Public Library*.

After downloading an app, you will be immediately prompted to **install** (set up) the app for your preferences. Downloading and installing is like when you buy new furniture. First, you purchase it from the store and have it delivered (downloading). Then the furniture needs to be set up the way you want (installing). All apps that you add to your phone will require both steps and this guide will walk you through it all.

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Creating an Apple ID

To be able to **download** (add to phone) new apps, you will need an Apple ID. If you didn't create one when setting up your phone, follow these steps to create a new Apple ID.

If you've previously created an Apple ID but don't remember your password, skip to page 23. If you have an Apple ID and know your password, skip to page 37.
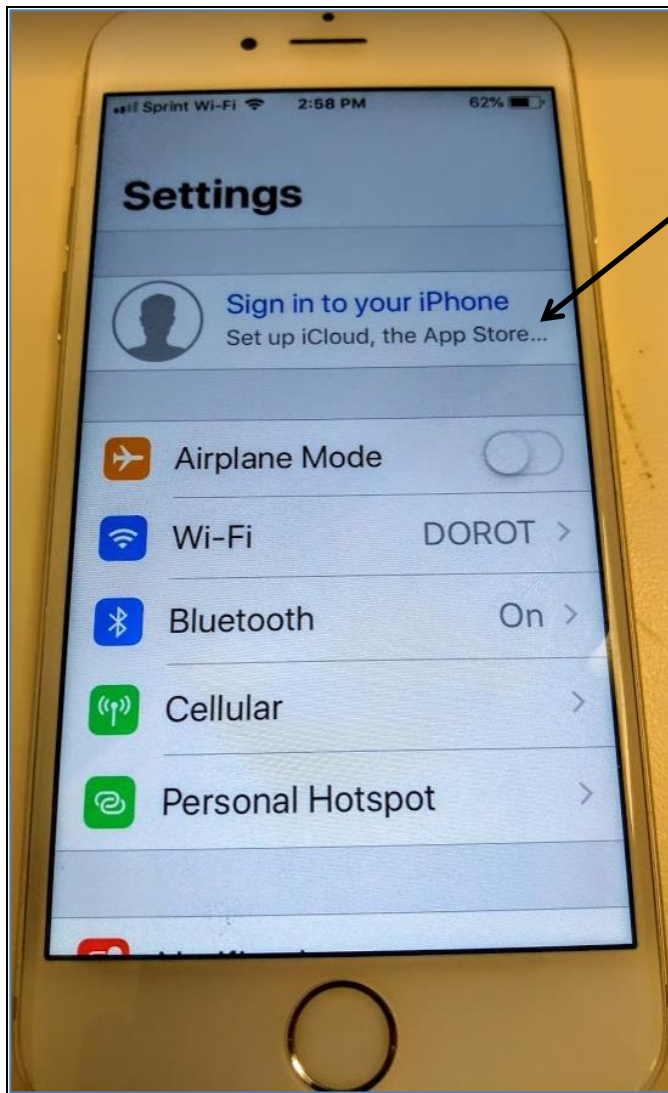
Step 1. **Click** (tap) *Settings*.

NOTE: *Settings* **icon** (picture) may be in a different location on your screen. If the **icon** (picture) is the same, it doesn't matter where it appears.

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Creating an Apple ID (continued)

Step 2. **Click** (tap) *Sign in to your iPhone*

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Creating an Apple ID (continued)

Step 3. **Click** (tap) on *Don't have an Apple ID or forgot it.*
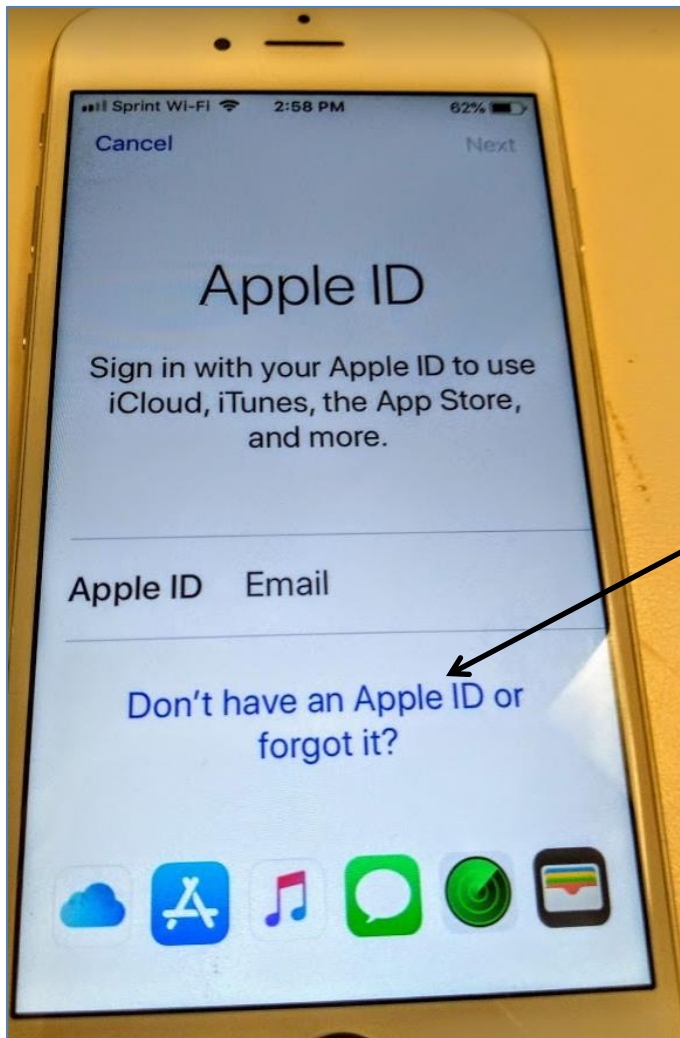
Creating an Apple ID (continued)

Step 4. If you are creating an Apple ID for the first time, **click** (tap) on *Create Apple ID*. If you've previously created an Apple ID, but have forgotten your password, skip to page 23.
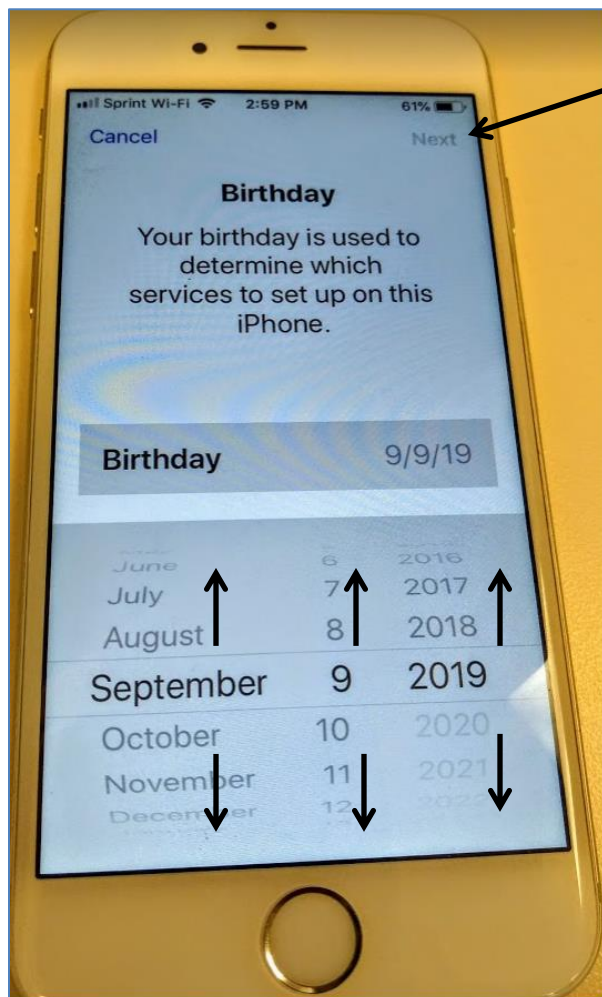
Creating an Apple ID (continued)

Step 5. Enter your birthday by scrolling month, day and year, then **click** (tap) *Next* on upper right when done. (NOTE – For increased security, you may choose a substitute for your real birth date. You will need to recall the substitute you use if you forget your password, so save the substitute birthdate with your password.)

Creating an Apple ID (continued)

Step 6. **Enter** (type) your *First Name* and *Last Name,* then **click** (tap) *Next.*

Creating an Apple ID (continued)

Step 7. You will need to associate an email address with your Apple ID. You can choose to use an existing email account (recommended) or can create a new iCloud email address.
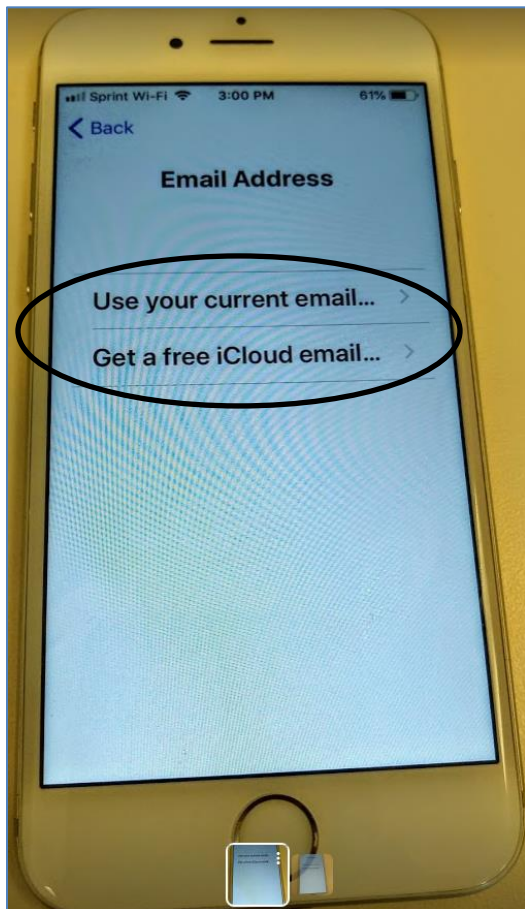
Creating an Apple ID (continued)

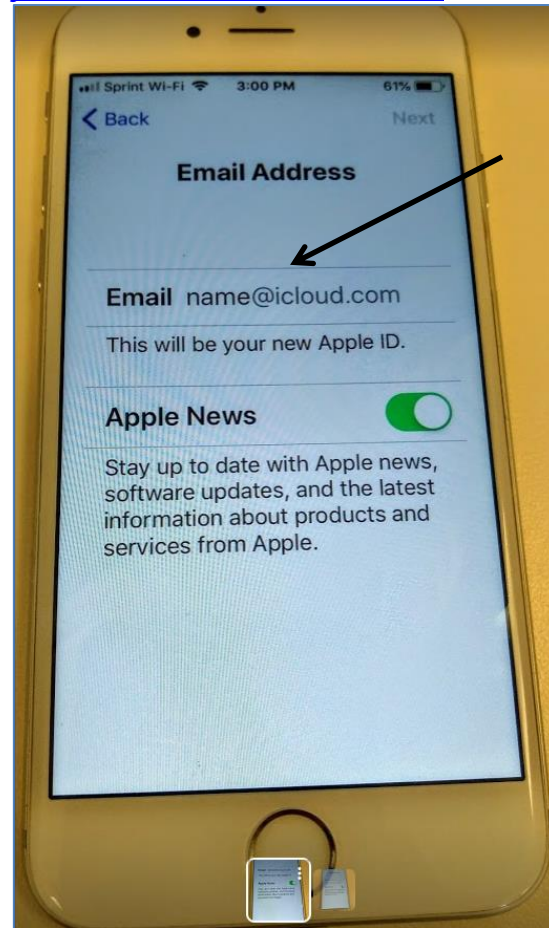Step 8. **Enter** (type) either…

your existing email address, e.g. jadams@dorotusa.org	**OR** a new iCloud email address, e.g. jadams@icloud.com
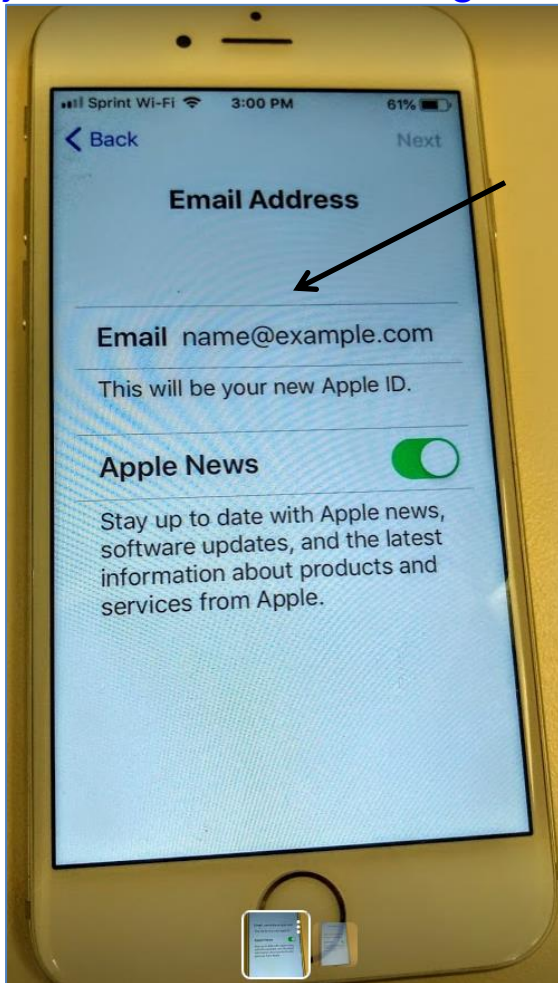
Creating an Apple ID (continued)

Step 9. By default, you will receive Apple News updates by email. To prevent this, **click** (tap) on the green area on the button below so the button turns white.
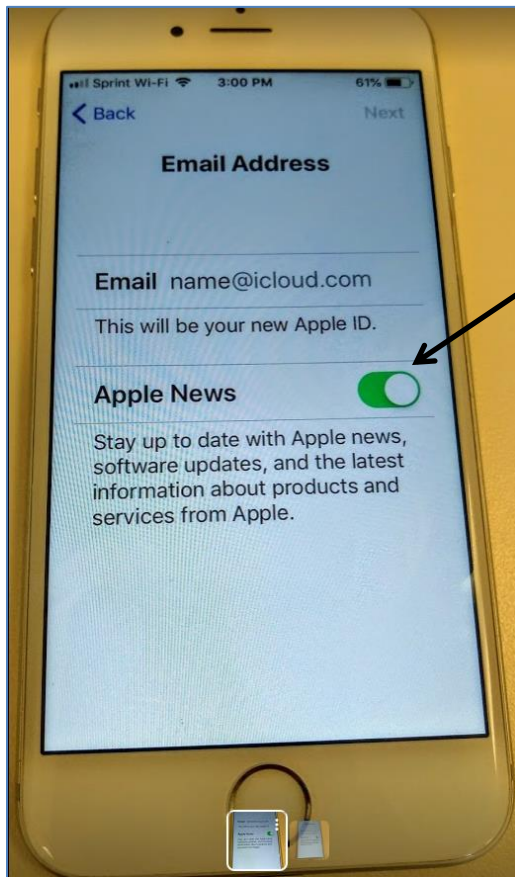
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Creating an Apple ID (continued)

Step 10. **Enter** (type) a password (twice), noting the password requirements displayed below, then **click** (tap) *Next*. Be sure to record your password, noting this is for your Apple ID, for future reference.
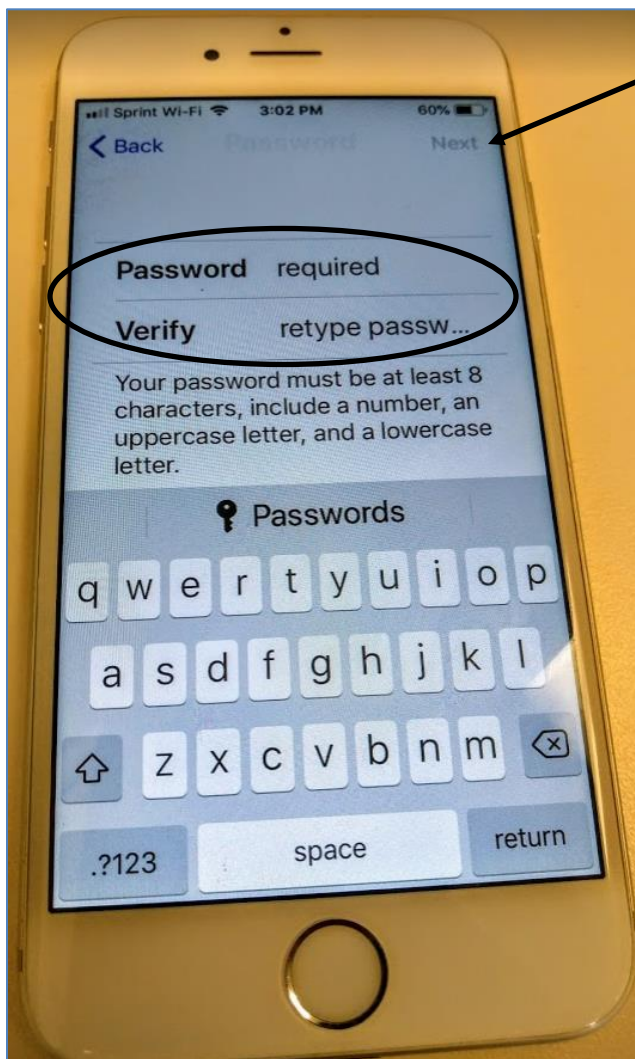
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Creating an Apple ID (continued)

Step 11. To ensure the security of your account, you will be asked three times to select from a list of security questions and answer them. You will be asked to answer these questions should you forget or need to reset your password (see page 23). Each list contains different questions. **Click** (tap) on your preferred question. First of three lists is shown below.

Creating an Apple ID (continued)

Step 12. A new screen will provide a space for you to type your answer. Please make sure to document your answers, since you may need to provide this information in the future if you forget your Apple ID password. After entering response, **click** (tap) *Next.* Repeat these steps with each of 3 security question lists.

‹ Back   Question 1 of 3   Next

Question   What is the first name of your best friend in high school?   ›

Answer   Enter an answ...

Creating an Apple ID (continued)

Step 13. Scroll down to read *Terms and Conditions*. You must **click** (tap) *Agree* to set up your account. "Terms and Conditions of Service" are part of every online account setup and can be a lengthy and technical read. It is an individual choice to read thoroughly or simply agree.
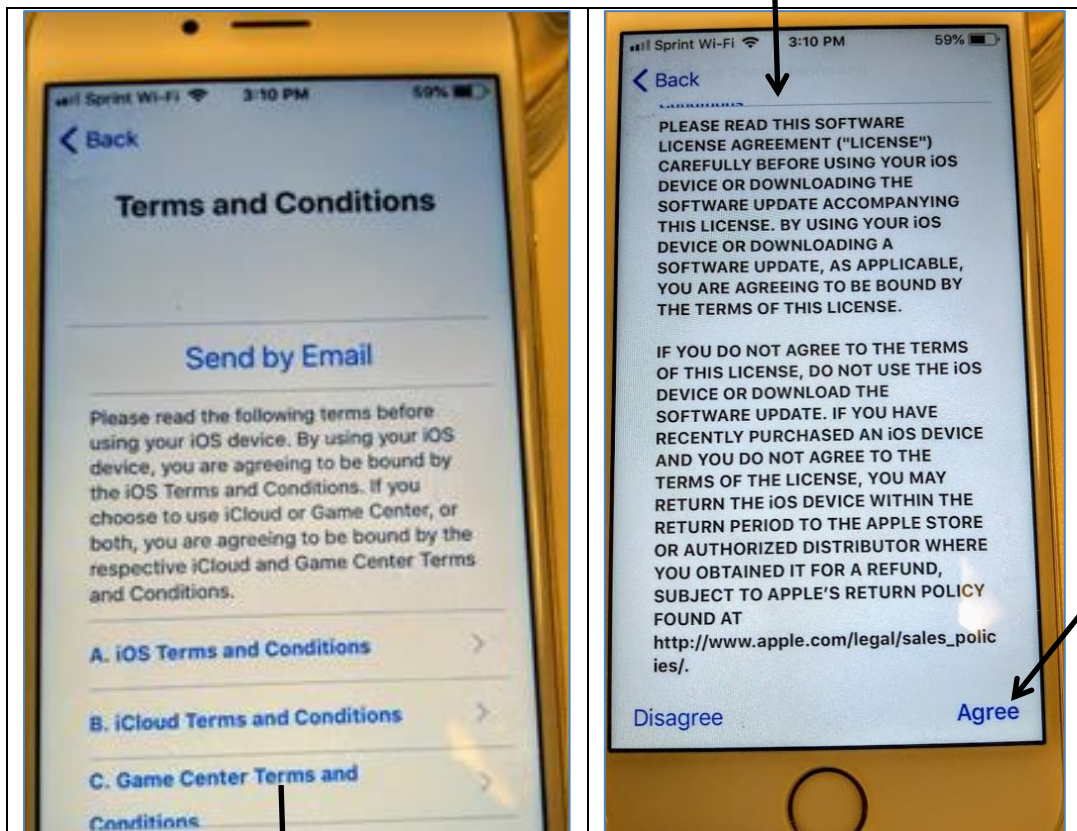
Creating an Apple ID (continued)

Step 14. You will be asked to agree a second time. **Click** (tap) on *Agree* to continue*.*
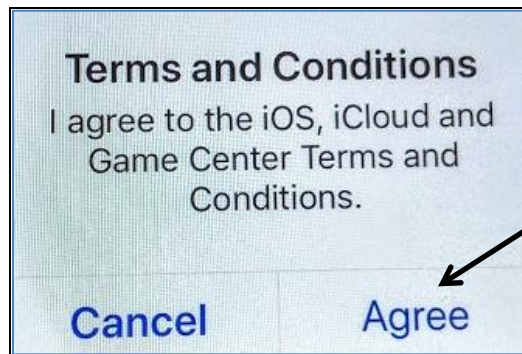
Creating an Apple ID (continued)

Step 15. Your email address will appear in the areas highlighted in white below. **Click** (tap) on *Verify Email Address* (shown on left). You will then be sent an email, (shown on right) asking you to click on a link to confirm that the email you entered is correct. To do this, switch to email, open email from Apple and **click** (tap) on *Verify Now*.
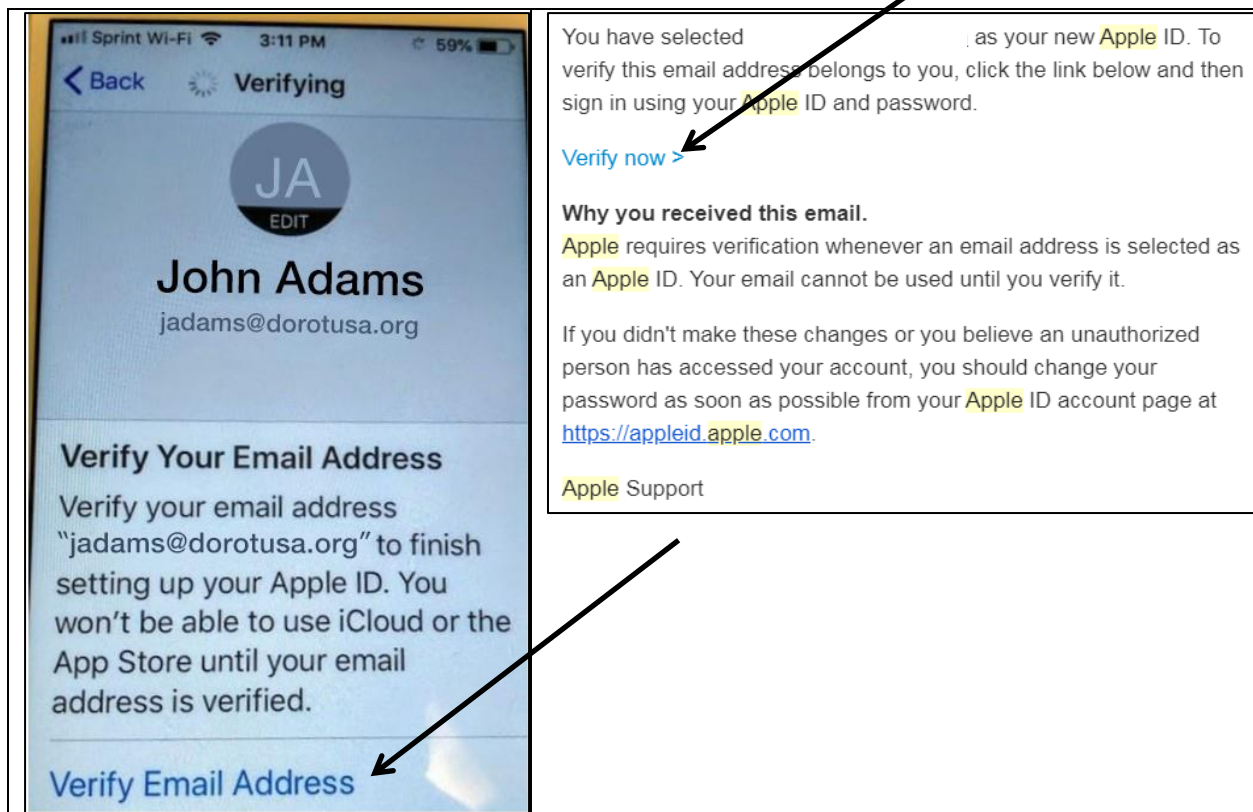
Creating an Apple ID (continued)

Step 16. Your new Apple ID is created.

If You Forget Your Password

Step 1. **Click** (tap) *Settings.*

NOTE: *Settings* **icon** (picture) may be in a different location on your screen. If the **icon** (picture) is the same, it doesn't matter where it appears.

If You Forget Your Password (continued)

Step 2. **Click** (tap) *Sign in to your iPhone.*
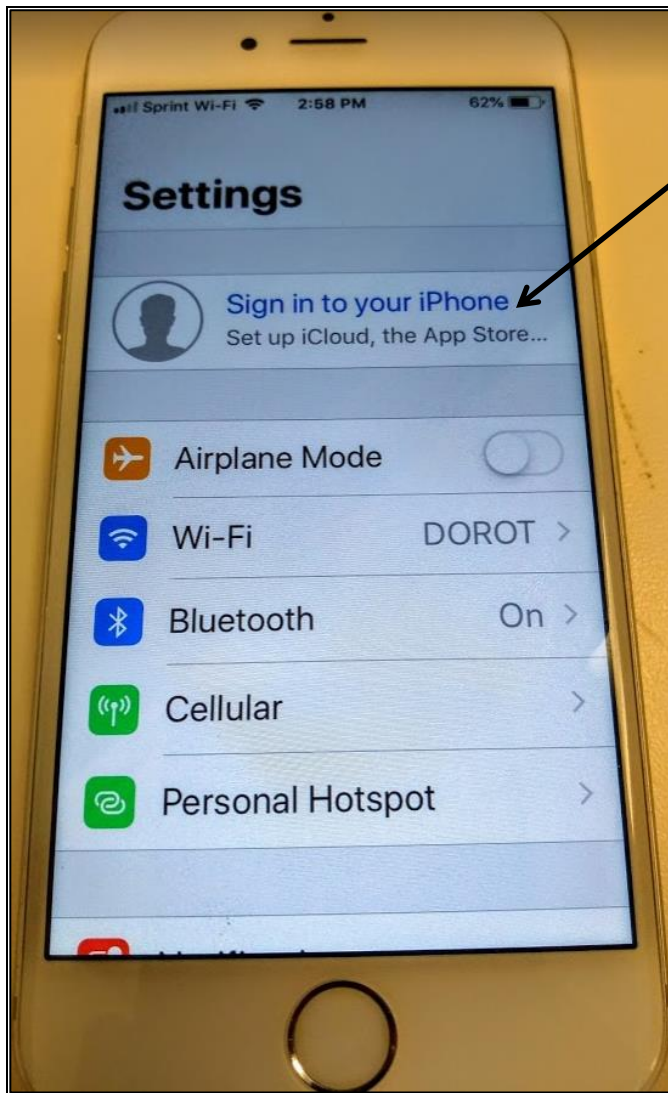
If You Forget Your Password (continued)

Step 3. If you've previously created an Apple ID but have forgotten your password, **click** (tap) on *Forgot Apple ID*. You will need the phone number or email you associated with your Apple ID to reset. If you do not have that information, you will need to create a new Apple ID (see Page 7).

If You Forget Your Password (continued)

Step 4. **Enter** (type) your Apple ID (email address or phone number you used to setup your account).

If You Forget Your Password (continued)

Step 5. You can choose to **reset** (change) your password by email (see Page 28) or by answering security questions (see Page 32).

Cancel

Reset Options

Choose how you would like to reset your password.

Reset by Email   >

Answer Security Questi...   >

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Reset Password by Email

Step 1. **Click** (tap) *Reset by Email.* Then you will be prompted to check your email to reset your password.

Cancel

Reset Options

Choose how you would like to reset your password.

Reset by Email   >

Answer Security Questi...   >

Password Reset Email Sent

Follow the directions in the email to reset your password.

OK
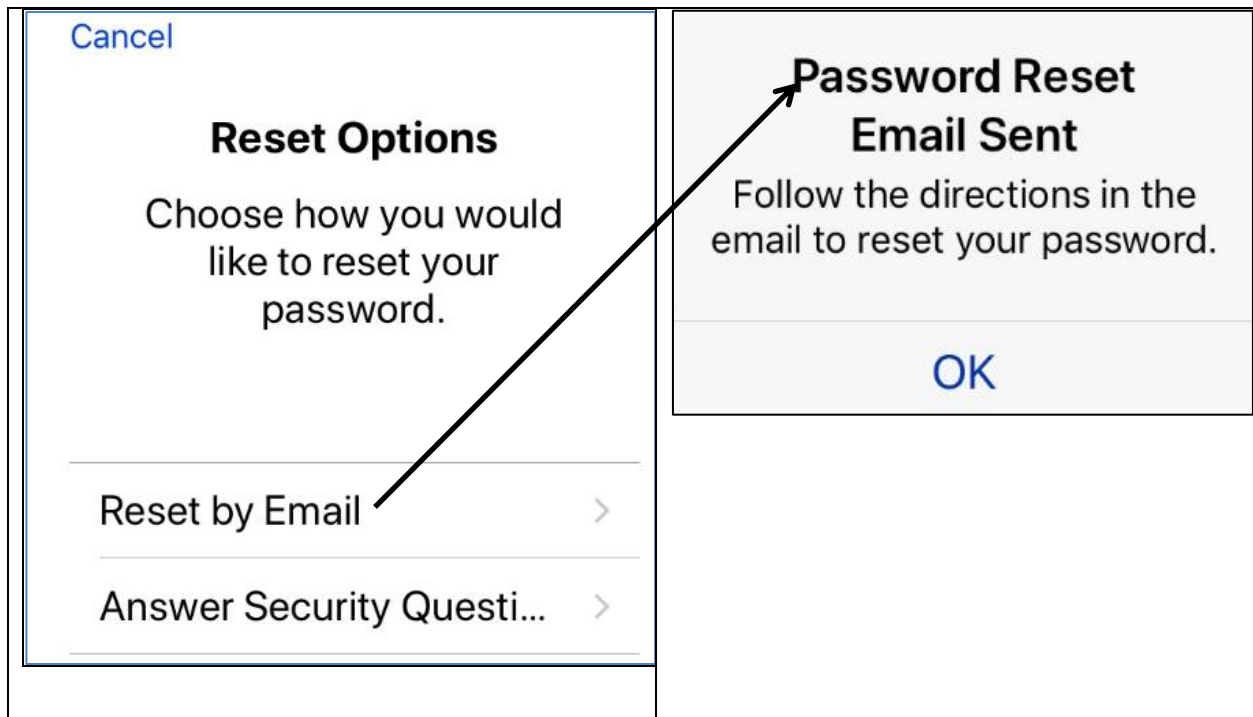
Reset Password by Email

Step 2. Switch to email and open the email sent by Apple. **Click** (tap) *Reset now*.

Apple <appleid@id.apple.com>

ℹ️ If there are problems with how this message is displayed, click here to view it in web browser.

Sent: Fri 9/13/2019 12:30 PM
To: John Adams

Dear John Adams,

You recently requested a password reset for your Apple ID. To complete the process, click the link below.

Reset now >

If you didn't make this change or if you believe an unauthorized person has accessed your account, go to iforgot.apple.com to reset your password immediately. Then sign into your Apple ID account page at https://appleid.apple.com to review and update your security settings.

![DOROT logo - Generations Helping Generations Helping]

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Reset Password by Email

Step 3. **Enter** (type) a new password (twice), noting the requirements shown below, then **click** (tap) *Reset Password* on the bottom of the screen. Be sure to record your password future reference, noting this is for your Apple ID.

New Apple ID Password

Enter a new password for **nreiss@dorotusa.org**

new password

confirm password

Your password must have:
- ⊘ 8 or more characters
- ⊘ Upper and lowercase letters
- ⊘ At least one number

Strength:

Avoid passwords that are easy to guess or used with other websites.

Cancel   Reset Password

Reset Password by Email

Step 4. Your Apple ID password is changed.

Apple ID

Password Changed

Your Apple ID password for **jadams@dorotusa.org** has been changed. Sign in to your Apple ID account page now to review your account information.

Go to Your Account

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Reset Password by Security Questions

Step 1. **Click** (tap) on *Answer Security Questions.*

Reset Password by Security Questions

Step 2. After **clicking** (tapping) *Answer Security Questions*, use sliders to select month, day and year of your birthday. Remember to use the birthday you used when creating your Apple ID.

Cancel

Reset Options

Choose how you would like to reset your password.

Reset by Email   >

Answer Security Questi...   >

‹ Back   Next

Birthday

Verify your birthday to continue.

Birthday   10/4/19

July   1   2016
August   2   2017
September   3   2018
October   4   2019
November   5   2020
December   6   2021
January   7   2022

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Reset Password by Security Questions

Step 3. Answer security questions (below questions are shown as an example). Your questions may be different depending on what you selected when you created your Apple ID.

Security Questions

Question 1 of 2:
What is the first name of your best friend in high school?

Answer

‹ Back   Next

Security Questions

Question 2 of 2:
What is the name of your favorite sports team?

Answer

Reset Password by Security Questions

Step 4. **Enter** (type) a new password (twice), noting the requirements shown below, then **click** (tap) *Reset Password*. Be sure to record your password, noting this is for your Apple ID, for future reference.

New Apple ID Password

Enter a new password for

new password

confirm password

Your password must have:
- 8 or more characters
- Upper and lowercase letters
- At least one number

Strength:

Avoid passwords that are easy to guess or used with other websites.

Cancel   Reset Password

Reset Password by Security Questions

Step 5. Your Apple ID password is changed.

Apple ID

Password Changed

Your Apple ID password for **jadams@dorotusa.org** has been changed. Sign in to your Apple ID account page now to review your account information.

Go to Your Account

Finding Apps in the App Store

Shopping for new apps is fun! The Apple App Store provides access to over 2 million software programs (apps) designed to run on Apple mobile devices.

In order to select the right apps for you, you will:
- find out what's available
- Check reviews and pricing (many are free!)

The next few sections will walk you through these steps. To access the App Store, **click** (tap) on *App Store.*
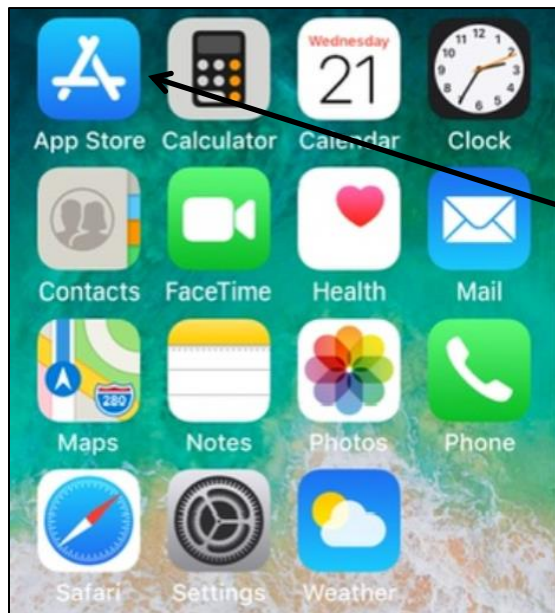
NOTE: This **icon** (picture) may be in a different location on your screen. If the **icon** (picture) is the same, it doesn't matter where it appears.

Finding What's Available – *Search*

Step 1. The most direct way to look for apps is to use the *Search* **icon** (picture) If *Search* icon is not already blue, **click** *(tap)* on *Search.*
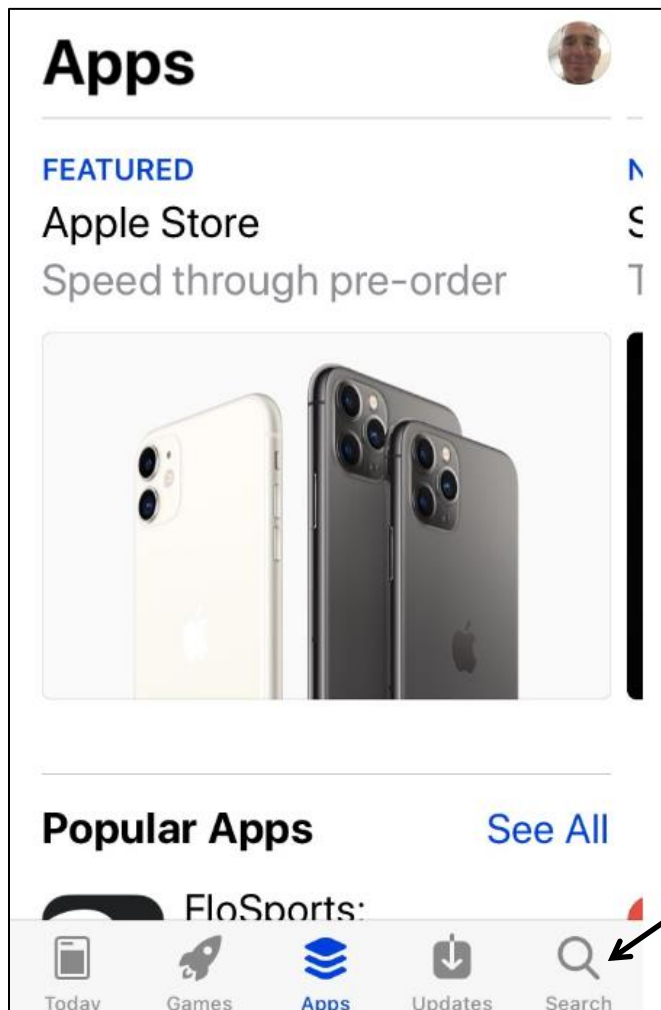
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Finding What's Available – *Search*
(continued)

Step 2. **Enter** (type) name of app if you know it, like "NY Times." You can also type a more general word that describes the kind of app you wish to find, like "newspaper" or "news." A list of options will appear. **Click** (tap) on desired app to review it. This is like window shopping – looking, not acquiring.
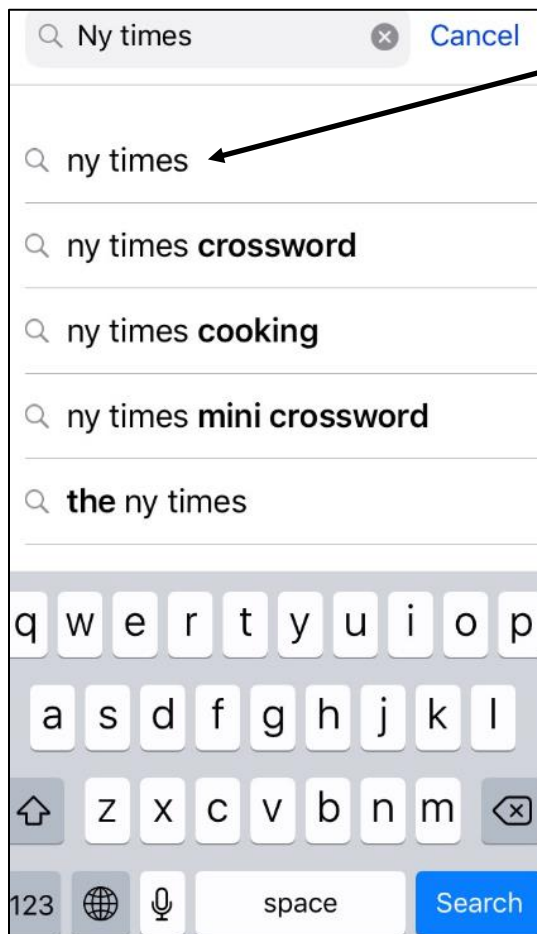
Finding What's Available – *Search*
(continued)

Step 3. **Click** (tap) on the app title to read more. Scroll down to view all details.

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Finding What's Available – *Apps* Button

Instead of using the *Search* button, another option is to use the *Apps* button, also located at the bottom of the first screen after opening the Apps Store. If this is your first visit to the App Store, it will be the opening screen. This screen is very busy and will contain many advertisements for apps of different types.

Step 1. If *Apps* icon is not already blue, **click** (tap) on *Apps*.
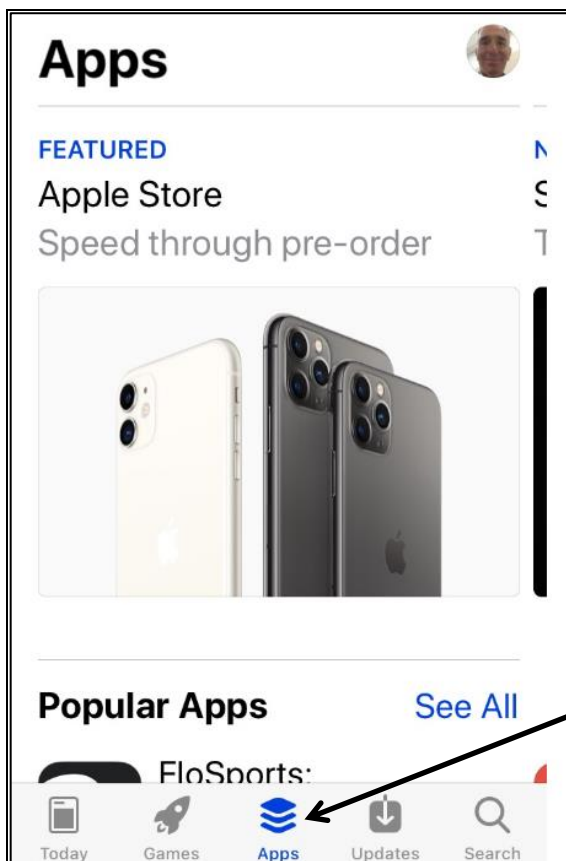
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Finding What's Available - *Apps* Button (continued)

Step 2. Lists of apps will appear. Scroll down to review sections like *Top Free Apps* (on left below), *Top Paid Apps* (on right below), *Top Categories* (not shown), or *Popular Apps* (not shown). This last is useful to discover what apps are popular with other iPhone users. In example below, **click** (tap) on desired app, e.g. *TikTok*.
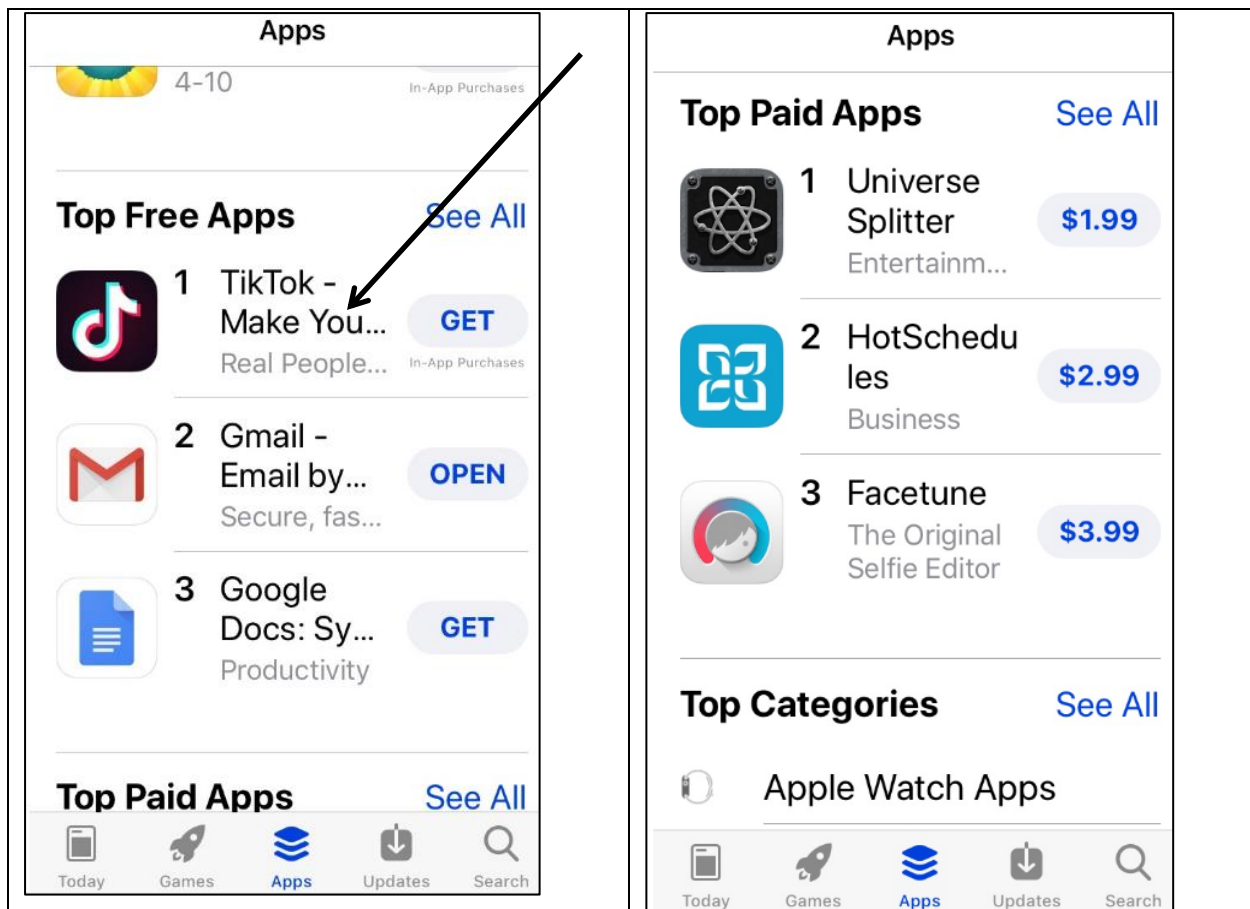
Finding What's Available - *Apps* Button (continued)

Step 3. **Click** (tap) on the app title to read more. Scroll down to view all details.
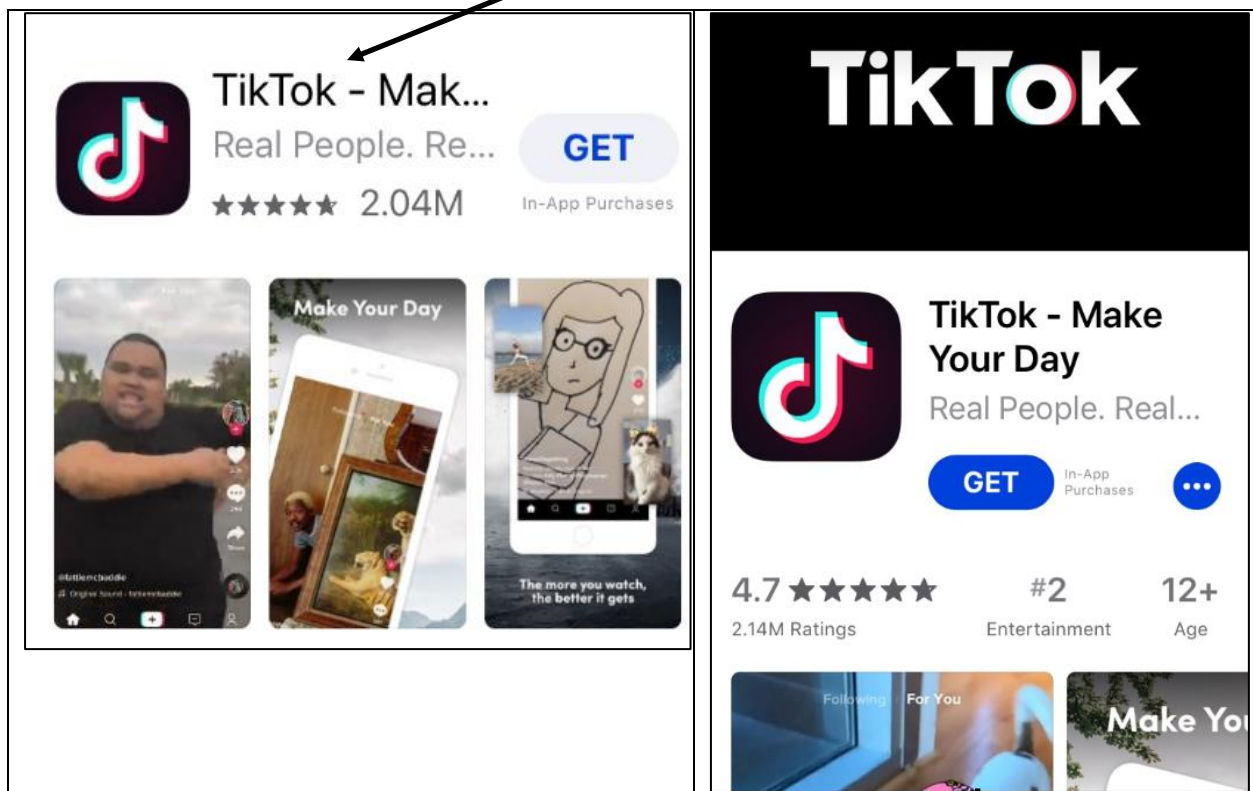
Finding What's Available – Other Options

You can get app recommendations from friends and family. Ask them to explain what apps they find it useful and to demonstrate how they work. Then you can look at them in the App Store as has just been described.

Below are some widely used apps. Please note that DOROT is not recommending any specific apps.

a. Want to stay in touch with friends and family by phone, video calls or chat: *FaceTime (already on iPhones) or WhatsApp* or *Skype*

b. Looking to plan your trip and to view status of bus and subway lines in New York City: *MyMTA*

c. Interested in listening to your favorite music: *Pandora* or *Spotify*

d. Enjoy reading books and magazines, even from the library: *Amazon Kindle*

Reviews and Pricing

Once you find an app you might be interested in using, it is recommended to check how people have rated the app and confirm its price, if any, before adding to your phone.

Below the app name, you can always see the review information – how many stars and how many people reviewed the app.

While most apps are free, some require an initial payment to download. Other apps can be downloaded for free but accessing some features will require a one-time or ongoing payment. Below are examples to show the differences.

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Reviews and Pricing (continued)

FREE APPS

TED (below) is an example of a free app. You can tell it is free because on the right side of the screen it says *GET.* Below the app name, you can see the review information – *TED* has received 4 of 5 stars from 1,780 users. **Click** (tap) *GET* to **download** (add to phone).

Reviews and Pricing (continued)

FREE DOWNLOAD / PURCHASE FOR FULL USE

Netflix (below) is free. You can tell it is free because on the right side of the screen it says *GET.* Notice below the *GET*, in small letters, is a notation *In-App Purchases* (circled)*.* This means that some or all features require payment after the free download. *Netflix* app requires a monthly subscription. *Netflix* has received 4 of 5 stars from 145,000 users. **Click** (tap) on *GET* to **download** (add to phone).

Reviews and Pricing (continued)

PAY TO DOWNLOAD and USE

You see this price in the same place where *GET* is on free apps. *Skyview* (below) requires an **initial payment** of $1.99. After that it is free to use. Many apps requiring purchase are in this price range. **Click** (tap) on price to **download** (add to phone).

Reviews and Pricing (continued)

OTHER POSSIBILITES

Sometimes you will see ☁⬇ where the *GET* or price is supposed to be. This indicates an app that you have previously downloaded but is not currently on your phone.

You can see this in the example below, *for WhatsApp.*

Click (tap) ☁⬇ to download again.

Reviews and Pricing (continued)

Other times you might see *OPEN* where the price is supposed to be. This indicates an app that is already on your phone. You can see this in the example below, for *Gmail.* **Click** (tap) OPEN to access the app.
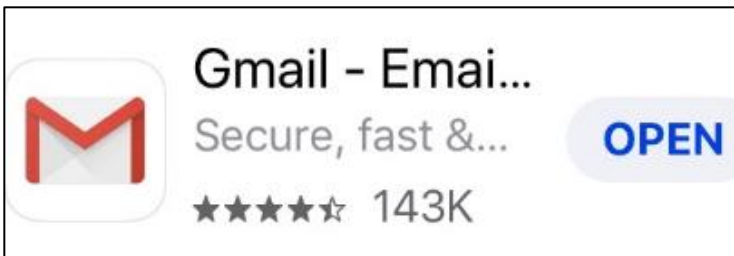
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Downloading Apps

After you have searched for and selected your app, you are ready to download. The download process will differ, depending on whether the app is free or requires an initial payment. Review sections below for a walk through of each process.

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Downloading Free Apps

Step 1. Free apps are downloaded immediately by **clicking** (tapping) on *GET (*shown on left below). If you will see a ☁ icon (picture) instead of GET, you have previously downloaded this app but have removed it from your phone. **Click** (tap) ☁ to download again.
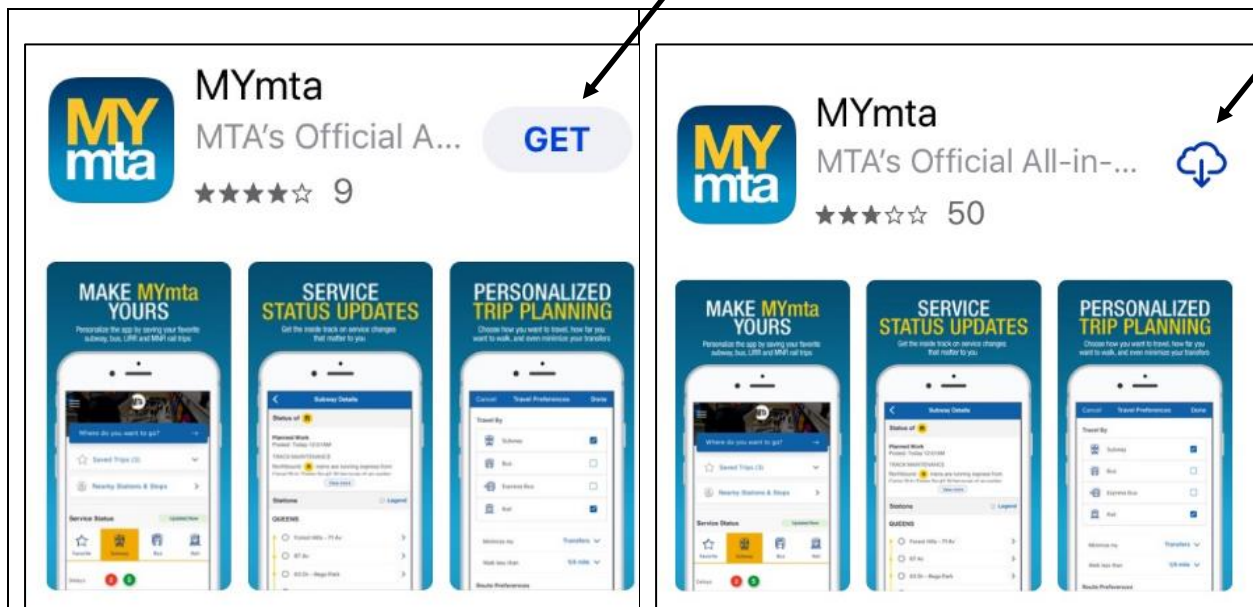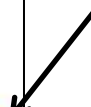
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Downloading Free Apps (continued)

Step 2. While download is in progress, you can view progress through a revolving circle **icon** (picture) which will change to a blue color as download progresses. When done, the circle will change to *OPEN*, indicating that the app is ready to be installed.

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Downloading Paid Apps

Step 1. Apps requiring any kind of payment are downloaded by clicking GET (for apps with in-app purchases, shown on left) or the price (for apps that require initial payment, shown on right).
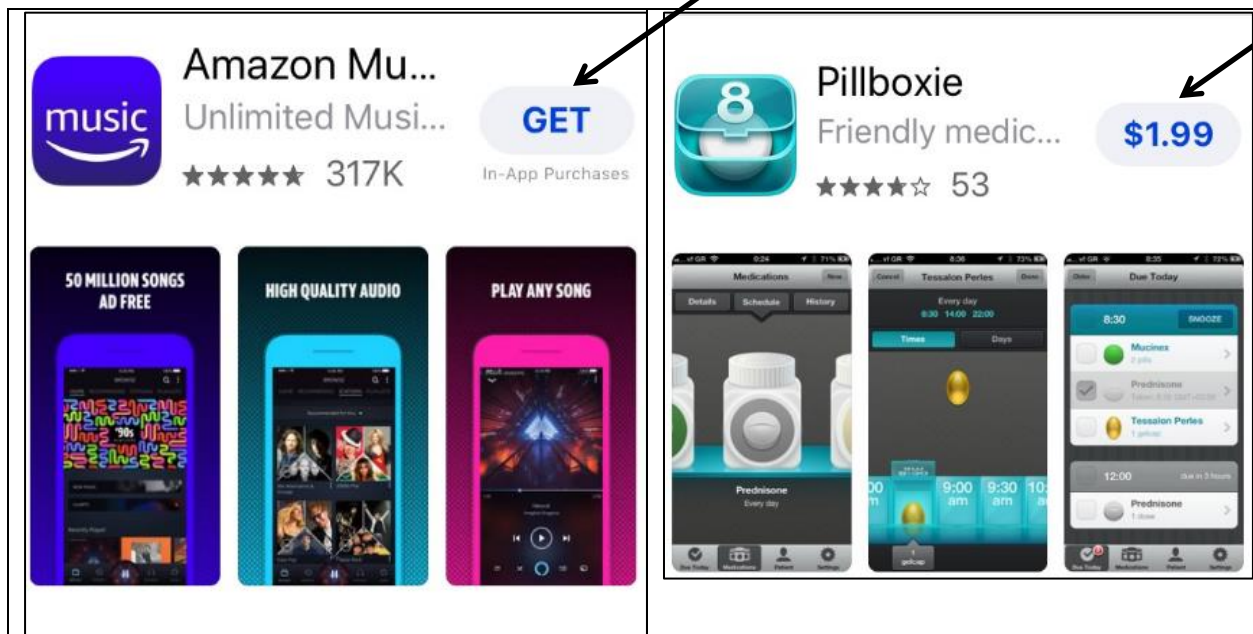
Downloading Paid Apps (continued)

Step 2. To proceed with the **download** (add to phone) of *a* paid *app*, **click** (tap) on *Purchase*.
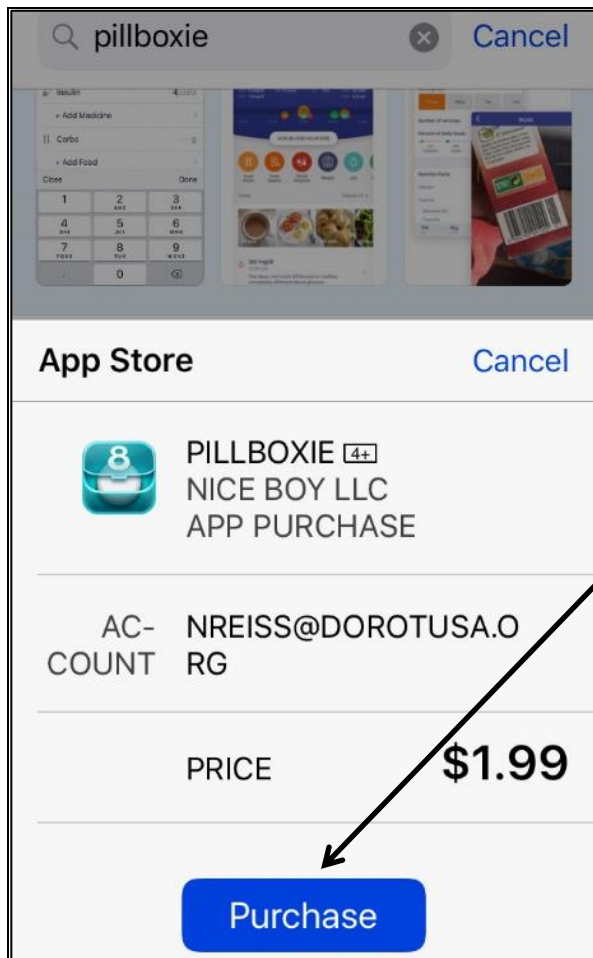
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Downloading Paid Apps (continued)

Step 3. If not already signed in, enter Apple ID password. If you do not have an Apple ID, refer to the Table of Contents of this guide to learn how to create one.

Paid Apps (continued)

Step 4. To continue with purchase, you will need to add a payment method to your Apple ID. Saving credit card information to your Apple ID is not required at Apple ID set up, but is needed to **download** (add to phone) paid apps or to purchase premium features within free apps. When you enter the information, Apple ID will save for future use. You may also choose to enter an Apple gift card. Enter requested information.
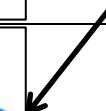
Paid Apps (continued)

Step 5. After entering credit card information, download will begin. You can view progress of the download by watching the increase in blue around the circle When done, the circle will change to *OPEN*, indicating that the app is ready to be installed.
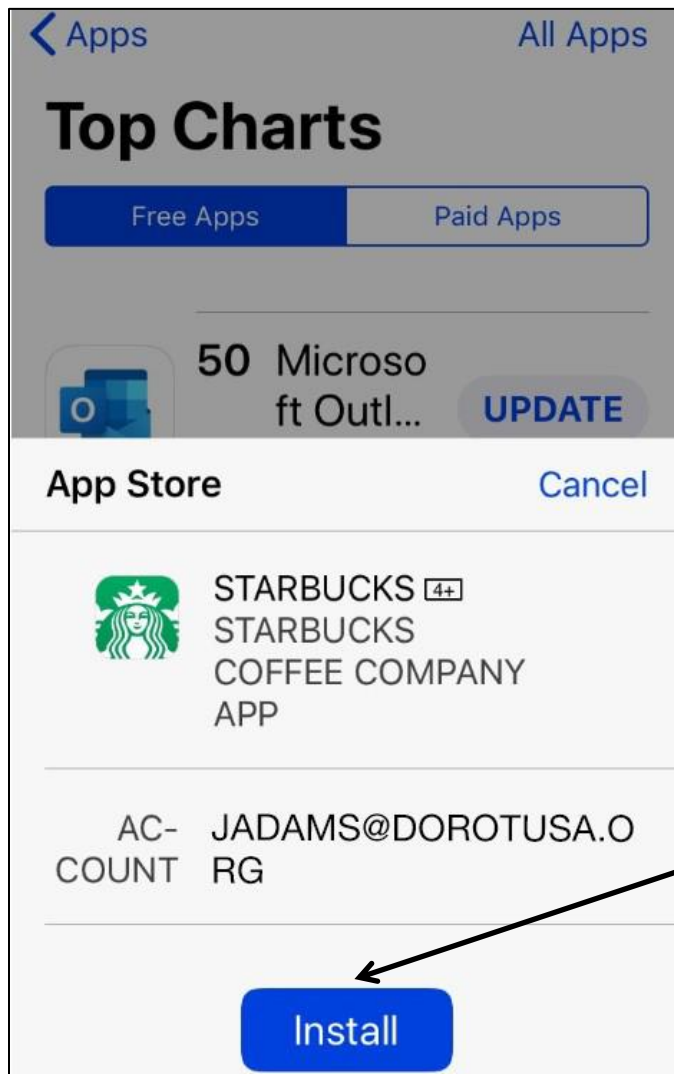
Pillboxie Friendly medication r... ★★★★☆ 53	
Pillboxie Friendly medication r... ★★★★☆ 53	
Pillboxie Friendly medic... **OPEN** ★★★★☆ 53	

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Installing Apps

Step 1. After downloading an app, you will be immediately prompted to **click** (tap) *Install* to complete adding the app on your phone.
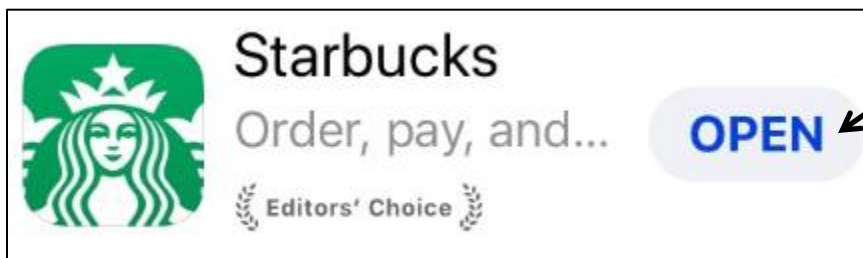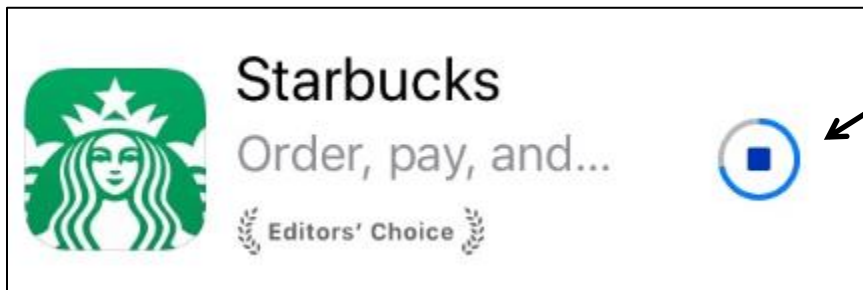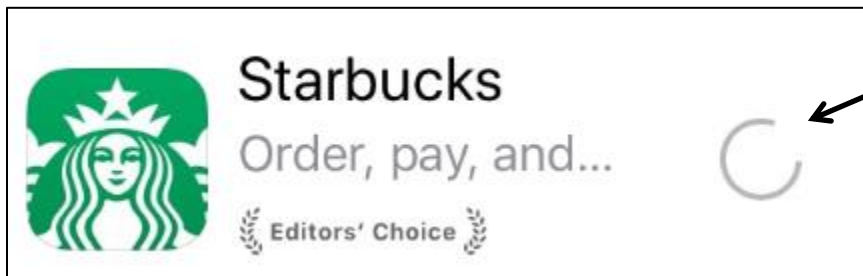
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Installing Apps (continued)

Step 2. While install is happening, you can view progress through a revolving circle **icon** (picture) which will change to a blue color as download progresses. When done, the circle will change to *OPEN*, indicating that the app is ready for use.

Installing Apps (continued)

Step 3. On your phone's home screen, an **icon** (picture) for your new app will be added.

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DOROT hopes that you have found this guide useful and that it has made technology easily more accessible.

We would love to hear from you. Please share your comments through technologyhelp@dorotusa.org.