



iPad / GoodReader

Frequently Asked Questions (FAQs)

1. **Q: Where can I find more information and instructions?**
A: We will be posting instructions and manuals on the NCHC website. The information will also sync to your iPad. In addition, some 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 NCHC e-mail and one for your personal iTunes account. We've already saved the email password on your iPad. The iTunes account passwords were handed out 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.

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**

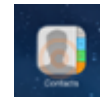
10. **Q: How do I add a contact on my iPad?**

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

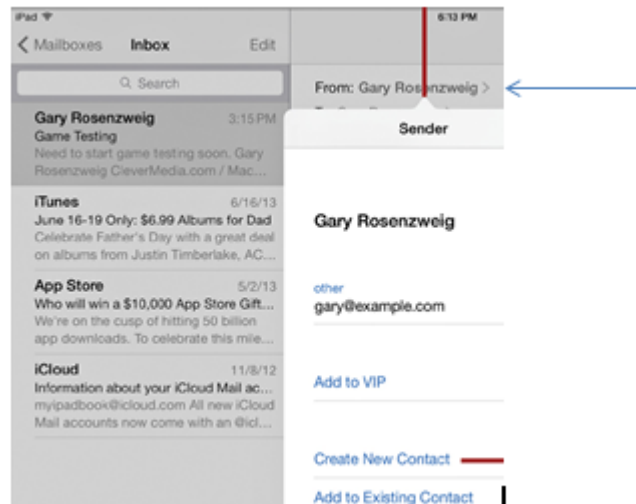
Tap on **Done**



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.



15. **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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