TELEHEALTH ACCESS

FOR SENIORS

## Email Creation, Apple Device Set-Up, and Apple ID Set-Up

If you have any questions or need further assistance with setting up your device, feel free to email contact@telehealthforseniors.org or text (475)-675-0564 to set up a call!

### Step 1) Making an Email Account:

Your physician will send you invites to video-chat with them via email, so it's important that you set up an email account. There are many email provider services, but the most intuitive to use for many is Gmail. **To set up a Gmail account, follow these steps:**

1. Open your internet browser (Google Chrome/Samsung Internet if you have an Android Device, or Safari if you have a Mac device. The paper provided with your device should notify you which browser you have). All of these work. Your device should automatically come with a search engine. Note: If you would like to download Google Chrome instead, go to this link https://www.google.com/chrome/ and follow the instructions. This download is not necessary if you have an Android device.
2. Once you have your search engine set up, type https://accounts.google.com/SignUp into your search engine's bar at the top.
3. Next, enter your First Name, Last Name, Username, and Password.
4. Next, add your phone number, date of birth, and gender. If you have another email, you can add that as the recovery email address.
5. Next, if you are on Google Chrome, the browser will ask if you want to save your password. We suggest you click "Save" (when you see image to the right) in case you forget your password in the future Now is also a good time to write down and save your password.
6. Now, you should be all set with your email account. Type www.gmail.com into your search bar to access your email. You may be prompted to enter your username and password.
7.
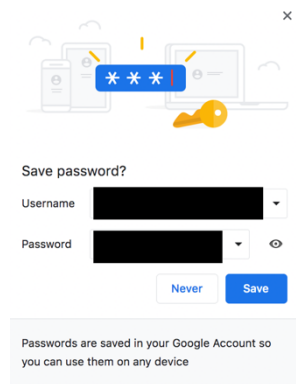
### Step 2) Setting up your Apple Device:

You can also click the blue text here to see the instructions directly from Apple.

1. Your device should not contain any info when you receive it. You will be prompted to set up your iPhone (now your email you made above will come in handy!). First, turn on your device by pressing the side power button. Now, your iPhone should look like the photo below. Select English as your language.
   2. Next, you need to connect to a WiFi network. Choose either your WiFi network and enter the password, or choose an open nearby network like Xfinity.
   3. Next, create a passcode/password. For now, something simple like 0000 is fine. Your donated device might also have an option for FaceID, where the device will recognize your face to unlock.
   4. The device will now ask if you want to restore data. Choose the last option in the menu "Don't Transfer Apps & Data."
   5. Next, you either need to sign-in with an existing Apple ID or **create a new one.** This will help the phone store all your information. If you do not have an Apple ID, refer to the Apple ID Set-Up Guide on the next page.
6. You can next select for the phone to auto-update. This will help your phone improve and update over time.
7. Next, set up Siri. This will allow you to talk to your phone to get things done for you.
8. Lastly, you need to add your email on your device. Your healthcare provider will email you to have a video-appointment on your device. First, click "Settings". Next, scroll down and click "Mail"
9. Next, click "Add account." Now, enter your password and email that you set up in the earlier steps.
10. Lastly, open your email by clicking the "Mail" app.
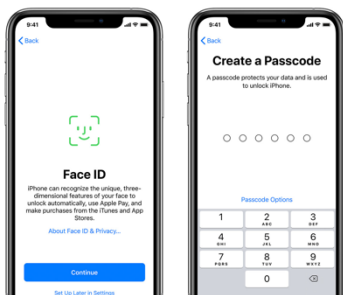
## Step 3) Setting Up an Apple ID:

An Apple ID is the account you use to access Apple services like iCloud, the App Store, FaceTime, and more. It consists of an email address and password that you use to access these services.

When you set up on your new iPhone, iPad, or iPod touch, you might be asked to enter your Apple ID and password. If you don't have an Apple ID yet, use this guide to create one now by proceeding with the following steps based on the type of device you have.

### How to create an Apple ID on your *iPhone, iPad, or iPod touch*

1. On your device screen, tap Forgot password or don't have an Apple ID.
2. Tap Create a Free Apple ID.
3. Select your birthday and enter your name. Tap Next.
4. Tap Use your current email address, or tap Get a free iCloud email address.

### How to create an Apple ID on your *computer*

On your Mac computer, you can create an Apple ID using the App Store. If you use a Windows PC computer, you can create an Apple ID using iTunes for Windows. If you don't have iTunes for Windows, you can create an Apple ID on the web.

| Create an Apple ID on your *Mac* | Create an Apple ID on your *Windows PC* |
|---|---|
| 1. On your computer screen, open the App Store. The icon looks like the one shown to the right.<br>2. Click Sign In, then click Create Apple ID, make sure you're signed out of iCloud. | 1. Open iTunes for Windows. If you do not have iTunes on your computer look at the next section.<br>2. From the menu bar at the top of your computer screen or at the top of the iTunes window, choose Account, and then click Sign In. Next, click Create New Apple ID. |

3. Read and agree to the Terms and Conditions and Apple Privacy Policy.
4. Complete the form to create your new Apple ID. You must enter an email address that is not already associated with an Apple ID. Note: If you do not have an email address, see Email Creation Guide.
5. After you've filled out the form, click Continue. If you see a message that says that the email address you entered is already associated with an Apple ID, follow these instructions to use an existing Apple ID instead.
6. Enter your credit card and billing information, then click Continue. *You will not be charged right now; you will only be charged when you make a purchase in the future.* If you feel more comfortable not entering payment information, you can also choose None, and learn what to do if None isn't showing or you can't select it. You can change or remove your payment details later.
7. Check your email for a verification email from Apple and follow the steps to verify your email.
8. You can use your new Apple ID after verifying your email to access Apple services such as FaceTime.

### Create an Apple ID on the *web*

1. Open your web browser and in the search bar, enter https://appleid.apple.com/#!&page=signin or simply click the blue text.
2. Click Create your Apple ID.
3. Complete the form to create your new Apple ID. You must enter an email address that is not already associated with an Apple ID. The email address you provide will be your new Apple ID. Note: If you do not have an email address, see Email Creation Guide.
4. Select your security questions, and then check the boxes to subscribe to Apple Updates if you'd like. Subscribing is not necessary, but you can choose to if you want to be up to date on the latest news, software, products, and services from Apple and click continue
5. Check your email for a verification email from Apple and follow the steps to verify your email address.
6. After you verify your email address, you can use your new Apple ID to access Apple services such as FaceTime.
7. If you created a new Apple ID on the web and see a message that you need to sign in to iTunes, follow the steps below for your device:
   - On an iPhone, iPad, or iPod touch: Open Settings, then tap "Sign into device" and sign in with your Apple ID.
   - On a Mac: Choose Apple menu, next choose System Preferences, then select Apple ID and sign in with your Apple ID.
   - On a PC: Sign in to iTunes with your Apple ID.
   - On an Android device: Sign in to Apple Music on Android with your Apple ID.