Northern Ireland Social Care Council

Using NISCC apps - some frequently asked questions

What is a mobile app?
An app is short for 'application' and is a small, specialized programme that can be downloaded onto mobile devices such as iPhones/smart phones, tablets or iPads. If you have a smart phone or other mobile device you probably use apps to play games, get directions, catch up on news, read books and much more.

The apps developed by NISCC are useful ways of enhancing learning and giving you access to information when you are out and about.

Can an app be downloaded onto any device?
Apps are built to run on certain types of devices, which is why you can't install an app made specifically for iPhone onto an Android device and vice versa.

The NISCC apps can be downloaded onto most mobile devices but **not Blackberries or Windows mobile devices.**

Do I need permission from my employer to download and use the apps?
If you want to download and use an app on your phone/mobile device during work time, you should contact your manager. If you have technical issues with downloading apps, your IT Support team should be able to help.

Do I need to pay for the NISCC apps?
No – the apps are completely free.

Do I need internet access to download and use the apps?
If you are downloading and using the apps on your phone, you should either connect to wifi or use your 3G data on your phone/mobile device.

Once downloaded, the apps can be used without internet access but there are links to external websites that do require internet access. We suggest accessing these links when you have internet access.

How to download the NISCC apps

The creators of the NISCC apps, Learning Pool (www.learningpool.com) have produced a step-by-step guide to downloading apps – this example is for the Domiciliary Care Toolkit app.

How do I get Domiciliary Care Toolkit app on my Android device?

The best place to get Android apps is the **Play Store**. You probably already have a Google account set up which is associated with your Play Store purchases. Remember that once you purchase or download an app, you can download it again at a later date if you want, so don't worry about deleting it or wanting to use it elsewhere. You'll need to provide credit card or other payment information if you want to <u>purchase</u> apps, but the apps created for NISCC are FREE.
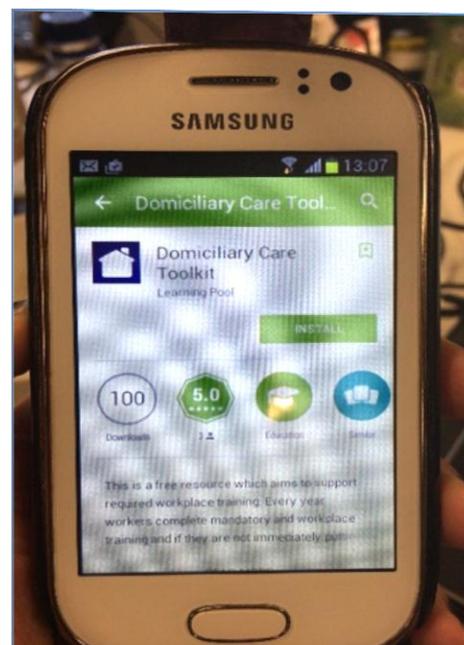
First, open the Play Store

1. Tap the Apps icon in the bottom-right of the home screen.
2. Swipe left and right until you find the **Play Store** icon. Tap it.
3. The first time you tap here, you may be prompted to sign in with your Google credentials and payment information.

   Once you're within Google Play, you can search for a specific app or browse through larger categories.

How to search for Android apps

1. Tap the Apps icon on the home screen of your phone. It usually looks like a bundle of dots at the bottom of the screen.
2. Swipe left and right until you find the Play Store icon. Tap it.
3. Tap the magnifying glass in the top-right, type in the name of the app you're looking for e.g. **Domiciliary Care Toolkit app** and tap the magnifying glass on the keyboard to execute the search.
4. You will then see this screen:

How to install Android apps from Google Play

- Tap the Install button at the top to start downloading.
- Ongoing downloads and installations will show as icons in the notification bar at the top of the screen. Swipe down from the top for a detailed look.
- Once the download and installation are complete, you can tap the Open button in the Play Store listing, or tap the icon from the notification tray to open your app. Otherwise, the app will be accessible by tapping the Apps icon in the bottom of your home screen, assuming an icon hasn't already been put on your home screen.

How do I get Domiciliary Care Toolkit app on my Apple device?

Requirements

In order to use apps and the App Store, you'll need:

- An iPhone 3G or higher, a 2nd generation iPod touch or higher, or any iPad model

- An iTunes account/Apple ID

Create an Apple ID on an iPhone, iPad, or iPod touch

- From the Home Screen, tap Settings > iTunes & App Stores.
- If an Apple ID is already signed in, tap the Apple ID name, and then tap Sign Out.
- Tap Create New Apple ID.
- Choose the appropriate store by tapping Store, and select the country in which you are located.
- Tap **Done** to confirm your selection, and then tap Next.
- To proceed, agree to the Terms and Conditions and Apple Privacy Policy. You can opt to have the Terms and Conditions and Privacy Policy emailed to you for easier reading by tapping Send by Email. To do this, enter a valid email address, and then tap Send.
- Tap the Agree button on the bottom-right of the page.
- Tap Agree again when the confirmation appears.
- After you've agreed to the terms and conditions, you'll need to enter an email address and password, and choose three security questions and provide answers to them. The email address you provide will be your new Apple ID. Enter your email address, and then tap Next.
  You can also enter an optional [rescue email address](). We recommend providing a rescue email address.

- If you're trying to create an account using an existing Apple ID, like your iCloud email address, you'll receive a prompt telling you that your email address is already an Apple ID. Simply tap Continue, and then tap Use Existing Account on the following screen.

- Next, you'll be asked to enter your billing information. To choose a different Credit Card type, tap one of the available options, and then tap Done. You will not be charged until you make a purchase. (NISCC apps are free – so there will be no payment required).

- After you've filled out all of the fields for your billing information, tap Next.

- You'll then see a screen that says Verify Your Account.

- Tap Done, and check your email for a verification email from Apple.

- Open the email, and tap the Verify Now link enclosed in the email to activate your account.

- You'll be taken to a secure page to enter your Apple ID and password.

- After you've entered your email address and password, tap Verify Address.

How do I install/download the Domiciliary Care Toolkit app on my Apple device?

- Tap the App Store Icon on your iPhone or iPad

- Once you have launched the App Store click on the magnifying glass labelled 'Search' at the bottom of the screen

- At the top of the screen you will now see a search bar with a magnifying glass icon to the left

- Enter in the app you want to search for e.g. Domiciliary Care Toolkit and hit search and the bottom right of your screen

- You will then see this screen:

- Tap the **Free** button on the top right which will then switch to display **INSTALL** – tap **INSTALL**
- You will then be prompted to enter you Apple ID password. Once you have done so tap **OK**
- The **Domiciliary Care Toolkit** will now begin to install. You can keep this screen open and then open from there or you can exit the App Store and wait a minute or so for the Domiciliary Care Toolkit icon to appear on your phone.

Downloading apps using links on www.niscc.info

If you are using your phone/mobile device and you want to download apps directly onto this device, you can access the apps at the NISCC website – www.niscc.info as follows:

- Using your phone/mobile device go to www.niscc.info and click on the **Mobile Apps** icon on the home page – this will bring you directly to the page where the links to the apps are available

- Alternatively, click on this link to go directly to that section of the website: http://www.niscc.info/index.php/employers/sector-skills/mobile-learning-knowledge-solutions

Further information

For more information on downloading apps onto an Android device, click to view this website: www.androidcentral.com

Further assistance is available by clicking this link: www.pcadvisor.co.uk/how-to/mobile-phone/3267397/how-download-install-app-on-iphone-or-ipad