Digital Device Drop-In: **Helping uDrive in the eDevice World.**

1) **What’s the scoop?** *(What are device user’s needs?)*

   User’s Name: _____________

   ➢ What device would you like some help with?
     - ☐ iPad
     - ☐ iPhone
     - ☐ iPod/touch
     - ☐ Music Player
     - ☐ Smartphone
     - ☐ Kindle
     - ☐ Tablet
     - ☐ Laptop
     - ☐ Other: __________________________

   ➢ Do you have it with you? ☐ Yes ☐ No
     Brand/Model#: ______________________

   ➢ Is this device legally in your possession? ☐ Yes ☐ No

   ➢ Is it ok to touch/hold the device at times to help you? ☐ Yes ☐ No

   ➢ Do you agree that SFPL, staff, and volunteers will **not be held responsible** for any issues that may seem to result from this free support service? ☐ Yes ☐ No

   ➢ What would you like to be able to do with your digital device that you can’t do now?
     _______________________________________________________________________
     _______________________________________________________________________
     _______________________________________________________________________
     _______________________________________________________________________

2) **DDDI Diagnosis 🕵️‍♂️ 🌐 (How we are going to help.)**

   ➢ Our plan to solve the difficulty and make it as easy as possible for the user to operate it on his/her own. Please discuss this with the device user.
     _______________________________________________________________________
     _______________________________________________________________________
     _______________________________________________________________________
     _______________________________________________________________________

   ➢ Any follow up needed? If so what kind? Any written directions on back?
     _______________________________________________________________________
     _______________________________________________________________________
     _______________________________________________________________________
     _______________________________________________________________________
Tips and Instructions for Using Your Digital Device:

Here are steps to: __________________________________________________________

1. _________________________________________________________________

2. _________________________________________________________________

3. _________________________________________________________________

4. _________________________________________________________________

5. _________________________________________________________________

6. _________________________________________________________________

7. _________________________________________________________________

8. _________________________________________________________________

9. _________________________________________________________________

10. _________________________________________________________________

11. _________________________________________________________________

12. _________________________________________________________________

Notes:

_______________________________________________________________________

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_______________________________________________________________________

Dear Device User, Consider writing your log-in information for sites, apps, or programs below. Don’t share it with others — including us! Please keep it someplace private and safe.

(Account _____________)
Log-in Name or email ___________________________ Password ___________________________

(Account _____________)
Log-in Name or email ___________________________ Password ___________________________

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Use whatever you like for non-profit purposes (but give us a little credit and share any improvements you make with us and other non-profits)