

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:

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 _____