

Welcome to an exciting new chapter
in your Educational Journey.



LEARNER DEVICES POCKET GUIDE

How to USE YOUR DEVICE



Access to a power outlet and power plug is essential to charge your device.



Charge your device only with the supplied charger and wait for the device to boot up.



Devices should always travel in a school bag in its supplied protective casing.



Report any hardware and/or software issues to your School ICT Coordinator immediately.



YOUR RESPONSABILITIES:

01

You have received the ICT DEVICE and a Learner Consent Form.

02

Read through the Consent Form with your parent or guardian.

03

You and your parent or guardian must sign the Learner Consent Form and return the form to the Principal or ICT Coordinator.

04

Ensure that you understand the appropriate usage of your device.

05

It is important that you adhere to the guidelines for the safekeeping of your device.

06

Reporting damages to your device, theft or loss is your responsibility. Report any of the above to the School Principal or ICT Coordinator immediately.

07

The device remains the property of the Mpumalanga Department of Education and an asset of the school. In the event that a learner leaves the school, it must be returned to the school ICT Coordinator and a retrieval form needs to be completed.



GETTING STARTED WITH THE E-READER APPLICATION:

Access prescribed e-Books and other prescribed, interactive content within the Reader application.



Accidentally deleted a book from your account?

NO PROBLEM!

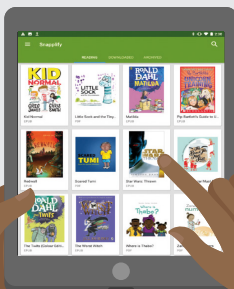
You will always be able to download it again. To do that you need to log in with a valid User Account.

To re-download an e-book, you need 4 things:
Username – Password – URL link – Data.

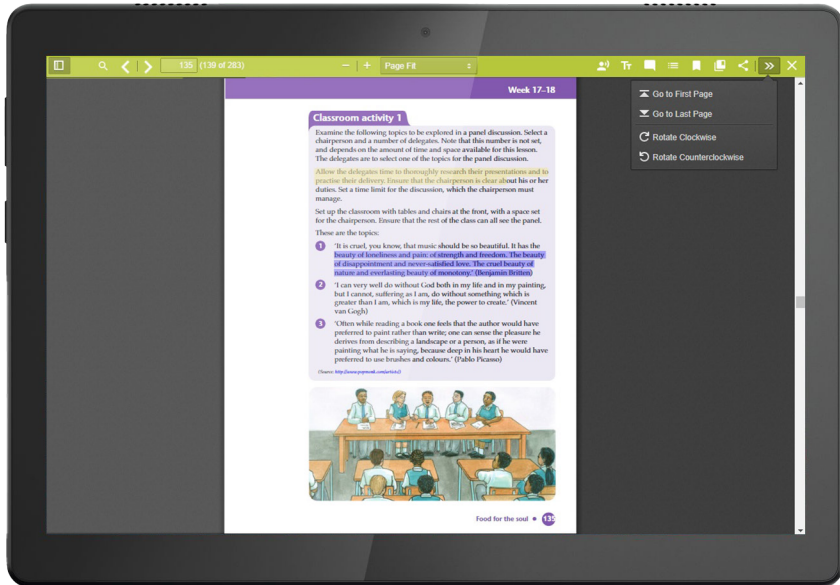
A Username and Password is created for each learner to access certain functions.

The URL link will be shared with you by the School Administrator on request.

Your device is equipped with a sim card and loaded with data for re-downloading your e-books, educational content, appropriate internet research work and for attending virtual classroom sessions only.



How to use YOUR E-READER



- **How to bookmark:** Click on BOOKMARK to save the page.
- **How to highlight:** Select text using your cursor and then click HIGHLIGHT.
- **How to add notes:** Select NOTE to add a note, click remove to DELETE a note.
- **How to save and retrieve:** All edits are SAVED automatically on your e-books for when you return.
- **How to search:** Click on the SEARCH button to find what you need.
- **How to use the table of contents:** Click on a desired chapter on the Interactive Table of Contents to jump ahead to specific chapters.

How to use BookBuddy AI



Book Buddy is your personal AI learning assistant that helps you study smarter with your digital and physical textbooks. It works inside the Snapplify Reader app on your school tablet and supports many South African languages.

WHAT YOU CAN DO WITH BOOK BUDDY

- Summarise chapters
- Explain difficult words
- Create quizzes and flashcards
- Search your textbook instantly
- Translate explanations
- Help with exercises and tests

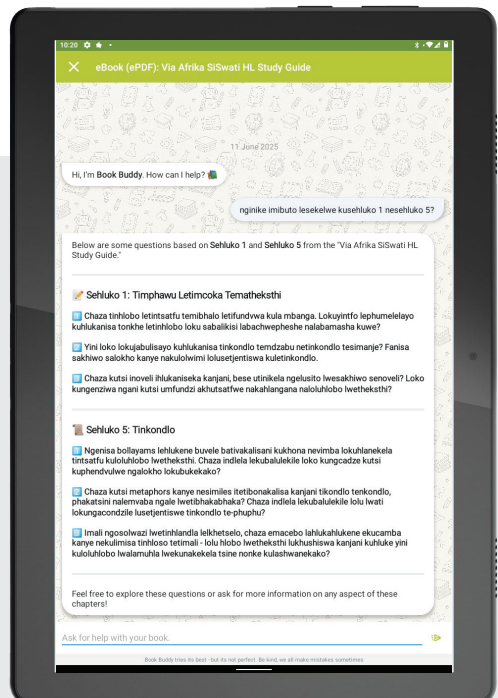
Book Buddy will work with you in your preferred language.

Ask Book Buddy a question in:

- English
- IsiZulu
- IsiXhosa
- Xitsonga
- SiSwati
- Or any other language

Tips for Success

- Use clear and short questions.
- Make sure you are connected to the internet.
- Book Buddy only works with books you own or have been assigned.

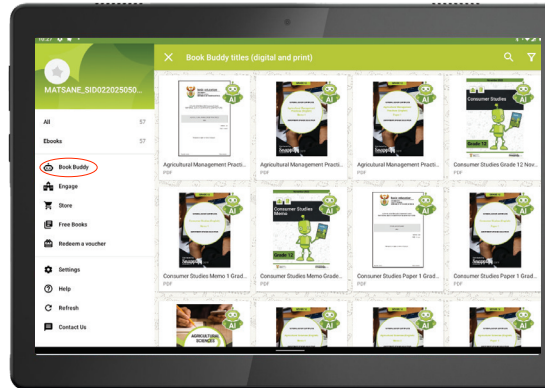


How to use BookBuddy AI



Get Started in 3 Easy Steps

01 **Open Book Buddy section**
Select Book Buddy on the left and you will see all your Book Buddy titles, click on any title to launch Book Buddy.

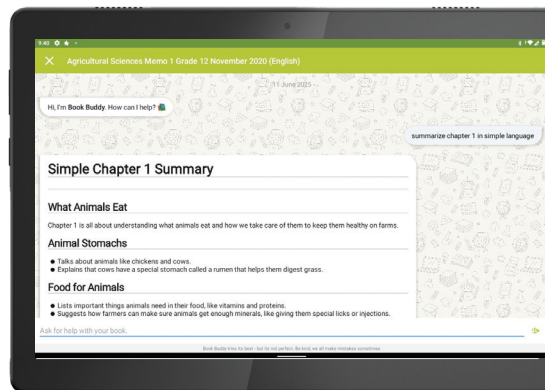


02 **Launch Book Buddy**
in your book
Another way is to click on the Book Buddy icon in the top right while in a book. If you do not see the icon, tap the three dots and select 'Book Buddy'.

03 **Ask Your Question**
Type your question into the chat box.

Try things like:

- "Summarise Chapter 1 in simple language"
- "Give me a quiz on fractions"
- "Explain what 'photosynthesis' means"
- "Isifinyezo sesahluko 1" (Zulu for "Chapter 1 summary")
- Or any other language





DO THE FOLLOWING...

- ✓ Always report any technical difficulties to your teacher and/or the School ICT Coordinator.
- ✓ Always be gentle and use your Learner Device with care.
- ✓ When cleaning the LCD screen, always use a soft cloth, similar to the one used to clean spectacles.
- ✓ Always report device theft or any other incident to your School Principal or School ICT Coordinator immediately, when you become aware of it.
- ✓ Always look after your Device. It is an essential educational tool, which will be passed onto other learners when you leave school.
- ✓ Make sure you know and record your asset tag number for future reference.
- ✓ Always make sure your device is in a safe place and only is charged with the supplied charger.



AVOID THE FOLLOWING...

- ✗ Never apply excessive pressure to the display screen.
- ✗ Do not remove or damage asset tags and/or serial number from the device.
- ✗ Never expose your LCD screen to direct sunlight.
- ✗ Do not use the Learner Device near liquid.
- ✗ Do not use the Learner Device near open fire.
- ✗ Do not overcharge your device.
- ✗ Do not leave your device unattended when not in use.
- ✗ Do not eat while using the Learner device.



LEARNER NEGLIGENCE: DAMAGE OR LOSS



You as the registered User of the device, your parent or guardian shall report the incident to the school Principal or ICT Coordinator immediately.

A STATE PROPERTY – LOSS AND DAMAGE FORM must be completed, signed and stamped with a school stamp. The School ICT Coordinator will submit this form for further processing.

In case of negligence the registered user, parent or guardian will be held liable for repairs or replacements.



THEFT OF A DEVICE

If the device was stolen the incident shall be reported to the local SAPS. SAPS procedures shall be followed, and SAPS details are to be included in the STATE PROPERTY – LOSS AND DAMAGE FORM (Affidavit Form), which must be completed, signed and stamped with a school stamp. The school ICT Coordinator will submit this form to Bongani Rainmaker for further processing.

In case of negligence the registered user, parent or guardian will be held liable for repairs or replacements.

MANUFACTURE DEFECTS



If you encounter any Hardware or Software problems with your device not due to damage or negligence, contact your school ICT Coordinator to request assistance from the Tech Support Call Centre.

HARDWARE OR SOFTWARE PROBLEMS

If you encounter any Hardware or Software problems with your device, provide all required information listed below to the School ICT Coordinator at the school for a speedy resolution.

Please provide the following information to your school ICT Coordinator to contact the School Support Centre:



Model and description of your device.



Serial number and Asset Tag number of your device found at the back of the device.



Describe the symptoms or problems you are experiencing.



Contact the School ICT Coordinator in person.



The School ICT Coordinator will then contact the School Support Centre Team via email to log a support ticket for you.



Please send an email to the following email address: MPELTSM@rainmaker.co.za
Ensure the Subject of your email is: SCHOOL NAME – EMIS – CIRCUIT – DISTRICT – DESCRIPTION OF FAULT/QUERY/ THEFT OR LOSS.

