

# CARING FOR MY TABLET/LAPTOP DEVICE- FREQUENTLY ASKED QUESTIONS (FAQS)

## 1. What should I do if my tablet/laptop is lost or stolen?

- a. Report it to the Trinidad and Tobago Police Service

It is important to note that the identifying markers of your device if lost or stolen are:

- i. Brand, model and serial number (these should be written down when the device is acquired)
- ii. Its colour(s)
- iii. Personalized stickers

Other markers (include blemishes, apps, background, documents stored on the device)

## 2. If my charging cable is lost, where can I buy an original one?

- a. Stores that sell the identical brand of your device
- b. Mobile phone dealers
- c. Approved operator dealers

In all cases look for original packaging.

## 3. What items should be used to protect my tablet/laptop?

- a. Use a microfiber cloth or close substitute to clean the surface of your device.
- b. Acquire a suitable case to hold the device securely.
- c. Avoid using your device around water or other liquids.

## 4. Which tracking software should I use on my device?

- a. Some devices may have preinstalled GPS tracking applications.
- b. Conduct research on various tracking software to find which may be suitable for you. It is useful to read comments from persons who have used the software you are thinking about using.

## 5. What should not be downloaded to my device?

Refrain from downloading non-educational material, especially from questionable sources. Some websites to avoid include:

- ⊗ Websites with illegal or criminal activity
- ⊗ Free movie and TV shows websites
- ⊗ Adult content

⊗ Games (try sources where download is not required)

6. Parents and guardians are recommended to supervise their children's use of their devices as far as reasonably possible, for responsible care of the device.

Devices should be used primarily for the following:

- ✓ To receive and submit educational material pertaining to your school curriculum.
- ✓ To stay current with national and international developments.
- ✓ To conduct research associated with school and approved extracurricular activities.
- ✓ To advance professional and personal skill development and
- ✓ Other activities approved by a responsible adult, such as your teacher.

#### 7. Could the Use of Public Wi-Fi Harm My Device?

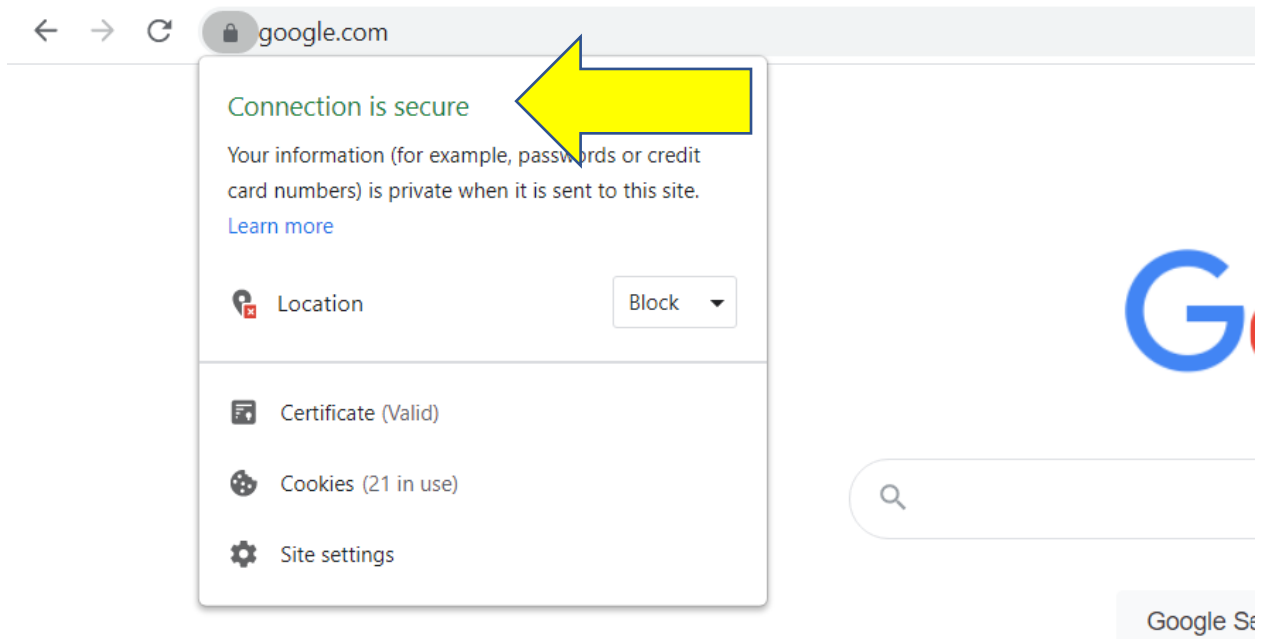
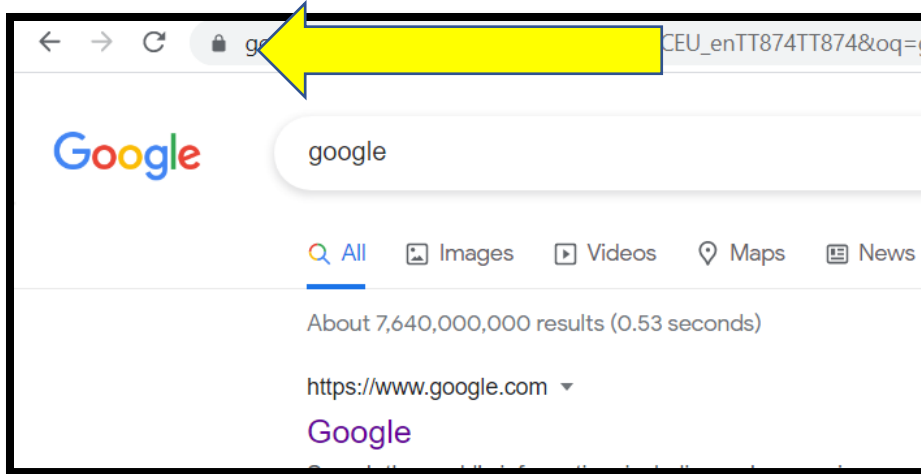
In Trinidad and Tobago WiFi services are provided at public libraries, inter-island ferry terminals, water taxi terminals, PTSC bus terminals and hospitals. This free service is provided by the Government of Trinidad and Tobago supported by TATT. Users can be assured that it is safe to use Wifi services at these venues, which are listed below:

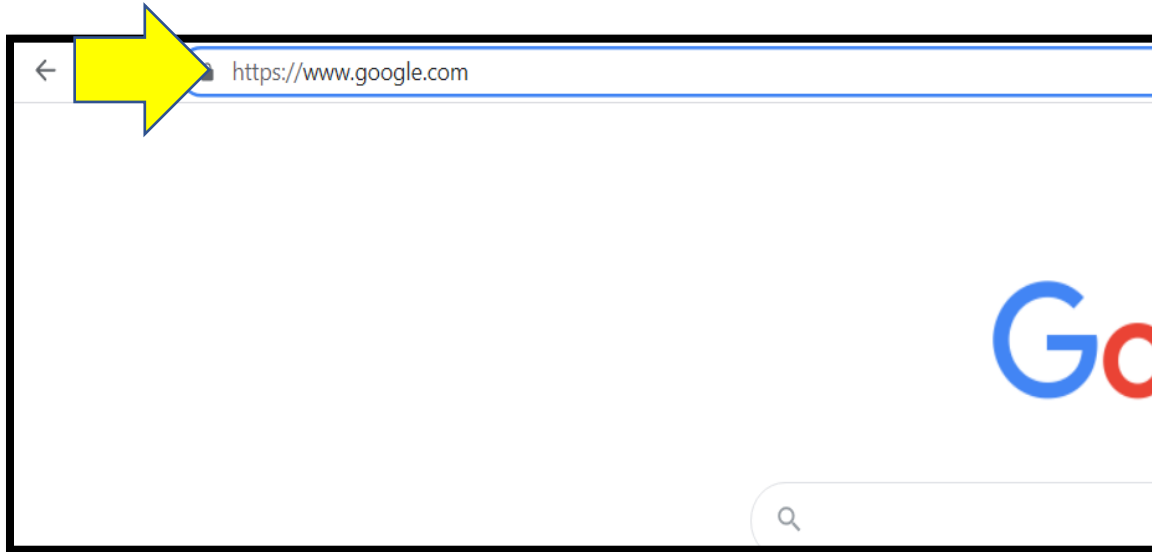
- Arima Public Library
- Carnegie Lending Library
- Chaguanas Public Library
- Couva Public Library
- Maloney Public Library
- Mayaro Public Library
- Moruga Public Library
- Point Fortin Public Library
- Port of Spain Public Library
- Rio Claro Public Library
- Sangre Grande Public Library
- Siparia Public Library
- Tunapuna Public Library
- Charlotteville Public Library
- Roxborough Public Library
- Scarborough Public Library

- Inter-island Ferry Terminals- passenger waiting areas Port of Spain and Scarborough
- PTSC Curepe Hub
- PTSC Port of Spain – South Quay Hub
- PTSC Sangre Grande Hub
- PTSC Chaguanas Hub
- PTSC San Fernando Administration Hub / Passenger Lobby / Deluxe Coach Service Hub
- PTSC Point Fortin Hub
- Water Taxi Service Terminal Port of Spain
- Water Taxi Service Terminal San Fernando

WiFi can also be accessed from other organizations at points often referred to as hotspots. However, some hotspots can be harmful to your device and to you the user and can threaten the device and its user with problems such as viruses, privacy and identity theft as well as spying. To reduce some of these risks, public WiFi users should consider some of the following options:

- As far as possible use free WiFi services provided by the Government of Trinidad and Tobago supported TATT, at the venues outlined above.
- Disable the sharing setting on your device.
- If accessing personal accounts on public networks, whether you are using your own computer or a PC in a library, always log out when finished and disconnect from the Wi-Fi.
- Try to avoid using public WiFi to access financial accounts and other sensitive information. It is always safer to use data from your personal cell to access such information if you are in a public space.
- Turn on Windows Firewall
- Use HTTPS or SSL websites that use the HTTPS protocol support SSL (Secure, Sockets Layer) to make the connection to the site secure. See the examples below:





Feel free to communicate with us at the Telecommunications Authority of Trinidad and Tobago at [itskills@tatt.org](mailto:itskills@tatt.org) to share with us other useful tips to care for a device or simply to get clarification or to ask questions.

*Please take care of your devices*

