

Supporting Campus iPads

ORDERING INFORMATION

- **For New Projects and Campus Initiatives:** Contact your Instructional Technology Specialist. Your specialist will work with your principal to ensure that the technology that is requested will meet the needs of the campus.
- The office manager will email Susan Hieb the order, account information, and the principal's approval.

GENERAL INFORMATION

- iPads will be setup with a **unique Apple ID** that is campus/department specific (no more sharing Apple ID's).
- They will be enrolled in the district's **Mobile Device Management Program** called **Meraki**.
- Do **NOT** change the apple ID assigned to the ipad.
- Each ipad will be "**tagged**" with a campus or department/program name in Meraki for easier identification.

RESTRICTIONS

Some restrictions will be set by Meraki on your ipad. Restrictions can be beneficial depending on who will be using the ipad (student/staff member). Restrictions are set by an On/Off toggle switch and changed as needed.

On indicates that the item is accessible.

Off indicates that item is restricted.

Where Do I Find Restrictions?

Restrictions are found by going to **Settings > General > Restrictions**.



Restriction Passcodes

- Using restriction requires setting a passcode. Share the passcode with CTA's and other campus faculty.
- Passcode Suggestions: 0000, 9999, 0 + 3-digit school ID (example: 0145 = Hunt Elementary)
- The passcode is needed to modify or turn off restrictions.
- If you change a passcode or set a new passcode on your campus ipad, please tell your CTA.
- **If you forget the restriction passcode, then entire ipad will need to be reset.**

PASSCODES

iPad passcodes are different than restrictions passcodes. The passcode is used to **lock access to the entire ipad**.

Passcodes are set by going to **Settings > Passcode**.



IMPORTANT:

- Once a passcode has been set, the passcode must be used again to disable/turn off the passcode.
- **Setting passcodes cannot be disabled** - there is no way to block this section from students and/or staff.
- **If a passcode is set and not remembered, contact Dana Adams.**
- **Monitor student use.** It is recommended that the ipads be numbered in some manner and signed out to individual students so if a passcode gets set, you can track the last user(s) of the ipad.

BUYING AND DOWNLOADING APPS

SUPPORTING APPS

- **The use of apps is an instructional decision made by campus instructional staff.**
- It is recommended that campus staff be given the apple ID and password so they can download apps as needed.
- CTA's should not carry the sole responsibility for researching and suggesting apps. Apps should be thought of as instructional and the campus instructional staff should be researching the apps that best meet their curriculum needs. The CTA can help with this but it should not be their primary role.
- CTA's should help delete and clean up the apps on ipads as needed when space is an issue.
- DO NOT give students the apple ID password.
- The PISD Hotspot website has a list of Suggested Apps & Websites that support ISTE standards.

FREE APPS

- **Downloading of FREE apps can be performed by the user of the ipad at any time.** There is no approval process needed.
- Free apps can be pushed to the ipads under certain circumstances. The free apps will go to **ALL** ipads at the campus or department according to the tag given in Meraki. The following criteria must be met:
 - Do ALL the ipads at your campus or department need the app?
 - Is this a curriculum-driven ipad project need?
 - The specific app name and publisher is required for this request? A picture of the app icon is helpful.

PAID APPS

When a paid app is needed, follow the process below.

1. Go to the following website and search for the app to determine availability and cost:
<https://volume.itunes.apple.com/store>
2. Make a list of the app(s) needed. The following is **REQUIRED**:
 - App Name
 - App Publisher
 - App Cost
 - QTY needed (how many ipads need this app)
 - Apple ID's of the ipads getting the app
 - Total Cost of the apps
3. Coordinate with the office manager (and principal if approval is needed) to determine who will pay for the apps.
It is a campus decision regarding if teacher, grade level or department funds will be used.
4. Open a Help Desk ticket to request the paid apps. Include the account number AND list of apps in step #2.
5. Instructional Technology will contact the school when the apps are ready to be downloaded to the ipads.
6. You will locate the app to download under the **App Store > Purchased**.

NOTE: Quantities of 20+ are often discounted 50%

For iPads that are currently in Meraki, the average turn-around time, if everything goes as planned, is one week from the point at which the PO is created.

TIPS & FAQ'S

Find the Apple ID

Tap **Settings** > **App and iTunes Store**. The Apple ID that is signed in will be at the top of the screen next to "Apple ID".

Find the iPad Name?

The iPad name makes it easier to be identified in Meraki. The name will be something similar to this format:

Campus+iPad # PISD Tag Number = PSHS01 303456

To find the name, go to **Settings** > **General** > **About** > **Name** (tap the name to make necessary corrections)

Deleting Apps

Tap and hold the app that you need to delete. The app will start to wiggle and you'll see a little X in the corner of the app. Tap the X to delete. If you do not see an X, check the iPad restrictions. The restriction to allow deleting apps is turned OFF. Turn it ON to allow app deletion.

App Store Icon is Missing

Check the iPad restrictions. The restriction that allows installing apps is turned OFF. Turn it ON to show the app store.

I'm having trouble downloading apps

First, is the iPad connected to Wifi? Tap **Settings** > **Wi-Fi** and look for a check next to PISDguest. Next, check the date/time on the iPad. Tap **Settings** > **General** > **Date & Time**. Finally, restart the iPad using the steps below.

How to Force Restart the iPad

Restarting the iPad is a good way to fix an iPad that is not functioning as expected. Press and hold BOTH the power button and the home button for at least 10 seconds until you see the Apple logo.

How to Close Apps

Close apps to conserve battery power and to restart an app that is unresponsive. Press the Home button two times quickly. You'll see small previews of your recently used apps. Swipe up on the app's preview to close it. Continue this process to close as many apps as necessary.

What is Guided Access

Guided Access restricts users to a single app. This is a great tool to keep students on-task. Tap **Settings** > **General** > **Accessibility** > **Guided Access** to get started. Turn ON guided access. Open the app you want to use and triple-click the Home button to start a guided access session. You can even disable areas of the app from student access.

Who do I Contact?

iPad Orders: Susan Hieb 28073

App PO Questions: Laura Carpenter 28179

Paid App Questions: Dana Adams 28092

General Help: Help Desk or Dana Adams

Instructional Support: Instructional Technology: Harriet Bell, Clara Alaniz, Nancy Watson, or Leah Heerema