

iPad Frequently Asked Questions

What's the difference between the "Apple ID Password" and my "Passcode"?

The Apple ID Password is used to **back-up** your iPad. The Passcode is what you use to login to **unlock** the iPad.

I can't remember my "Apple ID Login" and/or "Apple ID Password" what do I do?

The "Apple ID Login": lastnameinitialgraduationyear@appleid.shaler.us example: smitht22@appleid.shaler.us
Stop in the Main Office to sign the **Technology Help Log**. Mr. Swartz will check the log and reset your Password.

I can't remember my "Google Sign-In" and/or "Google Password" what do I do?

The "Google Sign-In": lastnameinitialgraduationyear@shaler.us example: smitht22@shaler.us
Stop in the Main Office to sign the **Technology Help Log**. Mr. Swartz will check the log and reset your Password.

I can't find my iPad!

1. Try to recall the last place, time, and reason that you are certain that you used it.
2. Visit each teacher that you have and ask them if they picked it up or have seen it.
3. Report, that day, the misplaced iPad to the Main Office.

I lost my brick/cable, where can I get a replacement?

Replacement components may be purchased, at cost, through the District. The costs are: brick=\$19 & cable=\$14
Families may purchase these components on their own, however they must be Apple Certified.

How badly cracked should my screen be before I report it as "broken" or "cracked"?

Come to the Main Office to report **any** damage to the iPad as soon as it occurs. You will be asked to complete an "Incident Report Form." The information that you provide on this form will help the Administration and Technology Department determine what is wrong with the iPad and assess its need for repair. The District will send a letter to the family, along with a copy of the Incident Report. If the iPad needs to be repaired, an additional letter will be sent once the cost is determined as well as how much the District and/or family will be responsible for the repair.

How soon will I have my iPad returned to me after it's turned into the office?

Turnaround for repairs is dependent upon the reason for the malfunction/damage to the iPad and the number of iPads needing to be repaired which are collected at the Middle School **and** High School. If the malfunction can be "fixed" onsite, turnaround could be immediate or within a day or two. The District will collect iPads needing repair and sent out of District for repair. Those iPads are typically returned within 1-2 weeks. The District does not send individual iPads for repair and families are not permitted to have iPads repaired on their own.

I just got kicked off of WiFi. Can you put me back on?

There are only three individuals in the building with the password for ACE WiFi. Therefore, it is important that students do not disconnect themselves from ACE WiFi while at school.

My iPad was stolen, what should I do?

Immediately, report the loss to the District. In addition, families must file a report with your local police department.