How to enroll a new student iPad at St John's School

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Overview

This guide is intended to provide parents and guardians a step-by-step guide to enroll a new or replacement iPad in the St Johns School MDM during this time of remote learning.

By enrolling in the MDM, St Johns School is able to send applications to the iPad to facilitate student learning.

To ensure an optimal learning experience, please ensure that your child has an iPad just assigned to them and they don't regularly swap their iPad with another sibling or parent. Every time a "new" device is introduced it has to be enrolled and the old device must be removed

This guide only applies to students in Grades 3 to 5.

Prior to Enrolling

Please ensure the following:
- [There is no existing Mobile Device Management Profile installed](#)
- [There is at least 40GB of free storage](#)
- You know the PIN on the iPad
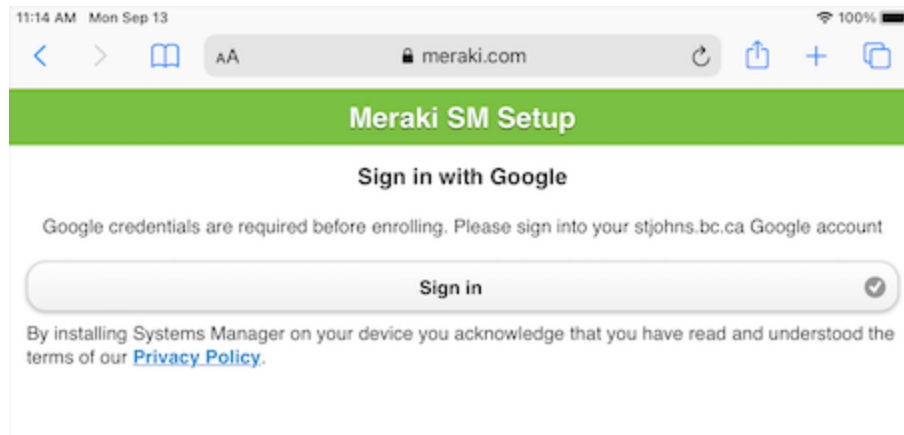- The iPad is not associated with a Non-Canadian App Store
- Screentime is disabled

Step-by-Step Guide

On the iPad, open Safari and navigate to **m.meraki.com**

Enter the following network code:

stjohnsbyod

You'll then be prompted to "Sign in With Google". Click the button.

You'll see a Google Login Prompt. Enter the student's full email address.

The format is **<Grad Year><First Letter of First Name><Last Name>@stjohns.bc.ca**.
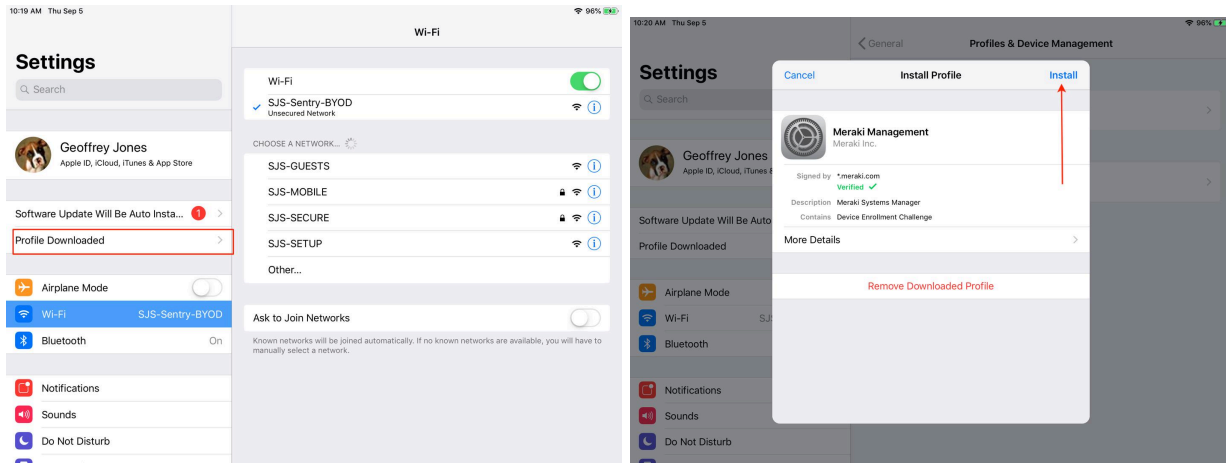
If your child does not know their email and/or password, please contact your homeroom teacher.

A prompt will appear asking to download a profile, choose allow
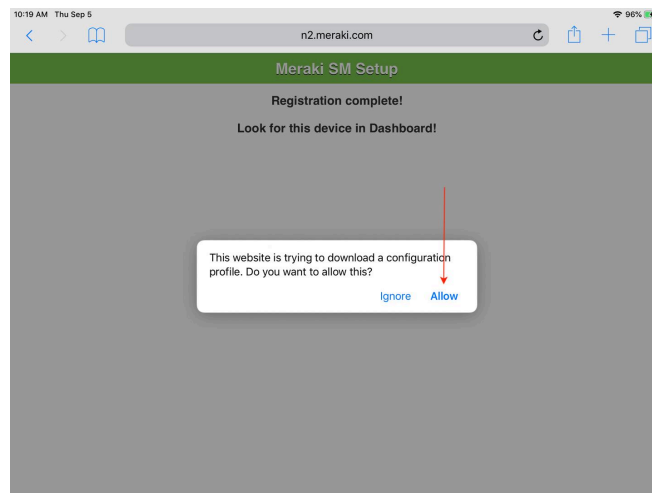
Return to the homescreen and go into settings, there will be an additional option in the menu that says "Profile Downloaded".

- Click "Install"
- Enter the device passcode
- Click "Install"
- Click "Install" again
- Click "Trust"

Send an email to request@stjohns.bc.ca indicating:

- Your child's username
- Grade
- Class (ie A,B)

The IT department will contact you once the iPad is enrolled and remove any old iPads from our system. Once added, you'll see a series of prompts for all the applications being pushed to the iPad. Click install on each one.

Known Issues

Issue: I missed an install prompt and did not receive an application.

Answer: Any application provisioned to the iPad can be retrieved and redownloaded at any time from the Meraki MDM app, click "Apps" to see a list of the applications assigned to the iPad.

Issue: My child has forgotten their username and/or password.

Answer: Please contact IT at request@stjohns.bc.ca

Issue: Another MDM is installed on the iPad how do I remove it?

Answer: In Settings go to General > VPN and Device Management > Select the other MDM and choose "Remove Management". You may be prompted for a password, this would have been setup when you setup the MDM solution.
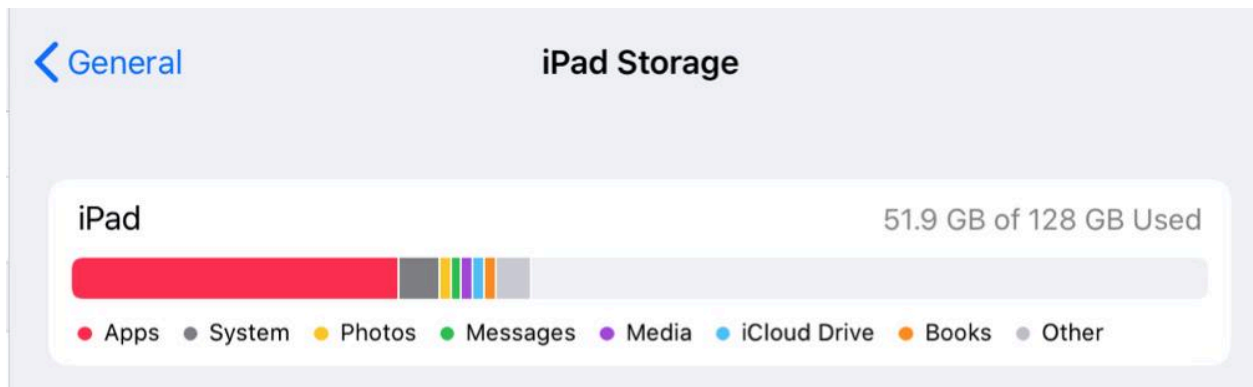
Also note, the Meraki MDM solution can be removed at any time, however doing so revokes access to all associated apps.

Appendix A: Determining how storage is being used on an iPad

Open the settings menu, and in the general menu there's an iPad storage menu.

The menu shows how much space is free on the iPad.

The different colours denote the type of content and how much space that content is taking up. In the case of school iPads, that content will likely be either photo or media.
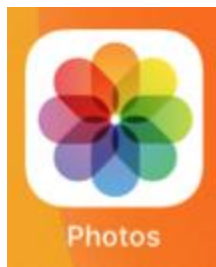
The list of applications below will show how much space is being taken up by each app.

Clearing Old Photos and Media

We strongly advise against deleting all photos and media, just in case more recent content is student work related.
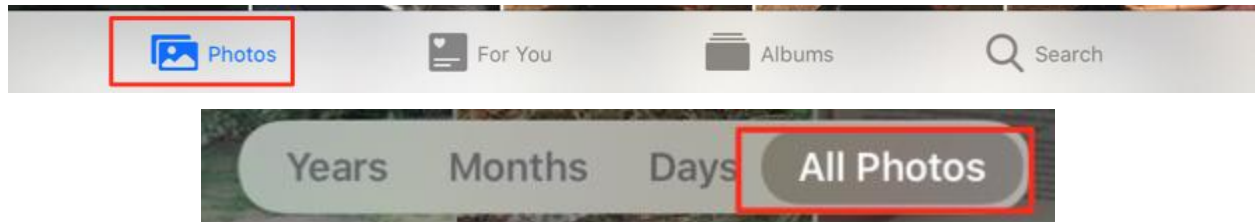
The Photos app covers both photos on the iPad and video recordings.

Open the Photos app

Select the Photos menu, and choose "All Photos"

Videos will also be present in this gallery and are denoted by having a timestamp in the corner of the thumbnail. Long videos can take up a large amount of storage.

Alternatively, the Albums menu will contain links to just specific types of media (e.g Video).

Choose "Select" and select pictures you wish to remove. Note that you can sweep your finger over multiple pictures to quickly select large amounts of pictures for deletion.
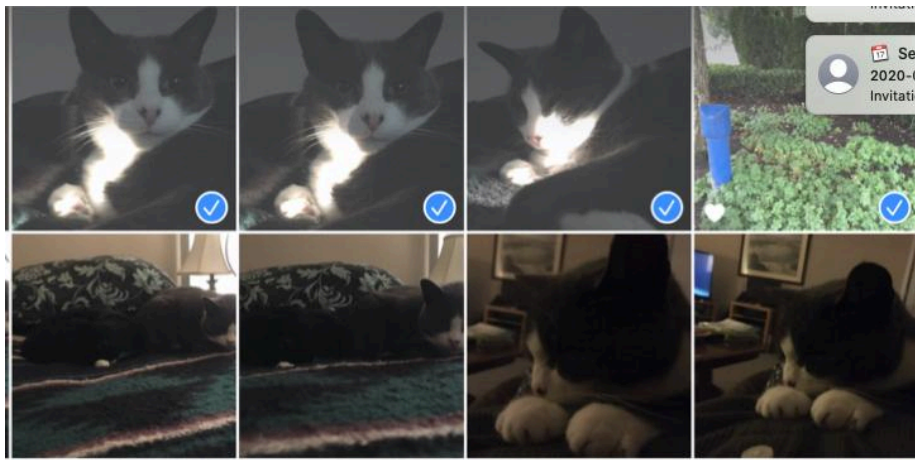
Selecting Multiple Photos at once

To delete a selected photo, choose the trashcan in the bottom left.

Recovering files deleted by mistake

If you accidentally delete a photo or video you did not intend to, the files are still recoverable.

In Albums, there is a special "Other" album called "Recently Deleted".

Select any of the photos or video you wish to recover and select "Recover".

Further Support
Contact SJS Information Technology for assistance.

Email: request@stjohns.bc.ca
Phone: x767 (SOS)